



1-Tok Kaunselin Helpim Lain:

A report on the first phase
of operation: 2015-2019



7150 8000

A partnership between

ChildFund

CSMC
FAMILY & SEXUAL VIOLENCE ACTION COMMITTEE



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About ChildFund PNG

ChildFund Papua New Guinea is the representative office of 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 11 organisations which assists 13 million children and their families in over 60 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 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.

FSVAC was established in 2000 and mandated to addressing the problem of family and sexual violence in PNG. FSVAC works towards minimizing the risks associated with the occurrence of and suffering caused by physical, sexual and psychological violence, especially between family members in the home environment, and strengthening of the referral pathways for an increased access to support services and justice for survivors. The role of FSVAC is to provide co-ordination, networking, advocacy and capacity building services to its network partners. FSVAC provides valuable support, supervision and assists with advocacy for the 1-Tok Kaunselin Helpim Lain.

Foreword

Since 2015, the 1-Tok Kaunselin Helpim Lain has emerged as a key service to help survivors of family and sexual violence (FSV) in Papua New Guinea.

Papua New Guinea experiences extremely high rates of family and sexual violence (FSV). While services for survivors are slowly increasing, historically there has been a lack of professional counselling services available throughout the country.

The 1-Tok Kaunselin Helpim Lain was designed to fulfil this need and link people across the country with a growing range of support services, including medical support, police assistance and safe houses.

Survivors of violence and their families can now speak to professionally-trained counsellors, who are able to provide information, support and referrals to a growing network of more than 350 service providers throughout Papua New Guinea.

This year we completed the first phase in the development of the helpline. This initial phase focused on establishing the service and spreading awareness about its existence throughout Papua New Guinea.

Each year the number of callers has grown and we are able to reach more villages, communities and survivors of violence than ever before. We are reaching a wide variety of callers: men, women, and children who are seeking help.

As we move into the second phase of the helpline, we are focused on ensuring the long-term sustainability of the service.

Currently, Papua New Guinea experiences some of the worst statistics for FSV in the world, with estimates that more than two-thirds of women experience physical and/or sexual violence in their lifetime. This was never going to be a quick fix.

Finding solutions to prevent violence, and ensure that women and children are protected, is a long and difficult task. But violence is completely preventable, and no form of violence or persecution based on gender can or should be justified. It is important we remember that.

Bridgette Thorold
Country Director, ChildFund PNG



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 7am-7pm, seven days a week. Calls within the Digicel network are free of charge.

The helpline's team of trained counsellors provides information, crisis counselling, safety planning, suicide intervention and referral. While catering primarily for 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 catering to the needs of survivors of gender-based violence or child abuse. With details of more than 350 services providers country-wide, 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.



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



Community education programs are being implemented in schools, and help raise awareness of the helpline service among young people

Helpline Phase One Review

In its first phase, the 1-Tok Kaunselin Helpim Lain helped more than 43,000 people throughout Papua New Guinea and established itself as the country's first national helpline for survivors of violence.

The first phase of the ChildFund helpline project, implemented during 2015-2019, aimed to ensure "the services available for survivors of gender-based violence are coordinated and communicated effectively through tele-counselling, a comprehensive referral network, and advocacy for change". This included a mix of long, short and medium-term goals focused on establishing the helpline and maximising its impact.

In the first phase, the project either met or exceeded its intended goals and the outcomes specified in the initial project design.

The helpline effectively fills a defined development need in Papua New Guinea by establishing the first national tele-counselling service for survivors of family and sexual violence (FSV). Additionally, it has had a significant impact on building the capacity of key stakeholders to respond to survivors and provide professional support, building referral pathways, increasing networking between service providers and building awareness of the helpline.

Survivors of FSV in communities throughout Papua New Guinea now have improved access to services. The quality of these services is also improving. Women who are not easily reached by service providers now have access to counselling and support thanks to high levels of mobile phone usage and decent coverage.

The helpline has also received calls from perpetrators, which was not planned for in the project design. This has resulted in the requirement for the project to adapt and build counsellor capacity to respond to these types of calls.

The use of helpline by perpetrators highlights the dire need for support services to be developed for perpetrators of FSV.

The helpline employs seven counsellors, two of whom were funded by FHI360 in the first two years of operation. They provide expert counselling for callers from key populations at higher risk of HIV.

In February 2018, an additional three staff were brought on to assist with the earthquake response. These positions were supported through a partnership with FSVAC and UN Women, and with funding support from the Australian Government.

Senior counsellors provide daily individual supervision, team debriefings, identify training needs and provide general support to the counsellors. Some of the helpline counsellors now have more than three years of experience working on the service.

In addition to the core team, the 1-Tok Kaunselin Helpim Lain regularly hosts university interns and volunteers, who receive valuable experience.

In the third year of operation, the helpline team underwent refresher training in basic counselling skills, child counselling and trauma counselling (with a post-disaster focus). Ongoing professional development, as well as stress management and self-care training, is vital for the team.

The helpline project has contributed significantly, in partnership with the Papua New Guinea Counselling

Association (PNGCA), to building and professionalising the counselling profession in PNG. Ongoing investment in counsellor training has led to improved skills and experience and better outcomes for survivors over time.

Overall, phase one of the project has resulted in building the infrastructure, referral network and refining the internal systems of the helpline, while identifying opportunities for future programming.

The helpline was implemented efficiently, with good value for money achieved. All outcomes delivered were on time and on budget, with mainly positive feedback.

Phase one has also resulted in the identification of a wide range of lessons learned for application in phase two implementation, and preparation for local ownership of the project by FSVAC in years three and four of the next phase (2022 and 2023).

A strong emphasis will be required on planning and investment of resources to ensure a successful transition, particularly in the first year of phase two.

Planning should include key issues including the post-transition model of operation for the helpline, governance structures, human resourcing, finance and operations, reporting, partnerships, stakeholder management, accountability, and sustainability in the long-term.

It will also be important to consider and plan for ChildFund's involvement in the helpline beyond phase two.

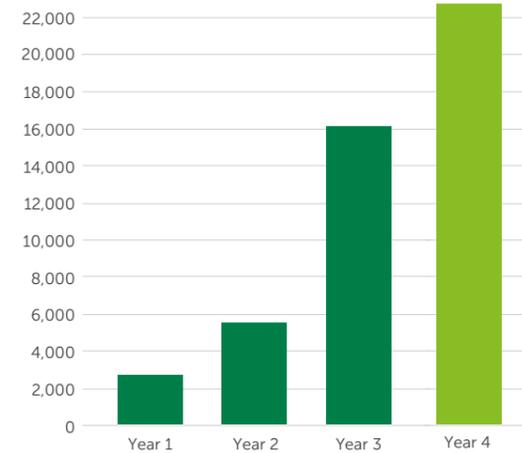
Analysis of call data

The 1-Tok Kaunselin Helpim Lain was launched in 2015. The following data is based on an analysis of call data for the first completed phase of operation: August 2015 to June 2019.

Callers to the helpline

Since launching in August 2015, more than 43,000 people have called the service. The number of calls to the helpline has more than doubled each operational year.

Call growth since helpline launch



Interventions provided

In the first phase of operation, counsellors have provided information, counselling, safety planning and referral to clients across the country.

Counsellors have provided to callers:

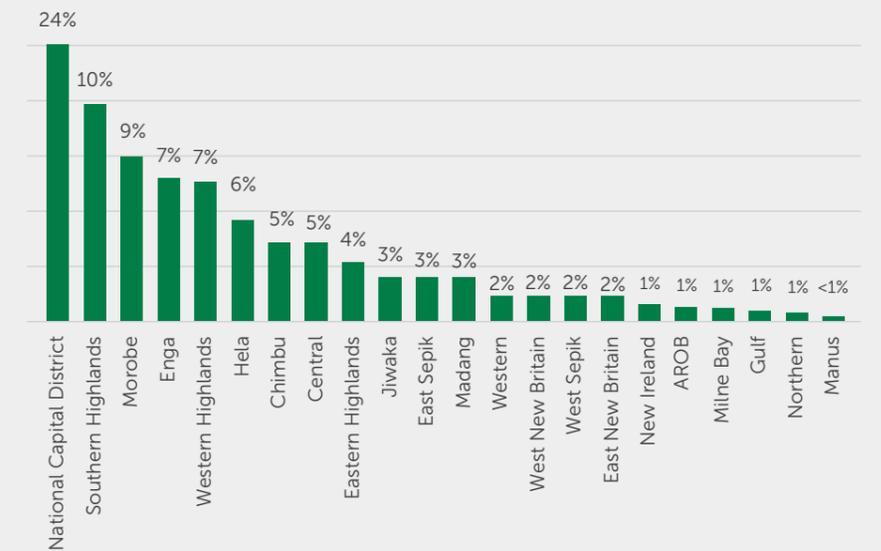


Location of callers

In the first phase of operation, the 1-Tok Kaunselin Helpim Lain received calls from all 22 provinces. The majority of calls were from the National Capital District. Provinces with a higher proportion of callers are not thought to have a higher incidence of violence, but greater awareness of the service, reflecting promotional activities from ChildFund and partners. In addition, it is likely that mobile phone ownership is higher in urban areas.

The high proportion of calls from Southern Highlands and Hela reflect the surge of calls following the February/March 2018 earthquakes (see p11).

Distribution of calls across provinces



“The most challenging aspect of being a counsellor is when perpetrators call in for assistance and services and they talk about their right to access services and no services are available in the country. As a counsellor I really want to assist them to minimise violence in their homes.”

- Telephone counsellor

Top points of referral

Counsellors provide a range of referral information and advice to callers. The most common referrals are listed on the right.

When making referrals, counsellors do their best to follow up with the service provider and the client to check they have presented.

In the absence of a national client tracking system, it is difficult to get reliable information about how many clients have been successfully referred.

3,159
referrals to police

1,817
referrals to face-to-face counselling

1,995
referrals to legal advice/services

1,406
referrals to family support/medical centres

2,173
referrals to welfare

Gender of callers

Breakdown of callers by gender



Male
61%

Female
39%

Transgender
<1%

In the first phase of operation, almost two-thirds of callers to the helpline were male. The high proportion of male callers is difficult to explain, but likely reflects an increased promotion through SMS blasts and a higher ownership of mobile phones among males.

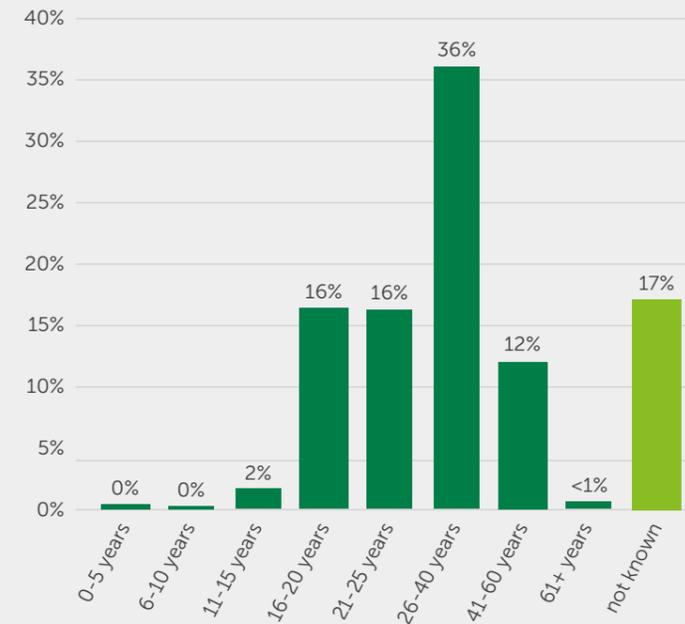
The helpline results find that males are more likely to call to seek information, report being a witness of violence and seek help relating to marital problems. A small proportion of male callers identify as a survivor or a perpetrator of violence.

Females are more likely to identify as survivors of violence and to seek counselling and referral for themselves or their children.

Efforts are being made to promote the helpline to encourage more women to utilise the service.

Ages of callers

Breakdown of callers by age



In phase one of the operation the majority of calls were from people aged between 16 and 60. Calls from older adolescent (16-20) and youth have significantly increased in the first phase of the operation in response to outreach activities taking place in secondary schools by ChildFund and its partners.

Top presenting issues

In the first phase of operation, top presenting issues were:



Status of callers

Breakdown of callers by status and gender

More than three-quarters of calls, where the caller referenced a specific FSV incident, were from people identifying as survivors of FSV. Perpetrators made up 2% of these calls. The vast majority of callers identifying as perpetrators were male (99%). Just under three-quarters of callers identifying as survivors were female.

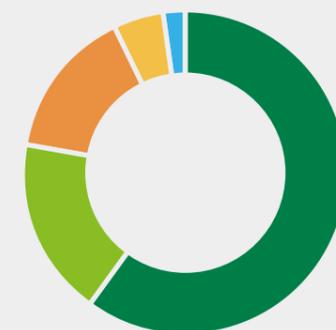
■ Males ■ Females



Perpetrator's relationship to survivor

In more than half of cases reported to the helpline, the perpetrator was an intimate partner.

Breakdown of perpetrators by relationship



Intimate Partner
74%

Family Member
11%

Not Specified / Other
10%

Friend / Neighbour
3%

Stranger
2%

Highlights from Phase One

A call from the Solomon Islands was proof that the helpline is exceeding some expectations.

ChildFund Papua New Guinea has been focused on raising awareness about the helpline since the service first opened. Introducing the helpline to the country's far-flung, remote villages has proven to be one of the biggest challenges in the first phase of the helpline – but there has been success.

The number of callers has been growing dramatically each year along with the reach of the service. In April 2019, a counsellor from the 1-Tok Kaunselin Helpim Lain answered the first international call, an enquiry from the Solomon Islands. The caller asked whether the helpline could provide counselling to a member of their organisation who had been sexually abused. Helpline staff arranged a follow-up from local counsellors in the Solomon Islands.



When disaster struck, the helpline played a crucial role in connecting people with essential services

In February 2018, an earthquake measuring M7.5 hit the Highlands region of Papua New Guinea, affecting more than half a million people.

In response to a request from the joint United Nations and Government Humanitarian Response team, the helpline was mobilised to respond, as it is the only telephone support service of any kind currently operating in PNG, outside of the emergency services number.

Staff were provided with rapid training and promotions were introduced across affected provinces. The helpline received more than 3,500 calls from affected areas and continued to provide much needed support.

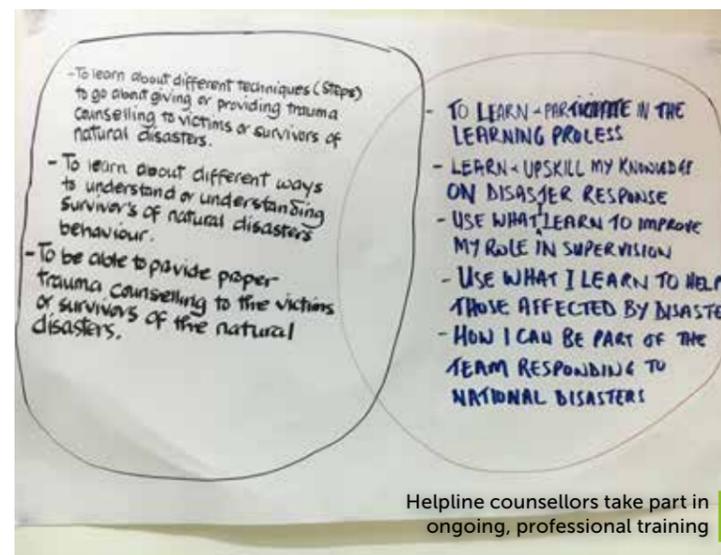
Data for all calls from people affected by the earthquake was entered into a Community Response Mapping system developed by the International Office for Migration (IOM), which sends alerts to members of the humanitarian team so that urgent issues could be followed up.

In April 2017, 1-Tok Kaunselin Helpim Lain staff met with 2015 Australian of the Year Rosie Batty.

It was the first time Rosie had travelled to Papua New Guinea. She spoke about her own experience with intimate partner violence and the need for comprehensive services for women and children experiencing violence. She was excited to learn about the service and connected ChildFund to the 1300 RESPECT line in Australia for mentoring and advice.



ChildFund staff with former Australian of the Year Rosie Batty in Papua New Guinea



Helpline counsellors take part in ongoing, professional training

In June 2018, the helpline project manager, two senior counsellors and FSVAC's National Co-ordinator participated in a learning trip to New Zealand to visit and share experiences with a range of FSV service providers.

The group, hosted by ChildFund New Zealand, visited Auckland Women's Refuge, Family Action, HELP, Lifeline, Oranga Tamariki Ministry for Vulnerable Children, Pacific Counsellors Coalition, Safe Network, SHINE and Youthline.

New ideas learned from the visit have been included in Phase Two of the helpline, as it now enters a second four-year stage of development, thanks to New Zealand's Ministry of Foreign Affairs and Trade and ChildFund's continuing support.

The Expert Advisory Committee

Members of the 1-Tok Kaunselin Helpim Lain's Expert Advisory Committee are experts in various fields. Together, they provide advice, mentoring, technical assistance and quality assurance to the 1-Tok Kaunselin Helpim Lain project.

Members of the Expert Advisory Committee:

- Mrs. Ume Wainetti, PNG Counsellor's Association
- Ms. Marcia Kalinoe, National Coordinator, FSVAC
- Susan Satae, President, PNG Counsellor's Association
- Sergeant Job Eremango, Family and Sexual Violence Unit National Office
- Mr. Sebastian Robert, Department of Health
- Ms. Enid Kantha, Programme Specialist- CT & SRV, International Organization for Migration
- Mr. Simon Yanis, Chief Executive Officer, National Officer for Child & Family Services
- Mr. Phillip So'on, Assistant Secretary, Guidance & Counselling, National Department of Education
- Ms. Michelle Kopi, Development Programme, New Zealand High Commission
- Detective Sergeant Michelle Harris, Gender Advisor PNG-Australia Policing Partnership

THANK YOU TO THE FOLLOWING ORGANISATIONS FOR THEIR SUPPORT



The 1-Tok Kaunselin Helpim Lain is a partnership between ChildFund and CIMC (FSVAC)



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