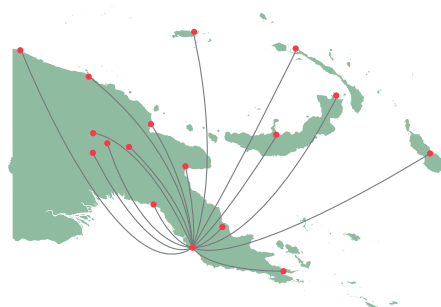




**CONFIDENTIAL, FREE, 24-HOUR
NATIONAL TELEPHONE SERVICE
SUPPORTING SURVIVORS OF
GENDER-BASED VIOLENCE AND
CHILDREN IN NEED OF CARE
AND PROTECTION.**



Family and Sexual Violence
Service Provider Directory
for Papua New Guinea

TOLL-FREE 7150 8000

A partnership between

ChildFund

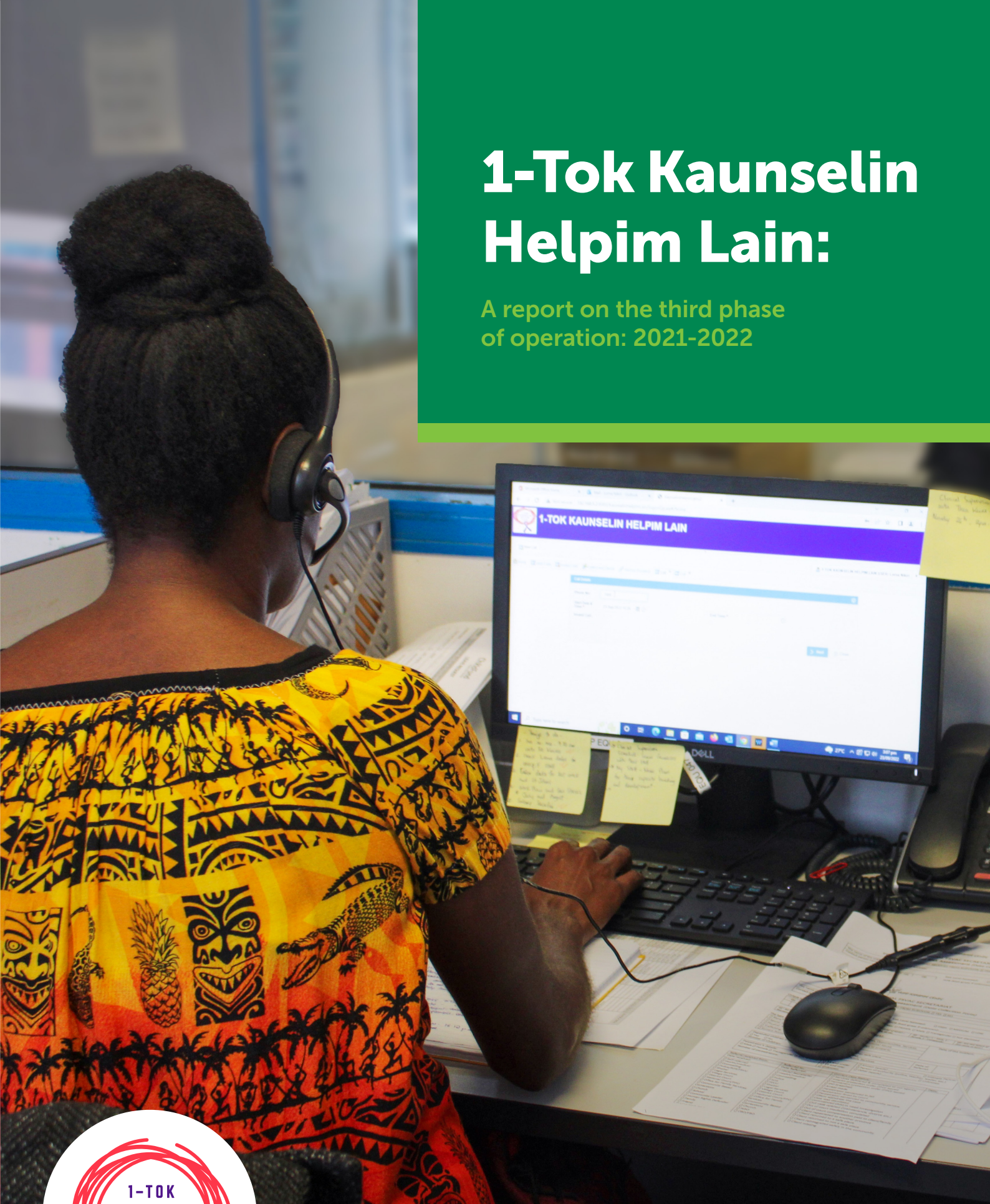
CIMC
FAMILY & SEXUAL VIOLENCE ACTION COMMITTEE



1-Tok Kaunselin Helpim Lain is now on Facebook
find us at www.facebook.com/1TokHelpimLain

1-Tok Kaunselin Helpim Lain:

A report on the third phase
of operation: 2021-2022



7150 8000

A partnership between

ChildFund

CIMC
FAMILY & SEXUAL VIOLENCE ACTION COMMITTEE

About ChildFund PNG

ChildFund Papua New Guinea is affiliated with ChildFund Australia – an independent international development organisation that works to reduce poverty for children in developing communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade, which manages the Australian Government's overseas aid program. ChildFund began work in Papua New Guinea (PNG) in 1994, and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children's rights.

About FSVAC

The Family and Sexual Violence Action Committee (FSVAC) is a Sectoral Committee of the Consultative Implementation and Monitoring Council (CIMC). CIMC is established by the National Executive Council and is administered by the Institute of National Affairs, a private non-profit research institute. The FSVAC was established in 2000 and mandated to address family and sexual violence in PNG.

The FSVAC works towards minimising the risks and addressing the harm caused by physical, sexual and psychological violence, especially between family members in the home environment. The FSVAC strengthens referral pathways to increase access to support services and justice for survivors.

The role of FSVAC is to provide coordination, networking, advocacy and capacity building services to its network partners. The FSVAC is the project's key implementing partner. It provides valuable support, and assists with advocacy for the 1-Tok Kaunselin Helpim Lain. The FSVAC is a member of the Helpline Advisory Committee.

“

I am concerned about the high rates of violence in PNG. The neglect of children is one of the most common cases I hear as a helpline counsellor. We also get a lot of calls about physical and sexual violence against women and children.”

- Senior Counsellor, 1-Tok Kaunselin Helpim Lain

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Foreword

The 1-Tok Kaunselin Helpim Lain has undergone considerable expansion in recent years, and is gaining recognition from the PNG government and communities as an important service for gender-based violence (GBV) and family and sexual violence (FSV) survivors. A new four-year strategic plan sets out clear goals for the helpline moving forward.

Over the past year the helpline played a critical role in supporting children and families during some of the worst periods of the COVID-19 pandemic. When many services in PNG for survivors of violence closed or reduced their capacity because of lockdowns and restrictions, the helpline continued to operate and expand. The number of counsellors doubled, and operating hours increased from 12 to 24. Today, the 1-Tok Kaunselin Helpim Lain is the only service in PNG that is available to support GBV and FSV survivors 24 hours a day, seven days a week.

The latest data shows that while there were less calls to the helpline during the 2021-2022 reporting period than the previous year, call times were longer. This demonstrates that counsellors are spending more time over the phone with survivors and providing more comprehensive support. These improvements are in line with recent training sessions provided to counsellors on quality case management processes.

The helpline is recognised by the PNG government, specifically the Department of Community Development & Religion, for its impact in curbing violence in communities and protecting vulnerable women and children. Earlier this year the Special Parliamentary Committee on Gender-Based Violence invited ChildFund PNG to present on the helpline at a public hearing reviewing GBV in the country.

Looking forward, we have developed a 2022-2026 strategic plan for the helpline to ensure the sustainability of the service. The plan was developed in collaboration with several key stakeholders, including survivors of violence, the PNG government, United Nations agencies, and non-government partners. It sets out clear goals of the helpline that focus on positive change at the individual, community and national levels. We are excited to present a snapshot of the strategic plan at the end of this report.

The helpline is still only one of a few services in PNG that has the capacity to deliver high quality support to survivors of violence. Governments, communities, and civil society in PNG must continue to work together to strengthen systems and services that prevent and respond to GBV and FSV. There is still a lot of work to be done, however we look forward to a future where all children and families in PNG are safe and protected.

Anand Das
Country Director,
ChildFund Papua New Guinea



Marcia Kalinoe
National Coordinator,
CIMC, FSVAC



About the 1-Tok Kaunselin Helpim Lain

The 1-Tok Kaunselin Helpim Lain is Papua New Guinea's first national telephone counselling service, providing support to hundreds of people throughout the country every month. The helpline operates 24-hours, seven days a week. Calls within the Digicel network are free of charge.

The 1-Tok Kaunselin Helpim Lain's team of trained counsellors provides information, crisis counselling, safety planning, suicide intervention and referral. While responding to the needs of people experiencing gender-based violence, anyone requiring counselling can call the helpline.

The 1-Tok Kaunselin Helpim Lain maintains a national directory of service providers responding to the needs of survivors of gender-based violence or child abuse. With details of more than 350 service providers countrywide, the directory helps counsellors locate and refer clients to a range of services they need. The directory is regularly updated and shared with partners.

The 1-Tok Kaunselin Helpim Lain is a partnership between ChildFund, CIMC (FSVAC) and is supported by the New Zealand Aid Programme, and the expanded services are supported by UNICEF and UN Women.

The 1-Tok Kaunselin Helpim Lain is the first and only service in PNG to offer a free telephone counselling and referral service.



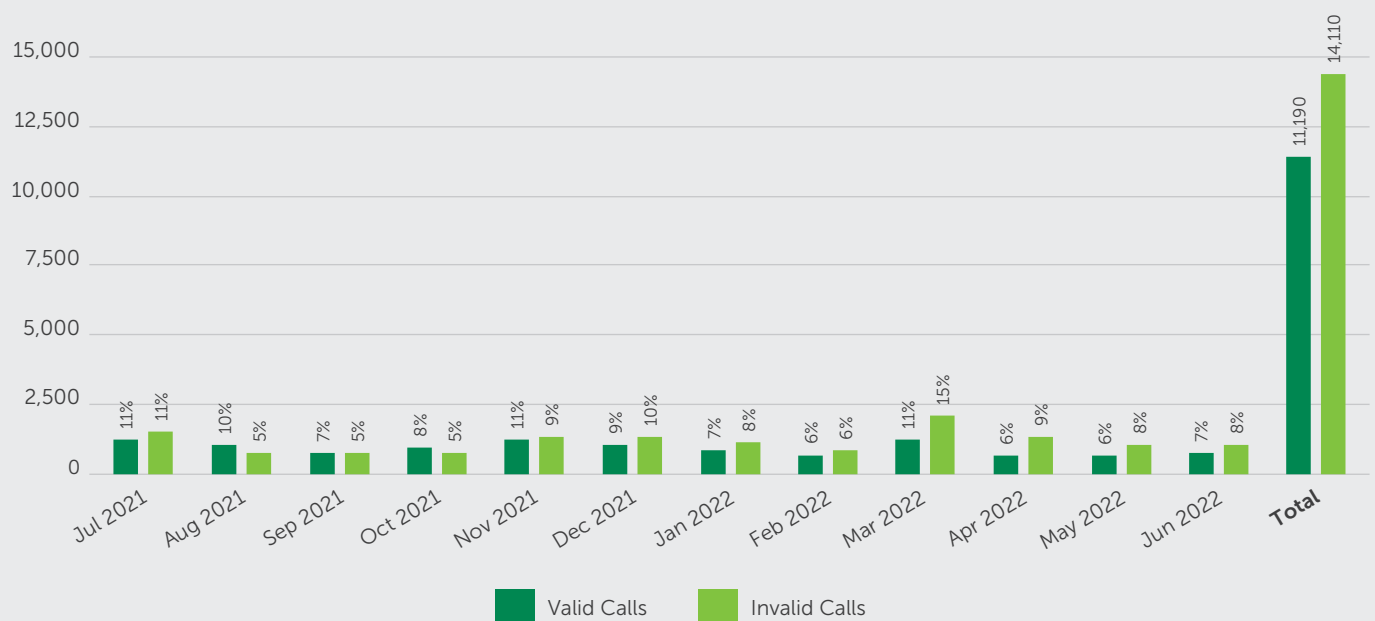
Analysis of call data

The following report is based on an analysis of call data from July 2021 to June 2022. The helpline data is not representative of the prevalence of violence in PNG. Even in contexts where there are resources and highly functioning referral pathways, under reporting is an issue. Further data, such as where callers may have been referred from, and the precise breakdown of ages versus presenting issues, were not available at the time of analysis. The helpline is upgrading its systems to ensure there is more quality data available.

Callers to helpline

In this period more than 25,000 calls were received. Counsellors and information officers provided support including referrals, case management, information and counselling to 11,190 valid callers. **Note:** Invalid calls are those where individuals have ended the call before counsellors can record information, as well as abusive and prank callers.

Monthly breakdown of calls



Interventions provided

Listed are the most common interventions counsellors have provided to callers in order of frequency. After providing information and education to 79% of callers, the most common intervention was crisis counselling, followed by safety planning. Information and education can include information about the helpline, GBV/FSV, child protection, referral partners and other services, and legal information etc.

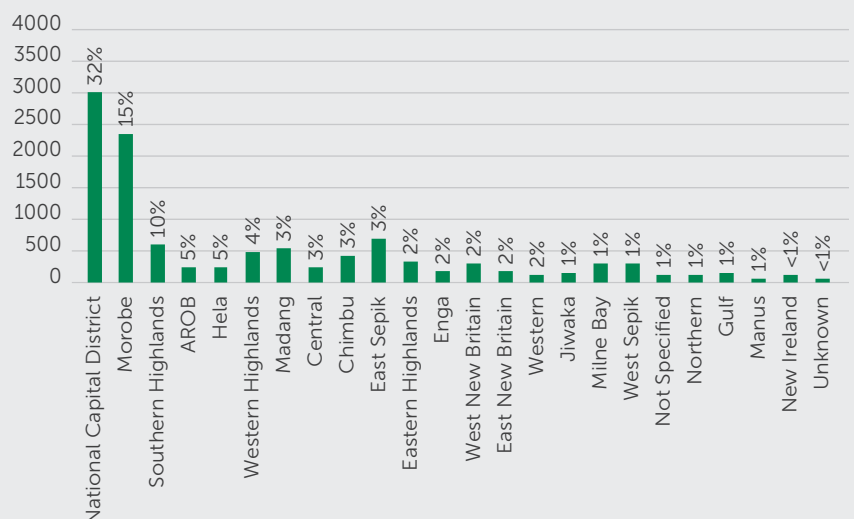
Most common interventions

- 1 Information / Education – 79%**
- 2 Crisis Counselling – 9%**
- 3 Safety Planning – 7%**
- 4 Coordinating Cases & Follow Up – 3%**
- 5 Suicide Intervention – 2%**

Location of callers

The helpline received calls from all 22 provinces. Most calls have consistently been from the National Capital District and those in urban areas. Provinces with a higher proportion of callers are not thought to have a higher incidence of violence, but rather a greater awareness of the helpline service, higher mobile phone ownership and access to phone networks. The helpline has started to work towards improving access for survivors living in rural and remote areas. This includes raising more awareness in communities with the help of community-based responders, including human rights defenders and faith and community leaders, in provinces outside of urban areas. It also includes targeted promotional activities through various platforms, such as radio channels that are accessible in remote areas.

Distribution of calls across the country



Top points of referral

Referral pathways are often fragmented or limited outside of urban areas. Police are the main referral service for the helpline, with 35% of cases being referred to the police in the reporting period. Police are present in all provinces and districts and the helpline has established contacts with police in each province. Overall 30% of calls received a referral, which is a slight increase compared to previous years.

Common referrals

35%

Police

22%

Counselling

10%

Community Leaders

16%

Welfare

9%

Court and Legal Advice

8%

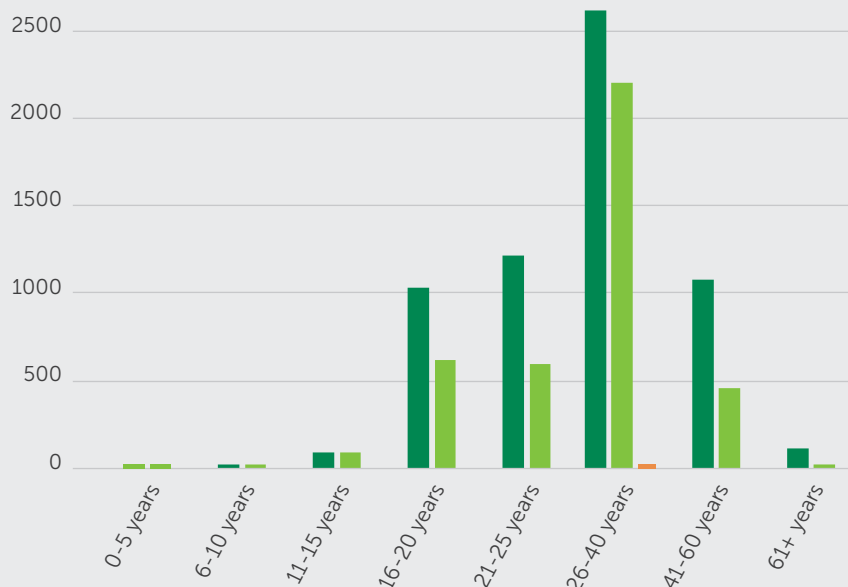
Medical and Family Support Centres

Age of callers

Most of the callers during the reporting period were aged between 26-40 years, and this has been consistent since the helpline was established in 2015. However, there has been a slight increase in the number of children accessing the helpline during this period. While the helpline does not receive calls directly from children under the age of 10, it does receive calls from witnesses supporting a child who has experienced abuse. Witnesses most often comprise of parents, family members and service providers.

Male Female Transgender

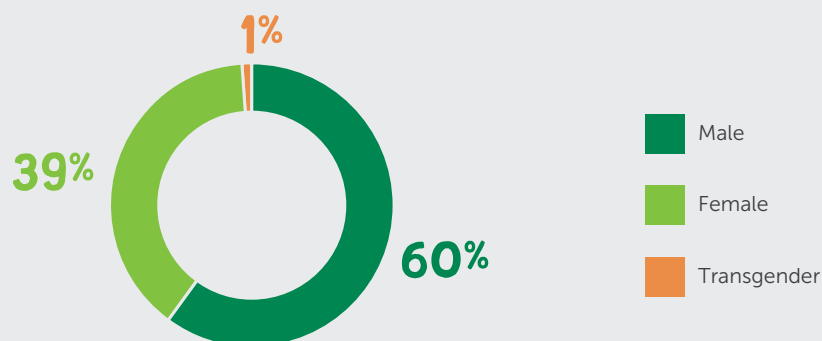
Breakdown of callers by age



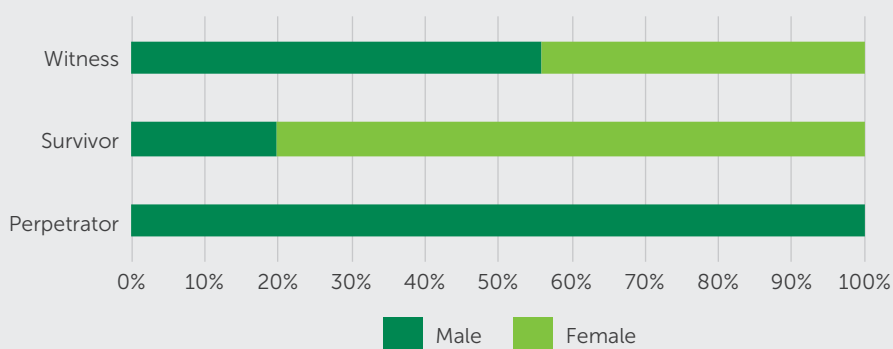
Gender of callers

The helpline continues to receive more male than female callers. ChildFund is unable to validate why more men call the helpline than women. More men, however, have phones than women in PNG. It is important to note that of the gender-based survivors that call the helpline, more than 80% identify as female. Men are more likely to identify as witnesses to violence or perpetrators of violence seeking help to address their violent behaviours. Unfortunately, there are no services in PNG that focus on male perpetration of GBV. This kind of service is critically needed.

Breakdown of callers by gender



Breakdown of callers by status and gender



Case study

Maggie* was afraid for the life of four-year-old niece, Elizabeth*, who was being physically abused by her father. Elizabeth had been living with her mother in a town in Papua New Guinea, however when her mother needed to move far away to another province for work, Elizabeth was placed in the care of her father.

Elizabeth had been living with her father for about a year when Maggie found out that Elizabeth was being abused. Elizabeth's father had sent images of the abuse to Elizabeth's mother, threatening to kill her and Elizabeth.

Fearing for Elizabeth's life, Maggie called the 1-Tok Kaunselin Helpim Lain, which she had heard about through a text message campaign. Maggie shared her story and fears for her niece Elizabeth with a helpline counsellor, who provided Maggie with support. The counsellor reported Elizabeth's case to police and welfare and child protection services.

The counsellor also helped Maggie access emergency funds so that Elizabeth could be removed from her father as soon as possible and move into a safe home with Maggie.

Today, Elizabeth is safe and living with her mother again. Police arrested and charged Elizabeth's father, and Elizabeth and her mother have protection orders in place.

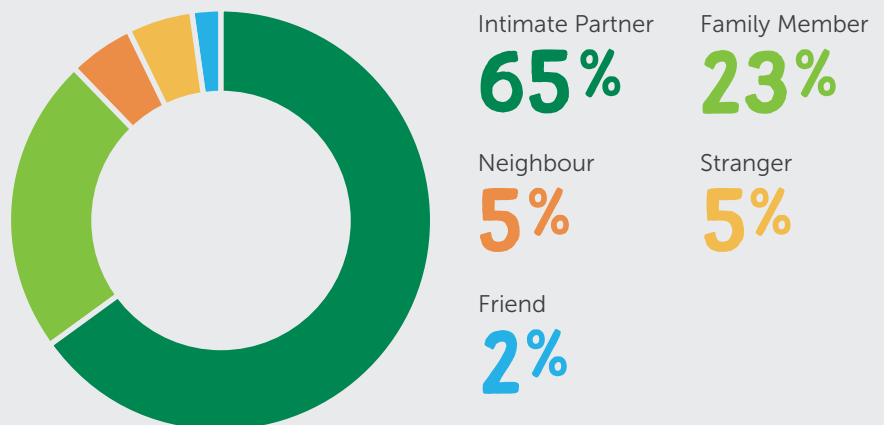
Maggie said that Elizabeth and her mother were happy and living at peace. None of this would have been possible, Maggie said, without the support of counsellors and emergency funds that were secured through the 1-Tok Kaunselin Helpim Lain service.

** Names have been changed to protect individuals' identities.*

Perpetrator's relationship to survivor

Most cases of GBV reported were perpetrated by an intimate partner. The second most common perpetrator was a family member of the survivor. This data supports existing evidence that intimate partner violence is the most common form of GBV.

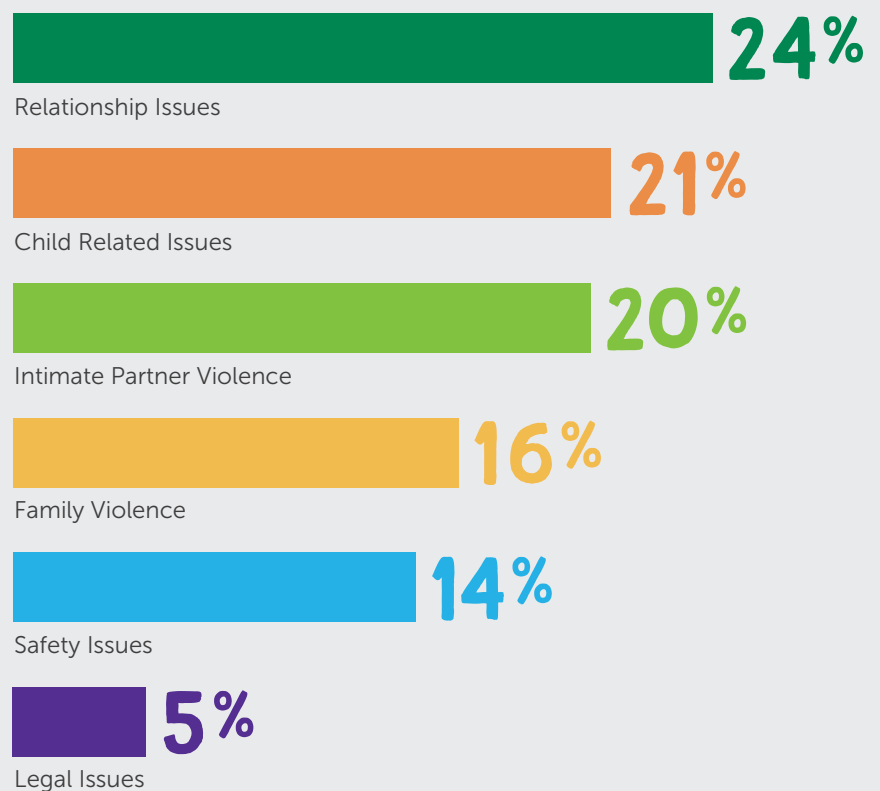
Breakdown of perpetrators by relationship



Presenting issues

The top issue presented to helpline counsellors was relationships, which included reports of emotional abuse and adultery.

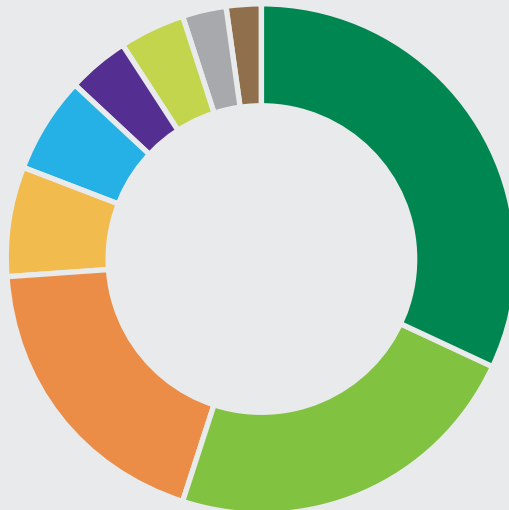
Breakdown of presenting issues



Breakdown of incidences reported

The top three reported incidences are physical violence, threats of harm and emotional abuse. This is consistent with other reporting periods at the helpline.

Top 9 types of incidents reported



Physical Violence
32%

Threats of Harm
23%

Emotional Abuse
19%

Denial of Opportunities / Services
7%

Child Abuse (non-sexual)
6%

Forced Isolation
4%

Financial Abuse
4%

Restriction of Movement
3%

Sexual Assault
2%



In PNG, it is rare to hear someone telling another stranger about their situation in life. Being a helpline counsellor allows me to hear these stories and provide people with the emotional and practical support that they may need."

- Senior Counsellor, 1-Tok Kaunselin Helpim Lain

Looking forward: A helpline fit for the future

A new strategic plan for the 1-Tok Kaunselin Helpim Lain ensures the service can continue to grow and provide ongoing, adequate support to women and children who are subject to family and sexual violence in PNG.

The 2022-2026 strategic plan was developed with extensive input from key stakeholders, including survivors of GBV, the PNG government, and local partners. This is a step towards ensuring the helpline, one of only a few quality services for GBV and FSV survivors in PNG, is impactful and sustainable in the long-term.

The plan outlines several strategic pathways to achieving the wellbeing and safety of survivors, and a robust and effective system to prevent and respond to violence.

Vision

Papua New Guinea is a society free of gender-based violence and violence against children, where all women and children live safely in their families and communities.

Mission

The 1-Tok Helpline is a free, inclusive, trusted 24-hour national telephone service that provides, survivor-centred, quality, non-judgmental and confidential counselling, information and referral services to adolescents and adult survivors of gender-based violence and children in need of care and protection. Our mission is to listen to, and help women and children in PNG.

We are an integral part of the multi-sectoral effort to prevent and respond to gender-based violence and violence against children in PNG. We work in collaboration with communities and service providers to ensure diverse needs of survivors -health, legal, social, safety—are met in a timely and holistic manner so that they secure their right to a violence-free life.

We recognise that unequal power relations between genders, and between children and adults are at the heart of gender-based violence and violence against children. We therefore focus our efforts on reaching out to women, girls and boys, and gender and sexual minorities who are disproportionately affected by such violence. We also focus our efforts to ensure that our services are accessible to women and children living with disability.

Values

- Survivor-centred
- Child-centred
- Excellence in service
- Accountable
- Rights-based
- Collaborative
- Empathetic

Goals

Goal 1: Wellbeing and safety of survivors

- Empower survivors to address immediate concerns for their protection and take steps towards a self-determined violence free life.
- Strengthen skills and capacities of the Helpline and partner service providers in delivering survivor-centred, quality services.

Goal 2: Proactive families and communities supporting survivors

- Engage families and communities to create a network of safe care for survivors.
- Target outreach to improve access for the most marginalised survivors, and for survivors living in remote and rural areas with limited access to phones and services.

Goal 3: Capable and coordinated multi-sectoral response

- Strengthen partnerships with service providers to support a quality, coordinated response.
- Advocate for policy and investment in prevention and response to gender-based violence and violence against children.

Goal 4: Trusted and resilient national helpline

- Diversify resources to sustain core and strategic programs and services of the Helpline.
- Implement an effective governance model for the Helpline that is transparent, responsive and accountable.

Vision	PNG is a society free of gender-based violence and violence against children; where women and children live safely in their homes and communities			
	Goal 1: Wellbeing and safety of survivors	Goal 2: Proactive families and communities supporting survivors	Goal 3: Capable and coordinated multi-sectoral response	Goal 4: Trusted and resilient national Helpline
Strategies	Empower survivors to take steps towards a self-determined violence free life	Engage families and communities to create a network of safe care for survivors	Strengthen partnerships with service providers	Diversify resources to sustain core and strategic programs
	Strengthen skills and capacities of the Helpline and partner service providers	Target outreach to improve access for most marginalised	Advocate for policy and investment in GBV/CP prevention and response	Implement an effective governance model for the Helpline
Problem	<ol style="list-style-type: none"> 1. Patriarchal social norms, unequal power relations between genders and age-groups are at the root of gender-based violence and violence against children: high tolerance for violence, low awareness on rights and services and low help seeking. 2. Women and children are disproportionately affected by violence as are gender and sexual minorities. There is high need for focused services for these groups. 3. Normative framework and government interventions for prevention and response to GBV and VAC are weak: few service providers and poor accessibility for survivors, fewer still capable of delivering survivor centred-services, poor coordination between service providers. 			



WE THANK OUR DONORS AND COLLABORATORS FOR THEIR ONGOING SUPPORT



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**The 1-Tok Kaunselin Helpim Lain acknowledges
the following people and agencies:**

- Advisory Committee Members
- St. John Ambulance

**The 1-Tok Kaunselin Helpim Lain is a partnership
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