

Papua New Guinea’s first national toll-free telephone family and sexual violence counseling service – 1-Tok Kaunselin Helpim Lain (715 08000) – has received more than 15,000 calls in its third year of operation, more than double the calls received in year two.

Gender Based Violence (GBV) affects about two-thirds of women in Papua New Guinea and the hotline service, established in 2015, is a referral point which helps in assisting survivors of GBV. Trained counsellors are on call from 7am to 7pm everyday providing free confidential counseling services, information and support for anyone experiencing family and sexual violence in the country.



The service aligns with the Papua New Guinea Government’s National Strategy to Prevent and Respond to Gender Based Violence 2016-2025, and specifically supports the global Sustainable Development Goals 5 and 16.

The intended long-term goal is to enable a socio-political environment in PNG that is more responsive to the needs of survivors of GBV. Specifically, the programme supports positive change for people affected by GBV in three main ways:

- continued support to the 1-Tok Kaunselin Helpim Lain, including strengthening the social work/counselling human resource capacity within PNG;
- identifying target provinces to pilot intensive collaboration with Provincial GBV Secretariats and other service providers to improve referral services; and
- enhancing data collection and analysis generated through the project to better inform the sectoral response to GBV. This will generate a strong evidence base (data and best practice) that can be used to strengthen the sector at local, national and regional level.

The top presenting issues for callers in the past year were: family violence, both physical and emotional; safety and security issues; and child welfare and child abuse. Over half (56%) of callers were male, and called the hotline not as survivors, but mostly as witnesses of gender-based violence or individuals seeking information or relationship advice. A small proportion of male callers identified as perpetrators.

After the Highlands earthquake in February 2018, the hotline was mobilised to provide trauma counseling and psychosocial support for people affected by the earthquake.

Since its launch three years ago, hotline counsellors have helped more than 23,000 people, with:

- information to over 10,000 callers,
- crisis counseling to over 4,000 callers,
- safety planning to over 1,500 callers,
- suicide intervention to over 50 callers, and
- links with more than 350 service providers across the country.

Over 7,000 callers have been referred to on-the-ground services, most commonly police, welfare agencies and face-to-face counseling services.

1-Tok Kaunselin Helpim Lain is a partnership formed in 2015 between ChildFund, the Consultative Implementation and Monitoring Council (CIMC) the Family Sexual Violence Action Committee (FSVAC), and FHI 360, with significant funding support from the New Zealand Aid Programme.

Contact

Prue Smith | Pacific Advocacy and Programmes | ChildFund New Zealand
 E: prue@childfund.org.nz | M: +64 21 271 2100 | S: pruesmith46
 Level 6, 17 Albert St | PO Box 105630, Auckland. www.childfund.org.nz

Most relevant SDGs:

