



COUNSELLING, TRAINING AND RESEARCH CENTRE

# BIENNIAL REPORT

April 2019 to March 2021



For the first time in 25 years, Parivarthan did not prepare an Annual Report for the year 2019-20. Till March 2020, the year was as usual, but then the COVID-19 pandemic hit us and we had to comply with lockdown regulations and figure out a whole new way of working.

The first service that we revamped was the “Parivarthan Counselling Helpline”. We increased our availability from 6-hour to a 12-hour service. We had our trained Helpline Counsellors answer callers from 10 am to 10 pm – so that those who reached out for help, could talk to a trained professional.

Moving to online services was not easy, we had to let go of our many apprehensions, biases, “musts” and “shoulds”. But we had to because clients were reaching out and we needed to be available. Mental health needs over the last 2 years have been at the forefront and emerged as one of most pressing needs in this pandemic, as all of us struggled to adjust to what has become the new normal.

As of the publication of this report, given the uncertainties of the pandemic, we continue to have our Centre open only for Admin purposes (when allowed to). Our Counselling Services, Workshops and Training Programmes are being offered only online.

## COUNSELLING SERVICES

Counselling at Parivarthan follows an integrative or eclectic approach to meet the needs of our diverse clientele. We offer face-to-face sessions at our Centre as well as sessions on different online media per the needs of our clients. Psychiatrist Referrals are made for clients who would benefit from additional consultation and our counsellors work collaboratively with other mental professionals for the wellbeing of our clients.

Since April 2020, immediately after lockdown started, our counsellors stepped up and moved online. Since then, we have added a large number of counsellors on our Team to meet the surge in demand for counselling services, not only from Bangalore but from all over India and abroad too.

### 2019-21

	2019-20	2020-21
Total No. of clients	476	593
Total No. of Sessions	4571	5333

### July- August 2020:

Individual Counselling Services for the new TFI (Teach for India) Fellows at their Orientation -Institute 2020.

### Group Work

Groups provide a trusting and safe environment to evaluate and explore one’s own self. The ability to get feedback in a created social environment can help the participants learn and develop insights about their own thoughts, feelings and behaviors.

### 2019-21

- Group Process - 2 Batches of BSIC Trainees
- Parenting in a Pandemic – an Online Support Group for Parents
- Drama Methods - Counsellors

## SUPERVISION SERVICES

Parivarthan is known for its adherence to ethical principles, which makes supervision an integral part of both counselling and training. Supervision enables both trainee and professional counsellors maintain an ethical framework for their client work and provides an in-built support system that helps them in their practice.

Counsellors at Parivarthan receive regular supervision for individual, couple and family counselling services from both in-house and external professionals.

Besides the supervision of our trainee’s practicum, Parivarthan also offers both individual and group supervision to trained and practicing counsellors. These services also moved online from late March 2020 to date.

## MONTHLY SUPERVISION GROUPS

- Supervision and Support Services to School Counsellors
- Trained counsellors- Drama Methods in Therapy
- BSIC Counsellors
- Outreach Counsellors
- Helpline Counsellors
- Parivarthan Staff Counsellors – 5 groups

## WEBINARS/WORKSHOPS/ PRESENTATIONS



### 2019-20

- April 2019- **Training related to POSH and POCSO** -Managers and Employees of an NGO
- December 2019 – **Mental Health Awareness** - Volunteer Employees of a Company
- February 2020- **Child Protection & POCSO** – Teachers - Valley School
- March 2020 - **Prevention of Self Harm to Children** – Staff of Headstreams (NGO)

### 2020-21:

- May 2020 – **Mental Well Being for Mothers** – <staystrongmoms>
- June 2020 – **Online Learning**- Parents of Innisfree House School
- June 2020 - **WHEN THE PHONE RINGS ... FROM EMOTIONAL SUPPORT TO CRISIS INTERVENTION** – Presentation at MHECON- 3rd National Conference – Department of Mental Health Education, NIMHANS on ‘Suicide Prevention: Current Challenges and Innovations’ - PCH team
- August 2020 - **Exploring Couple Therapy Online** - Parivarthan Staff Counsellors
- November 2020- Feb 2021 – **Services of the Parivarthan Counselling Helpline and Consultation on Mental Health and Allied Services** through responding to questions raised on the website: [staystrongmoms.com](http://staystrongmoms.com)
- February 2021 – Panelist at the 2nd Regional Consultation (Southern) for **Law Review of “The Protection of Women from Domestic Violence” - Act, 2005”**
- February 2021 - **Maintaining Notes – Counsellors’ Responsibilities** -Parivarthan Staff Counsellors

## CAPACITY BUILDING TRAINING PROGRAMMES/WORKSHOPS

### 2019-20

#### Care for the Care Providers

This Programme is a Capacity Building and Support Training Programme (20 hours), specially designed the staff of NGOs and professionals in the service

industry. The Programme provides psychoeducation [developmental aspects] with regard to the target populations that they work with, teach skills for improved communication and listening, and helps to them understand and address some of their own personal issues that affect their holistic well-being.

- **FAME India** – A Programme in Kannada for 15 Ancillary Staff working with special children

### 2020-21(Online)

With over 10 years of experience in training counsellors for Helpline Counselling, Parivarthan was requested to conduct Training Workshops for Bembala Helpline Volunteers on Helpline Skills

## PARIVARTHAN OUTREACH SERVICES

We continued to provide counselling services to students, staff and employees of Educational and Research Institutions, NGOs and Corporate Organisations during this biennial period.

- **NATIONAL CENTRE FOR BIOLOGICAL STUDIES (NCBS)** - individual counselling for the students, research associates & staff members
- **NATIONAL LAW SCHOOL OF INDIA UNIVERSITY (NLSIU)** - individual counselling sessions for students & staff.
- **INDIAN STATISTICAL INSTITUTE (ISI)** - individual counselling sessions for students & staff.
- **TIFR - INTERNATIONAL CENTRE FOR THEORETICAL SCIENCES (ICTS)**- individual counselling for the students, research associates & staff members
- **TIFR-CENTRE FOR APPLICABLE MATHEMATICS (TIFR-CAM)** - individual counselling for the students, research associates & staff members
- **ASHOKA TRUST FOR RESEARCH IN ECOLOGY AND THE ENVIRONMENT (ATREE)** - individual counselling for the students, research associates & staff members
- **UDHYAM LEARNING FOUNDATION** – individual counselling for staff members
- **DAKSHIN FOUNDATION** – individual counselling for research associates & staff members

## EAP SERVICES FOR CORPORATE ORGANISATIONS

During the pandemic, many more Corporate Organisations approached Parivarthan for counselling services for their employees.

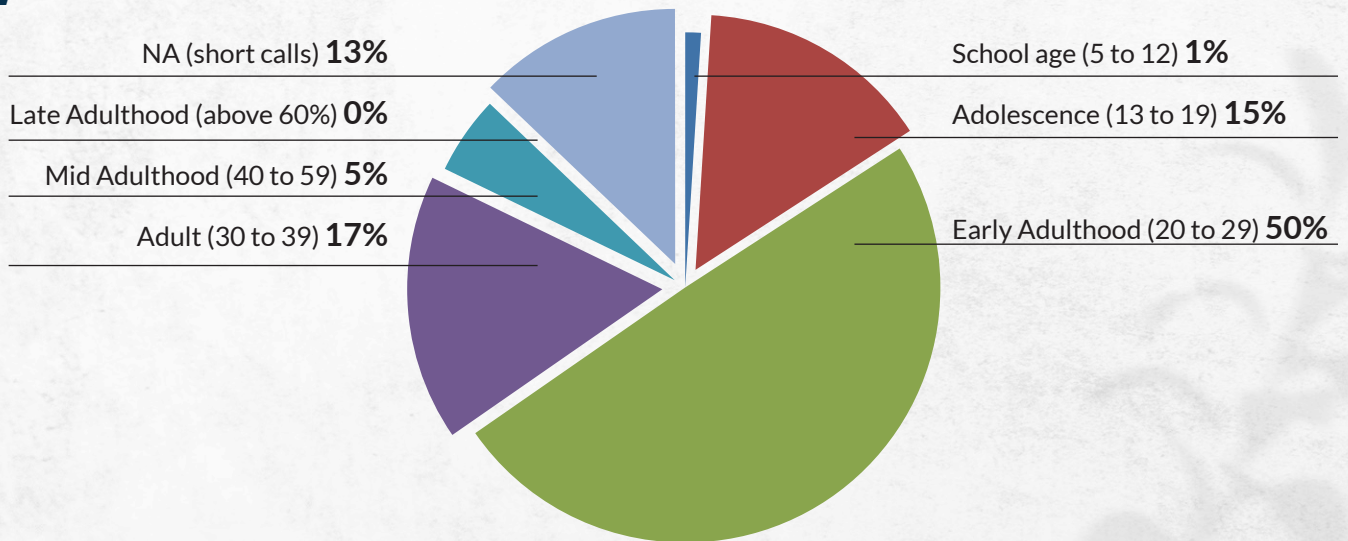
## PARIVARTHAN COUNSELLING HELPLINE (PCH)

Our Helpline Services has been an important and constant source of support to many callers in distress during the pandemic. We are thankful to the many counsellors who volunteered to be apart of this essential service and enabled us to be available from 10 am to 10 pm – so that those in distress could reach a trained professional, especially from April to June 2020, when there was so much uncertainty and anxiety for everyone.

We now offer the Helpline Services from 1 pm to 10 pm, Monday to Friday.

### Age Wise Call Pattern

#### 2019-20:

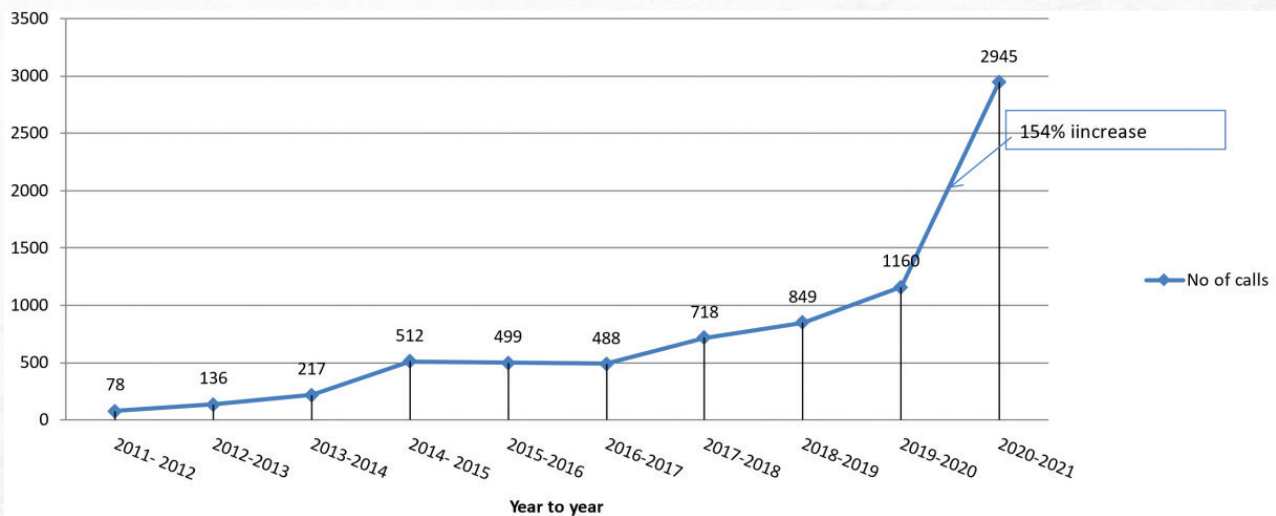


### Call Summary

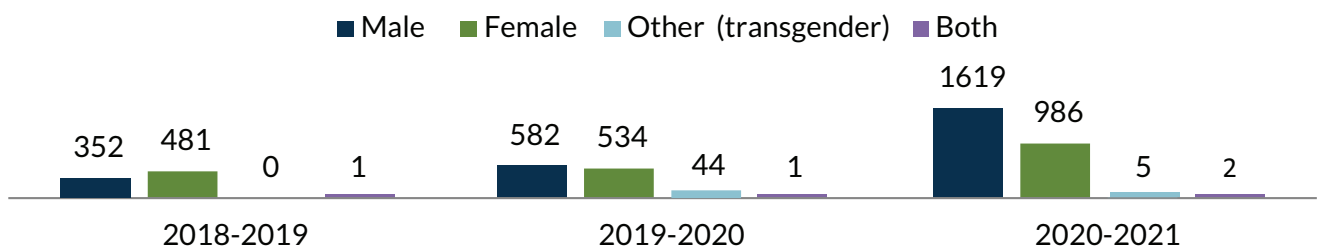
- Total Number of calls: 1060
- Repeat calls: 355
- Parivarthan Information/Appointment: 43
- Gender Ratio (M:F): 52:48
- Maximum number of calls received: Early Adulthood (20 to 29 years)
- Major reason/s of calls:
  1. Relationship/Breakup
  2. Depression

## Number of Calls Received

### 2020-21:



## Gender Wise Call Pattern



More information of the utilization of our Helpline Service is available on our website: [www.parityarthan.org](http://www.parityarthan.org)

## RESEARCH

- Our Research Initiatives took a backseat during this past year on account of the pandemic. Our Qualitative Research Study on "What Makes the Experience of Counselling Effective?" is still in progress.

In this study, the main themes centered around the safe and therapeutic nature of the working relationship between client and therapist, how clients experienced and navigated difficult moments in therapy, and ways in which therapy helped them understand their internal thoughts and emotions, and in the process transformed their relationship with themselves. While this is a preliminary examination of broader factors that contribute to successful therapy outcomes, a larger study could examine in-depth, how certain therapeutic interactions can impact outcome.

- Our BSIC Trainees completed the following Research Projects as a part of their Course Requirements:

### BSIC 2019-20

- Awareness and Attitudes Towards Counselling – A Survey Study
- Challenges of Commuting – A Bengaluru Study
- Challenges, Outreach & Resources for Geriatric Mental Health in India

### BSIC 2020-21

- Self-Care in the Time of Covid
- Online and In Person Counselling: Perceptions and Preferences
- Unmasking Loneliness

## CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AND STAFF TRAINING

Staff of Parivarthan attended the following Training Programmes and Workshops / Conferences / Seminars during the year to enhance their learning and skills, as well as to avail of opportunities for self-reflection and self-growth:

### TRAINING PROGRAMMES

#### 2019-20

- **Integral Somatic Psychology (ISP) Level 1**- Prafula (Mumbai) – 5 staff counsellors
- **Systemic Family Constellation Therapy – 2-year Programme** (AFYA Brazil & Healing Circle, Bangalore)
- **Queer Affirmative Counselling Practices –** Mariwala Health (Mumbai) – 3 staff counsellors
- **Autism Awareness; Care Act; Mental Capacity Act** - MIND, UK
- **Safeguarding children (Level 1); Safeguarding adults (Levels 1& 2); Safeguarding against Radicalization**- MIND, UK
- **Youth Mental Health –** NIMHANS, Bangalore
- **EMDR Training- Part 1** -EMDR India
- **Mentalisation Based Therapy (MBT) Basic Training Course** - Prof Anthony Bateman, UK - PARC

#### 2020- 21

- **Certificate In Online and Telephone Counselling** - Counsellor Tutor Institute, UK.
- **Systemic Theory and Practice in Family Constellations** - Orchre (Ireland) and Spanda (India) – 2 staff counsellors
- **Integral Somatic Psychology (ISP) Level 2**- Prafula (Mumbai) – 3 Staff counsellors
- **Trauma Focused Psychotherapy** - Dr Shalini Anant.
- **Psychoanalysis in the Consulting Room V – Working with Children**-Tara Clinic, Kozhikode
- **Certificate course on REBT (Basic and Advanced)**- Debbie Ellis
- **Certificate course in SFBT (Basic and Advanced)** - Dr Jaseem Koorankoti.
- **Somatic Strategies to Address the Interplay**

**Between Shock and Developmental Trauma** - Dr. Peter Levine and Diane Poole Heller

- **Advanced Trauma Treatment for Children and Adolescent:** A certified child and adolescent trauma treatment professional course - PESI,
- **EMDR Advanced Training for Complex Trauma, Shame, Working with Parts** -Trauma & Dissociation Study Group, India
- **EMDR Protocols for Immediate Stabilisation for Pandemic related Anxiety & other Acute Stress, Protocols for OCD** EMDR India,
- **Grief and Loss: Trauma informed response and care – Part 1 & 2**- Naomi Halpern
- **Internal Family systems – Online Circle training (Ongoing)**- Foundations of IFS model - IFS Institute
- **Study Group: On Trauma and Dissociation –** Adithy
- **Understanding Personality Disorders –** Hank Nunn Institute
- **Masters in Psychoanalysis, Year 1** - Université Paris, France

### WORKSHOPS/CONFERENCES

#### 2019-20

- **Working with Families of BPD (Bipolar Disorder)**- Dr. Ashlesha Bagadia, PARC
- **Navigating Grief** - Dr. Ashlesha Bagadia, PARC – 2 counsellors
- **Indian Psychology for Health and Well-being** - VIPRA (Vedic Indian Psychology Research and Application) a division of NIMHANS
- **Two to Tango- Seminar by Malika Verma** – Tara Clinic, Kozhikode
- **Mid-term CME on Community Child and Adolescent Mental Health**- Child and Adolescent Psychiatry, NIMHANS
- **Adopting Counselling Training for Online Participation During Covid-19** - Metanoia Institute, UK – 3 staff counsellors/admin
- **Developing Mental Health Initiatives in Institutes of Higher Education** - NIMHANS, Bangalore
- **Mindfulness based Cognitive Behavioral Interventions** - NIMHANS, Bangalore
- **The XVII International Congress of the New Lacanian School on the theme “Urgent!”**- Tel-Aviv, Israel

## 2020-21

- Online Resource 'Train the Trainers - BACP, UK
- MBT – Introductory Day with Prof Anthony Bateman – PARC Bangalore
- Exploring Dream World through Embodied Imagination- Jill Fischer
- Relational concerns amid COVID 19 lockdown - TISS & Sukoon (MUMBAI)
- Reflective Conversations on Therapeutic Relationships in Online Therapy – RAHBAR TISS
- The Beautiful Mind - A Hoopsters Initiative on Sexual Issues – Dr. Sandeep Deshpande
- Acceptance And Commitment Therapy; Emotional Focused Therapy; Implicit and Explicit Patterns of Relationships; Minority Stress in LGB Individuals - Counsellor Tutor Institute, UK
- Dialectical Behavior Therapy - PARC (Psychotherapy Advanced Resource Centre) Bangalore
- Workshop series on Borderline Personality Disorder - Living on the Edge - PARC, Bangalore
- Workshop Series: Body Dreaming, Dream Embodiment, Yoking with Jung -2 Years - Bangalore Society for Analytical Psychology
- Trauma and Dissociation Group – Adithy
- Workshop on Healing the Mother Wound- Bethany Webster.
- Post -natal depression awareness- CPD Online College, UK
- Using DMT to work with individuals in the queer community- Creative Movement Therapy Association of India
- Trauma Focused Psychotherapy- Anahat Psychotherapy – Dr. Shalini Ananth
- Parenting Pathshala, Parenting Related Discussions - Dr Shekhar Sheshadri, NIMHANS
- Building Bonds in the Digital Therapy Room- Dept of Clinical Psychology, NIMHANS
- Suicide Prevention: Current Challenges and Innovation-NIMHANS, Bangalore
- Dreams Under Turbulence; Assessments and Formulations - Hank Nunn Institute
- Adoption Competency Counselling - Padme

## ALUMNI ASSOCIATION

The Alumni Association of counsellors who completed the One Year Training Programme, BASIC SKILLS IN COUNSELLING at Parivarthan, has over 120 members. They have been active on a Whatsapp Group, during the pandemic, sharing information and supporting each other.

## PROFESSIONAL AFFILIATIONS

Organisational Member of the British Association for Counselling & Psychotherapy (BACP), Membership No. 129337. We are therefore committed to BACP's ethical framework for good practice in counseling and psychotherapy, as well as its ethical guidelines in research and are subject to the professional conduct procedure currently in force.

## OUR TEAM

### 2019-20

#### Counsellors/Psychologists/Supervisors

---

Ms. B.N. Sharada, Dr. Gayitri Bhatt, Ms. Amita Bala, Ms. Vinita Shah - Career Counsellor, Ms. Manisha Gokhale, Ms. Manju Sapru, Dr. Maitri Gopalakrishna, Ms. Shabari Bhattacharyya - Program Manager

#### Counsellors/Psychologists

---

Ms. Shabnam K. Kumar, Ms. Snehal Padhye, Ms. Veena Balasubramaniam, Ms. Sumana Hari, Ms. Mrinalini B., Ms. Supriya Kalbag, Dr. Kalyani Patange, Ms. Perna Kapur, Mr. Vivek Varma, Ms. Suma B.S, Ms. Nidhi Kapur, Ms. Anjana Kochhar

### 2020-21

#### New Counsellors/Psychologists/Dance Movement Therapists

---

Ms. Parvathi N., Ms. Pallavi Shetty, Ms. Srividya Muralikrishna, Ms. Aparna Ramakrishnan, Ms. Shweta Pannu, Ms. Kaushiki Rao, Mr. Rovana Verghese, Mr. Rakesh Mehar, Ms. Tejsweeta Singh

#### Lifescrpt Facilitators

---

Ms. Padma Mahadev, Ms. Chitra T.V.

#### External Supervisors

---

Dr. Rathna Isaac - Clinical Psychologist, Dr. Priya Pothan - Clinical Psychologist

## Research

Dr. Avantika Bhatia, Ms. Divya Kannan,  
Ms. Akhila Doraswamy

## Administration /Accounts

Ms. Malini Sridhar - Executive Director  
Ms. Clarice Dass - Head-Operations  
Mr. Satish Kumar A. - Executive - Admin and Accounts  
Mr. Vinoth Kumar - Assistant - Admin and Accounts (2019-20)  
Mr. Iyanar Mani - Assistant - Admin and Accounts  
Ms. Shilpa Prasad - Accountant

## Our Bankers

HDFC Bank , Indiranagar Bangalore  
Union Bank of India., HAL II Stage, Indiranagar  
Bangalore  
State Bank of India, Indiranagar Bangalore

## Our Auditors

C.V. Surender & Co  
Chartered Accountants  
Cox Town  
Bangalore

## MEMBERS OF THE EXECUTIVE COMMITTEE (2019-2021)

Name	Occupation	Office held
Ms. Mabelle Palat	Counsellor	President
Mr. Prashant Sankaran	Creative Consultant	Vice-President
Ms. Lynette Nazareth	Associate Director - Wellness & Work-Life Solutions	Secretary
Ms. Meera Huddar	HR Consultant	Treasurer
Mr. Christopher Jayakaran	Consultant Geologist	Member
Dr. Kiran Rao	Clinical Psychologist	Member
Mr. Chandramohan Venugopal	Executive Director -Finance (KUIDFC)- Retired	Member

## LEGAL DETAILS

- Registered under the Karnataka Societies Registration Act 1960: No. 331:95-96 dated August 04, 1995
- Registered as a WHOLLY CHARITABLE SOCIETY under Section 12A(a) of the Income Tax Act 1961: Provisional Registration Number AAATP2741HE20206 dated 27-05-2021 valid from AY 2021-22 to AY 2023-24
- Registered under Section 80G(5)(vi) of the Income Tax Act: No. DIT(E)/80G@ /485/AAATP2741H/ ITO(E)-2/Vol.2010-11 dated 14.03.2011, valid from 1/4/2011 onwards.
- Organisational Member of the British Association for Counselling and Psychotherapy (BACP), Membership No. 129337.
- PARIVARTHAN COUNSELLING TRAINING AND RESEARCH CENTRE has been registered under the Trade Marks Act, 1999 in June 2017, with effect from 2011. (Trade Mark No. 2228463 /Date: 03/11/2011)
- An Internal Complaints Committee is constituted under the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013 - No complaints were received during the year

## THANK YOU



We are grateful to our donors and well-wishers for their contributions in the past year. We acknowledge and thank our executive committee members, staff and resource persons, our trainees and clients and all who have supported us and contributed to our growth in numerous ways.

Donations to Parivarthan are eligible for a 50% tax exemption under Section 80G(5)(vi) of the Income Tax Act.



3310, 1st Floor, 8th Cross, 13th Main  
HAL 2nd Stage, Indiranagar, Bangalore 560008  
Tel: +91 080 25298686, 25273462  
Email: parivarthanblr@gmail.com  
Website: www.parivarthan.org