

1-Tok Kaunselin Helpim Lain:

A report on the first two years of operation



7150 8000

A partnership between

ChildFund

CIVIC
FAMILY & SEXUAL VIOLENCE ACTION COMMITTEE

fhi360
THE SCIENCE OF IMPROVING LIVES



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About ChildFund Papua New Guinea

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 9 million children and families in over 50 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. In 2015, ChildFund PNG and its partners established the country’s first ever Family and Sexual Violence Counselling Hotline which operates in Port Moresby and provides national coverage for survivors.

Introduction

The 1-Tok Kaunselin Helpim Lain is the first toll-free telephone counselling service in Papua New Guinea with professional counsellors available seven days a week, 12 hours a day, from 7am to 7pm.

This essential service provides survivors of gender-based violence and their families with an immediate and comprehensive support package that includes access to information, confidential counselling and referral to other service providers, and is available in three languages – English, Tok Pisin and Hiri Motu.

The hotline is a collaboration between ChildFund Papua New Guinea, The Family and Sexual Violence Action Committee (CIMC) and FHI 360. The project is funded by the New Zealand Aid Programme, with contributions from USAID, ChildFund New Zealand and ChildFund Australia.

The hotline has received calls from just under 8,000 women, men and children in its first two years of operation (August 2015-2017).



The 1-Tok Kaunselin Helpim Lain, established and operated by ChildFund and partners is the country's first free national telephone counselling service. It receives calls from all of PNG's 22 provinces.

Situation analysis

The 1-Tok Kaunselin Helpim Lain emerges at a time when there is increasing momentum in efforts to improve services for survivors of gender-based violence (GBV).

In PNG, violence against women is at endemic proportions. It is estimated that more than two-thirds of married women experience physical and/or sexual violence in their lifetime.¹ Research by the PNG Institute of Medical Research found that over half the women interviewed had experienced sexual violence and, in a study carried out with men in Bougainville, 62 per cent of men reported having perpetrated rape against a female.²

Data collected from more than 3,000 patients from Family Support Centres (established in Government hospitals to accept survivors of family violence) in Port Moresby and Tari (the Highlands region) found the majority of patients were female, most were abused by their partners and more than half the victims of sexual violence were children.³

A growing number of services are now making efforts to respond to the needs of survivors and their children. The National Department of Health and partners have established Family Support Centres (FSCs) in a range of government hospitals to provide immediate medical and psychosocial assistance to survivors. As of 2016, there were nominally 15 FSCs in thirteen provinces.⁴

The Royal PNG Constabulary are establishing Family and Sexual Violence Units (FSVUs) in police stations. These units investigate cases of FSV; assist complainants in applying for Interim Protection Orders (IPOs); and support court processes. As of August 2017, there are 24 FSVUs and seven FSV desks across the country.

When it comes to children, the newly established National Office for Child and Family Services is overseeing the establishment of Province, District and Local Level Government (LLG) level Child Protection Officers, as legislated under the Lukautim Pikinini Act (2015). At the same time, a number of church and non-government organisations provide a range of medical, safe house, legal support and psychosocial services.

The Family and Sexual Violence Action Committee (FSVAC) are leading efforts to coordinate services in recognition that the problems of family and sexual violence need an integrated multi-sectoral approach. The National FSVAC is working to establish coordination desks in the provinces. Their role is to coordinate and guide GBV services at provincial level in collaboration with relevant government, private sector and civil and faith based organizations.

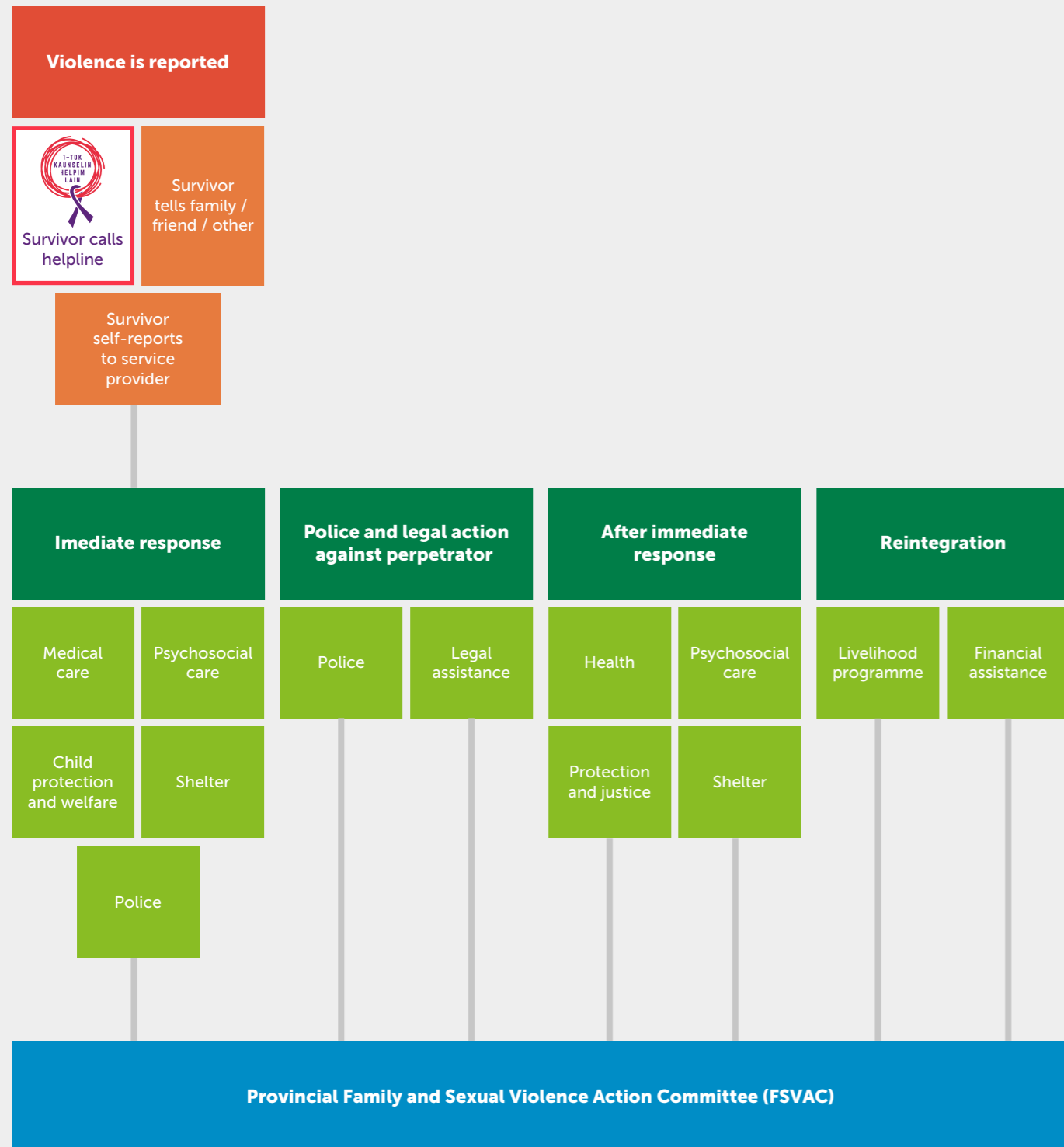
¹ Human Rights Watch (2015) Bashed Up: Family Violence in Papua New Guinea, Human Rights Watch, USA

² Fulu, E. et al. (2013) Why Do Some Men Use Violence Against Women and How Can We Prevent It? UNDP, UNFPA, UN WOMEN and UNV

³ MSF (2016) Return To Abuser: Gaps In Services and a Failure to Protect Survivors of Family and Sexual Violence in Papua New Guinea

⁴ UNICEF PNG (2016) Independent Formative Evaluation of Family Support Centres in Papua New Guinea

Recommended Referral Pathway⁵



⁵ Provincial Gender Based Violence Action Committee Secretariat (Department for Community Development and Religion and UNDP)

Some provincial FSVAC Secretariats are more fully established in some provinces than others. To date, eight provinces (National Capital District, Milne Bay, Morobe, East New Britain, Madang, Southern Highlands, Hela, AROB) have established localised recommended referral pathways. A challenge has been bringing together service providers when positions for coordinators are not funded. In addition, apart from in NCD, there is no systematic data collection of cases, making it difficult to track whether referrals are successful.

Despite concerted efforts by a range of different players, there remain critical gaps. While many stakeholders are doing their utmost to build a strong and coordinated system, the issue is not being given the attention or resources required by those in leadership positions. A *National Strategy to Prevent and Respond to Gender Based Violence 2016-2025* was launched in March 2017. However, it is ambitious and needs to be backed up by political leaders making the implementation of this policy a budget priority.

Many commentators also highlight the gap between laws and regulations on paper and their implementation. To a large extent, the criminal law provisions already in place in PNG enable the state to prosecute and punish acts of violence against women, but the institutional structures and protections to do so either do not exist or lack the capacity to prosecute. For example, The Family Protection Act, passed in 2013, which outlines a number of processes for ensuring justice for survivors of family violence is yet to be adequately enforced.⁶

In addition, recent research highlights the broader cultural and social issues that contribute to the problem of gender inequality and GBV. Reports of women being turned away from justice services by staff who trivialise their complaints, tell them to reflect on whether they are to blame for the violence, or encourage them to return to home and reconcile with their husbands are not uncommon.⁷ In many cases, women are encouraged to endure violence in order to maintain the integrity of their marriage and keep their families together.

Finally, the majority of household and community negotiations continue to be dominated by male decision-making.⁸ In 2017, there is not one female represented in the national Parliament. At provincial and local levels, government statistics of women's participation is not available but anecdotally are similarly poor. Thus, alongside efforts to strengthen services, work is needed at a prevention level to start to shift harmful gender norms and practices.



⁶ Human Rights Watch (2015)

⁷ George, N. (2017) "Men have no idea what we go through": ending violence against women in the Pacific Islands, <http://devpolicy.org/men-no-idea-go-ending-violence-women-pacific-islands-20170721/>

⁸ Care (2017) Gender in Brief, Papua New Guinea

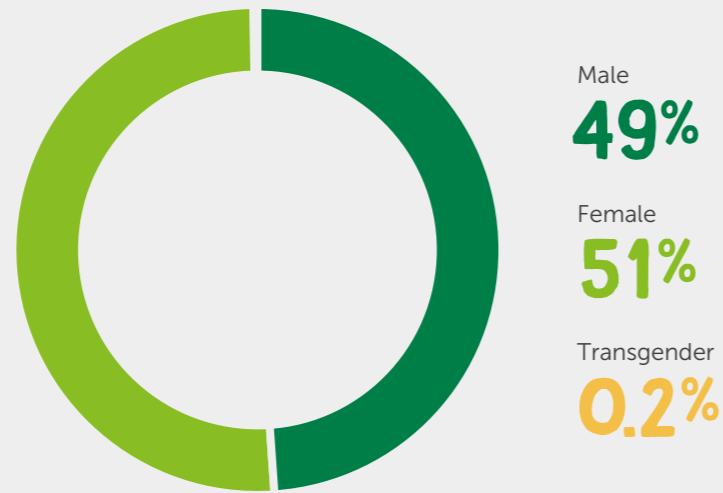
“
In many cases, women are encouraged to endure violence in order to maintain the integrity of their marriage.”

Overview of call intake data

In its first two years of operation, (August 2015-August 2017, the 1-Tok Kaunselin Helpim Lain received just under 8,000 calls.

Call intake and referral data is presented below.

Gender of callers



The hotline saw a two-fold increase in valid calls between the first and second year of operation.

To date, females and males have called the hotline in almost equal proportions. While some are surprised at the high number of male callers, many believe that this is because the hotline offers anonymity that face-to-face services do not.

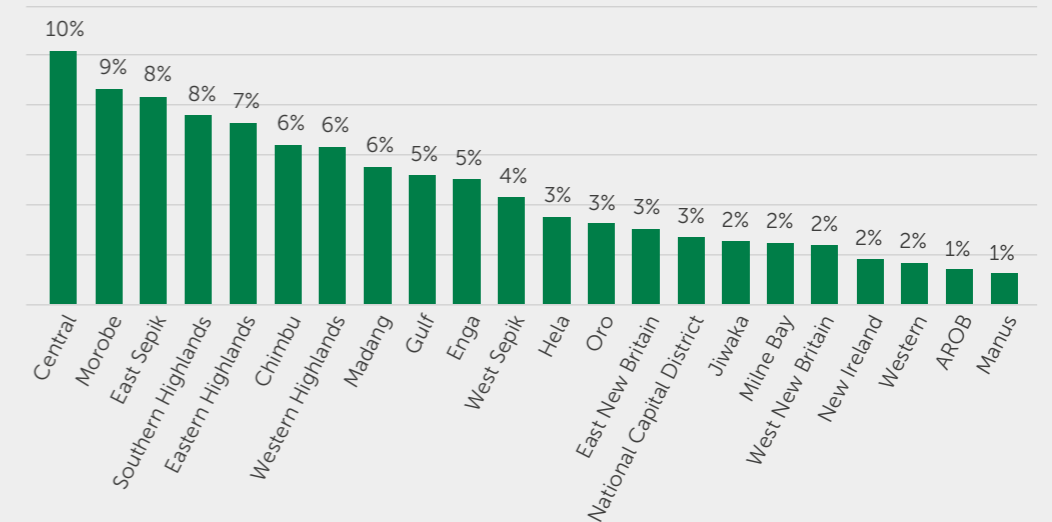
Males and females call for different reasons. Only a very small proportion of male callers identify as survivors of violence. Often male callers are seeking relationship advice or further information about the hotline service.

Only nine callers identified as transgender indicating the need to promote the service as accessible and non-judgmental to the transgender community.

Valid calls by provinces

The 1-Tok Kaunselin Helpim Lain receives calls from all provinces.

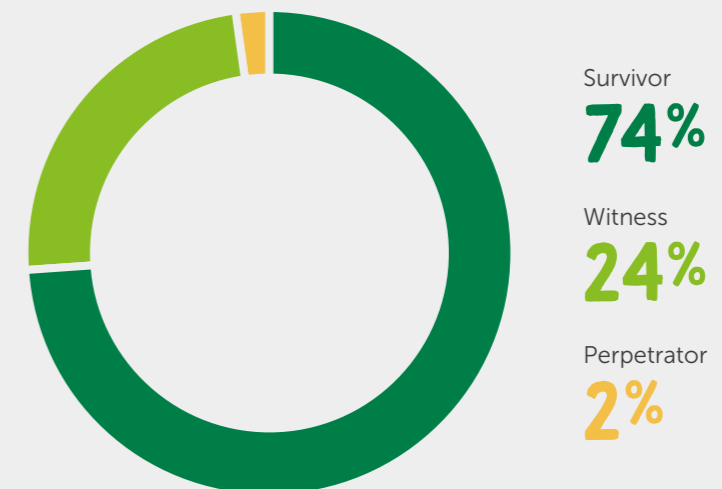
Provinces with a higher proportion of callers are not thought to have a higher incidence of violence but greater awareness of the service. This is a result of promotion and awareness activities carried out by the FSVAC, ChildFund and other partners.



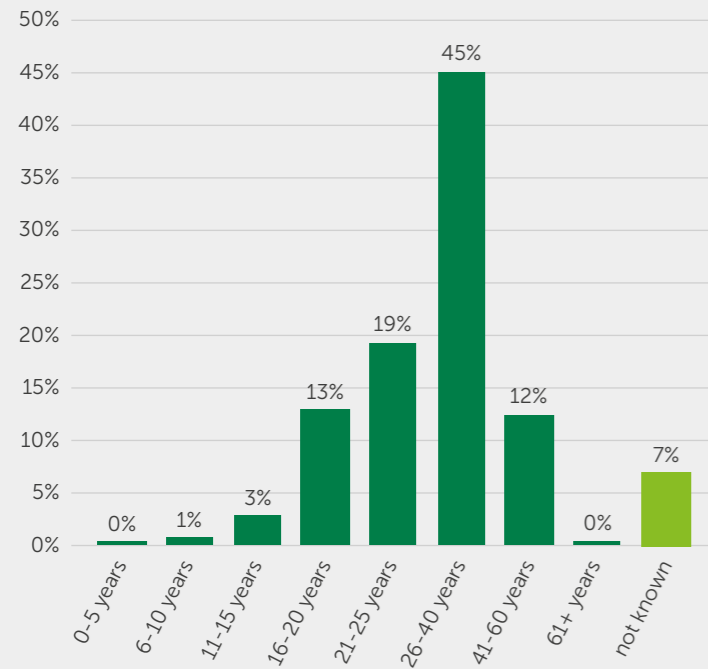
Status of callers: for calls involving cases of GBV

Around three quarters of calls, where the caller referenced a specific GBV incident, were from people identifying as survivors of GBV.

Perpetrators made up 2% of all valid calls.



Ages of callers



The highest number of calls (45%) was made by persons within the age bracket of 26 to 40 years. This followed by those in age bracket of 21 to 25 years (19%). This may reflect greater mobile phone ownership in these age categories.

Seven per cent of callers stated that they do not know their age.

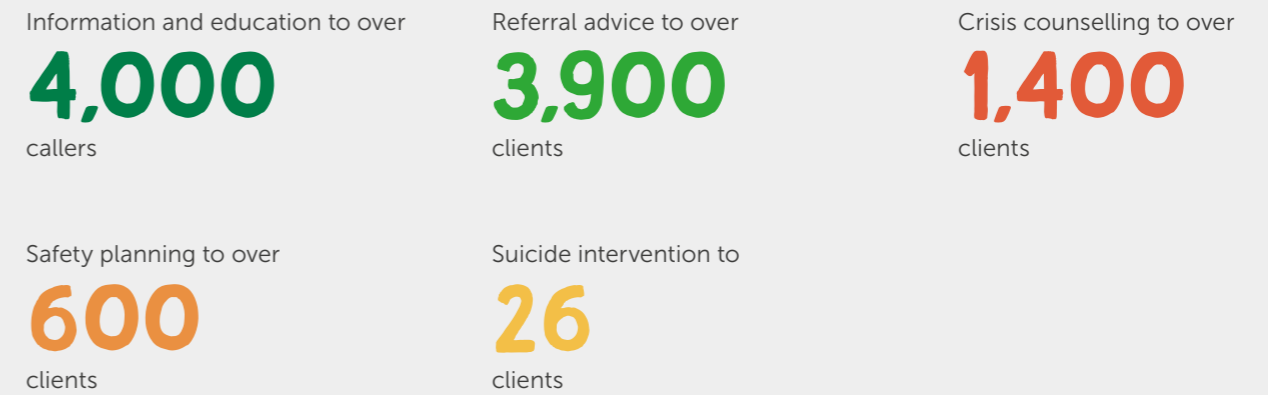
Top presenting issues



Interventions provided

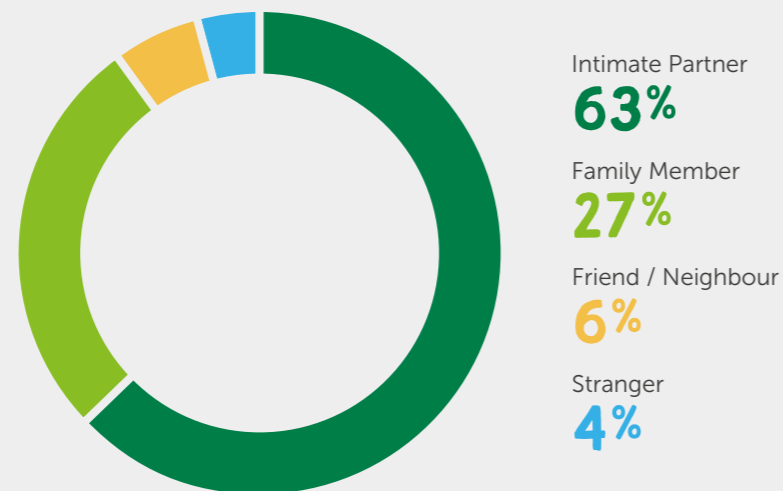
A high number of calls were from persons seeking information or education. The hotline is seen as a reliable source of information about the issue of family and sexual violence itself. Given that telephone counselling is a relatively new intervention in PNG, many people simply call to find out more about the service.

Counsellors have provided

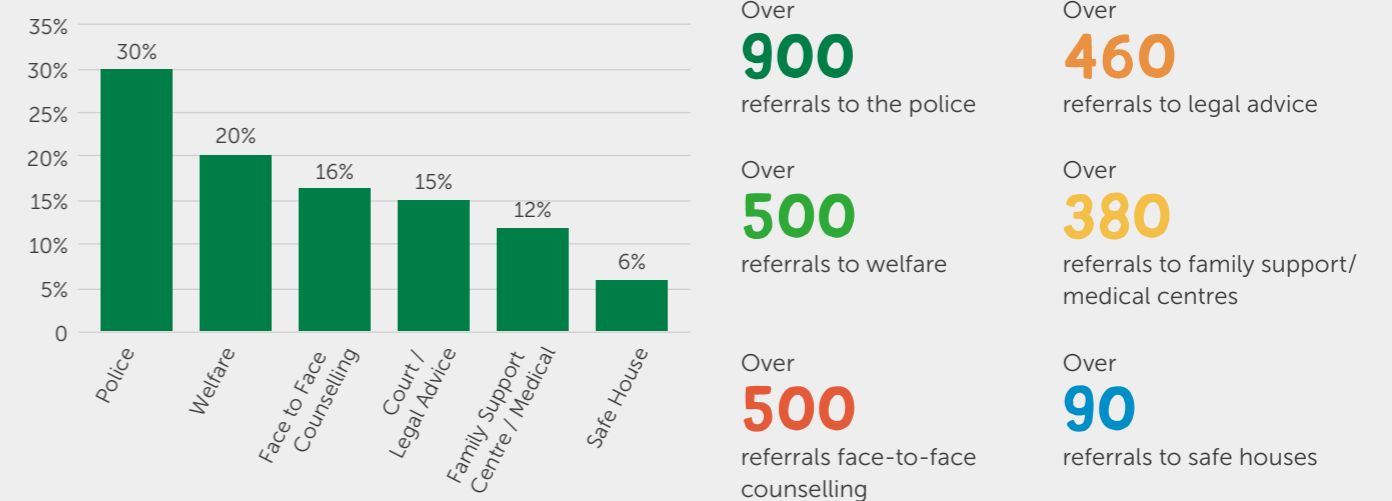


Perpetrator's relationship to survivor: for calls involving cases of GBV

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



Top points of referral



Mapping services and strengthening the referral network

Survivors of gender-based violence (GBV) need access to a range of services, from police protection and emergency safe-housing to medical and psychosocial care and legal support.

Coordination across multiple sectors and organisations is essential for the effective provision of these services. Agencies need to work together to ensure that available resources are used in the best possible way to meet the needs of survivors (including children).

As efforts are in place to establish strong referral pathways, led by the FSVAC, the 1-Tok Kaunselin Helpim Lain has become a key entry point into the service system. Telephone counsellors refer callers to a range of services depending on their needs and location to help them access the support they need.

Counsellors are trained to use the referral pathway for users of the hotline service.

A key part of the project has been to map and document the details of available services across PNG. The current 1-Tok Kaunselin Helpim Lain Service Provider Digital Catalogue contains information on more than 300 services across PNG.

Telephone counsellors consult the catalogue to make referrals to appropriate services depending on the needs and location of the client. Service details within the digital catalogue are continuously updated. The catalogue is distributed to service providers across PNG to assist other organisations to refer clients and ultimately strengthen the referral pathway.

The FSVAC NCD Secretariat is establishing a data collection system within Port Moresby. Service providers, including the 1-Tok Kaunselin Helpim Lain are provided with a tablet in which they enter unidentified client

data and submit fortnightly. Clients can be tracked through a unique identifying code. This system is still being established and it is hoped that this model can be replicated in other provinces in the future so that survivors can be tracked through the referral pathway.

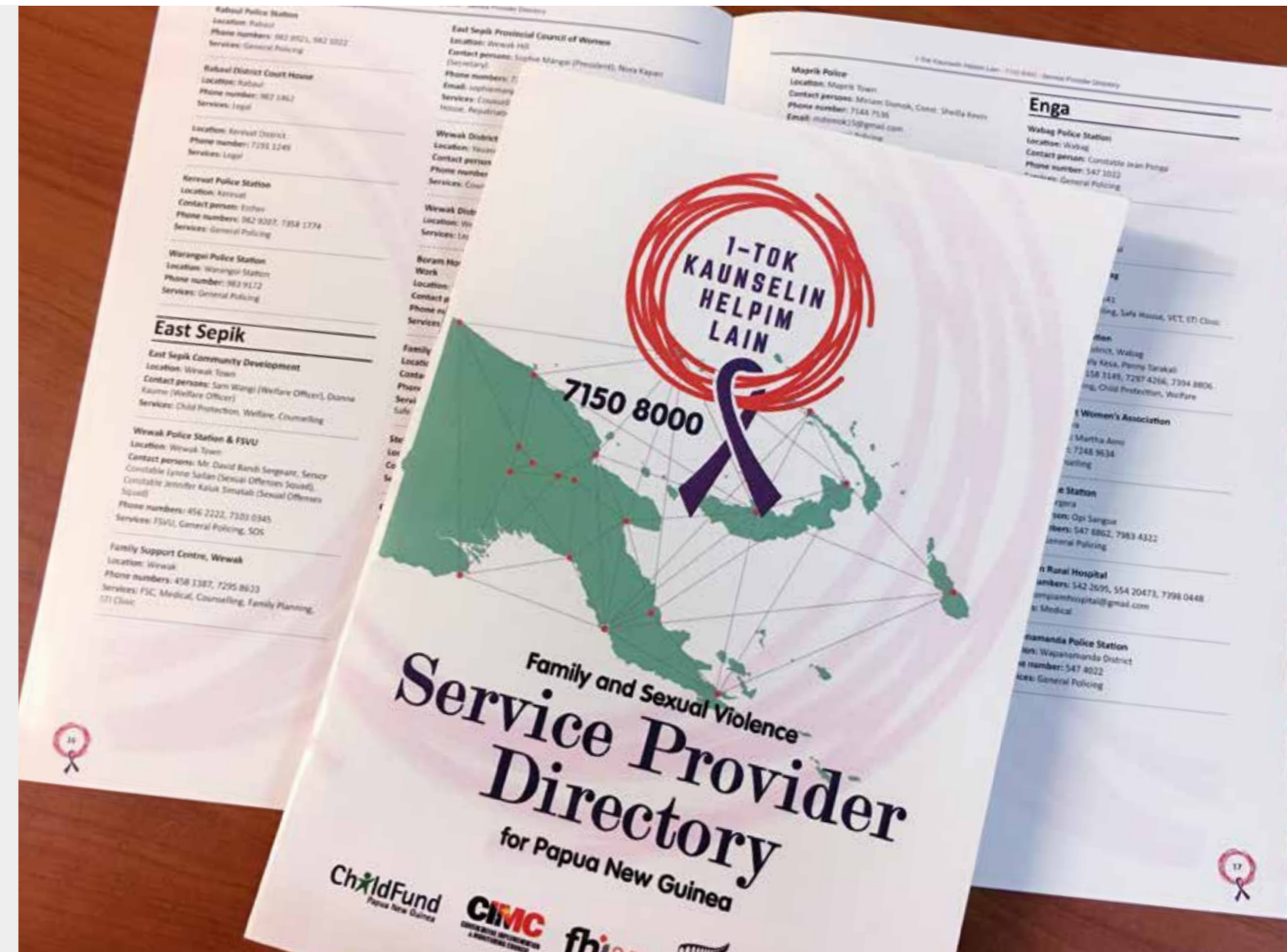
In 2017, ChildFund and FSVAC are looking for ways to strengthen the network between the hotline and other services. This will enable them to more reliably track referrals as currently it is difficult to check whether clients who are referred present at other service providers.

In 2017, the digital catalogue was printed to share with other service providers, allowing them to more easily make referrals.

NATIONAL CAPITAL DISTRICT REFERRAL PATHWAY FOR SURVIVORS OF GENDER BASED VIOLENCE

SURVIVOR REPORTS VIOLENCE		NATIONAL CAPITAL DISTRICT REFERRAL PATHWAY FOR SURVIVORS OF GENDER BASED VIOLENCE				
HOTLINES		IMMEDIATE RESPONSE	POLICE AND LEGAL ASSISTANCE	AFTER IMMEDIATE RESPONSE	REINTEGRATION	
1-Tok Kaunselin Helpim Lain 7150 8000	72 HOURS WINDOW TO PREVENT HIV, PREGNANCY, STIs, HEP B	MEDICAL CARE	POLICE	PSYCHOSOCIAL CARE	SKILLS TRAINING	
Sorcery related cases (Oxfam) 323 3853 / 323 1058		FAMILY SUPPORT CENTRE 7094 5283 / 324 8246 Mon - Fri 8am - 4pm	FSVU BOROKO 735 95930	CATHOLIC FAMILY SERVICE 325 5250	GINIGOADA 321 3077	
Trafficking Line (IOM / DJAG) 7100 7777		FSVU GORDONS 7169 8387	PNG COUNSELING ASSOCIATION 321 1398	UYEP 7268 0270 / 7191 5061		
TRANSPORT	SEIF HAUS	POLICE	LEGAL ASSISTANCE	RELOCATION AND REPATRIATION		
Meri Seif Line 7222 134	HAUS RUTH 320 3375/766 46072	FSVU WAIGANI 7148 0491	LEGAL TRAINING INSTITUTE 326 2244 / 326 2264	OXFAM 323 3853 / 323 1058		
CIMC 320 3728 / 321 1397	HOUSE OF HOPE 7227 2480	FSVU BADILI 723 55239	PUBLIC SOLICITORS 325 8866	SUPPORT FOR PEOPLE WITH DISABILITY: Cheshire Homes 340 2702		
	LIFELINE 326 1680	SOS 324 4235 / 368	PUBLIC PROSECUTORS OFFICE 301 2600 / 325 3336	SUPPORT FOR KEY POPULATIONS: Poro Sapot Program 311 2354 PNG DLA 323 4734 / 323 6814		
	KAUGERI 4 SQUARE CHURCH 7065 8067	LEGAL ASSISTANCE		SUPPORT FOR STREET CHILDREN: PNG Life Care 73476302 / 76017473		
	CHILD PROTECTION					
	WELFARE 321 0400					
	ANGLICARE 325 1855 / 79094129					

NCD GENDER BASED VIOLENCE ACTION COMMITTEE (GBVAC) Secretariat 324 0801/02



Recent achievements and activities

Rosie Batty in Papua New Guinea

In April 2017, two of the 1-Tok Kaunselin Helpim Lain met with 2015 Australian of the Year and domestic violence campaigner Rosie Batty, who travelled to Papua New Guinea for the first time.

Rosie 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 has connected ChildFund to the 1300 RESPECT line in Australia for mentoring and advice.



Prominent advocate for family violence Rosie Batty meets ChildFund staff working on the development of the hotline.

Strategic hotline promotion

In April 2017, ChildFund engaged Social Change and Communications Consultant Maree Davidson (AM) to join the Hotline team for a week to review and update the Hotline communications and visibility strategy. This is to ensure that the right strategies are used to raise awareness about this important service. Maree, who donated her time pro bono, ran a workshop for Counsellors and Project Officers from ChildFund, FHI360 and FSVAC to explore strategic ways to promote the Hotline across PNG. This has resulted in a range of innovative promotional activities, including frequent SMS blasts which are still being implemented.

Training a new generation of counsellors

Since it began operation, the Hotline has welcomed 10 students from the University of Papua New Guinea's Social Work program to complete their Advanced Fieldwork placements. Students observe the counsellors, participate in training and debriefing sessions, visit a range of other service providers and assist with promotion activities.

The hotline is also looking into a partnership with University of Goroka to provide placements for students from their Guidance and Counselling Diploma. It is hoped that this will be the start of a strong partnership with University of Goroka who are at the forefront of developing counselling curriculum in PNG.

Interns representing key populations

In early 2017, in a partnership between ChildFund and Oil Search Foundation, the Hotline has welcomed six interns to the hotline. These internships are especially for people representing key populations at higher risk of HIV exposure ('key populations').

In PNG, key populations include men who have sex with men, transgender persons, sex workers and people living with HIV. Many of these groups face stigma and discrimination in their day-to-day lives and barriers to accessing services. It is important that the hotline staff are comfortable communicating with people from key populations who call the hotline for counselling and support. The internship program was designed to give the telephone counsellors exposure to a diverse range of people representing key populations – a beneficial and educational experience for the interns as well as counselling staff.

Working with Human Rights Defenders

Over the last two years, ChildFund, under a project funded by the European Union, has established a network of more than 200 Human Rights Defenders (HRDs) in Central Province. HRDs conduct community awareness on issues relating to gender-based violence and violence against children. They also play a key role in connecting survivors of GBV and child abuse to the services they need.

HRDs have been involved in promoting the hotline throughout Central Province (one of the reasons that the largest proportion of calls is coming from Central Province – see page 5). They also frequently call the 1-Tok Kaunselin Helpim Lain to ask for information about how they can best support women and children and to access services.

The hotline also receives referrals from HRDs connected to Oxfam in the Highlands Region.

The international network of hotlines

The 1-Tok Kaunselin Helpim Lain is now a full member of Child Helpline International, a global network of over 170 helplines that provide telephone counselling to children.

Membership opens up access to a range of capacity building events, collaborations, and resources for telephone counselling hotlines.



ChildFund and partners hope to learn from members of the network about strategies to reach more children through the hotline (currently less than 10% of calls come from children so efforts are needed to promote the hotline more widely to this demographic and respond to their unique needs).



Data collected in PNG finds that half of all victims of sexual violence are children.

Case study

Counsellor:

1-Tok Kaunselin Helpim Lain, Grace speaking.

Caller:

'Ayo, plis, salim polis ikam hariap, man bilong mi i holim ain na em laik kilim mi'
(Please, send police to come quickly, my husband is holding an iron rod and he wants to kill me)

Those were the first few words that Maryanne (not her real name) whispers to Grace, a phone counsellor at the 1-Tok Kaunselin Helpim Lain – 7150 8000.

Maryanne had called the hotline seeking help. "She was whispering but her breathing was so loud and rapid that, I could hear and feel her fear," says Grace as she recalls the events of that day.

Maryanne was at a store at that time, and her husband had come looking for her there.

He was very angry about something and he had an iron rod with him.

With the help of her bystanders, Maryanne ran and locked herself in a store room.

Maryanne had her mobile phone with her and while in the cargo store room, she anxiously scrolled through her phone contact list in search of a contact she could call for help.

She came across the 1-Tok Kaunselin Helpim Lain Hotline Number – 7150 8000 – which she had seen on a promotional poster and saved some time ago, to share with family and friends who may need it.

She had not anticipated that she would one day need this number to seek help for herself.

After establishing that Maryanne was in imminent danger and required immediate intervention, Grace speaks to Maryanne over the phone, helping her to calm down.

She asks Maryanne to put her phone on silent mode so she can call her back after alerting the police to the situation.

Grace then logs onto her computer to consult the service provider catalogue to find the number of the nearest police station.

Fortunately for Maryanne, police arrive within 15 minutes.

Grace says: "Before the police came, I called Maryanne back, to advise her that help was on its way and to encourage her to remain calm and strong until they arrive. It's what we normally do in those types of situations."

Sergeant Job Eremungo, works within the Police Family Sexual Violence Unit in Port Moresby and has seen and handled many such cases.

He says: "When the hotline calls and alerts us of a high risk situation, of course we have to attend immediately. We can't waste time.

"We try to help the women as best as we can, we collect information on what their situation is at the station and we provide information on what services are available if they wish to access those services, but we don't force them into making any decisions."

The hotline provides an important and convenient service for women survivors of gender based violence.

Sergeant Job adds: "Many women won't normally walk into a police station seeking assistance, for fear of being seen by family and friends of their spouse or attacker.

"And so it is convenient for them to seek police help through the hotline."

Three days after the incident, Grace reaches Maryanne by phone.

It's a normal practice at the hotline that where possible, counsellors follow up high risk cases by calling the survivor to check on them. She offers to provide ongoing counselling, helping Maryanne consider a range of options to improve the situation for her and her children.

Maryanne was back at her home with her husband and four young children.

Maryanne said to Grace: "Thank you very much for what you have done for me. I am now safe at home with my four children. I will let other women know about the benefits of the hotline services and share the number with them."



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**CONFIDENTIAL PHONE COUNSELLING
PROVIDING INFORMATION AND SUPPORT
FOR ANYONE EXPERIENCING FAMILY
AND SEXUAL VIOLENCE IN PNG.**

TOLL-FREE 7150 8000

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