

ANNUAL REPORT 2016

MULTI-ETHNIC/CULTURAL/LINGUISTIC
PROFESSIONAL COUNSELLING AND FAMILY SUPPORT



DIVERSITY COUNSELLING NEW ZEALAND



COMMUNITY GRANTS



Lottery Grants Board



FUNDS FOR YOUR COMMUNITY



TRUST WAIKATO
TE PUNA O WAIKATO



COMMUNITY
WAIKATO

"Supporting strong communities"



D.V. BRYANT TRUST

Enhancing Human Welfare in the Waikato



The Tindall Foundation

Contributing to a stronger New Zealand



LEN REYNOLDS TRUST



FOUNDERS & COORDINATORS



KAORU TSUKIGI

PROGRAMME COORDINATOR & COUNSELLOR



FREDA XIA

CHINESE LIAISON COORDINATOR & COUNSELLOR



VANISRI MILLS

OPERATIONS COORDINATOR & COUNSELLOR

DIVERSITY COUNSELLING NEW ZEALAND WAS ESTABLISHED BY FOUR COUNSELLORS – KAORU TSUKIGI, FREDA XIA, VANISRI MILLS AND KOU KUNISHIGE IN SEPTEMBER 2013.

OUR STATEMENTS



Everyone has access to counselling in their own cultural setting



Supporting migrants from diverse cultures to make positive changes in their New Zealand lives by providing support, counselling and resources.



Integrity; Sensitivity; Community focused; Dignity; Social justice

OUR PROJECTS

- **Multi-ethnic/cultural/linguistic professional counselling service**
- **Community Development programme for migrants**
- **Family Well-being Programme for Migrants**
- **Seminars for people in the professions assisting refugees and migrants**
- **Guidance counselling in schools**
- **Professional Development Seminars for Health & Social Practitioners**
- **Tree of Life Workshop**
- **Narrative Therapy Workshop for Japanese**

Diversity Counselling New Zealand
Annual Report 2016

Chairperson's Report

Diversity Counselling New Zealand has seen some key developments this year as an organisation. The most satisfying of these was the realisation of one of our strategic goals which was to secure funding to pay counsellors 'so that we do not continue to rely on on-going volunteer contributions from them.' We were able to secure funding to move our Manager, Kou Kunishige into a paid position. We were also able to formalise the three Coordinators' positions. We drafted Job Descriptions adapted to their wide range of skills and commenced to pay them albeit on a partial basis. We warmly thank our sponsors for making this possible, and also value the patience and tenacity of our amazing founding Coordinators. A portion of our income is also being found from our provision of counselling services. Our other counsellors are paid on an invoice basis.

We are approaching the end of the first year of our Strategic plan, and the board will review the plan in January 2017. I can report we have achieved some, but not all of our objectives, so the review will assist the Board to refocus on our key goals. The plan can be found on the front page of DCNZ's website.

I commend the Annual Report to you to provide insights into our key activities during the year. We were so thrilled to host Dame Susan Devoy early in the year, and she provided us with some great networking opportunities.

We were also pleased to lay down more collaborative relationships with Red Cross, Shama and the Waikato Migrant Resource Centre. This has moved us closer to former refugees and their families. Kou maintains a weekly presence at the Migrant Centre meeting people on an informal basis.

Our Manager Kou is widely respected in Japan as well as in New Zealand. He has been invited to provide sessions in Japan in Narrative Therapy, and also arranged for a group of visiting counsellors to attend a week-long workshop in August in Hamilton on Narrative Therapy, in partnership with lecturers from Waikato University. The surplus from this workshop assisted our financial situation.

We are now at the end of our third year of operation. Our vision is that "everyone has access to counselling in their own cultural setting." Our mission is to support migrants from diverse cultures to make positive changes in their New Zealand lives by providing support, counselling and resources. Starting a community organisation from scratch can be daunting, but we are encouraged by the green shoots we are seeing; an increase in referrals, a wide range of collaborative relationships being formed with other organisations, the quality of our staff and the support from key funding agencies in the community. We are aware too of pressing needs such as a qualified counsellor to work with Spanish speaking clients.

Finally, I want to warmly thank all the volunteers that have helped DCNZ to grow. Some of these volunteers can be found in the annual report. Whether you are a visiting volunteer, an administration assistant, a board member or a friend of DCNZ your contribution has helped to sustain and nourish DCNZ and I sincerely thank you for your valuable contribution.



Jenny Field,
Chairperson

Manager's Report

“our existence as persons has no fundamental essence, we can only ever speak ourselves or be spoken into existence within the terms of available discourses” (Davies, 1991, p.42)

It is my pleasure to provide the third annual report since DCNZ started in 2013.

I can show you what we have achieved in 2015-2016 in this annual report. Here I would like to explain our philosophical ideas that underpin our activities.

Counselling & therapy are often viewed as a means to provide psychological care for people who experience some problems in their lives. If counselling were all about it, the distinction between counselling and other means of supporting people such as teaching, coaching and guiding becomes vague.

In counselling, people are encouraged to utter their difficulties, feelings, thoughts, wishes, and hopes. People are positioned where their own view points are privileged and valued. So, in a counselling process they do not act as recipients of services but take an active role in the conversation with counsellors. This process is very important as by “speaking themselves and being spoken to” will inform them of their identities – who they are and how they can live.

Imagine there is a stranger in front of you. He/she seems to come from another country. Even though you can physically see this person, he/she is not truly existing in you as a person. You cannot fully tell who he/she is, as you don't know his/her own stories at all. The existing discourses (e.g., stereotypes) might give you some clues about him/her. However they would not provide uniqueness and richness of each person. The people who our counsellors work mostly with come from places where cultures, customs, histories, and languages are different.

Before teaching or coaching them, they should be offered an opportunity to speak for themselves. Only the people who are privileged to hear their stories can share who they are and what they are trying to do, how they are struggling, and in what way they need support.

Initially, the way to understand people, which was developed in Europe dominated the Māori people and robbed them of their own voices. They didn't have the rights to give meanings to their own actions. Now there is a movement to restore the Maori voices. Thus the Māori voices are heard more than before.

So our mission through counselling services is not just about providing psychological care to people, but also about providing opportunities for people to create new identities in a new world, where almost everything has changed – lifestyles, languages, relationships, and parenting.

Our counsellors are very patient and gently offer opportunities for people to speak up. As a manager, I am very proud of their gentle and patient stance they have towards people whose English competency has not been well developed.

I gratefully thank our board members for their support in our organisation. I am sure that I could not continue my work without them.

I also appreciate our friends in the community organisations. I thought it is wonderful to work together even though we belong to different organisations for people whose voices are not heard enough. I do appreciate this kind of community work in New Zealand.



Kou Kunishige,
Manager, Supervisor, & Counsellor

Davies, Bronwyn. 1991. “The Concept of Agency: A Feminist Poststructuralist Analysis.” *Social Analysis* 30: 42–53.

Coordinators' Reports

Programme Coordinator

Kaoru Tsukigi



My roles in DCNZ since commencing are as a counsellor and programme coordinator. These roles have been mostly voluntary. Over the past 12 months I have been thrilled to be involved with DCNZ and have had job satisfaction.

In my counselling role within DCNZ this year I have worked with several refugee clients providing extensive counselling and when necessary, engaging with other family members. This in itself has proved to be demanding as I have had to obtain the assistance of an interpreter and thus engage with them to meet my client's needs. I have found that this has been a challenge for me as some of the clients find it difficult to liaise directly with me due to a third party, the interpreter, being in attendance. I have overcome this challenge by working with an interpreter who is comfortable to talk with, i.e. sometimes a family member. This has proven to be very successful and thus gave good feedback to DCNZ and myself.

My counselling sessions are not primarily with refugees but also include other DCNZ referral clients. These clients are dealing with the same issues i.e. loss and grief, domestic violence, relationship issues, depression, difficulty with settling into a new country and culture. The follow up on this is where my Programme Coordinator role steps in.

My Programme Coordinator role involves me working with the Family Wellbeing Program for migrants and on the Japanese seminars. I organise these by

continuing to look at options with stake holders to enhance and design appropriate programs to meet their needs. This sometimes requires me meeting with the outside stakeholders.

In the past 12 months I have organised and co-ordinated 9 Family Wellbeing seminars and 3 Japanese Seminars. I have had excellent feedback from varying participants and I have also received positive feedback from outside stakeholders and guest speakers that attended.

Over the past 12 months I have been challenged, yet satisfied with the whole performance of DCNZ and what we have to offer our clients. I feel that DCNZ has the potential to continue and grow in the future whereby we will all benefit.

Chinese Liaison Coordinator

Freda Xia



This year, my roles in DCNZ are counsellor and Chinese Liaison Coordinator. As a counsellor I have provided counselling services and family support to the Chinese community. I have worked with 5 clients and finished 13 sessions. The issues involved relationships, stress, mental health, and domestic violence. Also, I have done voluntary work providing counselling services and family support to the Chinese community. I got positive feedback from my clients from this.

As a Chinese Liaison Coordinator, my work includes acting as a liaison between DCNZ and the Chinese community by contacting, visiting, providing a presentations, promoting DCNZ services, identifying specific issues and developing suitable programmes. Furthermore, I have been organising seminars and workshops, sourcing and liaising with appropriate

seminar speakers, and networking with outside stakeholders relevant to the programmes.

I supported the Programme Coordinator in developing and maintaining the Family Well-Being Programme (FWBP) for Migrants with the Chinese community. I went to the Hamilton Chinese Golden Age Society to do presentations introducing DCNZ and DCNZ programmes. I promoted DCNZ services through these presentations, emailing and phoning Chinese people, translating flyers into Chinese and distributing flyers in the community, such as to Chinese restaurants, Chinese shops, WINTEC, the Hamilton Celebrating Age Centre, the Info Site.

I developed the “Mental Wellbeing” workshop in the FWBP. I networked with Progress to Health, a community based organisation providing individualised and group activities that enhance mental and physical wellbeing and liaised with Kevin Zeng, a community support facilitator in Progress to Health as a seminar speaker. My work received positive feedback from the Chinese community. Most clients and participants of programmes said DCNZ helped and they appreciated DCNZ’s services.

Operations Coordinator **Vanisri Mills**



This year, I have been working as a counsellor and as the Operations Coordinator. I have the privilege to work with people who are from culturally and linguistically diverse backgrounds including Koreans, Columbians, Afghans, Philipinos, Indians, Fijians and Kurdistanis. I have provided 60 counselling sessions. I have noted that many migrants and former refugees have multiple, complex needs and sole psychological support may not be effective for their well-

being. In order to provide culturally safe and responsive counselling, I work within holistic approaches which include strengths, cultural resources and aspirations. In taking a holistic approach to acknowledging, identifying and utilising social support within counselling is important. For certain clients I have needed to provide an appropriate level of psychosocial support, through referral and enabling engagement with other agencies. At times the counselling has been challenging for a number of diverse reasons, but seeing positive changes and receiving the clients’ gratitude is highly rewarding.

As the Operations Coordinator my role included assisting the manager with DCNZ’s activities, organizing professional development seminars, promoting the DCNZ services to governmental and non-governmental organizations, identifying specific issues for migrants and refugees, and developing suitable programmes. Identifying gaps in mainstream services in health and psychosocial sectors has supported the development of programs that aim to assist and develop strategies that provide a culturally safe service to migrants and former refugees.

I have developed a programme called “Working with migrants and former Refugees” for professionals who are working within these populations to bridge the gap and increase their knowledge, awareness and available resources for migrants and former refugees. Our first seminar “New holistic approaches towards domestic violence – Ghandi Nivas Men’s Project” was presented by counsellors from Sahaayta. The second seminar will be “A social workers reflections on working with former refugees” by Gaylene Yates (social worker/ client service team leader –Red Cross) this November.

I also organized twice yearly the “Tree of life workshops” using a tree of life metaphor to discover strengths and cultural values presented by Jenny Snowdon.

The programs have received very positive responses from all participants.

Our Strong Supporters

In this community we are very fortunate to have many supporters which allow us to use their facilities for our services. They are Male Support Services (MSS), Waikato Migrant Resource Centre (WMRC), Catholic Diocese of Hamilton, Lifeline Aotearoa (Waikato), and Waikato Ethnic Family Services Trust (WEFST).

We are so grateful to them.

Male Support Service



Catholic Diocese of Hamilton



Waikato Ethnic Family Services Trust (WEFST),

HMS Trust



Lifeline Aotearoa (Waikato)



Our Partners

We work together to support migrants and former refugees.

Waikato Migrant Resource Centre



New Zealand Red Cross



English Language Partners



SHAMA

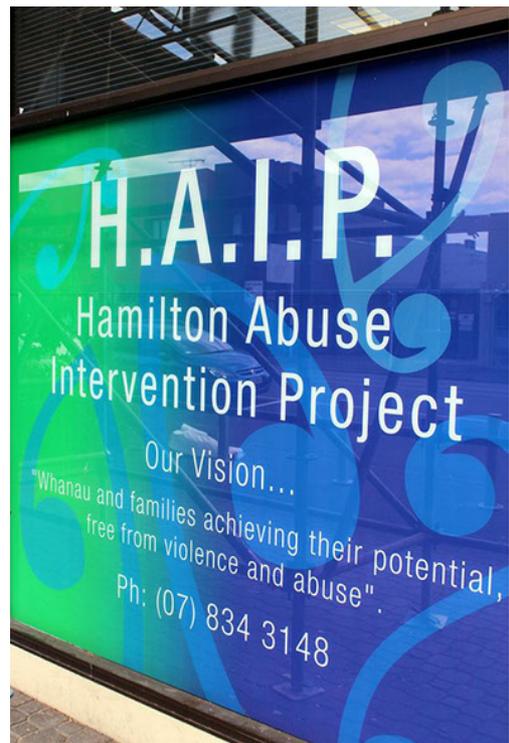


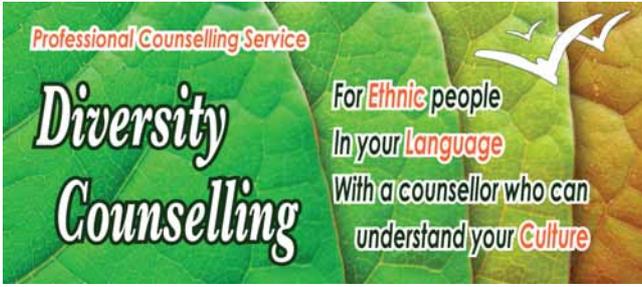
Sahaayta

Sahaayta
Counselling and Social Support...



HAIP - Te Rūnanga o Kirikiriroa



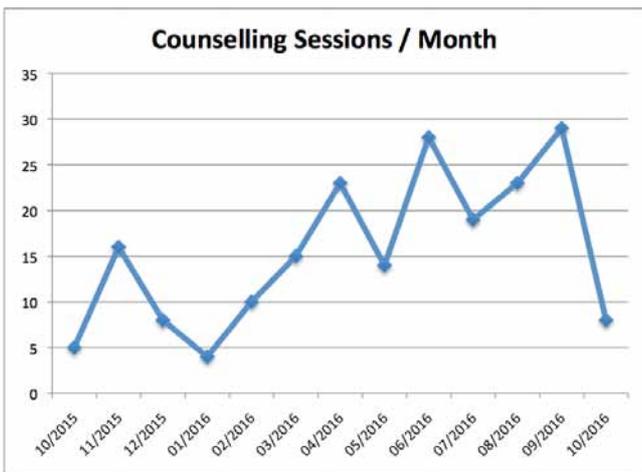


Multi-ethnic/cultural/linguistic professional Counselling & Family Support Project

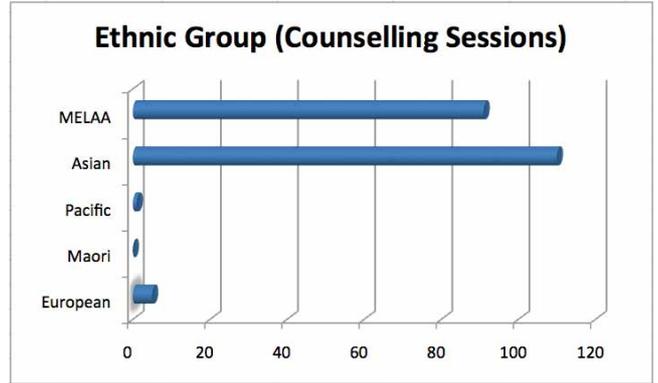
Issues in Counselling Service

Relationship **Settling in**
School Counselling **Self-Esteem**
Depression **Marriage**
Grief & Loss **Mental Health**
Trauma **Anxiety** **Stress Management**
Drug & Alcohol **Couple Counselling**
Family Violence **Adjustment**
Anger Management

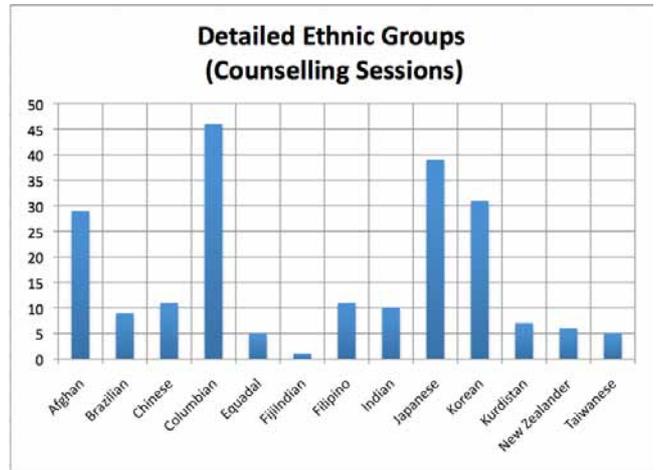
Counselling Sessions / Month



Ethnic Group (1)



Ethnic Group (2)



Languages needed

English **Japanese**
Dari **Chinese**
Hindi **Spanish** **Pashto**
Arabic **Sinhalese**
Portuguese **Korean**
Kurdish **Tamil**



Family Well-Being Project

The Family Well-Being (FWB) Programme for Migrants by Diversity Counselling New Zealand (DCNZ) is a comprehensive, community-oriented, strength-based, and on-going programme for migrants.

Venue: Waikato Migrant Resource Centre

46G Boundary Road, Hamilton

Time: 10:00am to 11:30

Tuesday, 07 June	How to keep moving forward' - his migrant story will inspire you! Guest speaker: Philip Yeung, Hamilton City Councillor
Tuesday, 21 June	Take the stress out of learning English: Guest speaker: Jo de Lisle, Manager English Language Partners Waikato
Tuesday, 05 July	How to become a calm and confident job seeker: Guest speaker: Susan Wright, English Language Partners Waikato
Tuesday, 02 Aug	How to support and help our children Guest speaker: Petronilla Mazai (Social worker, Parentline)

Tuesday, 09 Aug	Healthy lifestyle for your family ~How to protect children and youth from alcohol and drug use~ Guest speaker: Adrienna Ember (AOD Counsellor, Salvation Army, DCNZ)
Tuesday, 30 Aug	Everyday Mindfulness 1 - What is mindfulness, practices Facilitator: Vanisri Mills (DCNZ)
Tuesday, 13 Sep	Everyday Mindfulness 2 - The practice of mindfulness Facilitator: Kaoru Tsukigi (DCNZ)
Thursday, 03 Nov	Mental Health Wellbeing 1 Facilitator: Kevin Zeng (Progress to Health)
Tuesday, 15 Nov	Mental Health Wellbeing 2 Facilitator: Freda Xia (DCNZ)

Supported by: **COGS**
Waikato Migrant Resource Centre
Hamilton City
English Language Partners Waikato
Parentline
Salvation Army
Progress to Health



Tree of Life Workshop

Using a Tree of Life metaphor to discover strengths and cultural values
with Jenny Snowdon

Tree of Life Workshop By Jenny Snowdon

This workshop invites you to participate in telling the stories of your life in ways that may be useful to pass on to others. It has been especially inspiring to people who have faced hardship and loss. All people working with migrants and refugees are welcome. The workshop will be presented in English.

The Tree of Life is a hopeful and inspiring approach to working with children, young people and adults who have experienced hard times... This approach has proved so successful and popular ... in a wide range of countries across Africa, and also in Australia, Brazil, Canada, Russia, Nepal, the USA, and elsewhere. (Dulwich Centre)

1st Series:

- 1: Wed, 18 May, 9:00 to 12:00
- 2: Wed, 25 May, 9:00 to 12:00
- 3: Wed, 1 June, 9:00 to 12:00

2nd Series:

- 1: Wed, 7 Sept, 9:00 to 12:00
- 2: Wed, 14 Sept, 9:00 to 12:00
- 3: Wed, 21 Sept, 9:00 to 12:00

Venue:

Waikato Migrant Resource Centre,
46G Boundary Road, Hamilton



Feedbacks on the Workshops

- *I have a chance to reflect own my life and my personal practice.*
- *I can understand more clearly the possibilities of how the “Tree of life” can be used. I will take this to work with some youth in my church. Thanks for holding this workshop. It has been helpful to give me a deeper understanding of the “Tree of Life”.*
- *The way that a Tree is permanent yet constantly changing responding to external effects and internal life – With migrants – being able to encourage them to draw, to talk, to listen reverently to their emotions even when words are not my language.*
- *I think this “Tree of life “ concept could be useful in parts for my tutors and volunteers. I would like to think more about how this workshop could be adopted to present to my people so that they can us in their roles with migrants in the rural community.*

Supported by: *D V Bryant*

Dame Susan Devoy Human Rights Commission

On 1st March, it was an honour to have Dame Susan Devoy, Race Relations Commissioner, Human Rights Commission visited DCNZ.

We were so grateful to know she understood the importance of our mission.

She also made a connection with Sahaayta (Domestic violence counselling), which had a similar mission and work for migrants in Auckland.



Filming by New Zealand Diversity Forum

New Zealand Diversity Forum, Human Rights Commission is profiling organisations who are making a difference in their communities with regards to promoting and supporting diversity.

DCNZ was selected for this. The filming was done. We are just waiting to see the film.



Sahaayta

On 26 April, Kou visited Sahaayta, Manukau, Auckland. Sucharita & Zoya from Sahaayata welcomed me very warmly.

Dame Susan Devoy and Rakesh Naidoo also joined in this meeting. They are from Human Rights Commission.



They took me to the Gandhi Nivas Men's Project, which achieves remarkable outcomes.





Gandhi Nivas Men's Project By Sahaayta

New Holistic Approach towards Domestic Violence

Gandhi Nivas Men's Project

Presented by Sahaayta
Sucharita Varma (Counsellor) & Zoya Salim Kara (Counsellor)

On Friday, 1 July 2016, from 10:00 to 12:00
At YWCA of Hamilton
28 Pembroke Street, Hamilton

Indian men ditch domestic violence after time out at Auckland home
A new initiative by Auckland's Indian community is claiming a 90 per cent success rate for preventing domestic violence.

10 NEWS NOW

Peace house preferred option for men managing violent behaviour
Indian and Fijian men struggling with violence have a new place to go

TE WAHA NUI

Otago's Gandhi Nivas helping to lower family violence rates

Manukau Courier

Gandhi Nivas safe house for South-Asian men
Howick and Pakuranga Times

Times LIVE

Stop domestic violence - help the men

RADIO NEW ZEALAND



YWCA Hamilton

A social worker's reflections on working with former refugees By Gaylene Yates

Client Services Team Leader / Social Worker
New Zealand Red Cross / Ripeka Whero Aotearoa

On Wed, 23 Nov 2016, from 10:00 to 11:30
At Waikato Migrant Resource Centre
46G Boundary Rd, Claudelands, Hamilton



Dr. Adrienna Ember

Dr. Adrienna Ember presented some important knowledge on alcohol and drug use at DCNZ's Family Well-Being Programme, which was held on Tuesday, 09 August.

The title of her presentation was "Healthy lifestyle for your family ~How to protect children and youth from alcohol and drug use~". It was very productive presentation for the participants.



In addition Adrienna and her husband arranged a laptop computer donated from Deloitte New Zealand. They applied for a refurbished laptop computer for DCNZ. This laptop computer is used for our presentations, seminars, and workshops. Thank you so much for this.

Sunjin Heo

Sunjin Heo is currently enrolled in Master of Counselling, University of Waikato. She can speak in Korean and English.

School Counselling

Sunjin offers free school counselling service through DCNZ to high schools and intermediate schools in Hamilton and Cambridge. Schools normally don't have a counsellor who can work students from other countries. Her services are welcomed.

Diversity Counselling New Zealand Annual Report 2016

Korean Magazine

DCNZ was featured in Waikato Korean News (19 April 2016, Issue 218). The manager and Sunjin Heo were interviewed by an editor of the magazine. She wrote two articles – one was in English (2 pages) and the other one was in Korean (5 pages).

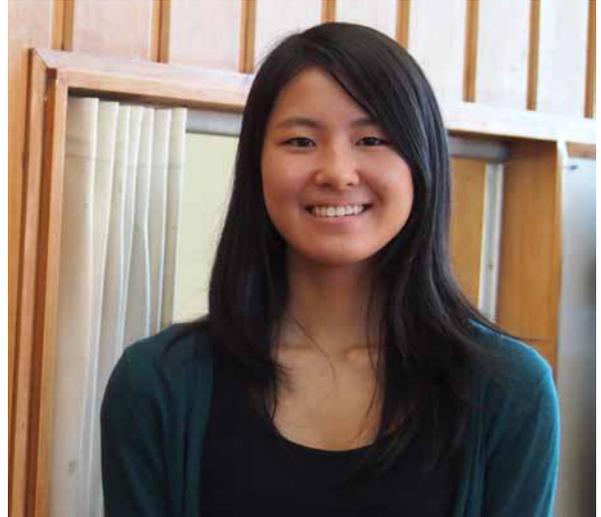


Our Trusted Volunteers



Rumika Sato

Clerical Assistant - Japanese speaker



Dylan Morgan

Volunteer Administrative Assistant



Nozomi Hadano

DCNZ has an internship student from Osaka University that offers “RESPECT” programme to PhD students. She is staying with us from the end of August to the beginning of January, 2016.



Nozomi with Jenny Snowdon

Satono Kawamata

Clerical Assistant - Japanese speaker





Community Development Seminar in Japanese

Sunday, 19 June	“What can you do when something happens to your car?” By Takeshi Teruya Japanese Auto Mobile Services
Sunday, 31 July	“Stretch & Dance” By Toshio Morita
Sunday, 30 Oct	“Differences between studies at universities in NZ and Japan” By C. Yamaguchi, A. Ikeshima, R. Sato, S. Kawamata, & N. Hadano



Professional Development Project Spirituality and Mental Wellbeing

Stephen White
(Academic Staff Member, WINTEC)
On Wed, 20th April, 2016, from 6:00pm to 7.30pm
At Lifeline Aotearoa, Waikato Branch:
113 Alexandra St, Hamilton 3204

Diversity Counselling New Zealand's
Professional Development Seminar Series
for Health & Social Practitioners

Stephen White
(Academic Staff Member, WINTEC)
will present a seminar on:

Spirituality and Mental Wellbeing

On Wednesday, 20th April, 2016, from 6:00pm to 7.30pm
At Lifeline Aotearoa, Waikato Branch:
113 Alexandra St, Hamilton 3204
Participation fees: \$5 for unwaged \$25 for waged
(Eftpos not available)
Seating is limited. Please RSVP to Vani (vani@dcnz.net)



Narrative Therapy Workshop

DCNZ hosted a 5-days workshop for Japanese counsellors to learn Narrative therapy. It took place from 15 August to 19 August, at YWCA Hamilton.

The counselling team from University of Waikato supported this occasion. All of the lecturers are teaching and practising narrative therapy.

The Japanese participants were very satisfied with this workshop. We had great feedback on it.



Day 0: Arrival & Orientation

Day 1: Introduction to narrative therapy by El-marie & Paul)

Day 2: Questioning in Narrative Therapy by Gayle Chell

Day 3: Power/Knowledge and Discourse by Jenny Snowdon

Day 4: Idea of Two Islands and a Boat - Movement towards the preferred as a migration of identity By Donald McMenamin

Day 5: Reflecting the learnings by Gayle Chell

Community Waikato Symposium “CONNECT, INSPIRE, THRIVE 2016”

A sponsored place for the symposium was offered to the manager of DCNZ. Here is my thanks letter to the team of Community Waikato:

“I appreciated how the symposium was organised – inviting local professionals from this community to share their skills and knowledge with us, and providing a lot of opportunities to talk to each other.

I cannot express how important of making and maintaining connections with other people in this community is. I don't think I could continue my work at Diversity Counselling New Zealand, if I don't have the connections I make with other people. I need to have connections with real people. For me everything starts from these points of communicating and getting to know people.

I found that this opportunity was not only about learning, but also about creating a strong and well-connected community of people who are related to community work. The mission that each person has might be different. However, it is really wonderful if they find they are related to others in this community. These relationships can lead people to be acknowledged, appreciated, and supported.

After the symposium, I strongly felt this point. When we started DCNZ three years ago I was kind of isolated in this community, as a migrant and a new comer to this field. Now the number of people I could count in my network has become larger. This is a great asset for me as it assists in me doing my work.

Again, thank you so much for organising this occasion for us.”

Kou Kunishige, Manager of DCNZ

Providing Knowledge and Skills

Lifeline Aotearoa (Hamilton) (23 May)

The manager made a presentation of “Significance of understanding in therapeutic process”

WINTEC (13 June)

The Manager facilitated a year 3 class in “Working with Couples and Families/Whānau”, WINTEC, 8am to 11pm



I thank you for Adrienna Ember (Hungary), Judith Mukakayange (Rwanda), Yukari Barnard (Japan), Vindya Wijesinghe (Sri Lanka), Vivid Huang (China) to support this class.

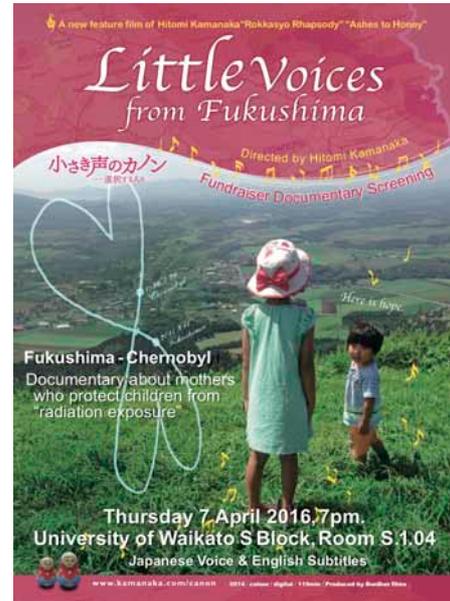
Auckland Japanese Supplementary School (12 November)

Nozomi Hadano will make a presentation on “Developmental Disorders”.

Waikato Japanese Community Trust (18 or 25 November)

Nozomi Hadano will make a presentation on “Developmental Disorders”.

Film Screening of “Little Voices from Fukushima”



Board of Trustees

Chairperson: Jennifer Field
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