



ANNUAL REPORT

(2021-2022)



ELIMINATING FAMILY VIOLENCE IN NEW ZEALAND

Through Inspiration • Courage • Dream • Harmony

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FOREWORD: Chairperson



It is a great honour for me to take you through the journey of Roopa Aur Aap Charitable Trust during 2021-2022.

The last couple of years have been challenging due to the pandemic. However, I am very pleased that Roopa Aur Aap (RAA) and its team have been excelling in their work to serve the community and clients through digital media tools. They have not only supported the victims of domestic violence and people experiencing or witnessing family harm, but also provided support and care to the people who found it hard to manage during the COVID-19 pandemic and the lockdowns. The services included organising food parcel distribution drives, and providing medications and essentials goods to the people in need. I would like to take this opportunity to thank and congratulate the CEO of RAA and her team who always put their heart and soul to make the clients and the community feel supported and heard.

No successful trust can survive without like-minded, capable and hard-working team members who believe in the mission and understand how imperative it is to achieve it. I, therefore, would like to thank and acknowledge our fellow trustees and our board of advisors. The group of professionals use best practices to consistently provide services to support victims more effectively, thereby meeting their individual needs.

I am pleased to share that our voices and practices have been included in the Safety Assessment Meetings (SAM) by Waitakere Ethnic Police. Generally, SAM meetings are carried out for any family harm cases to discuss the steps that can be taken to address the cases. We take pride in the fact that RAA has been given responsibility to provide insight for each of these cases from a South Asian cultural perspective.

We also received \$10,000 funding from Auckland Foundation. The funding was used to buy PaknSave vouchers that were distributed to families struggling to buy essential goods during the lockdowns and the pandemic.

We focus on six specific strategic targets for the year 2022-2023:

1. Source and secure sustainable funding and access to resources.
2. More collaborations with groups providing services to the Southeast Asian communities.
3. Securing accreditation from the Ministry of Social Development.
4. Taking our services to more cities of New Zealand and overseas to raise awareness about the needs of the Asian communities.
5. Secure resources to provide safe emergency housing to the clients.
6. Maintain 24/7 professional and culturally responsive service.

RAA has made a significant progress during the year 2021-2022. If ample financial support is provided to the trust, there is a scope to increase the workforce to reach out to more family harm victims, thereby making a positive difference in the community. Finally, we are grateful to all the members of RAA for making themselves available and helping the organisation grow.

Thank you once again.

Roshni Chadha

A word from our CEO



I feel honoured to present the Annual Report for the year 2021-2022, as the CEO of Roopa Aur Aap Charitable Trust.

Roopa Aur Aap Charitable Trust has continued its strong performance in providing support to the victims of domestic violence and their families during 2021-2022. Financial distress and uncertainty have been the common challenges faced by the families in the current scenario. The uncertainties have led to a rise in mental stress and depression in the society.

Our qualified team of Counsellors, Social workers, Administrative Staff and IT professionals have again delivered their best in supporting and helping the victims of domestic violence. I would like to thank the staff of Roopa Aur Aap (RAA) for exhibiting our organisational values in their work, making sure the communities are provided with the required assistance in a professional and safe manner.

In the year 2021-2022, we not only catered to the victims of domestic violence but also offered support to people in need. Continuous health assistance and relief support was provided to people during the lockdowns. Distribution of food bags and food coupons was carried out in different parts of Auckland to the jobless and those financially stressed. RAA along with other organisations held many awareness camps for COVID-19 vaccinations. Rapid Antigen Test (RAT) kits and face masks were distributed to reduce the spread of COVID-19. RAA played a vital role in spreading the importance of Yoga and healthy living during the crucial times.

This year we welcomed our supporting collaborator New Zealand Ethnic Social Services (NZESS) that helped RAA access more critical social support services needed for individuals and families of ethnic communities. We are also thankful to the other organisations including Bhartiya Samaj Charitable Trust that has been collaborating with us and constantly supporting us for the past 15 years.

As a not-for-profit organisation, we not only require support in the financial front but also in terms of workforce. We hope to increase our workforce by 50% in 2022-2023. We are continuing to keep this as our focus in 2022-2023, along with organising more educational workshops and awareness campaigns to bring about a positive change in the society.

Finally, I want to convey my gratitude and appreciation to all our Stakeholders, Trustees, Advisors, Account professionals and Supporters for their constant support for many years.

Thank you
Roopa Suchdev QSM



15 YEARS OF COMMITMENT TO ELIMINATE FAMILY HARM IN AOTEAROA

Our Mission

We envision a world with men and women regardless of race, ethnicity, income level or social status are nurtured and empowered to reach their fullest potential.

Our Vision

Our vision is to help victims of domestic violence and sudden tragedies, and restore and enhance their quality of life while working to prevent further victimisation.

The main focus of Roopa Aur Aap is on the development of the South Asian community that face inequality and violence. The main aim of our organisation is to provide free counselling services along with interventions programmes for the victims of domestic violence and disputes.

WHO WE ARE

Roopa Aur Aap Charitable Trust, established in 2008, is the legal face of CEO Roopa Suchdev's efforts to further her endeavour in helping those without a voice of their own.

Since 1996 Roopa Suchdev has been passionately working to help the victims of domestic abuse across New Zealand. She has been a famous Indian radio and television personality in New Zealand.

Roopa Aur Aap (RAA) continues its venture through its tenacious team members working towards its mission of developing a society nurturing and empowering individuals reach their ultimate potential. RAA focuses on the development of the members of the South Asian Community who face inequality and violence. The aim is to provide free counselling, offer interventions programmes to the victims of domestic abuse, and resolve family disputes with help of qualified and certified experts.

RAA is an ensemble of highly qualified and experienced social workers and experts from diverse backgrounds including medical science, law, governance, immigration, and experts catering to the clients with special needs.

BOARD ADVISORS



DR. ANIL CHANNA
Mental health issues



DR. VIKAS SETHI
Medical health issues



BENNET CASTELINO
Barrister & Solicitor, Legal Advisor



TAHSEEN SULTANA
Special needs - Deaf & Dumb

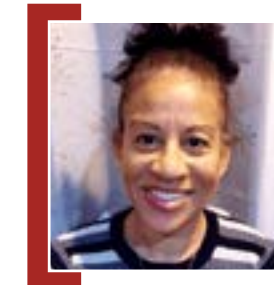
&

AARON KASHYAP Barrister & Solicitor

BOARD OF TRUSTEES



ROSHNI CHADHA
Trustee/Chairperson



DR. CAMILLE NAKHID
Senior Citizens issues



AMI CHAND QSM JP
Trustee



PRATIMA RAMESH SOMA JP
Trustee



GARIMA SINGH
Trustee



JASPREET SINGH KANDHARI
Trustee



JEET SUCHDEV QSM JP
Trustee/ Secretary

STAFF MEMBERS



ROOPA SUCHDEV QSM
CEO



RANI SINGH
Victim Support Manager



SAKINA S ALI
Registered Counsellor & Social worker

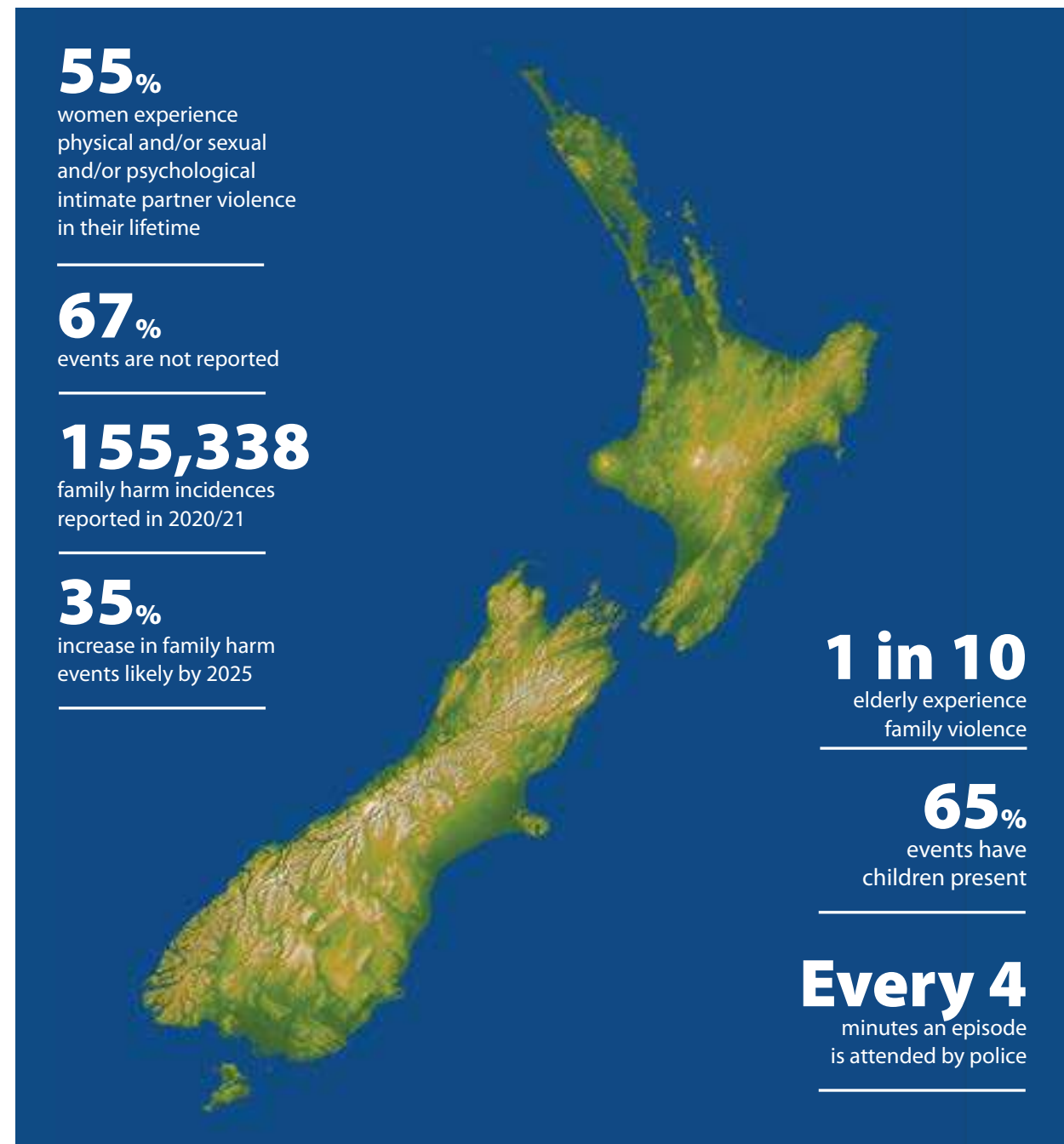


GURPREET KAUR
Administrative Assistant

FAMILY HARM IN NEW ZEALAND

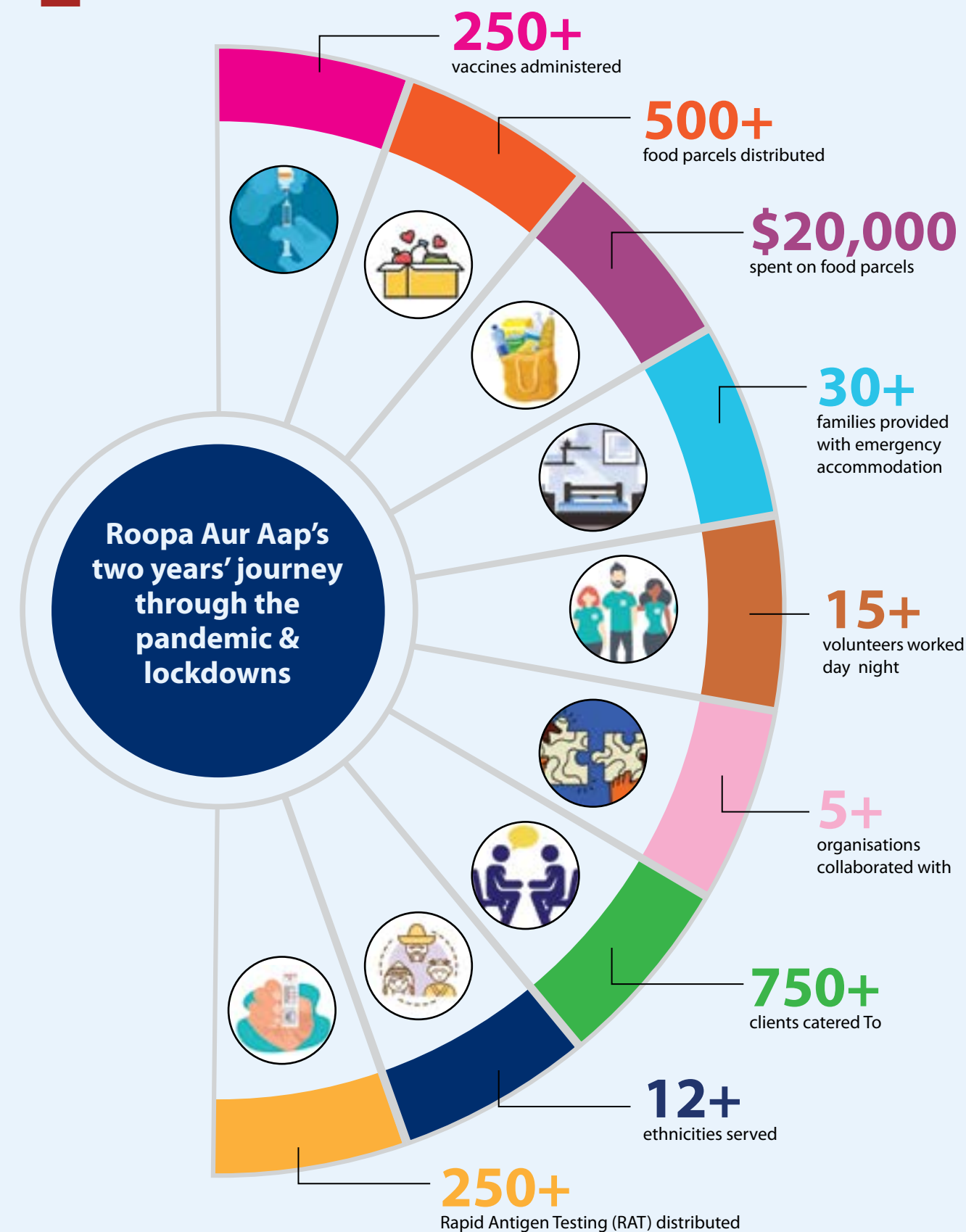
The New Zealand government has been taking several initiatives to make sure family violence victims are kept safe and people who commit domestic violence are held accountable.

Despite that only 33% of family violence cases are reported in the country, police on an average attend a family violence episode every four minutes. Family harm can have a severe impact on families and whānau. It leads to deaths, physical injuries, depression, stress and anxiety among whānau. The family violence also impacts the economy as it costs New Zealander's employers at least \$368 million annually.



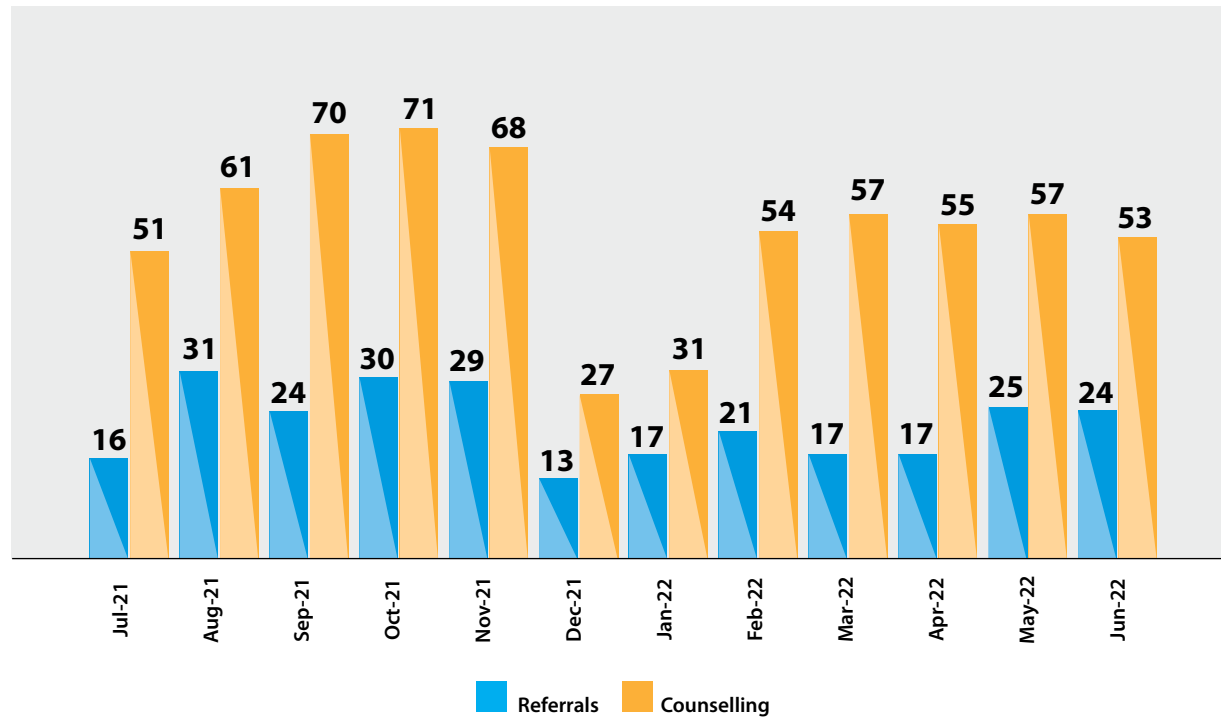
Sources: www.police.govt.nz; www.officeforseniors.govt.nz; & www.nzfvc.org.nz

MILESTONES

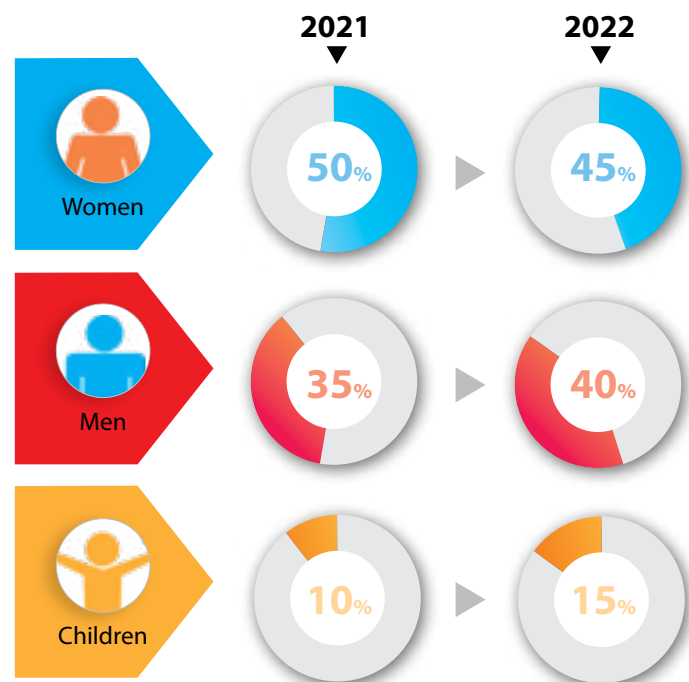


ROOPA AUR AAP'S ACHIEVEMENTS IN 2021-22

About 264 Referrals & 655 Counselling Sessions were provided by RAA July 2021-June 2022

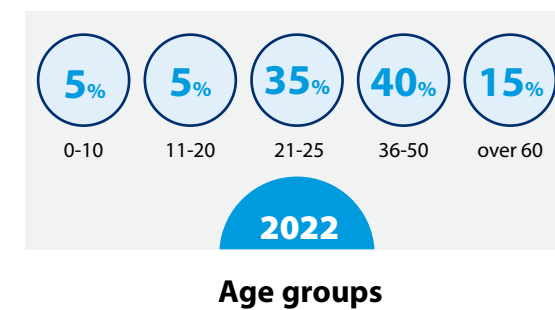


People from different ethnicities in New Zealand were supported and catered to



There was an increase in men and child clientele in 2021-2022.

Most people supported were in the age groups of 21 to 50



RAA gets referrals from different parts of Auckland.

- | | |
|------------------|--------------------|
| 1. Mt Wellington | 12. Three Kings |
| 2. Glenfield | 13. Avondale |
| 3. Sandringham | 14. Blockhouse Bay |
| 4. Mt Albert | 15. Hillsborough |
| 5. Mt Roskill | 16. Weymouth |
| 6. CBD | 17. Manukau |
| 7. Greenlane | 18. Papatoetoe |
| 8. Epsom | 19. Remuera |
| 9. Onehunga | 20. New Windsor |
| 10. Ellerslie | 21. Lynfield |
| 11. Karaka | 22. Papakura |



OUR SUPPORT SERVICES

Roopa Aur Aap (RAA) cares for its clients through culturally-appropriate tailored services as per their needs. We have a wide area of operations. We provide varied services to the domestic violence victims.

1

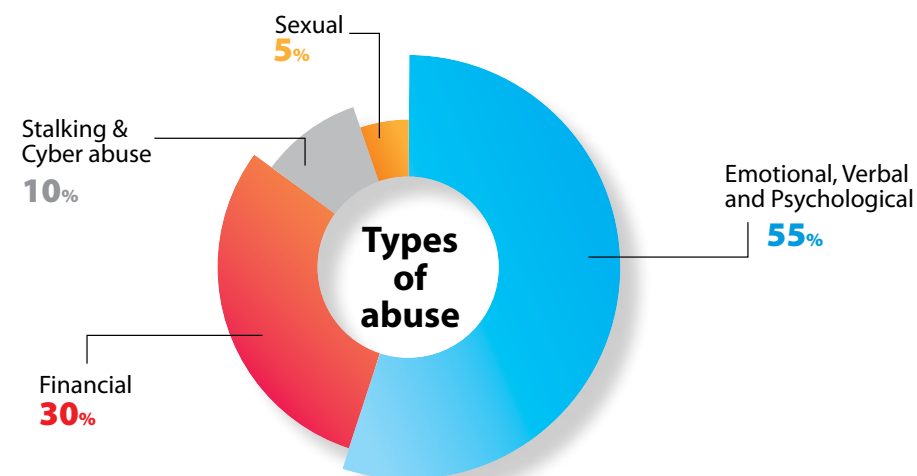
Culturally-appropriate Counselling/ Mediation

RAA provides a range of therapeutic services and acts as a compassionate facilitator, who are experts in providing culturally-appropriate services to the families. We also provide post traumatic solutions as a part of recovery and resilience.

2

Community Services

RAA conducts several campaigns to create awareness and positively change the way people think and act on family harm. During the COVID-19 pandemic, RAA raised awareness about the benefits of getting vaccinated and also provided RAT kits, food parcels, medicines and other essential goods to hundreds of people to fight with covid in New Zealand.



3

Crisis Intervention

We have well-crafted intervention system in place for victims of family violence. Through our services, we try to determine options to resolve the conflict, and counsel the victim as well as the perpetrator to help stabilise their emotions, enabling them to thrive in the face of chronic stress. It assists in reducing the incidences of family harm and forms a strong family bond.

4

Legal Support

We have professional lawyers on board who assist and guide the victims about the civil and criminal legal matters. We help victims engage with the lawyers who help them resolve legal issues and issues relating to immigration.

5

Immigration Support

We provide support on immigration matters with the help of certified immigration advisers. These immigration adviser guide the victims / clients obtain their visas.

6

Elder Abuse Awareness

In collaboration with Bhartiya Samaj Charitable Trust, we carry out interactive workshops & activities for seniors to spread elder abuse awareness.

7

Outreach services beyond New Zealand

Our services extend to those beyond New Zealand. Often, victims are not the only ones affected by violence, but also those related to them. RAA ensures that its actions have far-reaching impact and, therefore, we provide service to the victims' families in other countries as well.

8

Awareness campaigns & Education Workshops

RAA conducts regular education workshops at various locations to create awareness on several social issues. These workshops encourage people to stand up for themselves and lead an independent life. Various activities/classes are also undertaken including English speaking lessons, computer skills, gardening, sewing, information on managing the finances to help the clients/ victims to be up to date.

9

Children Programmes

In collaboration with Bhartiya Samaj Charitable Trust and other community organisations, we organise workshops for children during summer holidays and school breaks. Also, RAA provides support to children who have been the victims of family violence.

OUTCOME 1

AWARENESS ON PHYSICAL & MENTAL HEALTH

1 Interviews with a Mental Health expert to raise awareness

DATE: September 7, 2021; January 7 & June 8, 2022



In an interview with Dr. Anil Channa on RoopaTV, Roopa Suchdev discussed what is mental health and how it impacts our daily life.

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress particularly during lockdowns, relate with others individuals, and make healthy choices in life. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

The discussion in Hindi helped people know the significance of mental health, various changes experienced in mental health change over time, and causes of common mental illness, stress and anxiety.

2 A series of interviews with an Ayurveda expert

DATE: October 20, 2021; January 16, January 24, January 28, February 15, February 24, March 31, April 30, June 20, 2022



In a series of interviews with Dr. Ajit Singh of Planet Ayurveda, on RoopaTV, Roopa Suchdev discussed at length various health related issues.

Dr. Singh highlighted how people could benefit from the goodness of Ayurveda. He shared his knowledge on Ayurveda required to maintain women's health, manage diabetes and blood pressure, boost immunity, deal with humidity and understanding skin diseases and influences of change of season on human health. In 2021, he raised awareness about lifestyle changes and good eating habits to boost the immune system. He talked on how Ayurveda, an alternative medicine system that originated in India, provides a holistic strategy for mental wellness that unites the mind, body and spirit.

3 Healthy Mind Workshop

DATE: July 24, 2021



Roopa Aur Aap conducted a workshop aimed at creating awareness as to how people can keep themselves engaged for a healthy mind. The workshop was attended by many senior members. Some activities and games including crosswords were organised to offer simple mind training exercises.

OUTCOME 2

AWARENESS TO PREVENT FAMILY HARM

1 Workshop on Elder Abuse Awareness

DATE: June 7, 2022



Roopa Aur Aap in collaboration with Bhartiya Samaj Charitable Trust organised a workshop on “Elder Abuse Awareness” at South Auckland Hall Flatbush. Guest speaker Senior Sergeant Gurpreet Arora spoke about cases of elder abuse and discussed the possible solutions.

The workshop was concluded by an activity “Abuse hurts at any age” that saw enthusiastic participation by seniors.



2 Preventing Family Harm Workshop

DATE: May 28, 2022



Roopa Aur Aap participated in a family harm workshop conducted by Senior Sergeant Caroline Miles, Jessica Phuang and Sergeant Neil Pimenta along with their team at Westgate Library.

The workshop offered a great opportunity to meet active members from ethnic communities who worked towards the betterment of the society.

3 A workshop on Te Aorerekura: The National Strategy and Action Plan

DATE: December 21, 2021



Massey University’s Financial Education and Research Centre Director Dr Pushpa Wood explained Te Aorerekura: The National Strategy and Action Plan that sets out a new collective path for government, tangata whenua, specialist sectors, and communities to eliminate family harm and sexual violence in New Zealand.

OUTCOME 3

PROMOTE CULTURE AND LANGUAGE

1 हिन्दी दिवस Celebrating Hindi



Despite challenges posed by the covid lockdown in 2021, Roopa Aur Aap celebrated Hindi Diwas as Roopa Suchdev talked to Durga Das, the first secretary at the Indian High Commission.

To celebrate the National Hindi Day, Roopa Suchdev interviewed leading Hindi language activist Satya Dutt on September 13. Dutt is the president and trustee of Hindi Language and Culture Trust of New Zealand.

National Hindi Day is celebrated every year on September 14 to mark the adaptation of Hindi (written in Devanagari script) as the official language by the Constituent Assembly of India on September 14, 1949. The first Prime Minister of India Jawaharlal Nehru decided to celebrate Hindi Diwas on September 14.

Hindi got its name from the Persian word Hind, meaning 'land of the Indus River'. Turkish invaders in the early 11th century named the language of the region Hindi, 'language of the land of the Indus River'.

Hindi is one of the official languages of India, spoken in India and in many countries outside India, such as in Mauritius, Fiji, Suriname, Guyana, Trinidad & Tobago and Nepal.

Hindi is the fourth most spoken language in the world after English, Spanish and Mandarin.

2 A tribute to Lata Mangeshkar with Vidya Teke



In an interview with Roopa Suchdev, Hindustani classical musician and director of Aarohi Academy of Music Vidya Teke shared her memories of legendary late Lata Mangeshkar.

It was a tribute to 92-year-old singer and actor Lata Mangeshkar, who also made it to the Times Square billboards in New York.

3 Helping Women become better Entrepreneurs



Covid-19 changed lives for many for the worst. Entrepreneurs have suffered the most.

In an interview with Roopa Suchdev, Massey University's Financial Education and Research Centre Director Dr. Pushpa Wood determined how to turn the crises into opportunities. She spoke about working women of today, their challenges and examine how business owners from Indian communities can better interact and engage with the local communities.

OUTCOME 4

PROVIDE FOOD SECURITY & VACCINE BOOST DURING THE PANDEMIC



With the support of Indian High Commission and Auckland Indian Diaspora, Roopa Aur Aap distributed more than 500 free food bags to the community in Auckland.

Since the start of the pandemic the High Commission of India along with other diaspora organisations supported over 5000 families with food boxes and cash vouchers.

Along with RAA, many organisations came together to provide food bags and boost the vaccine campaign among the community.

Honorary Consul of India in Auckland Honourable Bhav Dhillon was himself present on many food distribution drives and ensured that strict adherence was maintained according to the government's social distancing rules, and contactless delivery, at the time of food distribution.



THE WAY FORWARD

Plan for 2022-23

RAA's strategic plan is to build on its strengths and experiences of 15 years to innovate for change. With a focus on strategies that have the maximum impact, the organisation aims to work towards developing plans that deliver a positive and sustainable impact on living without violence.

OBJECTIVE

The main purpose and aim of the organisation is to serve the society so that the maximum number of people get benefitted from it. RAA's objective is to relieve women, men and children who are victims of domestic abuse, through the provision of counselling and support services.

RAA aims to work on six priorities in 2022-23 - sourcing sustainable funding; getting accreditation from the Ministry of Social Development; collaborations with more South Asian communities' groups; expanding to other cities in New Zealand and overseas; providing safe emergency housing to the clients; and continue to provide 24x7 professional culturally-appropriate service.

The priorities are interconnected and mutually reinforcing. These will be delivered through a series of specific strategies.



TESTIMONIALS

Domestic violence is not gender specific

A Testimonial from a male client

We are thankful to Roopa Aur Aap for the support and services they have provided us during our hard time. That time we visited so many places/organisations with hope to get help but we were not satisfied with the services which they offered. We heard about RAA and visited their office in Mt. Roskill. RAA's staff's attention to detail, great communication skills and quick response made

the experience even better than I expected. We never hesitated to talk with the counsellors about our problems. They listened to us very carefully and fully supported us to cope with problems.

Once again I really appreciate and grateful to this organisation for their services.

Rebuilding relationship after abuse

A Testimonial from a couple

The kind of work your organisation "Roopa Aur Aap" is doing is beyond expectation.

First of all I was surprised to know that this kind of service is available in New Zealand (Auckland) and that too without any cost. The work which your organisation "Roopa Aur Aap" is doing is really commendable. Starting from day 1, we felt very comfortable both onsite and during our calls with the counsellor.



in normalising the expectation part in our relationship. We learned how to better handle the growing child and give space to each other to grow in their own space and not put too much pressure on the relationship. We have learned to have arguments in a healthy way and understand that arguments don't have to always end up with agreements.

I sincerely thank our counsellors for their honest involvement, careful understanding and resolving issues in the most cheerful manner.

The slow pace with which the counsellor has taken our matter and dealt with issues one-by-one is really appreciable. My wife has acknowledged the change in her understanding. I personally felt the counseling has helped

Thank you so much for offering help to us and we hope your organisation "Roopa Aur Aap" will keep doing good work to help out people in distress in a foreign nation.

Protecting women from domestic abuse

A Testimonial from a female Client

I would like to advice I no longer need this service. Thank you so much for listening and helping me during the difficult times. It's never easy talking about issues (but

I) felt comfortable and (your organisation) made the process pleasant. Thank you once again!

SUCCESS STORY

Elder Abuse: Suffering in Silence

Vidya and Mayur (name changed) came to New Zealand in 2008 to live with their daughter and grandchildren. They were excited to meet them after 10 years. Their daughter was pregnant and she needed somebody experienced and her own family member to look after her. The grandparents were wholeheartedly welcomed. They were given respect and all the material comforts needed. However, everything changed in 10 years, as the grandchildren grew up and the daughter got busy meeting her professional aspirations. The couple underwent verbal and emotional abuse at the hands of their own children. The elderly couple was sent to a rest home, located in another suburb of the country, away from their children, friends, traditions, culture and food. This is their story of elder abuse.



daughter during her tough times.

One day we were sent to a rest home in another suburb of the country. The life suddenly turned so challenging. Fellow occupants in the rest home seemed helpful but we could not understand their language. The rest home offered three meals a day with a lot of options for snacks, but no traditional Indian food that we had eaten all through our lives. What we miss the most were the people we left behind in India, the respect we had in the society and our staple traditional Indian vegetarian food we grew up eating. We had lost our food, culture and identity in the multicultural country. We had no option but to suffer in silence.

THE SITUATION CHANGED

One day when we decided to pack our bags and leave for India, a friend in the rest home connected us to Bhartiya Samaj Charitable Trust, who referred our case to Roopa Aur Aap (RAA). Things changed pretty fast as RAA's team moved us with an Indian family who was happy to give us a temporary shelter. The organisation has also been providing assistance in securing safe social housing, so that we can cook food of our choice, practise our traditions and follow our culture in our own little space.

OUR ADVICE

Verbal abuse is domestic abuse. Don't suffer in silence at mercy of your children. We should not wait for the situation to get better because it never does. Rising elder abuse in our society is due to the fact that most victims do not speak up. They do not seek help. They keep suffering in silence. We have a responsibility to raise our voice against any abuse, injustice and harm.

OUR STORY

They made us leave our country and our people. They made us dream about a happy and safe life with our grandchildren in this beautiful land of Aotearoa. When we moved to New Zealand, we were excited to reunite with our daughter and her family. We had done everything to give her and her family a comfortable and safe environment for 10 years. At the golden years of our lives, we were raising grandchildren, cleaning the house, cooking food for everyone and doing all that was needed from grandparents. However, it was not enough. We were abused verbally, mentally and emotionally. As the grandchildren grew up, we were considered as a burden in the family. Suddenly, our daughter's three-bedroom house was not big enough to accommodate her elderly parents, who left everything in India to be with their

SUPPORTING COLLABORATIONS

We collaborate and partner with other organisations providing similar type of services. This helps us mutually support and share the resources in delivering the services.



SPONSORS

We acknowledge and thank the organisations and government departments who fund and support our work.



OUR REFLECTION



**YOU ARE NOT ALONE
TAKE A STAND AGAINST**

**DOMESTIC
VIOLENCE**

Talk to Us: 021-665-609
09-620-4606
Office hours Mon - Fri 10am-4pm

Roopa aur aap
CHARITABLE TRUST
www.roopaaurap.org.nz

Together We Can & We Will

Roopa Aur Aap Charitable Trust (RAACT) has been working for domestic violence victims since 2008. The organisation focuses on the development of South Asian Community experiencing inequality and violence. RAACT adopts non judgemental, non political, and non religious approach. The confidentiality of the client is strictly followed by the team. The organisation has multi-lingual skilled, experienced, and knowledgeable staff. We work hand in hand with immigration advisors, lawyers, police officials to provide services to our clients. The team has been continuously conducting workshops to empower and educate the society about domestic violence in various forms. All our services are free of cost.

Services Include

- Counselling / Mediation
- Community Services
- Crisis Intervention
- Legal Support
- Immigration Support
- Elder Abuse Awareness
- Outreach Services Beyond New Zealand
- Awareness Campaigns
- Educational Workshop
- Children Programs

Roopa aur aap
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 info@roopaaurap.org.nz
 Facebook: roopaaurapcharitabletrust



Don't feel safe?

Safety & support is just a call away..

Contact: 021-665-609 , 09-620-4606

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