



# 1-Tok Kaunselin Helpim Lain:

A report on the third year of operation



7150 8000

A partnership between

ChildFund

**CSMC**  
FAMILY & SEXUAL VIOLENCE ACTION COMMITTEE

**fhi360**  
THE SCIENCE OF IMPROVING LIVES



## About ChildFund PNG

**ChildFund Papua New Guinea is the representative office of ChildFund Australia, an independent and non-religious 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 more than 14 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 organisations 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.**

FSVAC works towards reducing the occurrence of and suffering caused by physical, sexual and psychological violence, especially between family members in the home environment, and increasing 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 advocacy for the 1-Tok Kaunselin Helpim Lain.

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# Foreword

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**Responding to, and preventing the incidence of family and sexual violence (FSV) is one of the foremost human rights challenges in Papua New Guinea (PNG).**

Here, and indeed in many other parts of the world, the endemic nature of violence is built upon a complex and unhealthy mixture of conditions, including tradition, knowledge, power relations and inequality.

Currently, PNG 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 national epidemic has a profound impact on families, particularly children who frequently witness or experience violence within their home.

Gender-based violence is an extreme violation of the human rights of women and girls. It also generates huge economic costs for women and families, as well as for communities and societies. There are potential savings from investing in responsive and preventative measures.

While services to support survivors of FSV are increasing, historically there have been few accessible professional counselling services in PNG.

In addition, consultations with government and other stakeholders have consistently highlighted the need for a service to link people across the country to a growing range of support services, including medical support, police assistance, and safe houses.

The 1-Tok Kaunselin Helpim Lain is helping to fulfil these needs. The service links with more than 350 service providers across the country and aligns with the Government's National Strategy to Prevent and Respond to Gender Based Violence 2016-2025.

Finding solutions to prevent violence, and ensure that women and children are protected, is not easy. But it is vital we remember that no form of violence or persecution based on gender can or should be justified.

Ultimately, violence is a human action that is completely preventable.

**Manish Joshi**  
Country Director, ChildFund PNG



**Marcia Kalinoe**  
National Coordinator, CIMC, FSVAC



# About the 1-Tok Kaunselin Helpim Lain

The 1-Tok Kaunselin Helpim Lain ('the hotline') is Papua New Guinea's first national telephone counselling service, providing support to hundreds of people throughout the country every month. The hotline operates 7am-7pm, seven days a week. Calls within the Digicel network are free of charge.

The hotline'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 hotline.

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 FHI 360, supported by the New Zealand Aid Programme and USAID.

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

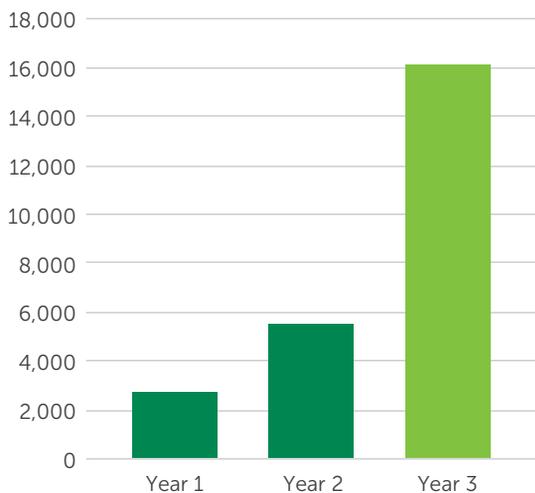


# Analysis of call data

## Callers to the hotline

The 1-Tok Kaunselin Helpim Lain is the first of its kind in PNG. Since launching in August 2015 more than 23,000 people have called the service. The number of calls to the hotline has more than doubled each operational year.

### Call growth since hotline launch



## Interventions provided

In the third year of operation (August 2017-August 2018), counsellors have provided information, counselling, safety planning and referral to clients from all 22 provinces of PNG.

### Counsellors have provided:

Information and education to over

**10,000**

callers

Safety planning to over

**900**

callers

Referral advice to over

**5,000**

callers

Suicide intervention to

**22**

callers

Crisis counselling to over

**2,500**

callers

“

**The most challenging aspect of being a counsellor is when I refer the client to the other service providers and I, as the counsellor, don't know if they really go there and receive the help they need. We follow up with clients and try to call the service provider to check whether the client has presented.**

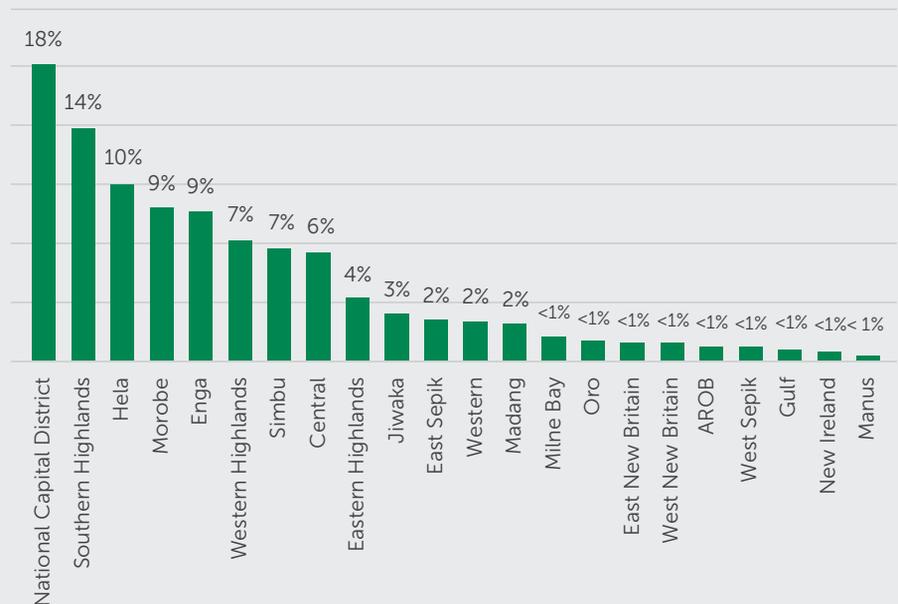
- Samuel, telephone counsellor

## Location of callers

In Year 3, the 1-Tok Kaunselin Helpim Lain received calls from all 22 provinces of PNG. The majority of calls were from 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 p8).

Distribution of calls across provinces



## Top points of referral

In the third year of operation, counsellors provided referral information and advice to more than 5,000 callers.

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.

**This included:**

Over **1,200** referrals to police

Over **900** referrals to legal advice/services

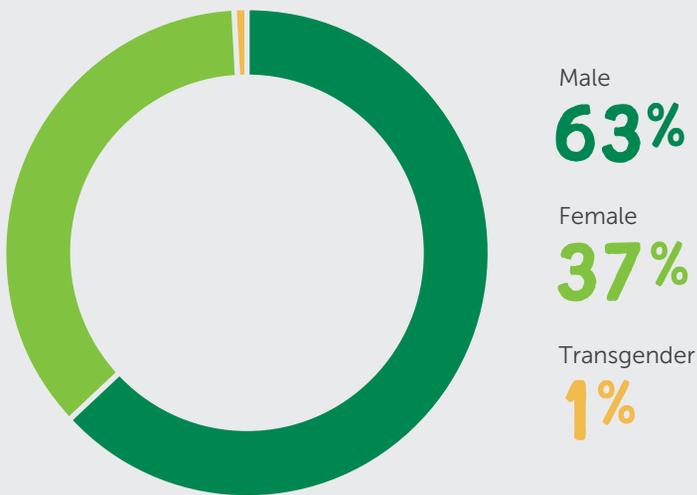
Over **750** referrals to welfare

Over **750** referrals to face-to-face counselling

Over **350** referrals to family support/medical centres

## Gender of callers

### Breakdown of callers by gender



In Year 3, almost two-thirds of callers to the hotline were male. This is an increase from Year 2 in which the numbers were closer to 50:50. The increase in 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 hotline 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.

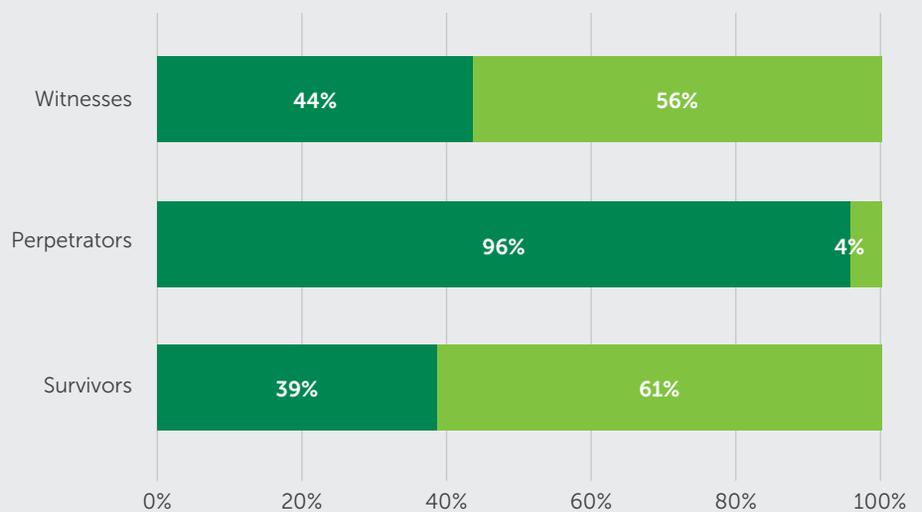
Efforts are being made to promote the hotline to encourage more women to utilise the service.

## Status of callers

### Breakdown of callers by status and gender

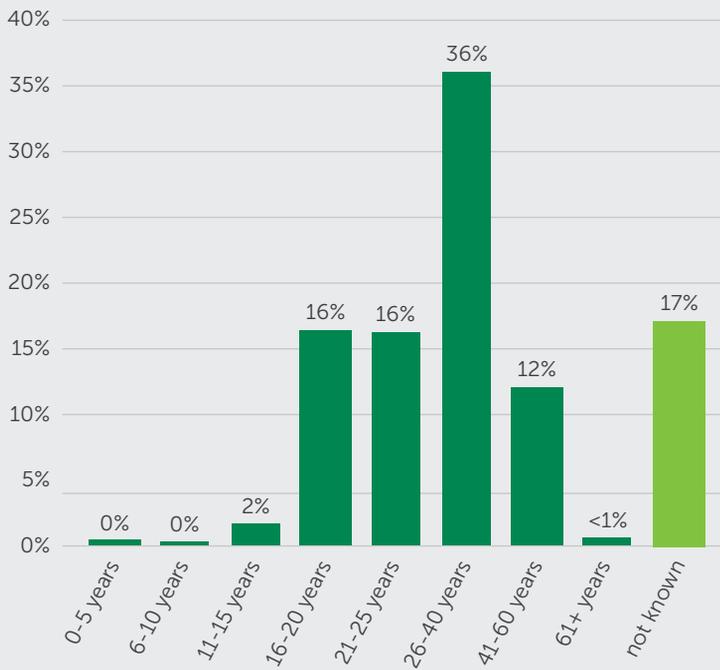
More than three-quarters of calls, where the caller referenced a specific FSV incident, were from people identifying as survivors of FSV. Perpetrators made up 6% of these calls. The vast majority of callers identifying as perpetrators were male (96%). Just under two-thirds of callers identifying as survivors were female.

■ Males
 ■ Females



## Ages of callers

Breakdown of callers by age



In Year 3, the majority of calls were from people aged between 16 and 40. Calls from older adolescent and youth (16-20) have increased in the last year in response to work to promote the hotline in secondary schools by ChildFund and partners.

## Top presenting issues

In the third year of operation, top presenting issues were:



Family violence, including intimate partner violence



Child abuse and child welfare



Relationship issues



Immediate safety issues

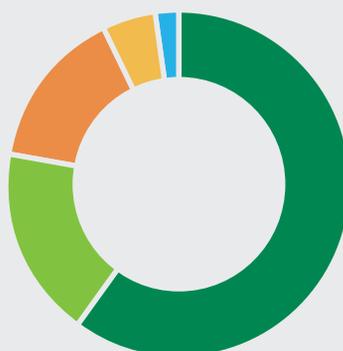


Legal issues

## Perpetrator's relationship to survivor

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

Breakdown of perpetrators by relationship



Intimate Partner  
**60%**

Family Member  
**18%**

Not Specified / Other  
**15%**

Friend / Neighbour  
**5%**

Stranger  
**2%**

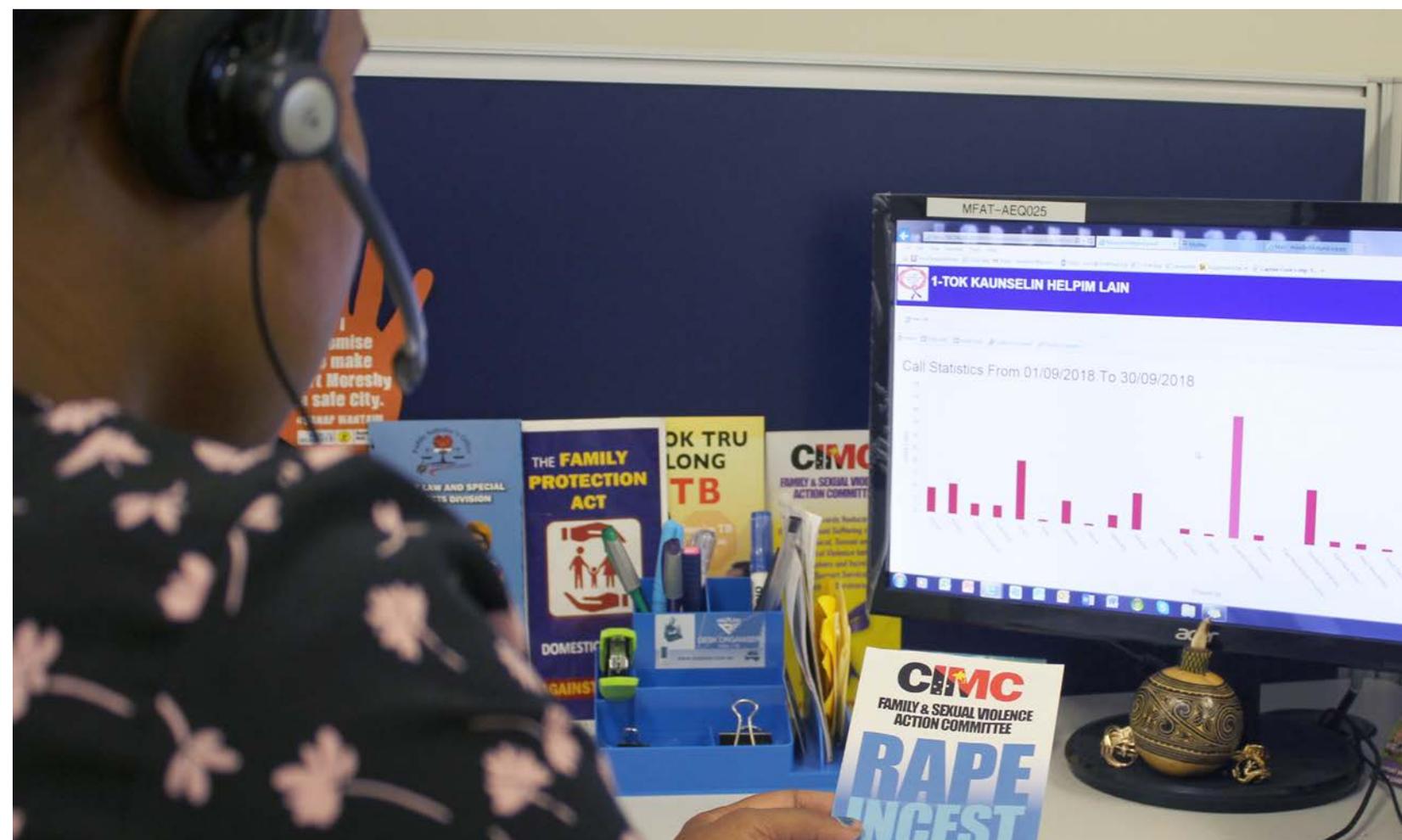
# Earthquake response 2018

**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 hotline was mobilised to respond. Staff were provided with rapid training and promotions were introduced across affected provinces.

The hotline has since received more than 3,500 calls from affected areas and is continuing to provide much needed trauma counselling and psychosocial support. Data for all calls from people affected by the earthquake is being 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 can be followed up.

In addition, members of the hotline team attend regular Protection Cluster meetings to update on cases being reported to the hotline.



# The counselling team

**In 2018, the 1-Tok Helpim Lain counselling team is made up of seven counsellors and two senior counsellors. Counsellors receive calls and provide a range of interventions to callers. Counsellors have a strong knowledge of the referral pathway and services across the referral network.**

Two counsellors are funded by FHI360 and 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 Aid Program.

Senior counsellors provide daily individual supervision, team debriefings, identify training needs and provide general support to the counsellors. Some of the hotline 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.

In the third year of operation, the hotline team has undergone 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.



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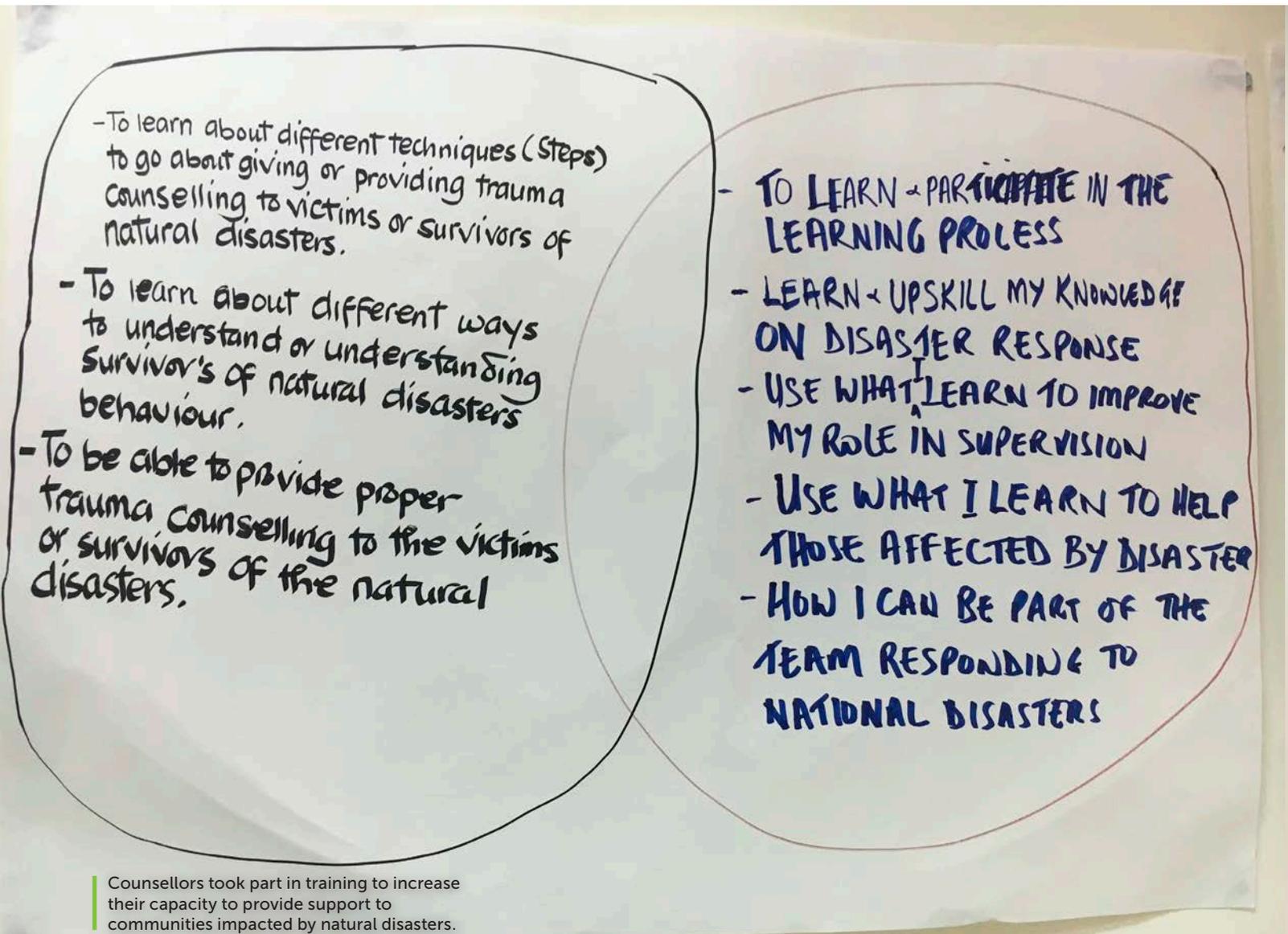
**The most rewarding aspect of being a counsellor is to be given the privilege of being allowed into the person's life and helping them see life differently, positively and solve their own problems.**

- June, telephone counsellor

# Advancement of counselling training and accreditation

Counselling is a relatively new profession in Papua New Guinea.

As such, ChildFund PNG is working closely with PNG Counsellor's Association, Australia-Pacific Technical College, PNG Department of Higher Education, Research, Science and Training, and a range of registered training providers to support the development of a locally appropriate Psychological First Aid course and the first nationally accredited Certificate IV in Counselling.



- To learn about different techniques (Steps) to go about giving or providing trauma counselling to victims or survivors of natural disasters.
- To learn about different ways to understand or understanding survivor's of natural disasters behaviour.
- To be able to provide proper trauma counselling to the victims or survivors of the natural disasters.

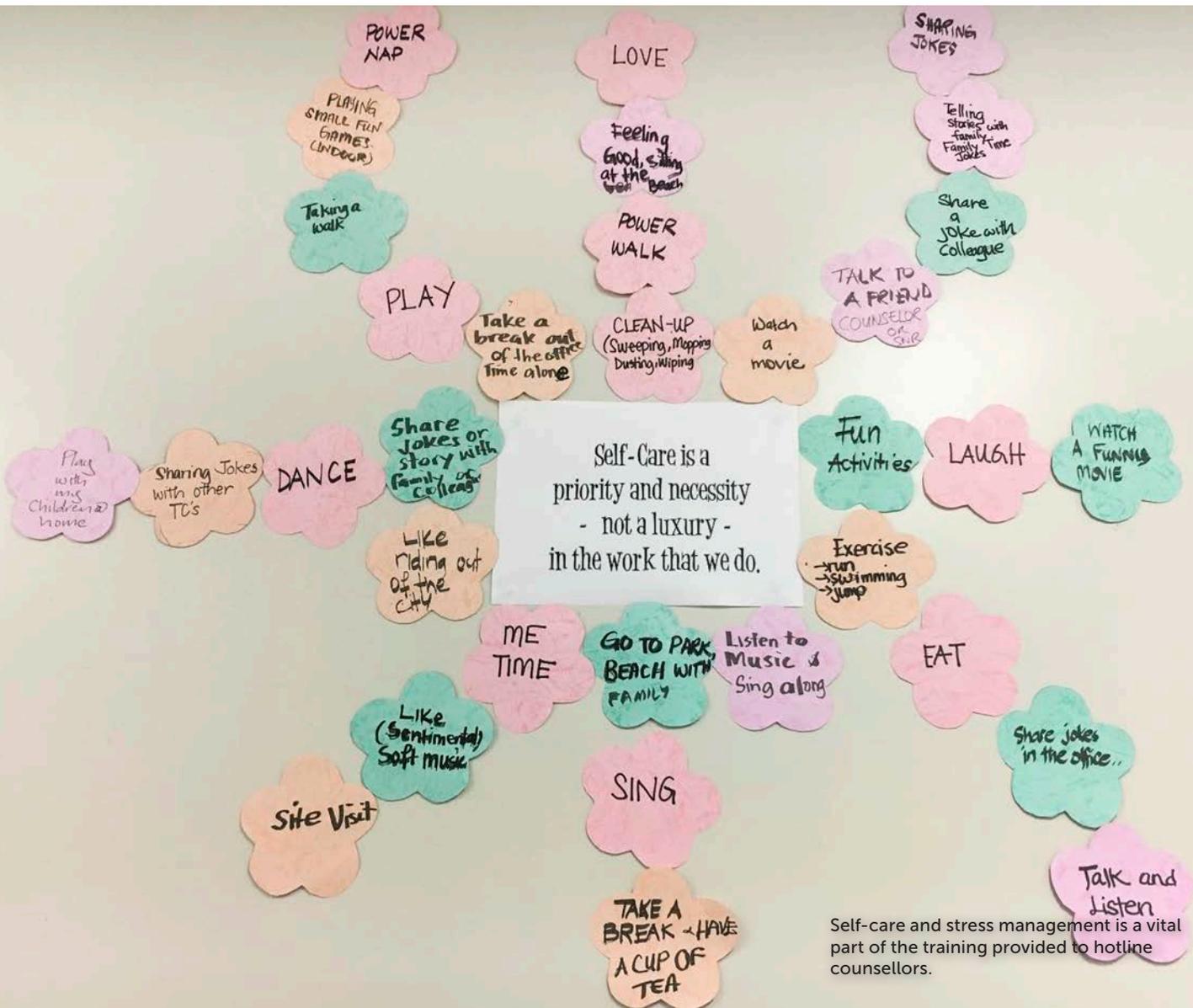
- TO LEARN & PARTICIPATE IN THE LEARNING PROLESS
- LEARN & UPSKILL MY KNOWLEDGE ON DISASTER RESPONSE
- USE WHAT I LEARN TO IMPROVE MY ROLE IN SUPERVISION
- USE WHAT I LEARN TO HELP THOSE AFFECTED BY DISASTER
- HOW I CAN BE PART OF THE TEAM RESPONDING TO NATIONAL DISASTERS

Counsellors took part in training to increase their capacity to provide support to communities impacted by natural disasters.

# Peer to peer learning opportunities

In June 2018, the hotline 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 GBV service providers.

The group, hosted by ChildFund New Zealand, visited HELP, SHINE, Family Action, Auckland Women Refuge, Safe Network and Oranga Tamariki – Ministry for Vulnerable Children. The group are continuing to communicate with colleagues in New Zealand.



Self-care and stress management is a vital part of the training provided to hotline counsellors.

# 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



Members of the Expert Advisory Committee (clockwise from back-left): Manish Joshi, Marcia Kalinoe, Enid Kantha, Sergeant Job Eremango, Kinime Daniel, Sebastian Robert, Wesh Siku, Ume Wainetti and Susan Satae.

## THANK YOU TO THE FOLLOWING ORGANISATIONS FOR THEIR SUPPORT



**NEW ZEALAND**  
FOREIGN AFFAIRS & TRADE  
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The 1-Tok Kaunselin Helpim Lain is a partnership between ChildFund, CIMC (FSVAC) and FHI 360.

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