

Presentation on the 1-Tok Kaunselin Helpim Lain

National GBV Committee Hearing, 03 March 2022

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7150 8000

Call the free helpline for help

Toll-free confidential phone counselling service providing information and support for anyone experiencing family and sexual violence in PNG

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



1-Tok Kaunselin Helpim Lain:

A report on the third year of operation

- Established in 2015, it is the only 24-hour national toll free GBV service in PNG that can be accessed by anyone, anywhere in PNG with access to a phone.
- It is staffed by trained counsellors and social workers
- Supports coordination of GBV services. With GBV Service Provider Directory includes over 350 services
- 1-Tok Helpline data is used to inform service delivery improvement and advocacy
- The helpline has undergone an expansion to respond to COVID 19 including expanding operational hours to 24 hours and increasing support to children.



SAFE, RESPECTED AND HEARD

You have the right to be respected – that means to be listened to and cared for.

If you or someone you know is experiencing violence or abuse, you can call the 1-Tok Kaunselin Helpim Lain on 7150 8000. We want no harm to come to you.

**#HearMeToo
END VIOLENCE
AGAINST WOMEN
AND GIRLS**

About the 1-Tok Kaunselin Helpim Lain

ChildFund PNG in partnership with CIMC-Family and Sexual Violence Action Committee established the 1-Tok Kaunselin Helpim Lain in 2015 in response to the high levels of violence in PNG and need for more support services and with funding support from New Zealand Aid Programme. It is PNG's first national helpline counselling and support service. In response to COVID Helpline has expanded services to 24 hours, increased counsellors' numbers and more support to children, parents, and public experienced mental health and Psychosocial distress with funding support from UNICEF and UN Women.

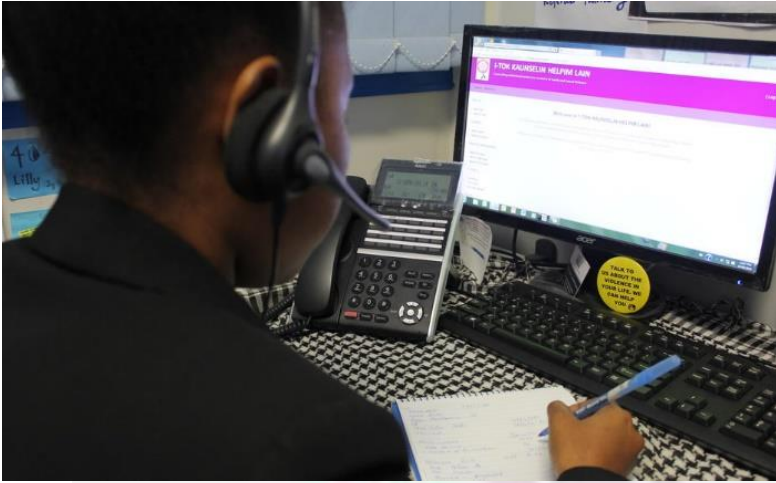
30 DAYS OF HUMAN RIGHTS ACTIVISM
Extra Commission against Gender Based Violence and Covid-19
NOVEMBER 26th - DECEMBER 16th

ChildFund
Papua New Guinea

CIMC
and Women's Trust

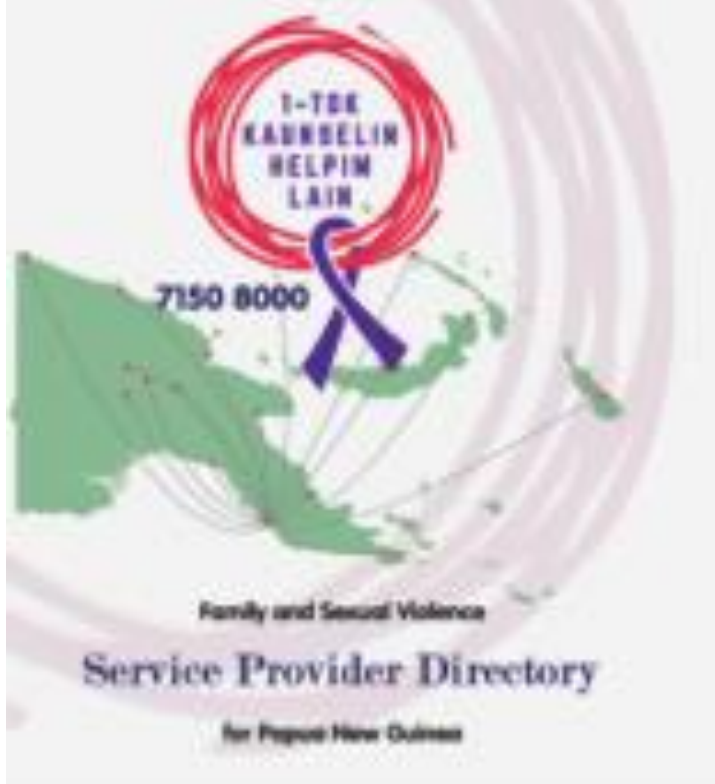


1-Tok Kaunselin Helpim Lain ♦ Free call ♦ 7150 8000

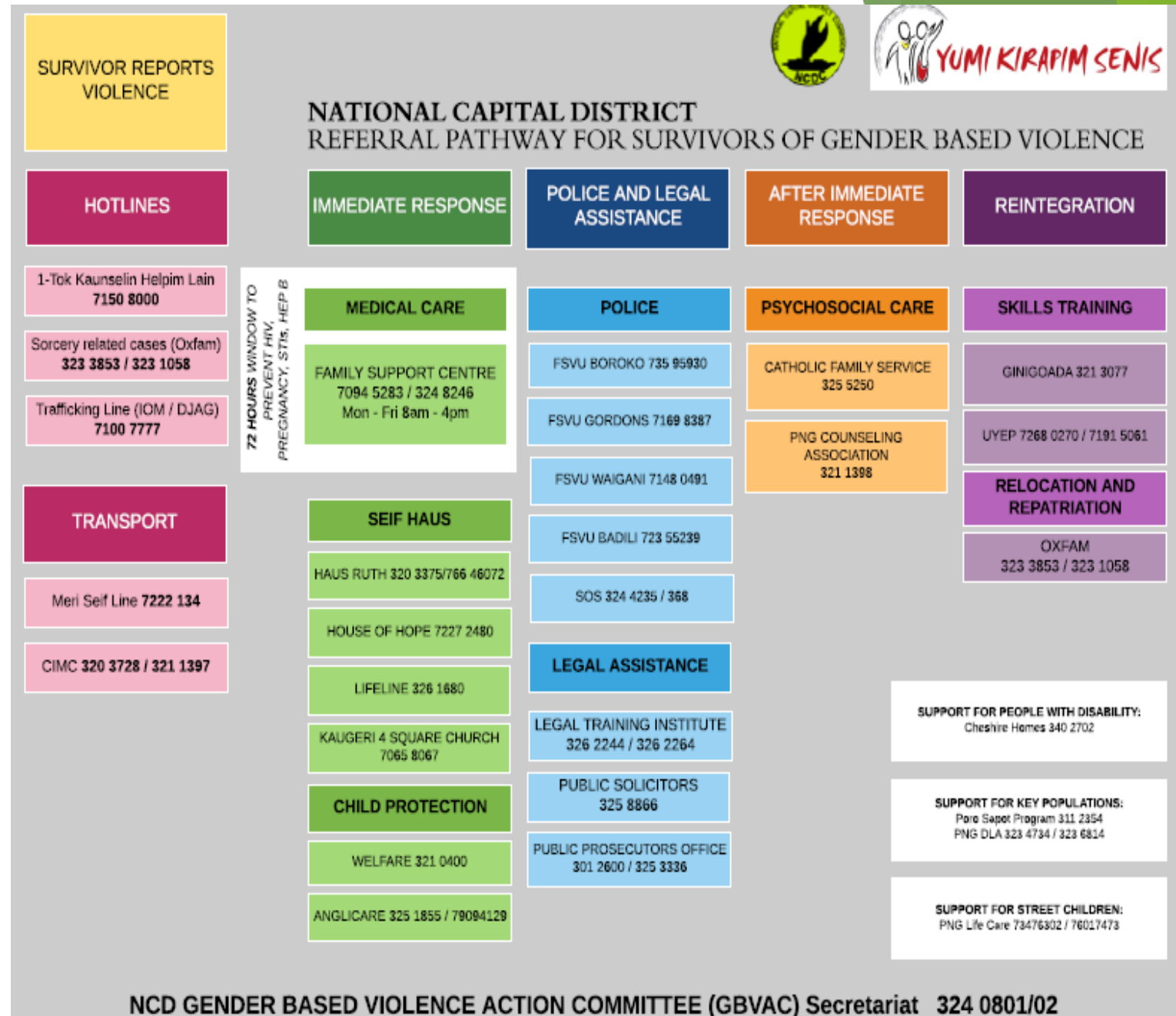


SERVICES PROVIDED

- **Counselling and support** -counselling, Crisis intervention-risk assessments, safety plans, Information: about rights and services that are available
- Referral: legal, medical, psychosocial, police, welfare, protection, rescue
-
- **Service provider directory**- Manage a national directory with over 350 service providers in all 22 provinces. Provide coordination support to service providers.
- **Mental Health and Psychosocial Support**- Focus on children and parents/caregivers experiencing issues as a result of direct and indirect impacts of COVID 19

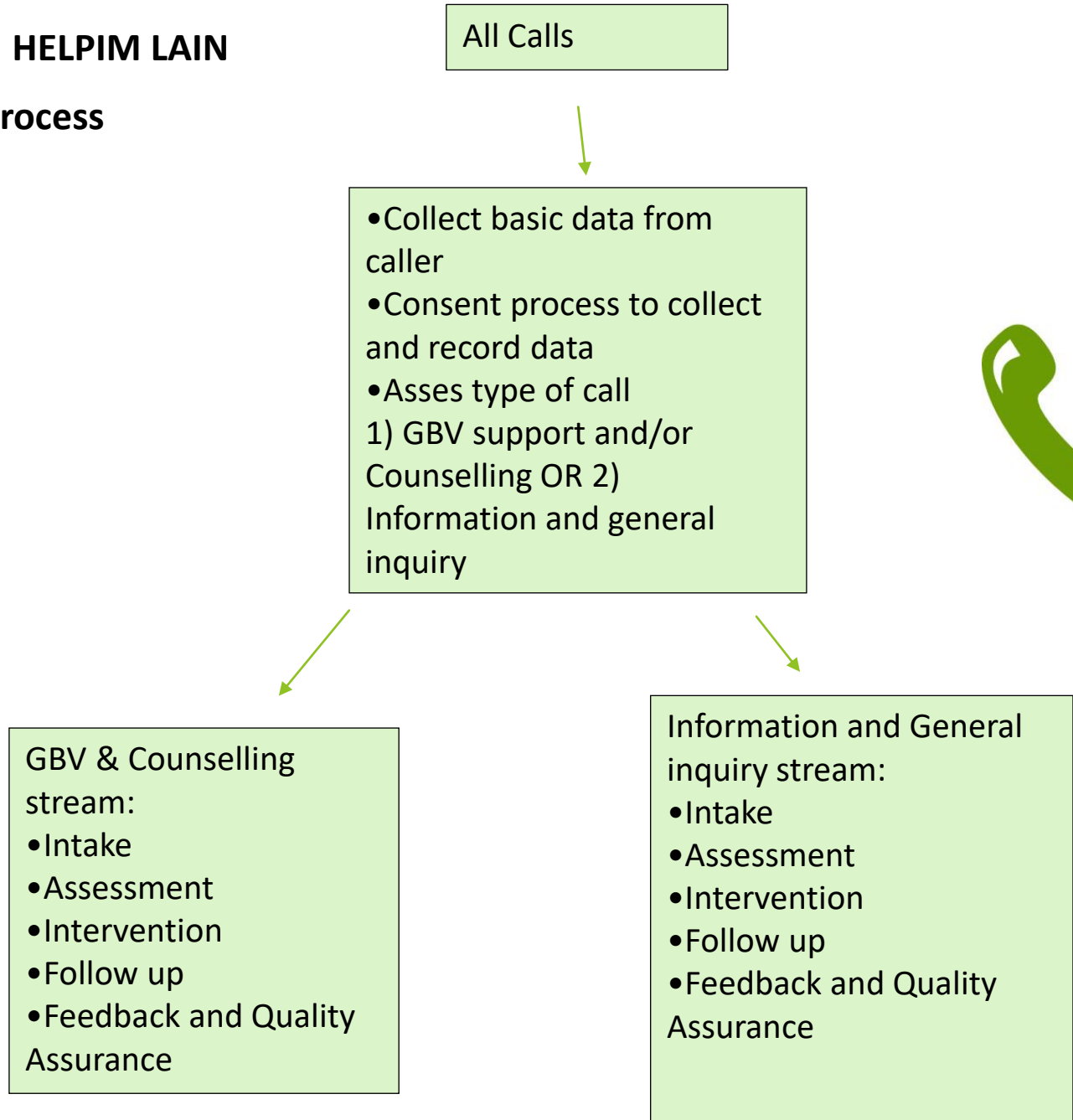


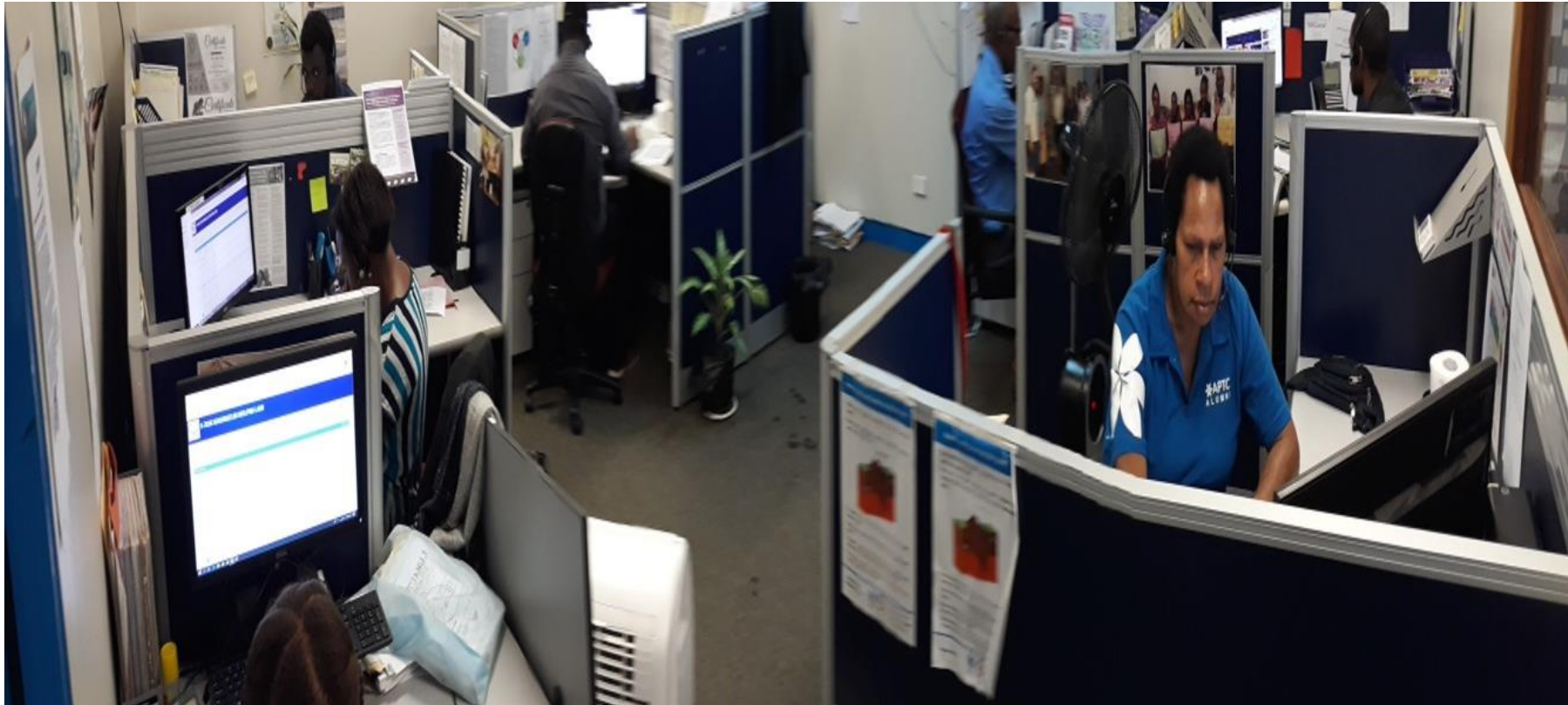
1-Tok Kaunselin Helpim Lain is a key entry point into the Referral Pathway



1-TOK KAUNSELIN HELPIM LAIN

Flow chart – call process



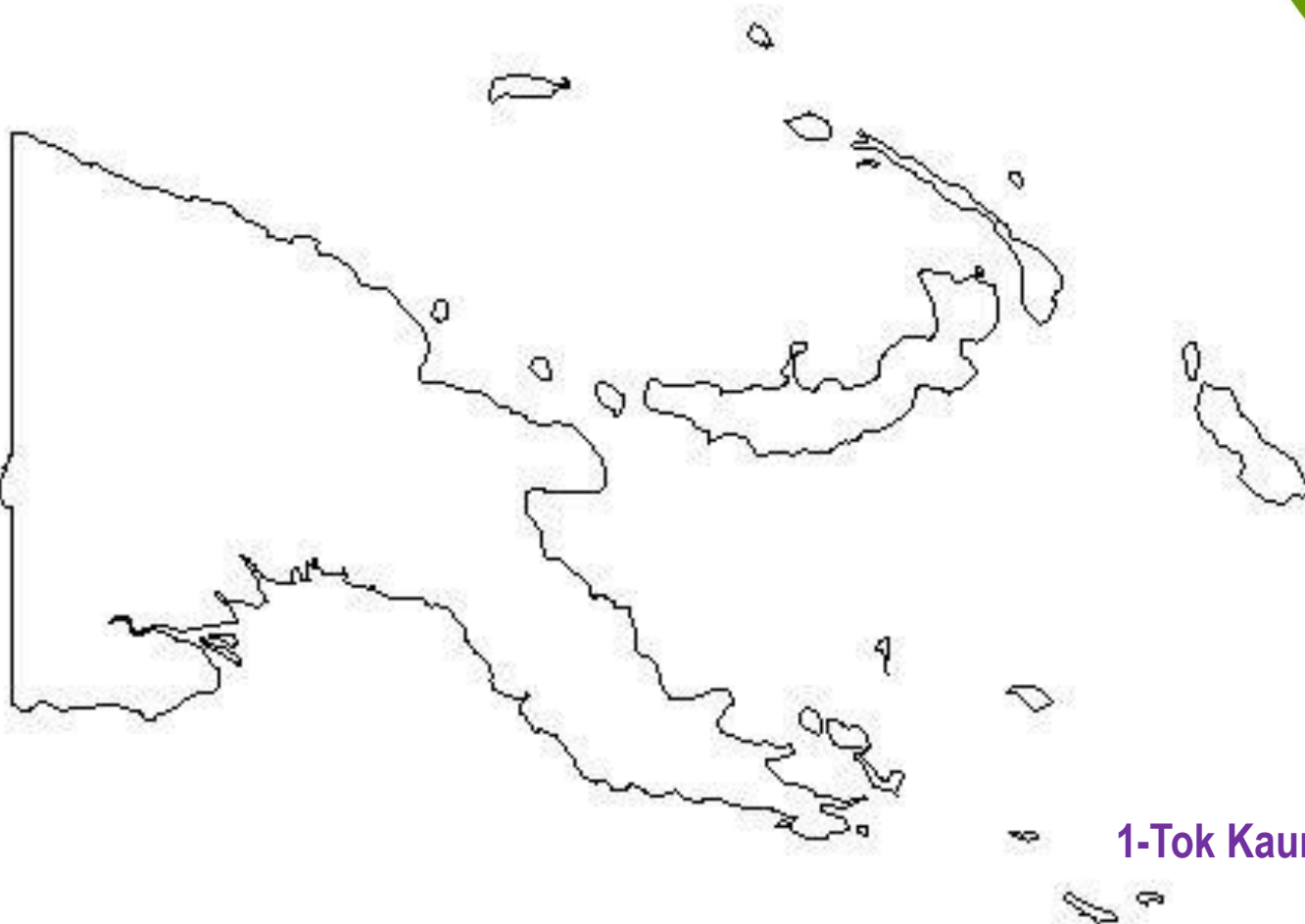


1-Tok Helpim Lain Call Centre

How does a survivor get help: Case Example

- ▶ A caller **saw the helpline information on a poster** at a closed police station at midnight as she had just left her home with her 2-month baby due to domestic violence.
- ▶ She called the helpline and was supported by the helpline counselor to **access safety** in the middle of the night:
- ❖ **The helpline called the survivors friend and a transport company to pick the survivor and child up to take them to the friends house.**
- ❖ **The next day the helpline followed up and referred them to safe house** when services re-opened for the day.

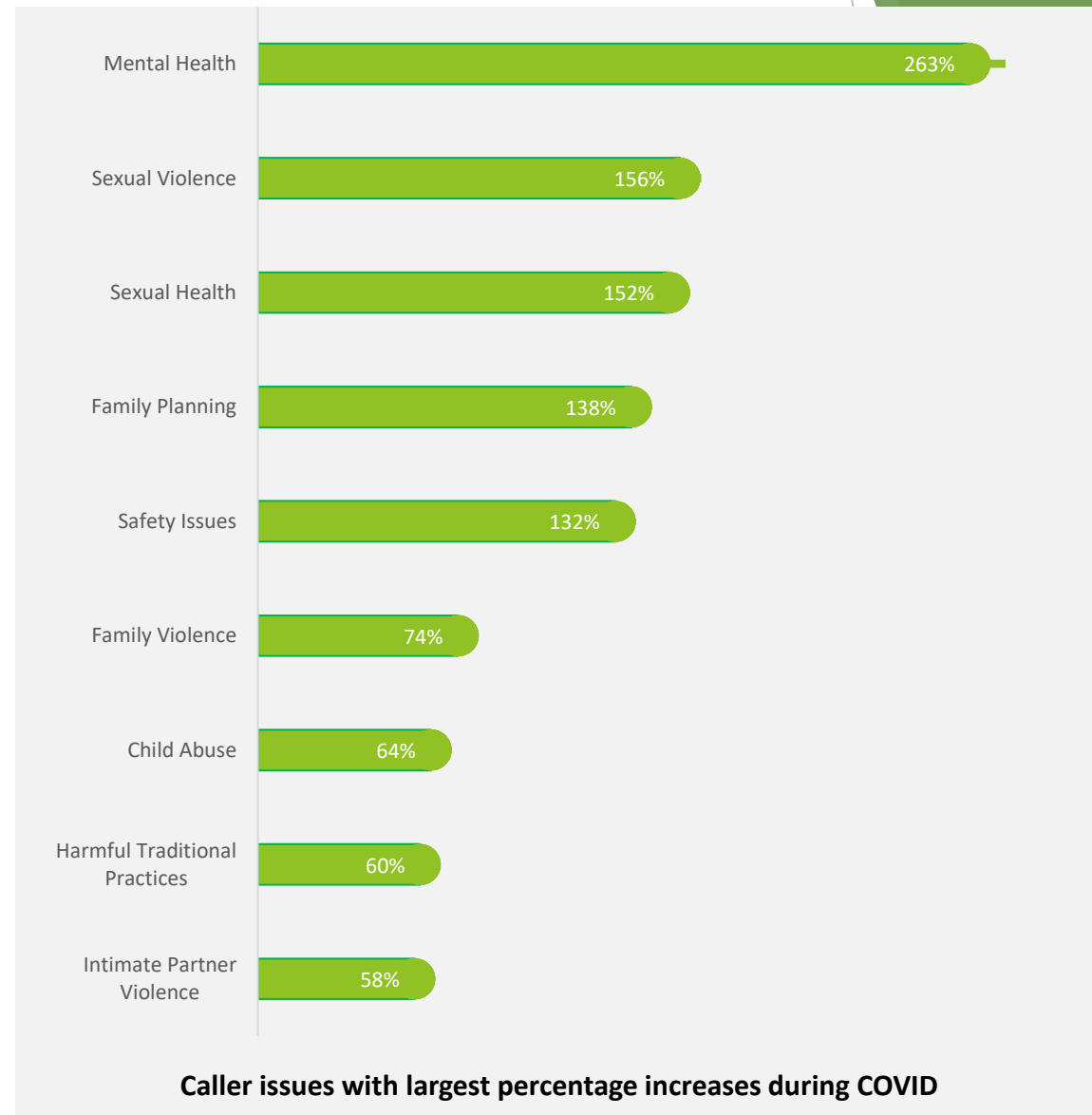
- ▶ Free call from anywhere in Papua
New Guinea
- ▶ Majority of calls received from urban



1-Tok Kaunselin Helpim Lain ♦ Free call ♦ 7150 8000

Who is Calling the Helpline and for what

- Helpline collects real time data from 100's of callers from all **22 provinces** every week.
- Since 2015, **over 60,000 calls** received
- **70% are GBV related** (IPV, child abuse, sexual violence etc)
- Since COVID 19 helpline has seen a **75% increase** calls
- Significant large increase among calls from **young people**



PNG National Research Institute's analysis of helpline call data

Results from Analysis of Helpline Data

Figure 1. No. of callers in relation to year

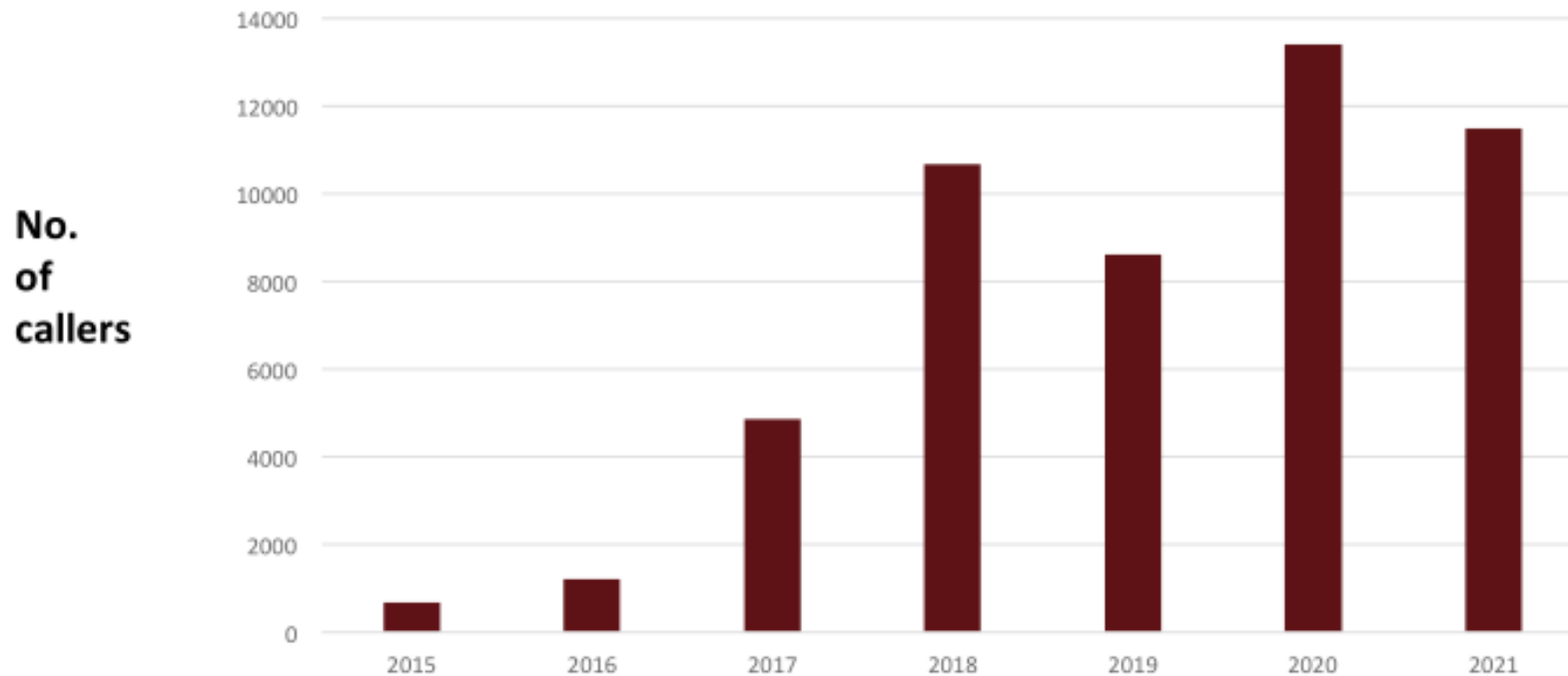
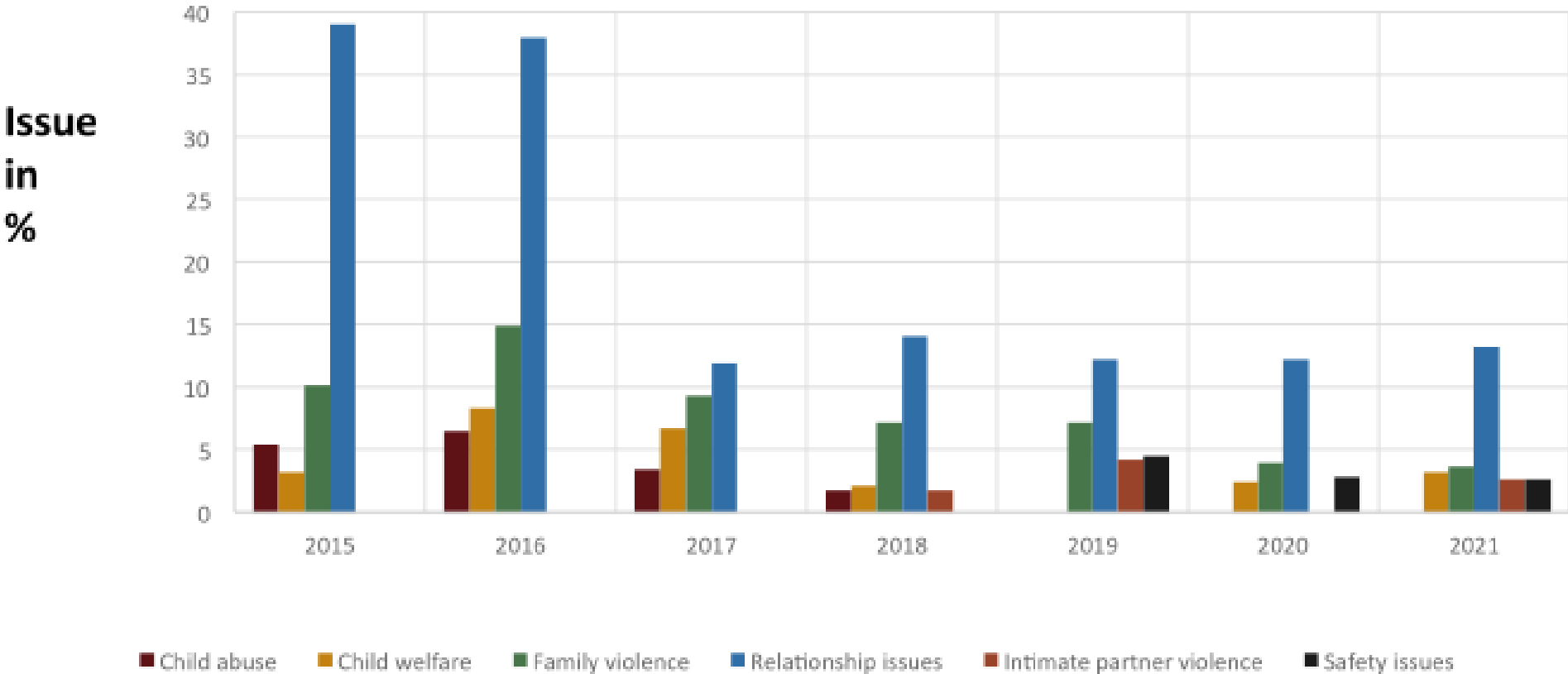
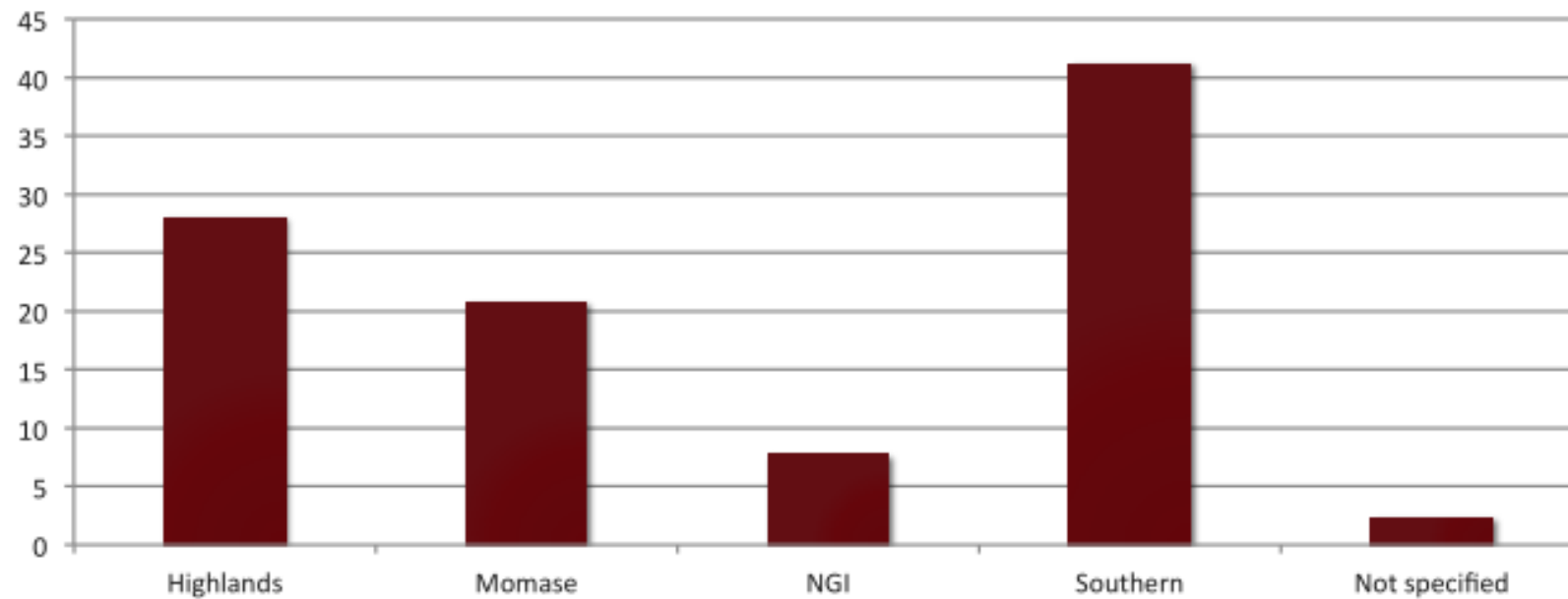


Figure 6. Four most important emerging issues in % in relation to year



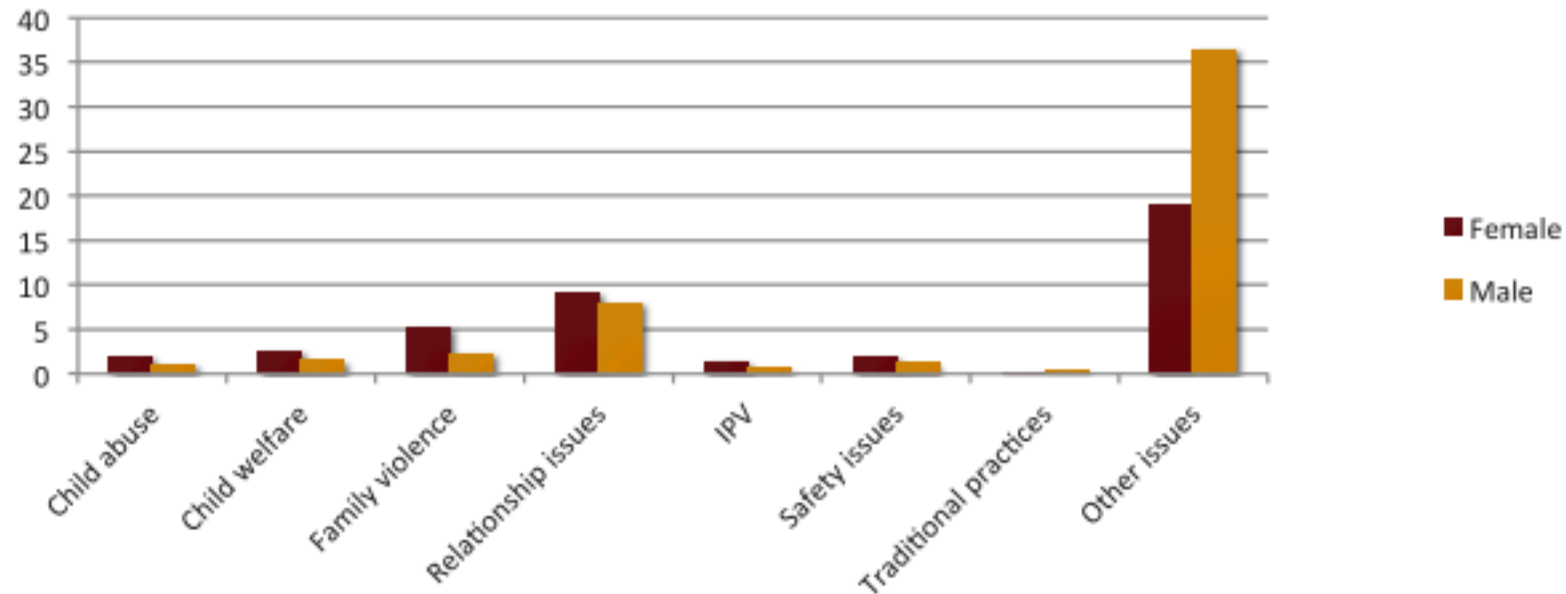
Callers in relation to year and region

Figure 8. No. of callers from 2015 to 2021 in relation to region in %



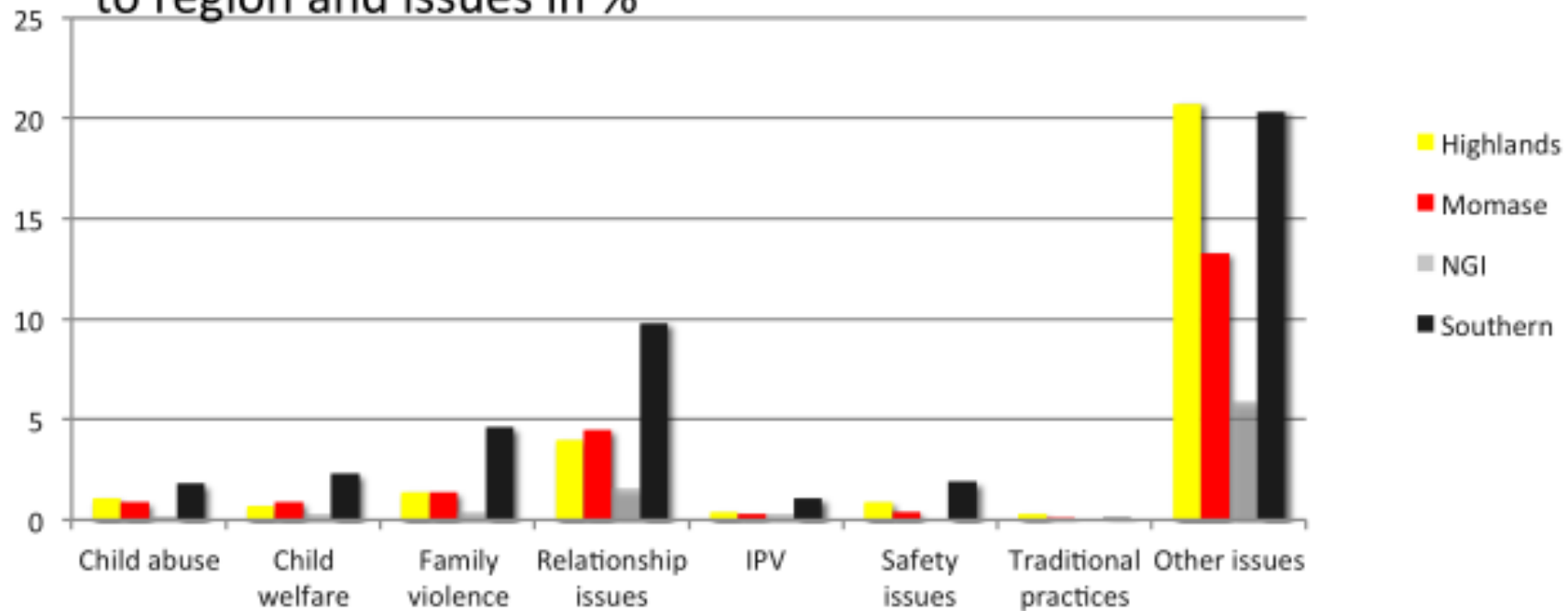
Callers in relation to gender and issues

Figure 17. Average no. of callers from 2015 to 2021 in relation to gender and issues in %



Callers in relation to region and issues

Figure 25. Average no. of callers from 2015 to 2021 in relation to region and issues in %



Overview of the 1-Tok Kaunselin Helpim Lain Strategic Planning Process

Objectives of the strategic plan

Guiding Framework for the future and moving the Helpline from a project to a national service

Manage competing demands and priorities

Use as a communication and fundraising tool for external stakeholders and donors

Define Helpline/ChildFund's role and the role of other stakeholders

Inform the resources and capacities needed for the Helpline

Build in survivor centred practice

Steps

1. Consultations with ChildFund, CIMC-FSVAC, Survivors, Government, UN, CSO's (completed)
2. Joint consultation to validate plan (from 22nd March)

Draft ZERO: Strategic Plan

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DRAFT ZERO VISION AND MISSION STATEMENT

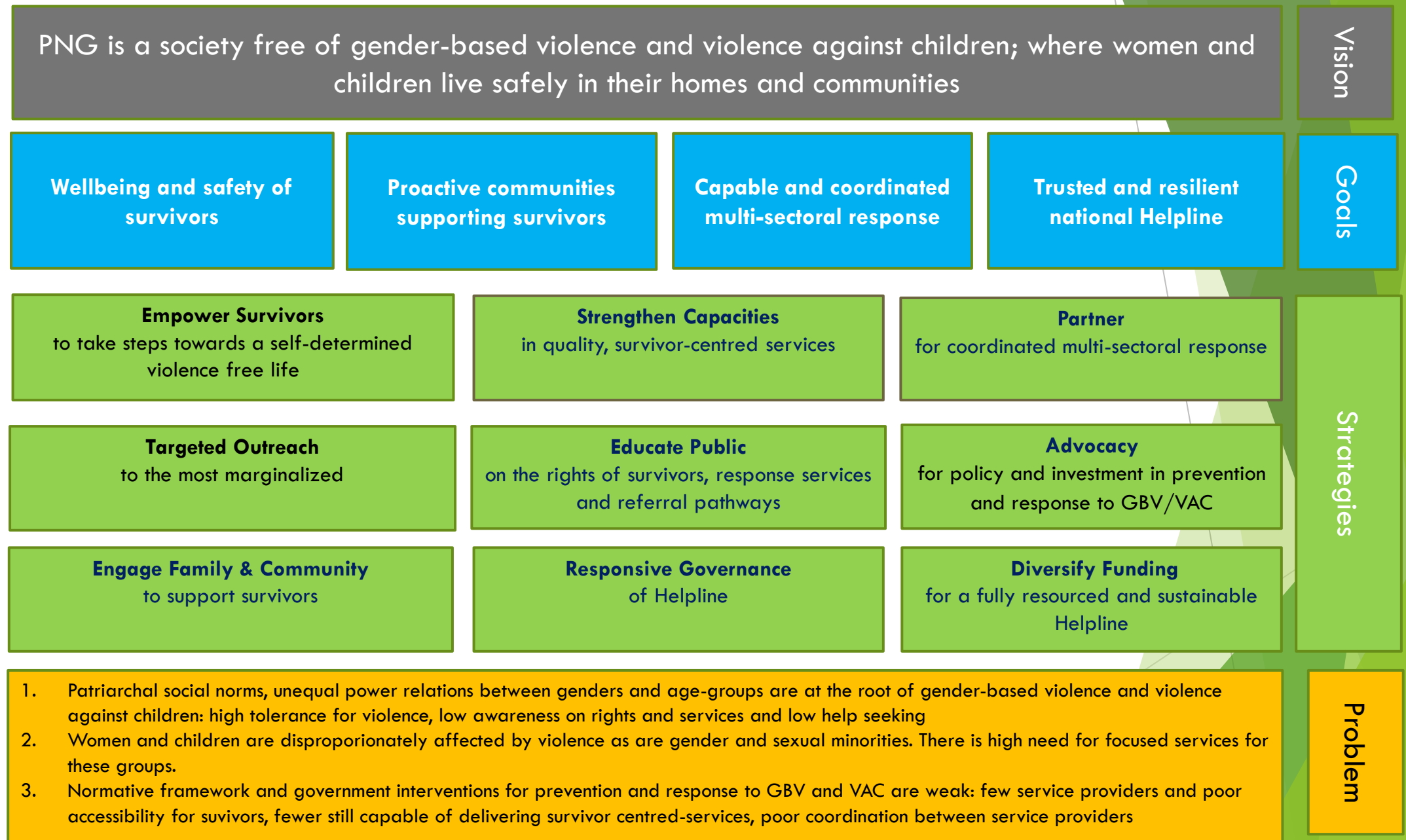
Vision: PNG is a society free of gender-based violence and violence against children; where women and children live safely in their homes and communities.

Mission: 1-Tok Helpline is a free, inclusive, trusted 24-hour national telephone service that provides quality, non-judgmental and confidential counselling, information and referral services to adult survivors of GBV 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 GBV and VAC 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, children, and gender and sexual minorities who are disproportionately affected by such violence.

Draft Strategic Pathway



Values

- ❖ Survivor-Centered
- ❖ Child-Centered
- ❖ Excellence in Service
- ❖ Accountable
- ❖ Collaborative
- ❖ Rights based
- ❖ Compassionate

Thank you! Questions?