

EMPOWER PACIFIC

2021

Annual Report





This is the annual report of Empower Pacific. Empower Pacific is legally registered under the Charitable Trust Act (NO 904).

Front Cover Image by: Empower Pacific

Image shows Empower Pacific staff during different events in 2021 such as mask distribution, PFA session in Kia Island and the Counselling Helpline operator receiving a call.





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ACRONYMS

AHP	Australian Humanitarian Partnership
CANDO	Church Agencies Network – Disaster Operations
CAPS	Community and partnership programs
COVID-19/C-19	Coronavirus 2019
CPO	Child Protection Officer
CSO	Civil Society Organization
CWMH	Colonial War Memorial Hospital
DFAT	Australian Department of Foreign Affairs and Trade
DR	Disaster Ready
EAP	Employee Assistance Program
EOC	Emergency Operations Centre
FDPF	Fiji Disabled Peoples Federation
FF	Fiji Facility
FRIEND	Foundation for Rural Integrated Enterprises & Development
GBV	Gender-Based Violence
GC	General Counselling
MEHA	Ministry of Education, Heritage & Arts
MHPSS	Mental Health & Psychosocial Support
MOHMS	Ministry of Health & Medical Services
NDMO	National Disaster Management Office
NGO	Non- Government Organization
NZHC	New Zealand High Commission
NZMFAT	New Zealand Ministry of Foreign Affairs & Trade
PACIFIC TAFE	Pacific Technical and Further Education
PCSS	Pacific Counselling and Social Services
PD	Professional Development
PFA	Psychological First Aid
PLWD	Persons Living with Disabilities



ACRONYMS

PPE	Personal Protective Equipment
PSEAH	Preventing Exploitation, Abuse and Harassment
PSTD	Post-Traumatic Stress Disorder
REACH	Rights, Empowerment and Cohesion Program
RPF	Rainbow Pride Foundation
SOGIECS	Sexual Orientation, Gender Identity, Gender Expression and Sex Characteristics
SSO	Student Support Officers
UNICEF	United Nations Children's Fund

MISSION

To empower individuals and communities to reach their full potential by providing access to professional holistic health and social development services.

A center of excellence and integrity that is committed to promoting sustainable personal and professional development to enhance the wellbeing of all people.

VISION

OUR VALUES

- Care and Compassion
- Dignity and Respect
- Honesty and Integrity
- Diversity and Inclusiveness
- Accountability and Transparency
- Opportunity and Optimism Innovation
- Pro activity
- Self Reflection and Planned Action



OUR HISTORY

Empower Pacific has been helping the people of Fiji and the Pacific since it was legally registered in September 1994 under the Charitable Trust Act (No. 904) by its original name of the Family Support and Education Group. It commenced as a small voluntary organisation operating in Lautoka. The need for the organisation was such that it developed over the next 28 years to become a professional service delivery organisation operating across Fiji and in neighbouring Pacific countries and territories.

Its skills and professionalism were recognised and the organisation was attracting significant international funding for its work. Growth was such that the Board in April 2008 changed the name from the Family Support and Education Group to Pacific Counselling and Social Services (PCSS). This change was deemed necessary to reflect the broader scope and reach of the organisation. A further name change to Empower Pacific occurred in September 2012. The new name shifted the emphasis from describing what the organisation did to explain why we did it.

Throughout our history despite the various organizational name changes, the task of our organisation has been to empower the people, families and communities of the Pacific to take control of their own situation, particularly helping the most vulnerable in their search for psychological, financial and emotional health and well-being.



WHAT WE DO

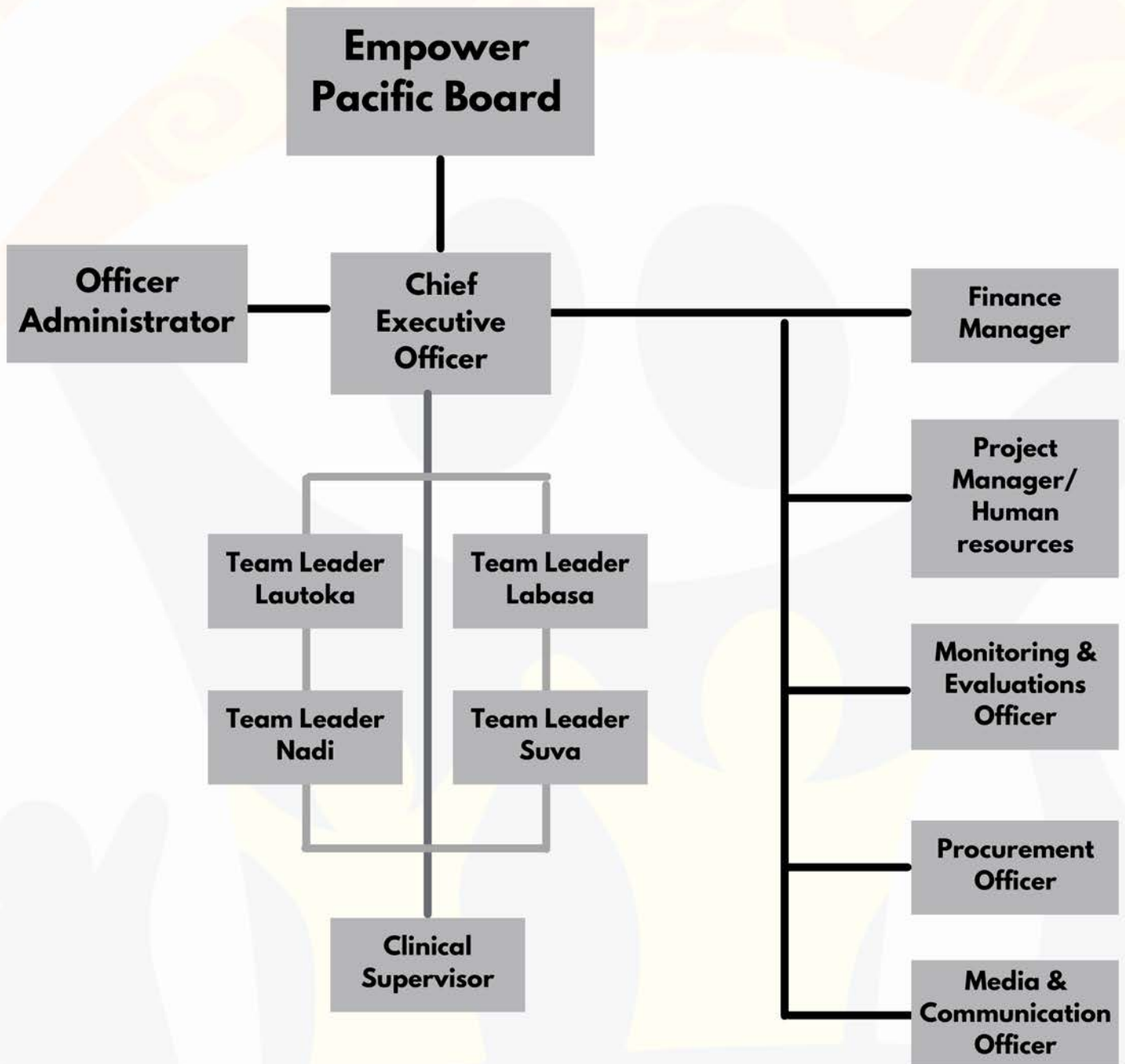
Empower Pacific seeks to enhance the full potential of communities by working in partnership with government and other community agencies to ensure a holistic model of professional health service.

We offer a variety of programs aimed at enhancing the health and well-being of our clients as well as facilitating opportunities for learning, income generation and personal growth. Empower Pacific's programs include:

- **General Counselling**
- **24-hour Counselling Helpline**
- **Social Work**
- **Child Counselling**
- **Employee Assistance Program**
- **Interventions to reduce Gender-Based Violence**
- **Specialized Counselling and Voluntary HIV testing program**
- **Capacity Development**
- **Training**
- **Psychological First Aid following Disasters.**

*Image: 24HR Counselling Helpline
Operator receiving a call*

ORGANIZATIONAL STRUCTURE



BOARD CHAIRPERSON AND CHIEF EXECUTIVE OFFICER'S REPORT

Having gone through a challenging year in 2020, we anticipated that 2021 was not going to be a smooth sail either. We were not out of the woods yet when it came to combating the COVID-19 pandemic, but we aimed for resilience and hope in our service provision of Mental Health and Psychosocial Support to the many individuals that needed it the most, now probably more than ever.

The COVID-19 pandemic brought severe socioeconomic issues and instability to the whole country. The organization had revamped and realigned its service provision according to the ongoing COVID-19 pandemic. Despite the challenges, Empower Pacific stood true to its motto of “putting people first” by having our Counsellors, Social Workers and other essential staff adapt to the COVID-19 safety protocols, restrictions and challenges while ensuring that our services were still available to all individuals in need.

Empower Pacific transitioned towards reaching clients without face-to-face interactions. This was made possible through the 24/7 Counselling Helpline where the provision of Tele Counselling and Social Work interventions occurred. Initially, clients were paying to call us but given the dire socioeconomic situation and considering the rise of mental and social issues, we needed to provide further support to individuals to be able to reach out to us without incurring any costs. With support from our donors, we have been able to ease access to our services by making our helpline toll-free.

With the outbreak of community transmitted infections and hospitals put on lockdown, staff had to endure the 21-day lockdown in Lautoka and Nadi hospitals; an unforgettable experience for all of us. The Lautoka branch also felt the force of the pandemic when it had to be converted into a COVID-19 Ward. As a result, all the Lautoka branch staff had to relocate to the Head Office. A space at the Dental Department was later provided by the Ministry of Health & Medical Services which allowed us to continue with our services.

As the days went on, the number of cases continued to rise but we propelled our services further by targeting quarantine facilities, providing a wellness check for

individuals who tested positive for COVID-19, procuring infant packs, dignity packs, food ration, mother-baby kits, recreational kits for children and adult diapers. We ensured that our service provision was inclusive of women, children, persons living with disabilities and the SOGIECS community and most importantly delivered safely.

Later in the year, with the assistance of the Ministry of Health & Medical Services Infection control team, all Empower Pacific were trained on Donning and Doffing Personal Protective Equipment. This enabled our staff to engage with COVID-19-positive clients in the hospital wards and also continue with the COVID-19 MHPSS service provision.

On a brighter note, we had the opportunity to move into another new office in Suva. This office was situated at the Savita flats and is now known to be our new and improved Employee Assistance Program Office. This new office space paved the way for EAP clients to be provided with a more professional setting and safe space in addressing their issues in a Counselling session. Empower Pacific is grateful to its donors and appreciates the continuous support rendered from all its Stakeholders, Partners, Friends and most importantly the Empower Pacific family that has played a tremendous role in enabling us to pull through another year. The challenges faced this year tested the organizations' ability to readjust, reset and refocus.

Throughout the 28 years of service to the people of Fiji, Empower Pacific has worked as a united front, as a well-coordinated and committed team in prioritizing the health and safety of the general public and in-house staff as well. Despite the many challenges brought about through the years from natural disasters and now the global COVID-19 pandemic, Empower Pacific has persevered and stands resilient and adaptive to change. We would like to convey our appreciation and sincere thanks to the staff for their continued hard work and dedication.

Empower Pacific attributes its success to its staff as we not only understand the importance of implementation, not just strategy but moreover recognise the critical role of our staff in the process. No matter how well designed we are as an organization, we are only as good as the people who live and work under the organization.

The continuous running of the organization would not have been made possible without the support from our valued Donors, staff and our prestigious and intellectual board members. At this juncture, we would like to convey our sincere gratitude to all pre-existing and new partners who have supported Empower Pacific and its work in the sector of Mental Health and Psychosocial support. Acknowledging that with each year comes its challenges, we are rest assured that with a committed team, dedicated staff and support from donors, stakeholders and the Empower Pacific family – together we stand resilient and true to our work in “putting people first” as this is the heart and core of the everything we aim to do. Therefore, with hope and an enduring spirit, we shall conquer many more years to come and we shall triumph.



MRS. K. NAICKER
EMPOWER PACIFIC BOARD CHAIRPERSON



MR. PATRICK MORGAM
CHIEF EXECUTIVE OFFICER, EMPOWER PACIFIC

CLINICAL SUPERVISOR'S REPORT



Clinical supervision acts as the crucible in which Counsellors and Social Workers acquire knowledge and skills for their professional development. It is a bridge between the classroom and the clinical setting. Supervision is necessary to improve client care, develop the professionalism of clinical personnel, enhance the impact of support interventions on the clients and maintain ethical standards in the field. I took up the role as the Clinical supervisor actively in November 2021 focusing on all branches in Fiji and the Solomon Islands.

This role has proven to be challenging and one of great responsibility. Upon reflection, in terms of authenticity, transparency and integrity, I had to be what I preached. In my analysis of the services, there are gaps that I needed to work on especially in terms of the development of the individual staff members first and then their capacity as Counsellors and Social Workers.

In the Pacific, we live in a culture that encourages a lot of unhealthy habits, stereotypes, and discrimination and where humour is used as a defence/coping mechanism. We tend to rationalise a lot of unhealthy issues and pretend that it does not affect us but in reality, it greatly influences our thoughts, values and emotions. As a person, I believe that in this profession, we must truly understand ourselves; our thoughts values and emotions first in order to help others help themselves. In my clinical supervision sessions, I create opportunities for the staff to examine and enhance their self-awareness and then proceed with the professional development of their Counselling skills.

In light of the COVID-19 period, I witnessed the resilience of the staff and how they were able to adapt to the new “normal” which restricted face-to-face counselling and social support services. The team was to continue working by providing this service via telephone. This mode of service provision was adopted to prevent the spread of COVID-19 amongst the staff and clients. Tele counselling has been a whole different ball game altogether as it requires a lot more energy in terms of building a therapeutic alliance with clients. At first, it was challenging for our staff to work with a new mode of service delivery but gradually, we became accustomed to it and this became our new “norm”.

This year, Empower Pacific staff have provided psychosocial support for those who tested positive for COVID-19, living in Government quarantine facilities, isolated in their own homes or homes of relatives and those who were admitted to Divisional hospitals and the FEMAT hospital. The fear of providing face-to-face support for COVID-19 Positive clients in hospitals was overwhelming at first for staff, but once we built the staff morale and their competency in the proper usage of PPEs, this minimised their fear. Similarly, we will continue to upskill ourselves to counter every hurdle that comes our way.

- Carlos Perera
Clinical Supervisor



Greetings **FROM TEAM WEST**

Empower Pacific Lautoka and Nadi branch has been providing effective and inclusive mental health and psychosocial support services (MHPSS) to the Western Community. We cater to individuals of diverse ages, races, gender, religion, sexual orientation, income, health statuses and abilities. Our branches are located at the Lautoka Divisional Hospital (Ante-Natal Clinic Building) and the Nadi Sub-Divisional Hospital. Team West comprises of dedicated Counsellors and Social Workers, who seek to enhance the full potential of communities by working in partnership with the Fijian Government and other key stakeholders. Through the provision of counselling and psychosocial support services, clients are assisted in managing their physical and mental health to enhance resilience which will allow individuals to deal with life's adversities.

SCOPE

Empower Pacific Lautoka and Nadi branch provide services to the greater Western Division from Nadroga-Navosa Province reaching out to Ra Province. The year 2021 was centered on providing Tele-Counselling Mental Health and Psychosocial support services to the individuals in home isolation, quarantine facilities and the greater Western region. This was coupled with the Wellness screening that was conducted by the counsellors which primarily focused on exploring the mental health, well-being and safety of individuals who had tested positive for COVID-19.

Counsellors had followed the Crisis Response Plan upon identifying issues needing further immediate attention and action such as

Gender-Based Violence related issues, Child Protection related issues, relationship and family issues, persons having suicidal ideation, chronic health conditions, having symptoms of severe mental health conditions for example non-compliance.

Clinical supervision is one of the support mechanisms used by all staff. This is one way we ensure that Counsellors and Social workers are able to get emotional and psychological support as they simultaneously reach out to provide that same support to the community at large.

STAFFING

The Counselling Centres consist of thirteen (13) skilled Counsellors and two (2) Social Workers who provide counselling, psychosocial support, social work intervention and assessment. The day-to-day operations is managed by the Team Leader with the ongoing support of the counsellors and social workers. There was also staff movement between the Lautoka Branch to Empower Pacific Head office while some staff had worked from home. This was to cater for the specific challenges and safety guidelines that were presented by the COVID-19 pandemic.

Regardless of the situation, staff engaged in ongoing clinical supervision support, peer debriefs both face to face and virtually as well as internal capacity-building training which was conducted virtually.

	Counselling Team	Social Work Team
Lautoka	GC 2 Level Counsellors	
	Mrs. Reshmi Singh	
	Mrs. Vasemaca Natoga	
	Mrs. Naina Rokocama	
	Ms. Prem Singh	
	GC 1 Level Counsellors	
	Mrs. Renuka Karan	
	Mrs. Rakshika Singh	
	Ms. Jessica Phillips	Ms. Aarti Ram
	Mrs. Akene Lagilagi	Ms. Ruci Sekitoga

Nadi	GC 2 Level Counsellors	
	Ms. Sa'a Foster	
	GC 1 Level Counsellors	
	Mr. Maritino Votiva	
	Mrs. Vika Lumuni	
	Ms. Aarti Akaansha	
	Ms. Laisayane Susu	
	Support Staff	
	Mr. Ajit Prasad	
	Mr. John Rakesh	
	Mr. Lemeki Damu	



**Empower Pacific
Lautoka Staff**



Mrs. Sisilia Siga
Team Leader Suva

Greetings **FROM TEAM SUVA**

Suva branch is located near the Diabetic Hub Centre in the CWM hospital. It is the largest branch of Empower Pacific as it accommodates the most number of staff in the organization. Staff were deployed for Tropical Cyclone Yasa and Ana and were on 2 weeks rotation basis during this deployment. This was one of the biggest deployments as all staff from all the branches were engaged in this exercise. Staff were challenged and faced a lot of challenges during these trips, however, learnt new coping strategies to manage their issues. We salute their families for allowing staff to be engaged. The COVID-19 pandemic made a huge impact on our hospital programs as staff were restricted from entering the hospital due to the high risk of infection. We had established work bubbles and all staff were trained in Donning and Doffing of Personal Protective Equipment (PPE)' by the Infection Control Sister and her team from CWM hospital.

Scope

The area of coverage is from Navua to Korovou and also to the Eastern division such as the maritime islands. We provide Counselling and Social Support Services. The provision of our services matches that of the other branches. Additionally, we also facilitate the Certificate & Diploma in Counselling course at the University of the South Pacific Pacific TAFE.

STAFFING

Suva branch has a total number of seventeen (17) staff consisting of eight (8) counsellors, three (3) social workers, five (5) trainee counsellors and a driver. The trainee counsellors were elevated to confirmed staff by August 2021. There were two counsellors based at the University of the South Pacific providing psychosocial support to students and staff at the university.

	Counselling Team	Social Work Team
Suva	GC 2 Level Counsellors	
	Mr. Carlos Perera	
	Mrs. Salanieta Cavuka Wilson	
	Ms. Emi Ucanibaravi	
	Mrs. Camari Tubunawasa	
	Mr. Mosese Finau	
	Mrs. Sisilia Siga	
	Mrs. Ana Radrekusa	
		Ms. Kimberley Murray
	Data Entry	Mr. Lameka Keli Koroi
	Mrs. Timaima Delai	Ms. Zaiba Ali
	Mrs. Miliakere Taua	
	Mrs. Kinismere Mafi	
	Mr. Demesi Tevita Seruvatu	
	Mr. Virendra Singh	
	Ms. Kavita Kumar	
	Mrs. Keletu Rayawa	
Support Staff		
Mr. Reenal Singh		



Mrs. Shobana Indal
Team Leader Labasa

Greetings **FROM TEAM LABASA**

Labasa Branch is located at the Hospital Road, Soqosoqo Vakamarama building. Empower Pacific Labasa has been operating since 2008 with the core function of counselling and social services. Empower Pacific promotes client success by offering individuals and communities therapeutic counselling services, social work, Psychological Response to Disaster, Employment Assistance Program, training, and research. The focus is squarely directed toward helping clients reach their full potential. Counselling and Social Services recognize the unique role to address the entire community at the utmost best.

SCOPE

Labasa Branch caters to all three provinces – Macuata, Cakaudrove, and Bua. Labasa Divisional Hospital is the biggest hospital in Vanua Levu which cater to all referrals from nearby health centres. The branch also provides an Employment Assistance Program to the business houses, Professional Development Training for Ministry of Health staff, and Psychological First Aid Training to our Government stakeholders and volunteers. The branch seeks to engage and support people representing marginalized populations and to present and provide our services in ways that reduce potential barriers to access and best serve the communities.

Staffing

Labasa Branch consists of three (3) General Counsellors, a Social Worker, Data Entry/IT Support Officer, and a driver/support staff. All counsellors are hospital and community-based and also receive referrals from the Counselling Helpline. Our staff works to identify creative avenues to better serve communities and to provide outstanding psycho-social support and care to each client we encounter.

	Counselling Team	Social Work Team
Labasa	GC 2 Level Counsellors	
	Ms. Shobana Indal	
	Ms. Sivashni Shankar	Adi Selai Qomate
	Ms. Paulina Talebula	
	Data Entry	
	Ms. Louisa Tatawaqa	
	Support Staff	
	Mr. Shamal Lal	



Labasa branch Staff

Working with COVID-19

The year started with an announcement by the Ministry of Health & Medical Services (MOHMS) where four individuals tested positive while undergoing mandatory quarantine in a government-designated quarantine facility in Nadi. Fiji had recorded a total of 53 cases since its first case was reported on March 19. The public was requested to practice proper hand hygiene and other COVID-19 safety measures while looking forward to the commencement of the 2021 school year. In the first three months of the year, Fiji had recorded a total of 67 cases in total with 64 recoveries and 2 deaths since the first cases were reported in March 2020. During this time, all operations within Empower Pacific continued as usual. This includes projects under MEHA, FF HEALTH, AHP & NZMFAT.

Following the receipt of 100,000 doses of COVID-19 AstraZeneca vaccines from India on Monday, March 29th, the Ministry of Health and Medical Services announced the second phase of the rollout of vaccines. On 18th April, the Prime Minister of the country released a statement highlighting a member of the security forces working within the quarantine facility to have contracted the virus. The next day the first case of community transmission was announced; a 53-year-old lady who was working at the quarantine facility. Having attended a funeral and used public transport to commute, the country was bracing itself for widespread infection of the virus. To limit the risk of mass community transmission, Nadi and Lautoka were established as containment areas.

A 24-hour curfew for the entire containment area was announced to allow for contact tracing without accelerating the spread of the virus. Higher-risk businesses, such as gyms, movie theatres, video gaming shops, cyber cafes, taverns, bars, billiard shops and amusement arcades were to be closed and religious gatherings were prohibited. Major events such as the Coca-Cola games, university graduation ceremonies and rugby matches were cancelled. Fiji also suspended all international passenger flights from all countries on the 22nd of April. The Permanent Secretary for the Ministry of Health & Medical Services expressed his concerns regarding the stigmatization of Fijians living with COVID-19

and its consequences. “Fijians who should come forward may be scared into hiding their travel history or hiding their symptoms. That culture of stigmatization can put the entire nation at risk.” On 30th April, a total of 117 cases were recorded in total since March 19, 2020.

On 3rd May, two new cases were announced. These two individuals were doctors at the Lautoka Divisional Hospital. This resulted in an outbreak of infections on 5th May and the entire hospital was cordoned off. Three Empower Pacific staff were also at the hospital branch at that time and had to endure the 21-day lockdown. Meanwhile, 28 new Genexpert machines were received and deployed throughout the country to increase testing capabilities. On June 1st, a total of 473 cases had been recorded since March 19, 2020, with 167 recoveries and 4 deaths. Our Nadi branch staff had to be quarantined on 3rd June due to a possibility of infection after a positive patient had come to visit her child at the hospital. The country got another scare when Dr. James Fong- the Permanent Secretary for the Ministry of Health & Medical Services had to quarantine as well. At the end of June, Fiji had recorded a total of 3,503 active cases in the country. The numbers continued to increase steadily.

The government of the United States donated over 150,000 doses of the Moderna COVID-19 vaccine in July for the greater Fijian community. Safety measure such as regular handwashing, physical distancing mask-wearing and the use of the Care Fiji app was continuously encouraged as six new deaths were recorded between 29th July till 30th July. During this time, the Lautoka Branch located at the Ante-Natal Clinic was changed into COVID positive ward for pregnant mothers and our staff had to move out. This meant that all operations from the Lautoka branch were moved to the head office in Waya street. Due to spacing issues and the risk of infection which continued to intensify, Empower Pacific Counsellors and Social Worker at the Lautoka, Nadi and Suva branch began working from home. This continued for the month of August after which selected staff were asked to report to the office. The Counselling Helpline toll-free number was also launched so that individuals can access our services without having to physically avail themselves to our offices.

Furthermore, a donning and doffing of Personal Protective Equipment training by MOHMS staff was provided to all our counsellors and social workers in all branches who were to go back to the hospital to provide mental health and psychosocial support in the COVID-19 positive wards. The Lautoka Branch staff had moved to the Dental Department as the Empower Pacific office was still being used as a COVID-19 Positive ward. The remaining staff came back into the office in mid-September and received the training as well. All staff had also received their first and second dose of the vaccine.

Positive cases began to decline in the final quarter of the year after continuous efforts to mass vaccinate the Fijian population. At the end of the year, Fiji had recorded a total of 54,147 cases since the first recorded case in March 2020 and 702 people had died. Meanwhile, 609,957 individuals including children and the adult Fijian population had received the second vaccination dosage. During this difficult period, Empower Pacific prides itself in being able to provide mental health and psychosocial support to affected individuals. This was only possible through the hard work and dedication of each staff and all our donor organizations.



Donning and doffing training at HQ

OUR PROJECTS

Image: Empower Pacific staff engaging a resident of Nabaka Settlement on a 1:1 Counselling Session during Tropical Cyclone Yasa Response.

Student Support Services



The Australian Government in partnership with the Ministry of Education, Heritage and Arts (MEHA) has engaged Empower Pacific to pilot a counselling support program (MEHA Project) within schools to ensure all children have access to holistically healthy & quality education.

Twelve (12) schools in the Western Division were identified to be part of the Student Support Services Pilot Program.

The program began in June 2019 and concluded in September 2021.

Image 1: SSO Office at the Namosau Methodist Primary
Image 2: Professional Development session attended by Teachers of Tilak High School



Under this program, our Counsellors were based in 12 schools in the Western Division as Student Support Officers (SSO). The main objective of this project was to provide Counselling support to students. In addition to this, they also facilitated awareness sessions for students, conducted community awareness sessions and professional development sessions for teachers.

Students normally received counselling for:

- Anger & Stress Management
- Disruptive Behaviour
- Moral Support
- Trauma
- Swearing & Vulgar Language
- Bullying
- Absenteeism
- Substance Abuse
- Physical & Verbal Abuse



Class awareness sessions were focused on Child Protection, importance of counselling, awareness on student support services, good touch and bad touch, bullying, mental health awareness, resilience in the face of adversity.



Community awareness session in Navoci Village, Nadi on Child Protection



Community awareness session at Jasper Williams High School in Lautoka on Positive Parenting Skills



Community awareness session at the GoodNews Church in Lautoka on Positive Parenting Skills.

- Nadi District Primary School
- Saint Thomas High School
- Ba Provincial Freebird Institute
- Ratu Navula College
- Gandhi Bhawan Primary School
- Nadi District Primary School
- Nadi Muslim High School
- Tilak High School
- Namosau Methodist School
- Jasper Williams High
- Saint Thomas Primary School
- Ba Methodist High School



Counselling Support received by Students

A total of 159 students received counselling



Professional Development Session

was provided to teachers. A total of 21 Professional sessions were provided



Community Awareness Sessions

educating communities on issues related to children and their wellbeing. A total of 13-communities was targeted.

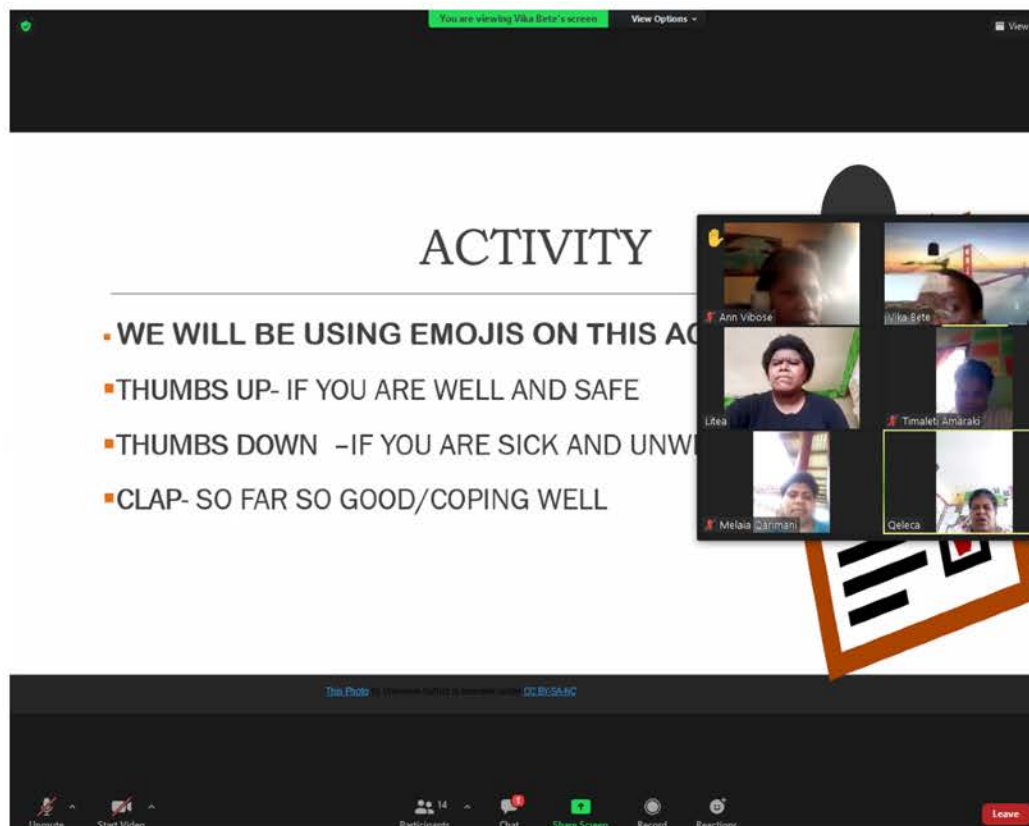


Class Awareness Sessions

provided to equip students with information on key topics.

Other Note Worthy Achievements

- CAPs meeting included an informative session with the Student Support Officers. It was observed that after the CAPs meeting, most parents reached out to the SSO for further support on ways in which they can support their children in school.
- Next, students are normally referred for Counselling by the Child Protection Officer or the Head of School. However, a change was seen where students would voluntarily go to the SSO's to share their issues and get help.
- Head of schools started incorporating SSO's in their school plans especially during the lockdown which resulted in school closures in April, 2021.
- SSO's continued to provide Counselling support, class awareness sessions and professional development session. Alternative modes such as Telephone, Zoom and Google Meet were used to facilitate these.



Professional Development session for teachers of Nadi District Primary School via Zoom. The SSO conducts an activity using emojis to make the session more interactive.

MOST SIGNIFICANT CHANGE STORIES

Reaching Out

Note: The client's name has been changed to protect their privacy.

Students are required to be in school before 8 am. Mira was one of the students who was always late and there would be times when she would not show up at all. Mira's class teacher, the school Child Protection Officer (CPO), identified her as an at-risk student. The CPO informed the Head of School and a decision was made to refer Mira for counselling.

The CPO briefed the Student Support Officer about Mira. Mira was frequently absent from school and when she did come she was often late. When the CPO approached Mira, Mira said it was because she had to do chores before coming to school.

During Mira's first counselling session with the Student support officer, it was identified that Mira's mum would always be asleep in the morning because she worked the night shift while her father would always be out to look after their landlord's livestock. Mira shared that she and her siblings had to wake up early to do their household chores, make breakfast and their school lunch and help her younger siblings get ready for school. After this, they would walk to the main road and catch a bus to school. Mira and her siblings reach school around or after 9 am. As the Student support officer engaged further, Mira revealed that when term two began, her father lost his job and started staying home to look after the landlord's livestock. The house they were living in had no electricity and they could stay there rent-free as long as the livestock was looked after. Most of the time Mira and her siblings would come to school without any lunch and bus fare.

In the second counselling session, Mira felt comfortable enough to share with the SSO that she did not like coming to school because her friends would tease her a lot. They would call her Pros and make ugly faces at her. The SSO asked what Pros meant to confirm her belief. Mira looked away and tears started rolling down her cheeks. It took some time for Mira to clear her mind and open up. The SSO gave her time to collect herself before continuing the session. Mira shared that 'Pros' was being used to tease her because her mother was a Prostitute. Mira explained that her eldest sister would come to pick up her and all

the other siblings after school; they would walk to town and meet their mother where she is normally based. They could not go straight home because their mother did not trust their father. He was an alcoholic and at times used marijuana. Mira's mother would take Mira and her siblings to her friends' place before she left for her work. Around 3 or 4 am, she would come to pick them up and go home. Due to this routine, the children sleep late, thus waking up late resulting in them reaching school late. Despite waking up late, Mira still had to do her share of chores before going to school. Mira was feeling embarrassed by her mother's profession.

The SSO psycho-educated the child on sex workers and why her mother was in this profession. It was important for Mira to understand that her mother had chosen that job to provide for the family. When the client understood this, she no longer felt ashamed of her mother and became more accepting. The SSO provided moral support and worked on a plan – an activity where they would divide their chores set an alarm and apply for a late pass. The SSO also wanted to have a family facilitation but this was unsuccessful because the parents could not be reached via mobile. The child also requested the mother or father to come to the school but they could not make any time. The SSO found a sponsor who was willing to provide Mira with food packs.

Mira said talking to the counsellor made her feel good because she was never able to share her thoughts and feelings with anyone. Her mother also came to school to pick up the food pack. She was grateful for the assistance. She was taken aback by the support the Head of School had shown her. The Head of School took this opportunity to have a family facilitation as the Student Support Officer was based in another school for that day. The mother stated that she felt supported now that the school understood the challenges faced by her family. The SSO also conducted an awareness session for Mira's classmates so they would stop teasing her, become more considerate of their classmate's situation and support her with her studies.

The CPO informed the SSO that after this intervention, Mira started coming to school early. In follow-up sessions, Mira informed the SSO that the teasing from her classmates had stopped. Mira also told the SSO that her mother was thankful for the assistance provided to her family.



NEW ZEALAND
MINISTRY OF FOREIGN AFFAIRS & TRADE

Aid Programme



Empower Pacific with the support of the New Zealand Ministry of Foreign Affairs and Trade (MFAT) has been able to provide a variety of services to the people of Fiji in relation to COVID-19 and Disaster Response.

The objective was to provide Mental Health & Psychosocial Support by using Therapeutic Counselling & Social Work interventions during the time when instability from the effects of COVID-19 and the calamity from the aftermath of two back-to-back tropical cyclones - Tropical Cyclone Yasa and Tropical Cyclone Ana.

Image: 24hr Counselling Helpline operator receiving a call.



482

COVID-19 positive clients referred by the EOC were provided with MHPSS support.

1,536

individuals were provided with COVID-19 wellness screening.

78

individuals (60 adults and 18 children) assisted & provided with relevant Counselling and Social Work interventions in Quarantine Facilities.

COVID 19 PHASE ONE

A total of 5,110 individuals from the Central, Western and Northern divisions that were directly and indirectly affected by COVID-19 benefitted from our response efforts.

405

individuals were provided with MHPSS services to community and hospital based clients.

19

EOC frontliners provided with relevant MHPSS support

2,590

individuals were provided Mental Health and Psychosocial support via helpline



COVID 19 PHASE TWO

PROVISION OF MENTAL HEALTH & PSYCHOSOCIAL COUNSELLING SUPPORT

589 individuals and families directly and indirectly affected by COVID-19 were provided support in terms of mental health screening and psychosocial issues.

15 of these were frontliners, and 362 of these individuals were provided with face-to-face MHPSS sessions in COVID wards. 212 were in home isolation.

PROVISION OF MENTAL HEALTH & PSYCHOSOCIAL SUPPORT THROUGH THE 24/7 TOLL FREE HELPLINE

4,132 calls were received via Counselling Helpline.

689 of these individuals were provided counselling support and 763 individuals were provided social work support.

DISTRIBUTION OF ADULT DIAPERS

A total of 238 packs of adult diapers were given out in the Western, Central & Northern Divisions. 32 packs were given out to the Fiji Disabled People's Federation Nadi Branch.

HOSPITAL-BASED & COMMUNITY BASED COUNSELLING AND SOCIAL WORK SUPPORT

780 individuals were provided hospital based and community-based MHPSS.

DISTRIBUTION OF REUSABLE FACE MASKS

3,200 reusable face masks were distributed to rural and interior communities in Tailevu, wainibuka, Nadroga-Navosa and settlements in Lautoka & Nadi while providing MHPSS Services during the REACH Program and the 16 Days of Activism against Gender-Based Violence awareness sessions



Psychosocial support in Disasters

Tropical Cyclone Yasa was the strongest tropical cyclone in the South Pacific since TC Winston in 2016. It was also the fourth most intense tropical cyclone on record in the Southern Pacific basin.

Empower Pacific Counselors, PFA volunteers, and drivers were deployed to parts of Vanua Levu to provide Psychological First Aid.

In doing so;



Empower Pacific Social Worker distributes water and dignity pack

3,539 Individuals accessed Psychological First Aid (PFA) support.

166 Individuals accessed one to one Counselling Support

175 Individuals benefitted from awareness sessions held in 13 of the most affected communities. 18 Persons with Disabilities (PLWD) benefitted from group support awareness sessions.

We covered three main provinces in the north namely **Bua, Cakaudrove** and **Macuata**

200 Dignity Kit distributed to the 3 main provinces in the Northern division.

600 Water packs (6 bottles x 1.5ltrs) Distributed to the severely affected province in Bua and Cakaudrove.



Procured water packs for distribution to those affected



Packing of Dignity kits which includes items such as toothbrush, toothpaste, soap, and sanitary pads.



PFA Volunteers cross the river to get to an affected village

Just over a month after category five Cyclone Yasa tore through the country's northern islands, Tropical Cyclone Ana pummelled Fiji with her wrath. As part of disaster response, Empower Pacific provided Psychological First Aid in the following areas.

·Lautoka: Evacuation Centers, Rewa (Suva), Bua, Savusavu, Labasa.

2,890 Individuals accessed Psychological First Aid (PFA Support)

98 Individuals accessed 1:1 counselling support for Trauma & Stress Management.

71 Individuals participated in Awareness sessions on Gender-Based Violence, ChildProtection, Drug substance abuse and the importance of self-care and MHPSS.

Other noteworthy achievements

1. CEO – Mr. Patrick Morgam was part of the Disaster Response reflection workshop and some key feedback derived from the workshop was:

- Develop (and share) a guidance sheet for partners on NZHC humanitarian funding that includes eligibility criteria, timeframes, process etc as well as a concept and budget template, which provides guidance on budget breakdown requirements, reporting requirements and visibility requirements.



Disaster Response reflection workshop at the New Zealand High Commission

- Revise (and share) NZMFAT's Visibility Guidelines for Fiji and NZHC context. Ensure they include guidance for managing a joint press release, template for stories, information on branding, NZHC logos and tagging for social media. Also, have guidance on maintaining dignity while using social media or issuing communications/publications.
- Develop (and share) clear expectations on communications (progress updates) and reporting for recipients. E.g. setting clear requirements of regular updates, or having a shared live document that tracks progress.

2. Empower Pacific worked in collaboration with FDPF to assist its members to overcome barriers and have the opportunity to address their challenges through the provision of Mental Health and Psychosocial support. Through this networking, Empower Pacific is able to learn from the experiences of people living with disabilities during this pandemic and also work towards meaningful efforts in addressing and reducing these barriers.



Ateca Mataitoga Secretary -Fiji Disabled Peoples Federation (Nadi Branch receives adult diapers)

Empower Pacific provided wellness screening to FDPF members that consisted of information sharing on COVID-19 safety protocols, tips on positive thinking with positive coping mechanisms, preventing burnout, and tips on self-awareness and care. With the emergence of the Omicron variant, this wellness check would be vital in providing awareness of safety concerns and protocols as well as assist FDPF members to be psychologically resilient in dealing with Omicron.

Empower Pacific provided Adult Diapers to FDPF focal points for its distribution to its members who need them. This paved the way for enhancing partnership where it matters.

MOST SIGNIFICANT CHANGE STORIES

Psychological First Aid a Life Saver

At the height of the cyclone, Mere goes into labour pain. The nearest help which is the Nasi Ni Koro (village nurse) is 30 minutes away in the neighbouring village. The roads are already submerged but the water level continues to rise. She proceeds with her labour with the Nasi in koro (village nurse) on the phone guiding her. Unfortunately, as a result of complications, the baby was stillborn. At daybreak, despite the rising water level and flooding, the team comprising of a clinical nurse who's a sister, members of the police force and an Empower Pacific Counsellor embarks on a journey to save Mere. They wade in water level that is up to their torso in some areas of the road, the counsellor was given the task to carry the medical supplies so as to not get wet or it could be contaminated.

On arrival, the house was full of women coming in to support Mere. Mere is examined but because of the floods, she could not be taken in for a consultation with the Doctor and clinical nurse. A decision was made to leave her home after she is thoroughly checked and put on medication. She is safe and the next action plan is to conduct follow-up visits and Grief & Loss Counselling for the next couple of weeks.

Today Mere is well and has learnt to accept her loss after going through the 5 stages of grief and loss and also being fully supported through 1:1 Counselling. Mere expressed her gratitude by stating: “Thank you so much for risking your lives to come and see me, even though I was hurting, just seeing your actions to come here today is as comforting as you make me feel as I am worthy”.

“In all honesty, I did not know or understand that we go through stages of grief, I just thought time and prayer will heal me but with the sessions we had, you have made me accept and appreciate a lot of things in my life which I took for granted, vina’a va’alevu na veiqaravi ei na vei’awaita’I” – (Thank you for the service provision and for showing kindness”). Mere has been provided with follow-ups and further assisted as an ongoing client receiving continuous Counselling support to address her other issues.

Help is on its way! Empower Pacific as a Beacon of Hope

The country has been having increasing numbers of Covid-19 cases. This has resulted in towns, cities, villages and settlements going on lockdown and non-essential business operators being advised to close till further notice. This resulted in people being doubtful of their employment and financial security and added to their emotional and psychological stress. Many citizens were in disarray.


In the fight to maintain stability and provide mental health support to the general public in these troublesome times, Empower Pacific had set up a toll-free helpline that encouraged any and all persons to call at any given time and day to speak to a professional Counsellor or Social Worker that would be able to cater to their needs and issues.

One such individual that called the toll-free helpline was a 34-year-old female that was 8 months pregnant with no stable source of income and family support as her husband had been incarcerated for

six (6) years. She was currently living with her 6-year-old son and surviving on social welfare benefits. These benefits however were not sufficient for her and her 6-year-old son's survival. She was also worried about acquiring baby resources for her unborn child. The client was stressed and worried to the point of resorting to begging for baby clothes in her neighbourhood until she was advised to call the Empower Pacific Helpline.

When she called the toll-free helpline, she spoke with the operator who then referred her to a Social worker who performed the mandatory client assessment and was automatically referred to a stakeholder that was able to assist the client with her needs as identified. She was referred to the Rainbow Pride Foundation (RBF) which helped her with a baby pack and to the foundation of the Rural Integrated Enterprise (FRIEND) for a food ration pack. Due to the unfavourable circumstances of the closure of the border and the non-operation of the non-essential services the client was assisted and assessed confidentially over the phone and the purchasing of baby essentials was done through Peekays online.

This was definitely seen as a challenge because providing assistance for the client under normal circumstances would have the client engaged for a confidential one-on-one session and accompanied to purchase her baby essentials. However, with the challenge posed, we at Empower Pacific were still able to successfully assist the client. Within a matter of four days, the client was provided with baby essentials and followed by a food ration assistance from FRIEND Fiji. She was grateful for the help provided by Empower Pacific combined with the stakeholders' FRIEND and the Rainbow Pride Foundation. The client is an ongoing client and is being provided with further Counselling and Social Work follow-ups at this time.

A photograph of a woman with dark curly hair, wearing a patterned white and black top and a blue and white patterned skirt, sitting at a desk. She is holding a young child in her arms. The child is wearing a white t-shirt and blue shorts, and is smiling while holding a small object to their face. On the desk in front of them are several green packets of a product, likely a Mother-Baby Kit, and a white bag. The background shows a hospital setting with a metal cart and a doorway.

Children are not the face of the pandemic but they risk being among its biggest victim. While they have been largely spared from the direct health effects of COVID-19, the crisis is having a profound effect on their mental wellbeing. Children are not the face of the pandemic but they risk being among its biggest victim. While they have been largely spared from the direct health effects of COVID-19, the crisis is having a profound effect on their mental wellbeing. All children of all ages, in all countries, are being affected. This is a universal crisis and for some children, the impact will be lifelong. The harmful effects of the pandemic will not be evenly distributed as the pandemic would be more damaging for children in already disadvantaged or vulnerable situations.

Image: Child receives Mother-Baby Kit at the Lautoka Divisional Hospital.

It has been established that children and parents are experiencing increased psychological distress with the risk of family violence, child abuse, neglect and exploitation. Empower Pacific worked in partnership with the Ministry of Health and Medical Services as well as the Department of Social Welfare, internal referral pathways to enhance MHPSS support for children. This was made possible through the Empower Pacific's 24/7 Counselling helpline. Empower Pacific's service provision has strengthened and have been far-reaching for many children that have been directly and indirectly affected by COVID-19. It has also enabled to addressing of the humanitarian gaps and COVID-19 issues affecting children. With the support of UNICEF, Empower Pacific has been able to assist 316 children through Counselling and Psychosocial Support.



Dr. Elizabeth (Medical Officer-in-charge) delivers Mother baby kits at the Outrigger Quarantine Facility

151 Children received counselling support either directly or through engagement with parents and guardians while 61 children were provided other forms of assistance such as academically, financially or with child safety.

A total of 29 Mother baby kits were provided to parents in C-19 wards in Lautoka hospital for their children while six parents in a designated Quarantine facility received the Mother baby kits.

The Recreational Kits for Children were distributed to parents in the C-19 positive wards in the hospital and in designated Quarantine facilities. A total of 6 recreational kits were distributed in designated Quarantine facilities while 4 were distributed to the C-19 positive wards at the Lautoka hospital.

MOST SIGNIFICANT CHANGE STORIES

Empower Aide

The client is a 37-year-old mother of four. She lives with her extended family and children and no one in the family is formally employed. The client and her parents have been sustaining themselves by fishing for a living.

The client's son was admitted to the Tavua hospital due to a severe asthmatic attack and then transferred to Lautoka after which the two tested positive for COVID-19. The client expressed that she was feeling quite anxious because she was new to this hospital and did not know what the policies and procedures were in place. They were not expecting to receive this news and they did not have any savings to cover the cost of being isolated at the hospital. They could not purchase any hygiene essentials while in isolation and their family lived in the interior and could not come to the hospital to give them any supplies.

The client got to know about Empower Pacific through a Counsellor who visited them during the routinely visit for the screening of COVID-19 patients isolated in the hospital wards. Empower Pacific was able to provide the client and her child with moral support and hygiene packs. A recreational kit for children was also given to the clients. This kit included books, crayons, puzzles and some toys. The child's mother greatly appreciated the kit as it was allowing her son to be in a positive and productive environment while in isolation. The duo was also able to maintain the best hygiene practices while in isolation. The Counsellor provided moral support to the client and asked the hospital staff to clarify any concerns or questions she might have about the hospital COVID-19 protocols.

The Counsellor and Social Worker mentioned that when they were approaching the client they were playing with an old deck of playing cards on their hospital bed. When the child opened the bag, his eyes lit up and he looked so excited to see all the things he could play with.



HEALTH PROGRAM

Empower Pacific has been prioritizing the well-being of health workers so that they can continue to carry out their designated duties. Our goal for the year 2021 was to provide immediate Mental Health and Psychosocial Support Services (MHPSS) to the Ministry of Health and Medical Services (MOHMS) patients and staff in this difficult time to better their mental health and well-being of an individual, communal and national level. Empower Pacific is grateful for the funding support from the Australian Government's Department of Foreign Affairs and Trade (DFAT) to achieve this goal.

Image: Professional Development Session attended by MOHMS Staff at the CWM Hospital in Suva

Under this program we provide Counselling and Social Work support to inpatients across the three main Hospitals in Fiji (Colonial War Memorial Hospital in Suva, Labasa Divisional Hospital and Lautoka Divisional Hospital) including outpatient settings such as health centres. MOHMS staff refer patients for non-medical issues in order to provide holistic patient care and improve the client's overall well-being. Our staff play a critical role in hospitals as they work closely with the medical team to achieve the best health outcomes. Empower Pacific hospital-based program aims to empower patients, their families and front-line staff.

The need for Counselling and Social Work support services exceeds the availability of resources. Empower Pacific stands in a unique position to fill that gap in the hospital setting as our program is being integrated with the health care system in order to improve the health and wellbeing of individuals, families and communities. Many times, clients have limited or no information regarding where to seek help but when they come to the hospital, they received additional support after the hospital staffs refer them to us. Since resources are limited, proper screening is conducted and clients are linked to agencies on a case by case basis.

During the second wave of the COVID-19 outbreak in Fiji, Medical Health Workers reported a high prevalence rate of insomnia, anxiety, depression, frustration, fear of infection, acute work-related stress and interpersonal relationship issues. Faced with new realities of working from home, lock-down of hospitals, temporary unemployment, home-schooling of children, and lack of physical contact with other family members, friends and colleagues during isolation, MOHMS staff and quarantined individuals faced major psychological distress.

Empower Pacific has been committed to providing holistic psychosocial support to MOHMS hospital-based patients, staff, and Quarantined Guests. Empower Pacific ensures that all staff work with the organization's established policies and guidelines to deliver safe and effective services to our clients. Our team is made up of Counsellors, Social Workers and Volunteer Counsellors supported by Management and Finance team.

With the unfolding sources of displacement and the stress that COVID-19 had brought, the mental health of MOHMS frontline workers and quarantined individuals were supported through tailored

therapeutic counselling and Social Work support to ensure that they are able to effectively respond to day-to-day challenges and manage their personal psychological wellbeing. Due to restrictions on meeting face-to-face, tele-MHPSS was established as the mode of service delivery. It was something new but focused on offering flexibility and anonymity in the opportunity to buoy the emotional health of the frontline.



One of our Senior Counselor facilitates a Stress Management session with the Stress Ward MOHMS staffs

Scope of Work

As part of the COVID-19 second wave response, Empower Pacific addresses the psychological impacts of COVID-19 through the provision of Mental Health and psycho-social support services (MHPSS) to:

- Ministry of Health Staff
- COVID-19 patients and their families
- People in Quarantine centres & self-isolation
- COVID-19 screening

Empower Pacific has taken the following approaches to help address the issue arising in terms of:

- Activated the 24-hour counselling helpline (Toll-free line 5626 on Vodafone, Ink and Digicel). To provide telephone psychosocial support services Fiji wide
- Provision of counselling support to COVID-19 patients in the hospital through various virtual communication services
- Working with respective MOHMS EOC and their COVID-19 teams in Suva, Nadi and Lautoka to provide tele-counselling services for individuals in isolation or in quarantine centres including the frontliners

As the Fiji Government works to address the practical needs of individuals, families and communities affected by the COVID-19 pandemic, Empower Pacific supports this approach by working towards addressing the mental and psychological needs of the affected people.

Interventions and Outcomes

We work with issues ranging from:

- Gender-Based Violence
- Child Abuse
- Teenage Pregnancy
- Attempted Suicide
- Mental Health Issues
- Coping with major injury, surgery and
- Grief and Loss.

Program Highlights

Empower Pacific provided Counselling and Social Work support to MOHMS frontline Workers, Quarantined Guests and COVID-19-positive patients.

It is clear that working in a healthcare facility during the pandemic has been very stressful. MOHMS health care workers dealt with enormous stress while providing care for their patients and quarantined guests. Exposure to these daily stressors may have led to negative mental health conditions as Front liners worked around the clock with the increasing number of infections daily. Bundled with the high risk of being infected, self-care was gravely compromised. Empower Pacific provided counselling support to frontline workers so that they could adopt a resilient and positive mindset and would be able to manage their overall wellbeing while they continue to provide care for their patients, themselves and their own families.

The MHPSS services were also provided to quarantine guests to manage their stress levels and they were linked to appropriate services whenever they needed further support. Tele-counselling was also provided to Ministry of Health staff, COVID-19 patients and their families, people in quarantine centres and self-isolation.

Provision of Mental Health & Psychosocial Counselling Support.

462 MOHMS staff and frontliners directly and indirectly affected by COVID-19 were provided support in terms of Mental Health screening and psychosocial issues.

People in Quarantine and Home Isolation

964 individuals in quarantine and home isolation were also provided Mental Health and wellness screening. Empower Pacific staff offered tele-counselling support to help quarantine guests adapt to the quarantine setting, and helped them feel relaxed as most of the guests were isolated from their families. Psycho-education was additionally provided to staff and guests about mental health and COVID-19 stigma.

Counselling & social work services provided to Hospital in & outpatients

1,349 individuals were provided Counselling and Social Work support in the hospital. 826 of these were provided with therapeutic counselling and 523 were provided with Social Work intervention. Counselling support assisted clients to manage their stress levels, enhanced resilience, strengthened family support networks and monitored mood and coping skills so that individuals recovered well.

Professional Development Sessions

Empower Pacific provided 60 professional development sessions for health care professionals on the following topics:

- Burnout and Self-care Stress Management
- Child Protection
- Gender-Based Violence
- Effective Workplace Communication
- Positive Relationships
- Anger Management & Grief and Loss

Professional Development sessions aim to upskill the MOHMS staff's knowledge and skills in the area of mental health. These PD sessions help MOHMS staff understand the overall impact of psychological issues and ways to cope. It allows them to screen and identify underlying issues to a particular medical condition and utilize the referral pathway mechanism to provide a holistic treatment for their patients and their families. Empower Pacific and MOHMS staff have a strong collaborative working relationship. Staff are also invited to access our counselling services and confidentiality is ensured at all times.



Lautoka Branch Staff

Australian Humanitarian Partnership



AHP

Disaster READY

AHP

Australian Humanitarian Partnership

ChildFund
Australia

Image: General Counsellor Mr. Naqaravatu provides PFA in Yaro Village, Kia Island.

The Australian Humanitarian Partnership (AHP) is a five-year (2017-2022) partnership between the Australian Department of Foreign Affairs and Trade (DFAT) and Australian NGOs that aim to save lives, alleviate suffering and enhance human dignity during and in the aftermath of a conflict, disaster and other humanitarian crisis.

Empower Pacific is grateful for the partnership with Child Fund Australia in providing grants to facilitate the implementation of projects in Fiji such as:

- Disaster Ready 2021
- AHP FIJI COVID 19 Activation Phase Two
- AHP TC Yasa Activation



Social Worker Ruci raising awareness on Child Protection to villagers at Daku

AHP TC Yasa Activation

Tropical Cyclone Yasa (TC Yasa) crossed Fiji on December 17-19, 2020. It was one of the strongest cyclones recorded in the Pacific and the second Category 5 cyclone to hit Fiji since the COVID-19 pandemic was declared earlier in the year. Empower Pacific started responding to the impacts of TC Yasa as early as 20th December in the affected communities in the Ra Province, Yasawa Island, Macuata, & Bua Province etc.

This was done through:

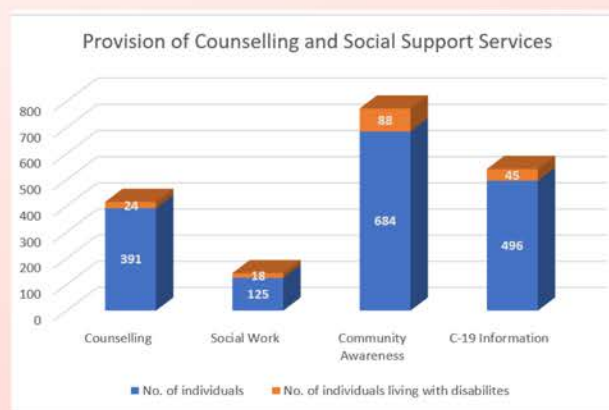
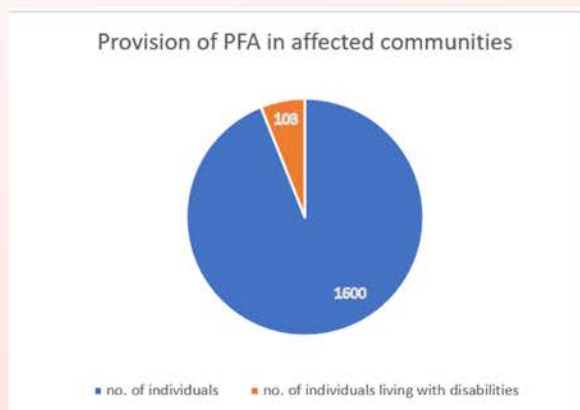
- Provision of PFA
- Counselling & Social Work Support services
- Community Awareness Session
- COVID-19 Information/Poster distribution

PFA is designed to reduce the initial distress caused by a traumatic event and to foster short and long terms adaptive functioning and coping. It is a humane, supportive, and practical help provided to assist individuals and enhance their resilience. While facilitating PFA, we also screened individuals for Mental Health Conditions, Gender-Based Violence and Child Protection issues and made necessary referrals to appropriate service providers. Individuals were also provided with therapeutic trauma counselling & psychosocial support. Additionally, while out in the affected communities, awareness sessions were facilitated on matters such as COVID-19, Child Protection, Stress Management, Gender-Based Violence, Grief and Loss, Effective Communication for Healthy Relationships and dealing with Trauma.

The response period ended in September 2021.



A member of the community from Naduna Settlement in the province of Macuata, Vanua Levu sharing his insights on the COVID-19 pandemic and the changes it has brought about.



DISASTER READY 2021



Under the AHP Disaster Ready Project, Empower Pacific implemented the following activities:

- Facilitation of Psychological First Aid Trainings for Community Volunteers, CSO staff and volunteers
- Facilitation of PFA Refresher training focusing on Child Protection and PSEAH
- Empower Pacific Staff Capacity Development through the Mental Health Academy Australia. Registration of 22 Staff with the Mental Health Academy Australia

Scope of the Work

1. PFA Training

Psychological First Aid is an initial disaster response intervention with the goal to promote safety, stabilise those impacted by disasters or crisis events and connect individuals to needed resources and support. Empower Pacific used the Psychological First Aid Training Manual which had been reviewed and contextualized by AHP CANDO partners and external consultant, Ms. Selina Kuruleca and endorsed by NDMO. Participants were identified with the support of the Divisional Ministry Youth & Sport office, and respective Civil Society Organization staff and volunteers. Trainings were facilitated in Labasa, Suva and Ba. A total of 53 individuals attended the 3-day PFA training.

2. PFA Refresher Training

Empower Pacific facilitated its first PFA Refresher training with a focus on Child Protection and PSEAH. Participants for this training were individuals who had already completed the PFA training facilitated by Empower Pacific. This was a one-day training facilitated in Labasa that was attended by 27 trained PFA volunteers.

3. Mental Health Academy

Under the DR project, Empower Pacific registered 22 staff, comprising of Counsellors and Social Workers, with the Mental Health Academy Australia as part of their crisis development capacity building. The staff had access to over 300 short online courses they could complete during the course of the membership.

Some of the courses completed by staff include:

- Counselling Trauma Affected Clients with Diverse Abilities
- Creative, Caring Conversations and Community Connectedness Amid COVID-19
- Dialectical Behavior Therapy for PTSD
- Educating Clients about Mental Wellness
- First Do No Harm – The Need for Trauma-Sensitive Mindfulness

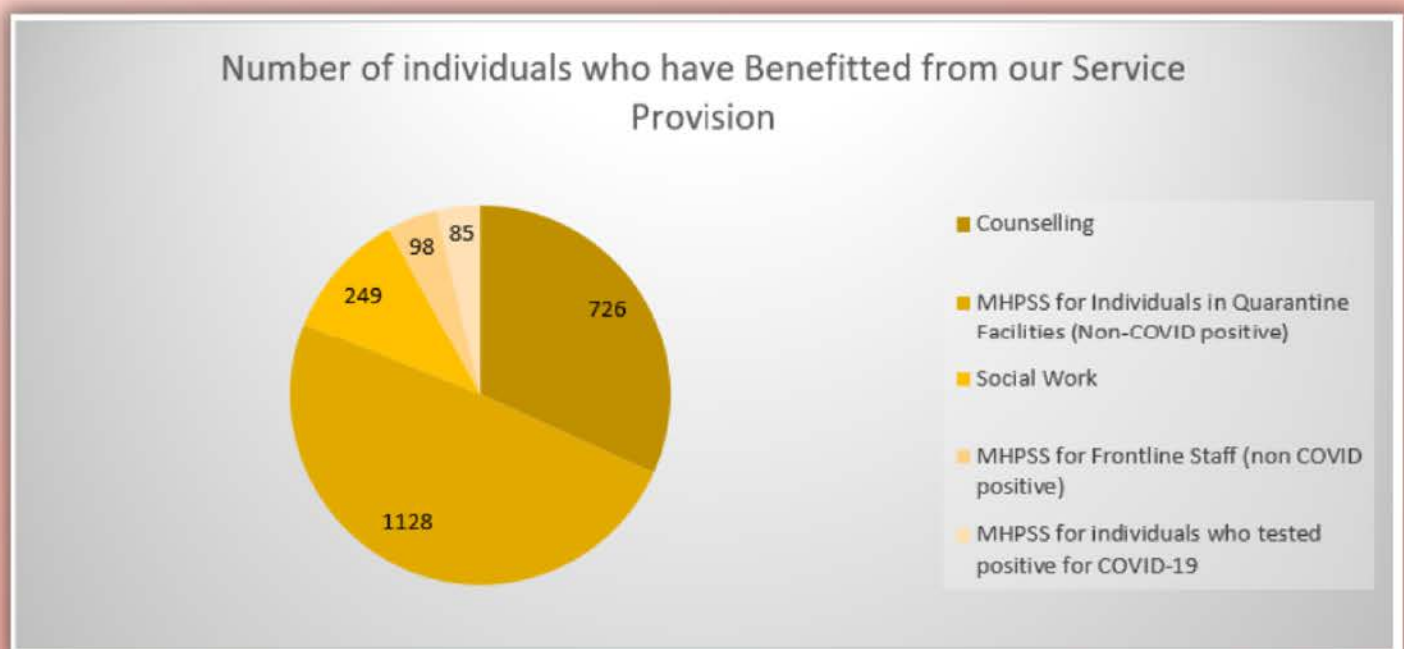
AHP FIJI COVID 19 ACTIVATION PHASE TWO

Under the AHP COVID-19 Phase 2 Activation, Empower Pacific implemented the following activities:

1. Counselling and Social Work support in Government Approved Quarantine Facilities
2. Facilitation of Community Awareness sessions on topics such as:
 - Relationships & Communication
 - Anger & Stress Management
 - Gender-based violence
 - Child protection

Highlights

- Provided Counselling and Social Work support services to more than 950 individuals
- Provided MHPSS support to more than 1,300 individuals in Government approved Quarantine Facilities, Home quarantine, and individuals who tested positive for COVID-19
- Facilitated community awareness sessions in 8 communities across Fiji during the National GBV 16 Days of Activism
- Facilitated Psychological Resilience Training & Awareness sessions over the course of 5 weeks for One Nation One People Youth Group. Facilitated virtual awareness sessions on GBV to youths of Ovalau and Koro Island.
- Facilitated community awareness session on topics of Child Protection, Gender-based violence, Stress Management & COVID-19 to more than 450 individuals.



Employee Assistance Program

This year the Empower Pacific Employee Assistance Program (EAP) has continued to provide Mental Health & Psychosocial support services to more than 20 Companies in Fiji. We have facilitated more than 700 counselling sessions both face to face and online. We have also opened a new EAP office in Savita Flats, Waimanu Road, Suva.



Working with COVID

The Employee Assistance Program has continued to provide and facilitate Tele-Counselling sessions across the various communications platforms, and facilitated group awareness sessions on “Dealing with Change”. This is related to the changes experienced by employers, employees and students during the second wave of the COVID-19 pandemic and accompanying restrictions.

Companies – (contracted and non-contracted)

Attended	201
Did Not Attend	22
Couples	1

Some of the companies that we work with include

- Goodman Fielder International
- Westpac Banking Corporation
- Coca-Cola Euro Pacific Partners
- Fiji Airways
- Vatukoula Gold Mine Limited
- Fiji Airports

USP Regional Campuses

Campus	New Clients	F/up sessions	Total Sessions
Tonga	2	2	4
Tuvalu	1	1	2
Samoa	1	2	3
Lautoka	19	38	57
Labasa/Savusavu	9	1	10
Emalus Campus	22	9	31
Solomon Islands	7	5	12

USP Laucala Campus

Received and provided Counselling support to more than 150 staff and students

	New Clients	Follow Up sessions	Total	DNA
Staff	20	38	58	2
Students	138	204	342	13

Presenting Issues

This is for both the companies and USP clients

Issue	Total Cases
Relationship & family Issues	66
Work-Related Issues	25
Academic Related issues	20
Mental Health Related	17
COVID-19 Related	11
Trauma	9
Grief & Loss	8
Health Related	8

Other issues addressed during counselling include:

- Coping with family illness
- Anger Management
- Separation
- Gender-Based violence
- Suicide related

UNIVERSITY OF THE SOUTH PACIFIC (PACIFIC TAFE)

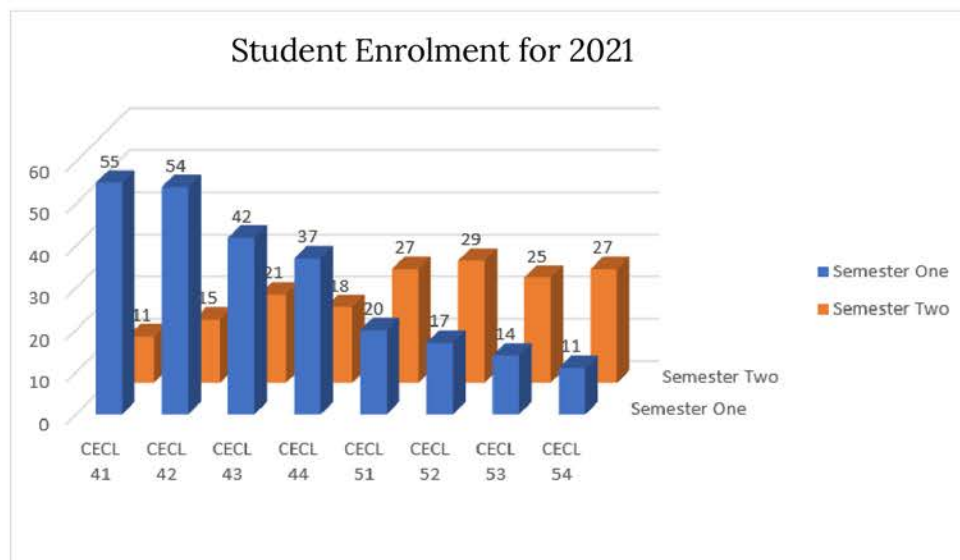
CERTIFICATE AND DIPLOMA IN COUNSELLING

Empower Pacific has been facilitating Counselling courses at the University of the South Pacific since 2017. The program aims to enhance knowledge of the Counselling practice in Fiji. The Certificate and Diploma in Counselling course teach students to use various counselling techniques to help people to deal with the issues that are affecting them in their lives.

There are four courses offered at the Certificate level and four courses offered at the Diploma level. There are altogether eight courses required to graduate in the Diploma of Counselling Program. The counselling program establishes a knowledgeable platform for students to join agencies and work in a team to practice effective counselling skills to help people in their communities.

The courses offered to students are focused on creating a better understanding of techniques to help them in their work such as counsellors and helpers in all situations.

Diploma in Counselling Programs allows students to engage in counselling and practice their skills to help in Community and Hospital-based career goals.



Mental Health Awareness during COVID-19



Former Clinical Supervisor Ms. Prem Singh on the For The Record Show on FBC TV



Former Clinical Supervisor Ms. Prem Singh on the Aamne Saamne show on Radio Sargam



FBC News highlights Empower Pacific's Counselling service during COVID-19



FBC News highlights Empower Pacific's support services available during COVID-19



Senior Counsellor Ms Ana Radrekusa on the 'Na I Katalau' (Breakfast Show program) on Fiji TV to talk about Mental Health and ways to ensure emotional, psychological and social well-being.



Senior Counsellor Mrs. Sisilia Siga joins the Speak Your Mind Show on Gold FM

World Mental Health Day



World Mental Health Day activities such play therapy, distribution of green ribbons. awareness sessions etc happening in the different branches

Pinktober



Labasa, Lautoka and Suva branch wearing Pink to show support towards breast cancer awareness month

16 Days of Activism against Gender-Based Violence



Staff from all branches conducting awareness sessions in their respective communities



Community Policing Symposium Labasa



PFA Training in Ba



REACH Program Counsellors



Finance team during Diwali

OTHER EVENTS



Head Office staff during Diwali Celebrations



COVID-19 Awareness Poster distribution



FDPF Representative Ms. Ateca Mataitoga receives adult diapers



SSO Mrs. Akene Lagilagi facilitating a class awareness session



EY

Building a better
working world



Empower Pacific

Financial Statements

For the Year Ended 31 December 2021

EMPOWER PACIFIC
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

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**EMPOWER PACIFIC
GENERAL INFORMATION
FOR THE YEAR ENDED 31 DECEMBER 2021**

Chief Executive Officer

Mr Patrick Morgam

Chairperson

Mrs. Kokila Naicker

Bankers

Bank of South Pacific Limited
Bred Bank

Solicitors

Gordon & Company

Auditors

Ernst & Young, Nadi, Fiji.

Registered Office

8 Waya Street
Lautoka
Fiji Islands

**EMPOWER PACIFIC
STATEMENT BY BOARD OF TRUSTEES
FOR THE YEAR ENDED 31 DECEMBER 2021**

In accordance with a resolution of the Board of Trustees of Empower Pacific ("the Organisation"), we state that in the opinion of the Trustees:

- (a) the accompanying statement of activities of the Organisation is drawn up so as to give a true and fair view of the results of the Organisation for the year ended 31 December 2021;
- (b) the accompanying statement of changes in accumulated funds of the Organisation is drawn up so as to give a true and fair view of the results of the Organisation for the year ended 31 December 2021;
- (c) the accompanying statement of financial position of the Organisation is drawn up so as to give a true and fair view of the state of affairs of the Organisation as at 31 December 2021;
- (d) the accompanying statement of cash flows of the Organisation is drawn up so as to give a true and fair view of the cash flows of the Organisation for the year ended 31 December 2021; and
- (e) At the date of this statement there are reasonable grounds to believe that the Organisation will be able to pay its debts as and when they fall due.

Signed in accordance with a resolution of the Board of Trustees this 12th day of July 2022.


Chief Executive Officer


Chairperson



**Building a better
working world**

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Nadi Fiji
PO Box 10812 Nadi Airport Fiji

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ey.com

Independent Auditor's Report

To the Members of Empower Pacific

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Empower Pacific ("the Organisation"), which comprise the statement of financial position as at 31 December 2021, and the statement of activities, statement of changes in accumulated funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Organisation as at 31 December 2021, and of its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards for Small and Medium sized entities ("IFRS for SMEs").

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organisation in accordance with the International Ethics Standards Board for Accountant's *Code of Ethics for Professional Accountants (including International Independence Standards)* (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Fiji and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The Organisation's Trustees are responsible for the other information. The other information comprises the Organisation's Trustees' report but does not include the financial statements and the auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the audit, or otherwise appears to be materially misstated. If, based upon the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of management and the Trustees for the Financial Statements

The Organisation's Trustees are responsible for the preparation and fair presentation of the financial statements in accordance with International IFRS for SMEs and for such internal control as management determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management and Trustees are responsible for assessing the Organisation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management and the trustees either intend to liquidate the Organisation or to cease operations, or have no realistic alternative but to do so.

Management and the Trustees are responsible for overseeing the Organisation's financial reporting process.

Independent Auditor's Report (continued)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISA will always detect a material misstatement when it exists. Misstatements can arise from fraud and error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with ISA, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- ▶ Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ▶ Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organisation's internal control.
- ▶ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ▶ Conclude on the appropriateness of management's and the Trustee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organisation's ability to continue as a going concern. If we conclude that material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures, are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organisation to cease to continue as a going concern.
- ▶ Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with management and the Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide management and the Trustees with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.


Ernst & Young
Chartered Accountants


Shaneel Nandan
Partner
Nadi, Fiji
12 July 2022

EMPOWER PACIFIC
STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	2021 \$	2020 \$
Revenue	3 (i)	1,529,523	819,932
Other income	3 (ii)	337,007	366,659
		<u>1,866,530</u>	<u>1,186,591</u>
Expenses			
Depreciation		19,472	50,206
Operating expenses	3 (iii)	845,254	442,639
Wages and salaries	3 (iv)	1,020,941	732,264
		<u>1,885,667</u>	<u>1,225,109</u>
Net deficit from operations		<u><u>(19,137)</u></u>	<u><u>(38,518)</u></u>

The accompanying notes form an integral part of the statement of activities.

EMPOWER PACIFIC
STATEMENT OF CHANGES IN ACCUMULATED FUNDS
FOR THE YEAR ENDED 31 DECEMBER 2021

	2021	2020
	\$	\$
Accumulated funds		
Balance at the beginning of the year	735,172	773,690
Net deficit for the year	(19,137)	(38,518)
Balance at the end of the year	<u>716,035</u>	<u>735,172</u>

The accompanying notes form an integral part of the statement of changes in accumulated funds.

EMPOWER PACIFIC
 STATEMENT OF FINANCIAL POSITION
 AS AT 31 DECEMBER 2021

	Notes	2021 \$	2020 \$
Current assets			
Cash and cash equivalents	4	1,028,252	501,877
Other current assets	5	187,013	214,123
		<u>1,215,265</u>	<u>716,000</u>
Non-current assets			
Property, plant and equipment	6	324,083	320,734
		<u>324,083</u>	<u>320,734</u>
Total assets		<u>1,539,348</u>	<u>1,036,734</u>
Current liabilities			
Other creditors and payables	8	130,535	35,817
Unexpended project funds	9	640,894	238,535
Deferred income	10	5,127	22,507
		<u>776,556</u>	<u>296,859</u>
Non-current liabilities			
Deferred income	10	46,757	4,703
		<u>46,757</u>	<u>4,703</u>
Total liabilities		<u>823,313</u>	<u>301,562</u>
Net assets		<u>716,035</u>	<u>735,172</u>
Accumulated funds			
Accumulated funds		716,035	735,172
		<u>716,035</u>	<u>735,172</u>

Signed on behalf of the Board of Trustees


 Chief Executive Officer


 Chairperson

The accompanying notes form an integral part of the Statement of financial position.

EMPOWER PACIFIC
 STATEMENT OF CASH FLOWS
 FOR THE YEAR ENDED 31 DECEMBER 2021

	Note	2021 \$	2020 \$
Operating activities			
Receipts from grants		1,931,882	597,753
Interest received		718	598
Other receipts		360,761	170,068
Payments to employees		(1,020,941)	(732,264)
Other payments		(744,432)	(424,037)
Net cash flows from/(used in) operating activities		<u>527,988</u>	<u>(387,882)</u>
Investing activities			
Acquisition of property, plant and equipment		(1,613)	-
Net cash flows used in investing activities		<u>(1,613)</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents		526,375	(387,882)
Cash and cash equivalents at 1 January		<u>501,877</u>	<u>889,759</u>
Cash and cash equivalents at 31 December	4	<u><u>1,028,252</u></u>	<u><u>501,877</u></u>

The accompanying notes form an integral part of the statement of cash flows.

EMPOWER PACIFIC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

1. General Information

The principle continuing activity of the Organization is providing training, counselling and social services to the communities and organizations in Fiji and the Pacific. The address of its registered office and place of business is 8 Waya Street, Lautoka. Empower Pacific is incorporated under the Charitable Trusts Act [Cap 67].

These financial statements have been approved for issue by the Board of Trustees on 12th July 2022.

2. Basis of preparation and accounting policies

The financial statements have been prepared in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities issued by the International Accounting Standards Board. All amounts are stated in Fijian dollars.

a) Property, plant and equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is charged so as to allocate the cost of assets less their residual values over their estimated useful lives, using the straight-line method. The following annual rates used for the depreciation of property, plant and equipment:

Office Equipment	10 - 33%
Furniture & Fittings	10%
Motor Vehicles	15%

b) Intangible assets

Intangible assets are purchased computer software that is stated at cost less accumulated amortisation and any accumulated impairment losses. It is amortized over its estimated life of 2 to 6 years using straight-line method. If there is an indication that there has been a significant change in amortization rate, useful life or residual value of an intangible asset, the amortization is revised prospectively to reflect the new expectations.

c) Income tax

By virtue of Section 17 Subsection (24) of the Income Tax Act, the Organisation's net income is exempt from income tax.

d) Trade payables

Trade payables are obligations on the basis of normal credit terms and do not bear interest. Trade payables denominated in a foreign currency are translated into Fiji dollars using the exchange rate at the reporting date. Foreign exchange gains or losses are included in other income or other expenses.

e) Revenue - grants / donation

The assets funded through grants and donations have been capitalized to fixed assets and taken up as grant in aid and donation received.

f) Unexpended project funds

Unutilised donation monies at year end is treated as unexpended project funds.

g) Deferred income

Donations received in the form of property, plant and equipment is treated as deferred income which is recognised as income on a systematic basis over the useful life of the asset.

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

2. Basis of preparation and accounting policies (continued)

h) Cash and cash equivalents

Cash and short-term deposits in the statement of financial position comprise cash at banks and on hand and short-term deposits with a maturity of three months or less. For the purpose of the statement of cash flows, cash and cash equivalents consist of cash and short-term deposits.

i) Comparative figures

Comparative figures have been amended where necessary, for changes in presentation in the current years.

	2021	2020
	\$	\$
3. (i) Revenue		
Grants received	<u>1,529,523</u>	<u>819,932</u>
(ii) Other revenue	\$	\$
Donations	4,205	8,686
Consultancy fees	20,416	11,506
Interest income	718	597
Fee (course fees and EAP fees)	301,670	319,757
HOPE income	-	578
Amortisation of deferred income	5,126	22,507
Other income	<u>4,872</u>	<u>3,028</u>
	<u>337,007</u>	<u>366,659</u>
(iii) Operating expenses	\$	\$
Included in operating expenses are:		
Audit fees	7,725	7,725
Audit fees - projects	12,000	-
Advertising	93,130	6,789
Bank charges	548	611
Conference and workshop	70,252	1,572
Consultancy expenses	9,256	6,000
Doubtful debts	45	-
Loss on disposal of property, plant and equipment	8,592	362
Rent	35,050	37,100
Repairs and maintenance	25,358	15,680
Other miscellaneous expenses	<u>583,298</u>	<u>366,800</u>
Total operating expenses	<u>845,254</u>	<u>442,639</u>
(iv) Wages and salaries	\$	\$
	<u>1,020,941</u>	<u>732,264</u>

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

	2021	2020			
	\$	\$			
4. Cash and cash equivalents					
For the purpose of statement of cash flows, the cash and cash equivalents comprise of the following:					
Cash at bank - general account	225	225			
Family Support Education Group account	222	222			
Empower Pacific - 9161389	23,631	19,513			
Empower Pacific - 9059557	403,446	18,517			
EU rolling account	370,737	306,067			
DFAT/ HEALTH/MOH Account	209,775	27,541			
Empower Pacific - 9874287	17,093	35,511			
Empower Pacific Bred Bank Acc	3,123	94,281			
	<u>1,028,252</u>	<u>501,877</u>			
5. Other current assets	\$	\$			
Other receivables	171,012	200,610			
Less provision for impairment of receivables	(45)	(6,324)			
	<u>170,967</u>	<u>194,286</u>			
Prepayments and other assets	16,046	19,837			
	<u>187,013</u>	<u>214,123</u>			
6. Property, plant and equipment					
	Land & buildings	Motor vehicles	Office equipment	Furniture & fixtures	Total
Cost	\$	\$	\$	\$	\$
At 1 January 2020	270,000	302,097	123,047	49,891	745,035
Additions	-	-	9,746	3,900	13,646
Disposals	-	-	-	(3,870)	(3,870)
At 31 December 2020	270,000	302,097	132,793	49,921	754,811
Additions	-	-	29,683	1,730	31,413
Disposals	-	(171,590)	(39,802)	(22,962)	(234,354)
At 31 December 2021	270,000	130,507	122,674	28,689	551,870
Depreciation and impairment:					
At 1 January 2020	16,281	253,763	77,713	39,622	387,379
Depreciation charge	3,699	32,114	10,132	4,261	50,206
Disposals	-	-	-	(3,508)	(3,508)
At 31 December 2020	19,980	285,877	87,845	40,375	434,077
Depreciation charge	3,699	6,375	7,391	2,007	19,472
Disposals	-	(166,526)	(37,561)	(21,675)	(225,762)
At 31 December 2021	23,679	125,726	57,675	20,707	227,787
Net book value					
At 31 December 2021	<u>246,321</u>	<u>4,781</u>	<u>64,999</u>	<u>7,982</u>	<u>324,083</u>
At 31 December 2020	<u>250,020</u>	<u>16,220</u>	<u>44,948</u>	<u>9,546</u>	<u>320,734</u>

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

		2021 \$	2020 \$			
7. Intangible assets						
Software costs						
At 1 January		11,380	11,380			
At 31 December		11,380	11,380			
<i>Amortisation</i>						
At 1 January		11,380	10,765			
Amortisation		-	615			
At 31 December		11,380	11,380			
Net book value		-	-			
8. Other creditors and payables		\$	\$			
Other accruals		130,535	35,817			
		130,535	35,817			
9. Unexpended project funds						
Donor	Grants (receivable) at 31 December 2020	Opening Unexpended Funds Balance	Funds Received during the year	Utilised during the year	Unused Funds Rolled Over	Balance at 31 December 2021
	\$	\$	\$	\$	\$	\$
Prem rawat foundation	-	15,862	-	-	-	15,862
Fiji Program Support Facility - MOHMS	-	27,511	95,000	122,511	-	-
Department of Foreign Affairs and Trade- DFAT	(374)	-	-	-	-	(374)
Ministry of Social Welfare	-	-	24,000	24,000	-	-
Maquarie University	-	95	-	-	-	95
UNDP - Fiji Access to Justice Project	-	32,318	-	32,318	-	-
Child Fund Australia - AHP Disaster Ready 2019	-	2,539	-	-	(2,539)	-
Fiji Program Support Facility - MEHA Project	-	31,144	153,677	184,821	-	-
Child Fund Australia - AHP Disaster Ready 2020	-	14,125	-	-	(14,125)	-
Child Fund Australia - AHP TC Harold	-	3,190	161,364	126,715	(37,839)	-
Child Fund Australia - AHP Covid 19 Phase 2	-	74,465	134,065	208,530	-	-
NZMFAT - TC YASA Emergency Response 1	-	999	-	999	-	-
NZMFAT - TC YASA Emergency Response 2	-	36,661	-	36,676	-	(15)
Americares - flash grant for TC Yasa	-	-	20,060	19,947	-	113
Yacht Aid Global (YAG)	-	-	27,890	27,890	-	-
NZ Foreign Affairs & Trade Aid Programme TC Yasa	-	-	50,000	50,000	-	-
Child Fund Australia - TC Yasa	-	-	67,238	105,077	37,839	-

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

9. Unexpended project funds (continued)

Donor	Grants (receivable) at 31 December 2020	Opening Unexpended Funds Balance	Funds Received during the year	Utilised during the year	Unused Funds Rolled Over	Balance at 31 December 2021
	\$	\$	\$	\$	\$	\$
NZ Foreign Affairs & Trade Aid Programme TC ANA	-	-	50,000	50,000	-	-
NZ Foreign Affairs & Trade Aid Programme C19 P1	-	-	120,000	120,000	-	-
Fiji Program Support Facility (The Facility) - MHPSS	-	-	355,000	145,384	-	209,616
Child Fund Australia - Disaster Ready 2021	-	-	28,409	24,746	16,664	20,327
New Zealand Ministry of Foreign Affairs & Trade (NZMFAT) - C-19 Response	-	-	600,000	225,966	-	374,034
Save the Children Fiji - SCF 1	-	-	3,300	3,300	-	-
Asia Foundation	-	-	50,000	50,000	-	-
Save the Children Fiji - SCF 2	-	-	6,150	6,150	-	-
UNICEF	-	-	55,729	34,493	-	21,236
Total	(374)	238,909	1,973,992	1,571,633	-	640,894

10. Deferred income

(i) Donor	Opening Balance	Funds Received during the year	Amortised during the year	Balance at 31 December 2021
	\$	\$	\$	\$
European Union	2,071	-	325	1,746
Fiji Program Support Facility	21,976	-	3,469	18,507
Fiji Health Sector Support Program	1,204	-	436	768
University of Queensland	600	-	-	600
Children Fund	1,359	4,003	336	5,026
Asian Foundation	-	11,487	428	11,059
NZ MFAT	-	11,416	97	11,319
UNICEF	-	2,896	36	2,860
Total	27,210	29,801	5,127	51,884

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

10. Deferred income (continued)	2021	2020
(ii) Income generating projects loan receivable	\$	\$
Balance at 1 Jan	259,376	259,307
Loans given during the year	-	69
Balance at 31 December	<u>259,376</u>	<u>259,376</u>
Provision for impairment		
Balance at 1 Jan	<u>83,737</u>	<u>83,737</u>
Balance at 31 December	<u>83,737</u>	<u>83,737</u>
Net book value	<u>175,639</u>	<u>175,639</u>
(iii) Income generating projects - deferred income	\$	\$
Balance at 1 Jan	(259,376)	(259,307)
Funds given during the year	-	(69)
Balance at 31 December	<u>(259,376)</u>	<u>(259,376)</u>
Provision for amortisation		
Balance at 1 Jan	<u>(83,737)</u>	<u>(83,737)</u>
Balance at 31 December	<u>(83,737)</u>	<u>(83,737)</u>
Net book value	<u>(175,639)</u>	<u>(175,639)</u>
<p>As at 31 December 2021, the income generating projects loan receivable was \$175,639 (2020: \$175,639) after providing provision for impairment of \$87,737 (2020: \$83,737). Deferred income for the year from income generating projects was \$175,639 (2020: \$175,639) after providing amortisation of \$83,737 (2020: \$83,737).</p>		
Current	5,127	22,507
Non-current	46,757	4,703
Total	<u>51,884</u>	<u>27,210</u>
11. Commitments	\$	\$
(a) Capital commitments	-	-
(b) Operating lease commitments	\$	\$
Rental agreement is scheduled as follows:		
Not later than one year	32,400	20,400
Later than one year but not later than five years	40,800	81,600
	<u>73,200</u>	<u>102,000</u>

12. Contingencies

Contingent liabilities during the year amounted to \$nil (2020: \$20,370).

13. Segment information

(a) Industry segment

The Organisation operates predominantly in the service industry by receiving grants from donors around the world and distributing them accordingly.

(b) Geographical segment

The Organisation operates predominantly in Fiji and is therefore one geographical area for reporting

EMPOWER PACIFIC
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 DECEMBER 2021

14. Related party disclosures

During the year Empower Pacific entered into transactions with its related party Empower Pacific Trust Board in the Solomon Islands and Vanuatu. There have been guarantees provided or received for any related party receivables. For the year ended 31 December 2021, the Organisation has recorded payables amounting to \$82,778 (2020: \$nil).

Empower Pacific Trust Board	\$	\$
Empower Pacific Solomon	<u>82,778</u>	<u>-</u>

15. Events subsequent to balance sheet date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Organisation, the results of those operations, or the state of affairs of the Organisation in future financial years.

**EMPOWER PACIFIC
DISCLAIMER ON ADDITIONAL FINANCIAL INFORMATION
FOR THE YEAR ENDED 31 DECEMBER 2021**

Disclaimer on additional Financial Information

The additional financial information, being the attached detailed income statement has been compiled by management of Empower Pacific.

No audit or review has been performed by us and accordingly no assurance is expected.

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than Empower Pacific may suffer arising from any negligence on our part. No person should rely on the additional financial information without having an audit or review conducted.

EMPOWER PACIFIC
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2021

	2021	2020
	\$	\$
Income		
Donations	4,205	8,686
Grants	1,529,523	819,932
Consultancy fees	20,416	11,506
	<u>1,554,144</u>	<u>840,124</u>
Other income		
Interest income	718	597
Fee (course fees and EAP fees)	301,670	319,757
Other income	4,872	3,028
HOPE Income	-	578
Amortisation of deferred income	5,126	22,507
Total income	<u>1,866,530</u>	<u>1,186,591</u>
Less expenditure		
Audit fees	7,725	7,725
Audit fees - projects	12,000	-
Advertising	93,130	6,789
Bank charges	548	611
Consultancy expenses	9,256	6,000
Depreciation and amortisation	19,472	50,206
Doubtful debts	45	-
Electricity and water	5,780	5,434
Empower Solomon expenses	4,000	23,000
Empower Vanuatu expenses	22,020	8,000
Fiji National Provident Fund	50,182	47,633
Emergency personal protective equipment	46,505	12,452
Fines and penalties	22,556	2,741
Fuel	26,574	12,821
General and other administrative expenses	50,663	63,372
HOPE expenses	-	10,058
Insurance	13,020	15,384
Legal fees	327	-
Loss on disposal of property, plant and equipment	8,592	362
Office supplies and cleaning	9,584	3,684
Rent	35,050	37,100
Repairs and maintenance	25,358	15,680
Staff training	-	8,301
Stationery and postage	27,330	10,511
Subscriptions	6,860	6,233
Tropical Cyclone relief items	67,137	11,070
Telephone and internet	23,192	25,697
Travel and accommodation	115,226	36,651
Volunteer allowance	92,342	63,758
Wages and salaries	1,020,941	732,264
Workshop expenses	70,252	1,572
Total expenditure	<u>1,885,667</u>	<u>1,225,109</u>
Net deficit	<u>(19,137)</u>	<u>(38,518)</u>

The income and expenditure statement is to be read in conjunction with the disclaimer set out on page 17.



TALK

FOR YOUR OWN WELL-BEING...



Toll Free Counselling Helpline

5626

Sometimes life can be hard...you can feel overwhelmed and alone, call **Empower Pacific** counselling helpline, our trained counsellors are waiting to help you.

Empower Pacific's telephone counselling service provides emotional support and guidance for people facing difficult times. Our **24hr helpline** numbers are accessible to everyone nation wide.

Child Protection



EMPOWER PACIFIC CENTRES

Labasa Counselling Centre

Soqosoqo Vakamarama Building,
Hospital Road

Phone: +679 776 0017

Nadi Counselling Centre

Nadi Sub-divisional Hospital

Phone: +679 776 0018

Suva Counselling Centre

(CWM Hospital - Beside Diabetic Clinic)
Waimanu Road

Phone: + 679 778 0015

Lautoka Counselling Centre

Lautoka Hospital

Phone: +679 773 0010

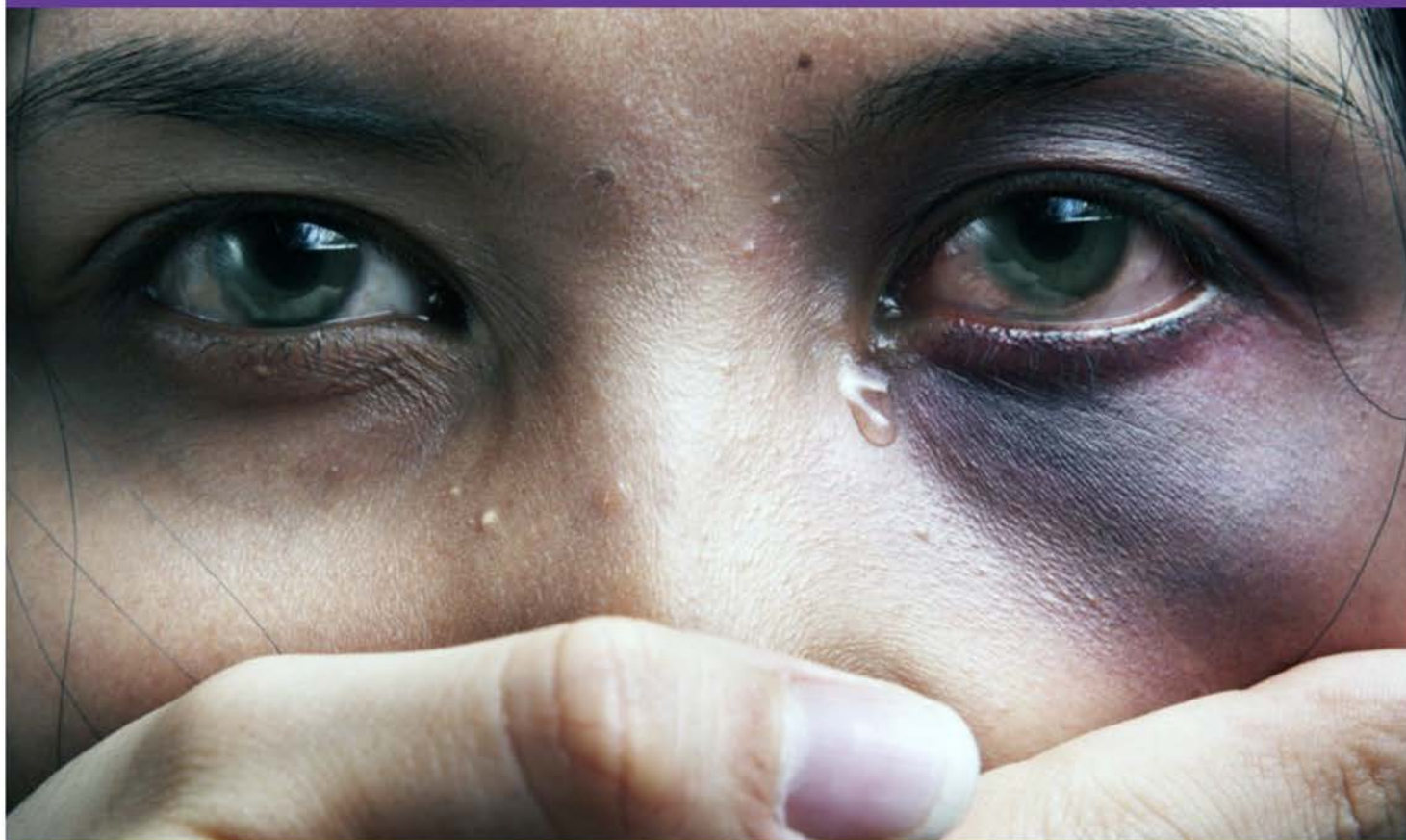
Help is only a
phone call away

Phone **1325**

(Managed by Ministry of Women,
Children & Poverty Alleviation)



Gender Based Violence



Confidential help is available for women and families who suffer from violence.

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Empowered lives.
Resilient nations.



COUNSELLING & SOCIAL SERVICES

National
Domestic
Violence
Helpline

CALL
1560
FREE
24 HOURS



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