Evaluation of characteristics of 1-Tok Kaunselin Helpim Lain users and emerging issues

Eugene E. Ezebilo[1], Henry Gorea[2], and Lorna Nikiri[2]
[1]Papua New Guinea National Research Institute, Port Moresby
[2]ChildFund Papua New Guinea, Port Moresby

1

Acknowledgements

- New Zealand Ministry of Foreign Affairs and Trade for funding support

- Stakeholders in PNG for participation in consultation to inform the research focus

- Helpline team (counsellors and information officers who respond to callers everyday) including Helpline manager Kinime Daniel who couldn't be here and is a key member of the research team

- Partnership between PNG National Research Institute and ChildFund Papua New Guinea with support from ChildFund Australia & New Zealand

Papua New Guinea's 1-Tok Kaunselin Helpim Lain

- 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).

- The helpline has undergone an expansion including expanding operational hours **to 24 hours** and **increasing support to children and adolescents**

- It is staffed by **trained counsellors and social workers.**

- **Support given to develop counselling and human service workforce-** facilitating professional development and training opportunities

- **Provides specialist GBV support to survivors –** counselling, crisis intervention, case management and information

- Supports **coordination of GBV services nationally**. The National GBV Service Provider Directory includes over 350 services in all 22 provinces

We listen and help women and children

1-Tok Helpim Lain is a free, 24-hour national telephone service that provides, quality, non-judgmental and confidential counselling, information and referral services to survivors of gender-based violence and children in need of protection.

1-TOK KAUNSELIN HELPIM LAIN

📞 7150 8000

Aim of the Research

- This exploratory study is the first phase of an ongoing research project to support evidence-based Gender-Based Violence response in Papua New Guinea and regionally.

- An analysis of 50,927 calls from the 1-Tok Kaunselin Helpim Lain (PNG GBV Helpline) from 2015 to 2021 was conducted by PNG National Research Institute.

Objectives

- To examine the characteristics of users of 1- Tok Kaunselin Helpim Lain or Helpline services from 2015 to 2021.

- To identify potential areas for further research based on the findings from exploratory study of the characteristics of Helpline service users

Background information

- Helpline services can be used to provide support to vulnerable groups such as victims/survivors of violence and natural disasters.

- In order to identify the type of support that survivors need, there is a need to have knowledge of their characteristics.

- Characteristics of survivors can provide Helpline service providers with useful information that can be used to improve their services.

Several published papers in the literature on the subject include the following:

- In a study of the characteristics of callers using a national suicide prevention helpline and their reasons for contacting the service, Coveney et al. (2012) found that callers uses the service for complex and varied reasons and often as part of a network of support.

- In a systematic review of the characteristics of users of National Health Service patient medicine helpline services, Williams et al. (2020) found that users were predominantly female and enquires concerning themselves.

- In a study of AIDS information needs of callers and callers' satisfaction with telephone-delivered information and consultation, Bos et al. (2004) found that most calls concerned questions about personal risks of HIV transmission. Callers were very satisfied with the services of the helpline. Helpline employee counseling and conversation skills were evaluated very positively.

- Although helpline services play an important role in supporting vulnerable groups including women and children, to the best of our knowledge there is no published paper on helpline services that focused on helpline services in Papua New Guinea (PNG).

Material and methods

- The data originated from information on callers to the Helpline collected by Childfund PNG from August 2015 to October 2021. The information collected included the following qualitative data:

- Gender of the caller
- The province where the call is coming from
- The type of caller e.g. new caller, returned caller etc.
- Issue associated with the call
- Intervention by telephone counselor
- Perpetrator's relationship to the survivor.

Data analysis

- The primary data from the Helpline database is qualitative.

- The data set is too large (more than 50,000 observations) that it will be very difficult or practically impossible to analyze using qualitative technique.

- As an alternative to qualitative analysis, we used quantitative analytical technic which was preceded by the transformation of qualitative data using coding.

- The qualitative data was coded using Excel.

- The coded data was analyzed using descriptive statistics especially percentages, averages and range which were presented in graphical formats.

- Limdep econometric software was used for conducting descriptive statistics.

- It is important to note that the results from our analysis include standard deviation. However, for simplicity of the presentation, standard deviation results was not presented.

Results from Analysis of Helpline Data

Figure 1. No. of callers in relation to year

Childfund Helpline: Feb 2022+EE
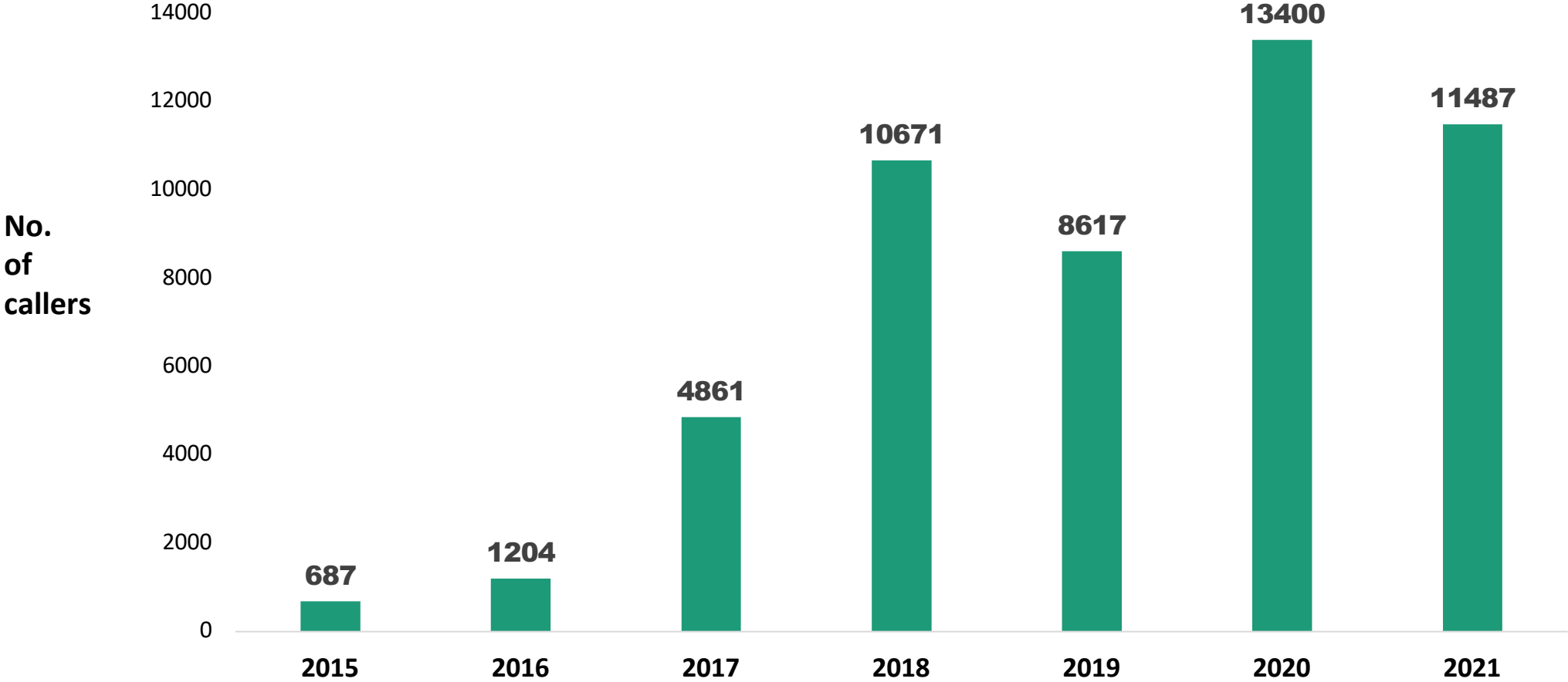
- Total number of callers from August 2015 to October 2021 = **50,927**

Figure 1 shows the following:

- 2020 had the highest number of callers **(13,400).**

- Number of callers had an increasing trend from 2015 to 2018.

- Number of callers had undulating (rise and fall) trend from 2017 to 2021.

1-TOK
KAUNSELIN
HELPIM
LAIN

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

Figure 2. % of total no. of callers in relation to year

Share of callers in %

30

26.3

25

22.6

20.9

20

16.9

15

10

9.5

5

2.4

1.4

0

2015   2016   2017   2018   2019   2020   2021
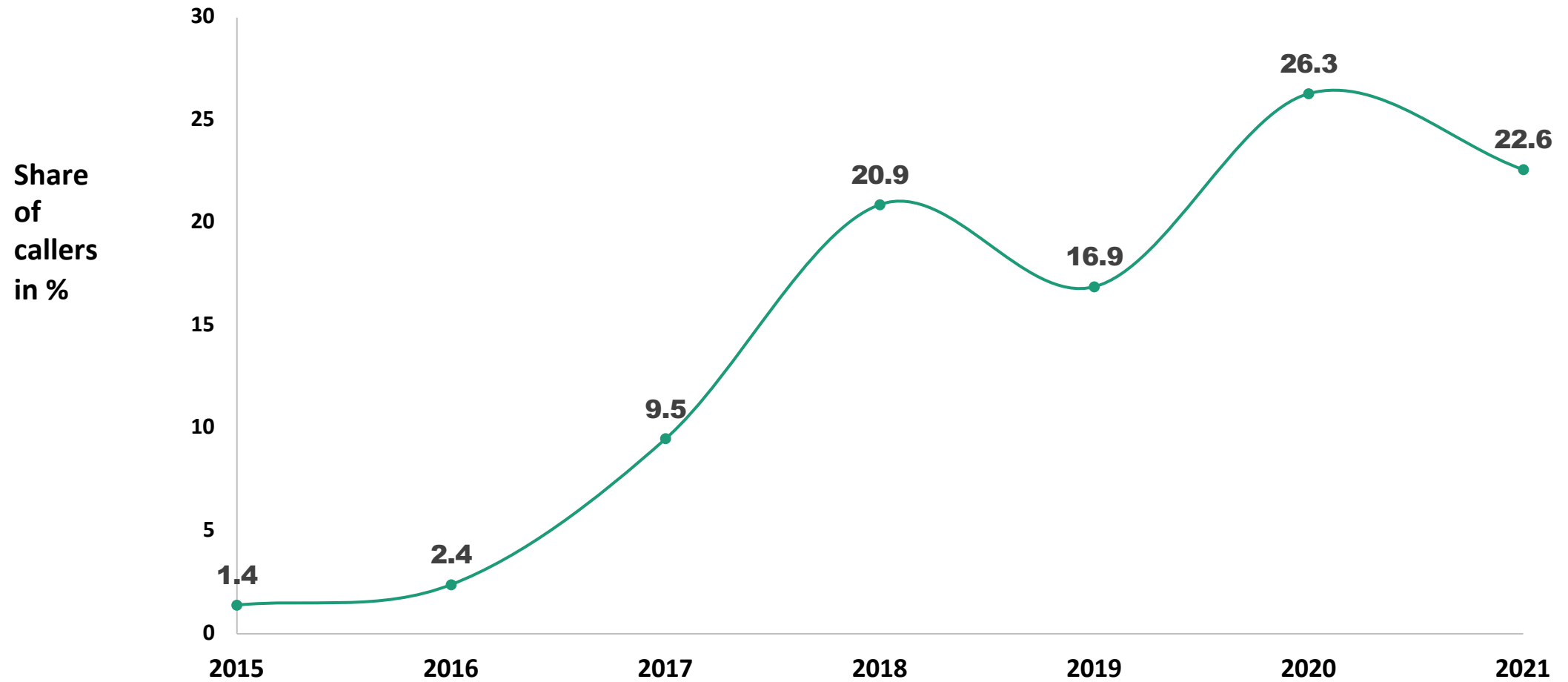
Childfund Helpline: Feb 2022+EE

Figure 2 shows that:

o 2020 had the highest share of all callers (26.31%) followed by 2021 (22.56%) within the period of study.

o This coincides with COVID 19 pandemic and increase in helpline operational hours and capacity.

o 2015 had the lowest share of all callers and this was the year the helpline was established

Childfund Helpline: Feb 2022+EE

1-TOK KAUNSELIN HELPIM LAIN

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

Figure 4. Gender of callers in % in relation to year

8/11/23

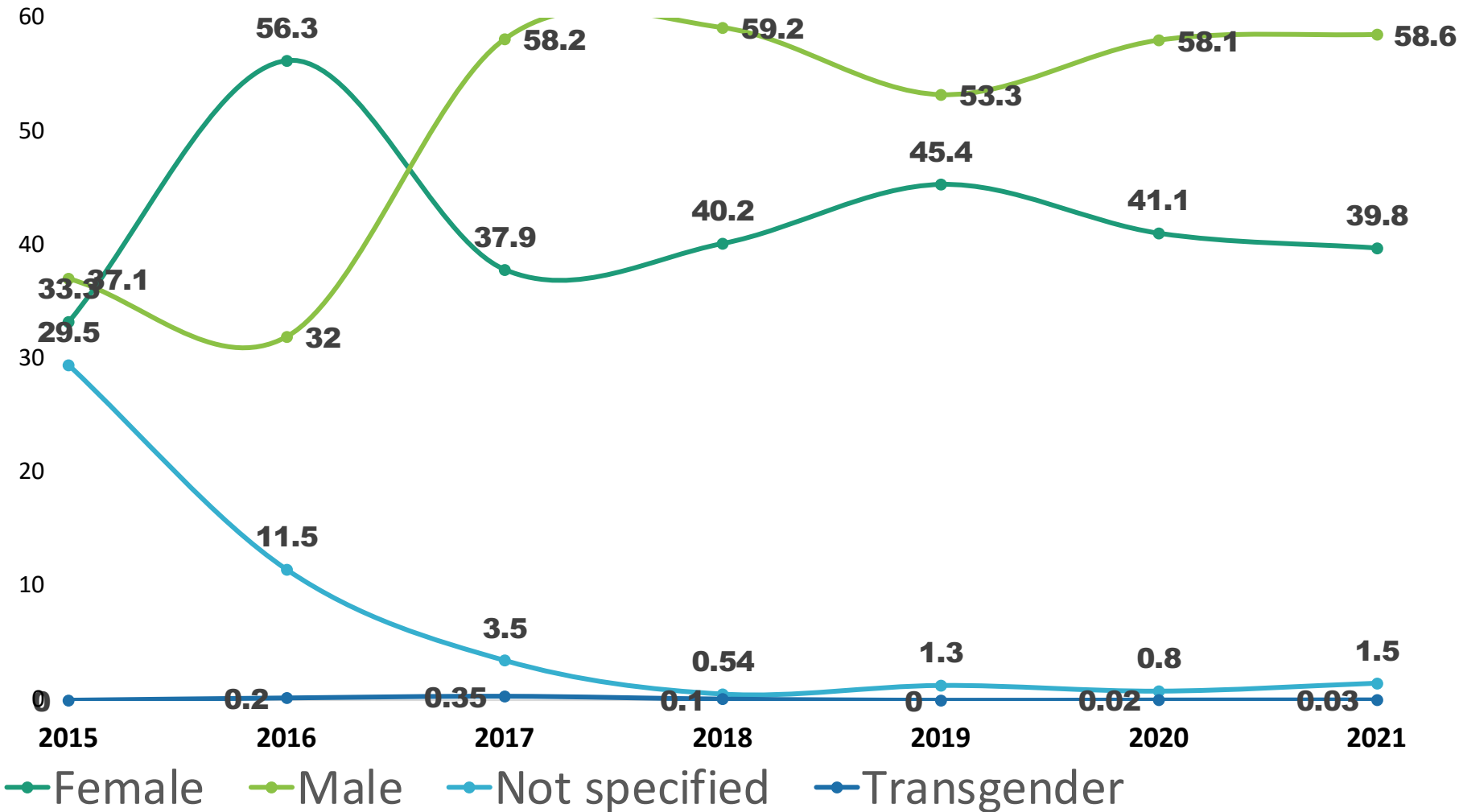Childfund Helpline: Feb 2022+EE

Figure 4 shows the following:

- Female had the highest share of the number of callers only in 2016.

- Male had the highest share of the number of callers for the remaining years (2015, 2017 to 2021).

- Transgender had the lowest share of callers for all years.

- Number of unspecified gender decreased from 29.5% in 2015 to 1.5% in 2021.

- **Female callers are more likely to identify as a survivor of violence while male callers are calling as witnesses or for information.**

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

Figure 5. Four most important emerging issues in % in relation to year
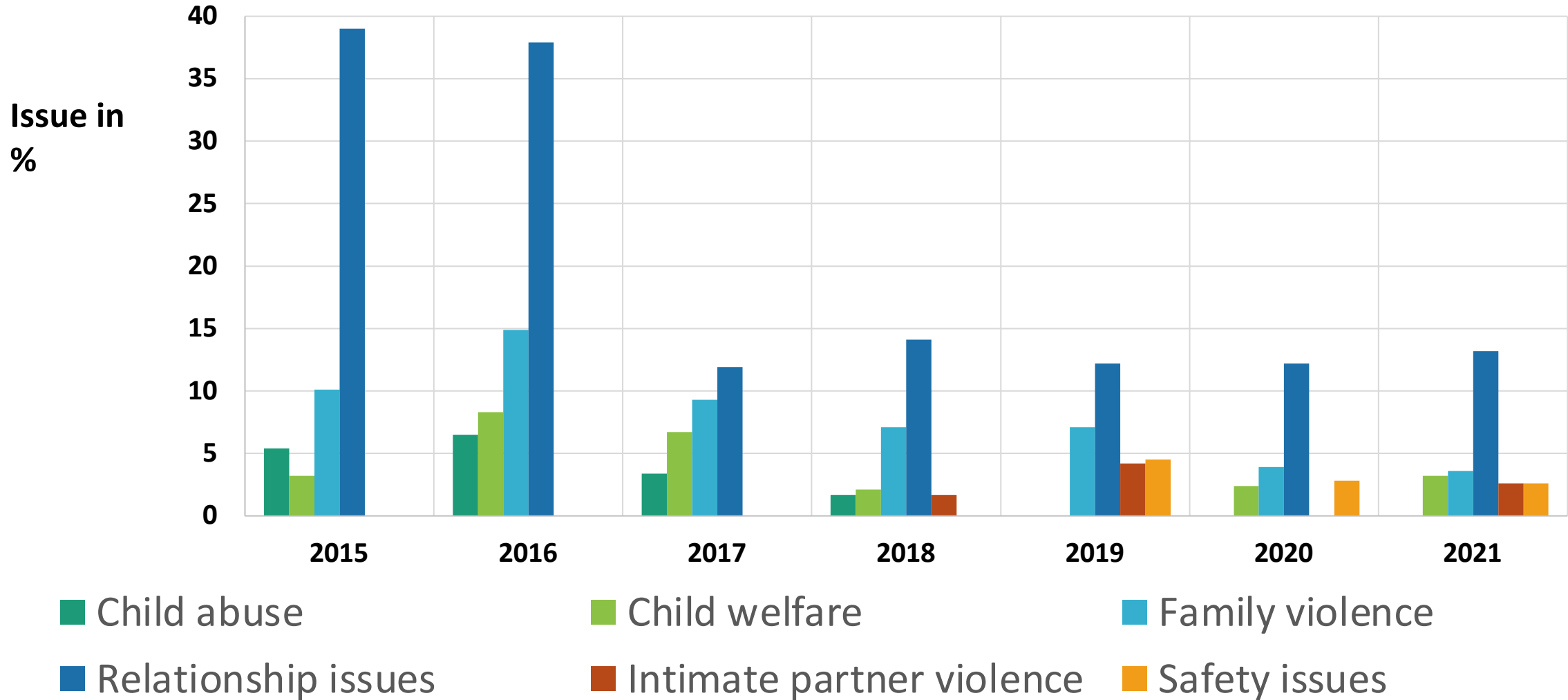
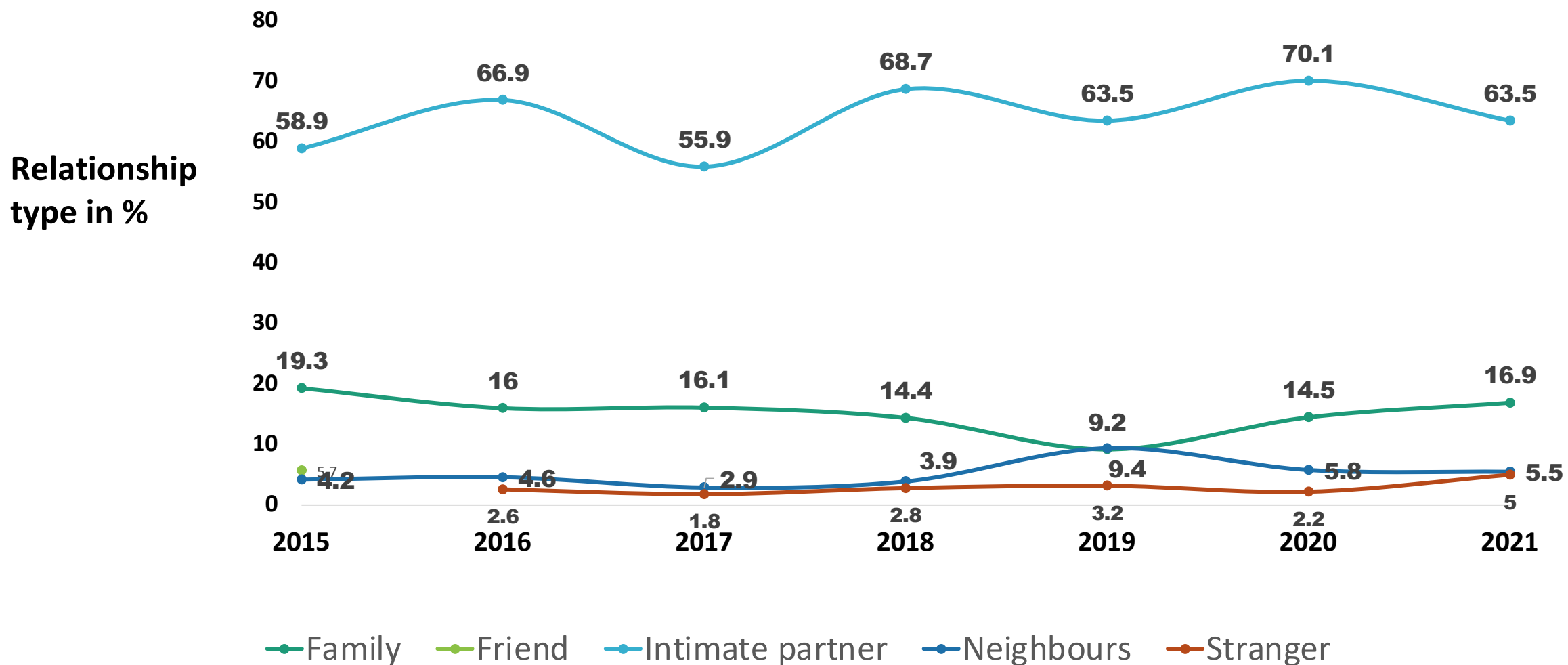Childfund Helpline: Feb 2022+EE

Figure 5 shows the following:

- Relationship issues had the highest share of emerging issues for all the years studied. It ranges from 11.9% in 2017 to 39% in 2015.
  - Relationship issues can include sub-issues including coercive control or emotional abuse.

- Family violence is second on the list. It ranges from 3.6% in 2021 to 14.9% in 2016.
  - Family Violence can include violence between spouses (IPV) or violence between parent/caregiver and children etc.

- Harmful traditional practices is not one of the most common issues when it comes to share of reported cases. However, it is important to note that it is one of the emerging issues, which is worth studying because it can contribute to violence.

1-TOK KAUNSELIN HELPIM LAIN

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

Figure 6. Main four perpetrator's relationships with the survivor in % in relation to year

8/11/23

Childfund Helpline: Feb 2022+EE

In terms of perpetrator's relationship with survivors, Figure 6 shows the following:

- Intimate partner had the highest share of perpetrator relationship with survivor throughout the years studied.

- Intimate partner range from 55.9% in 2017 to 70.1% in 2020.

- Family is the second most important relationship to survivor.

- Family share range from 9.2% in 2019 to 19.3% in 2015.

1-TOK KAUNSELIN HELPIM LAIN

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

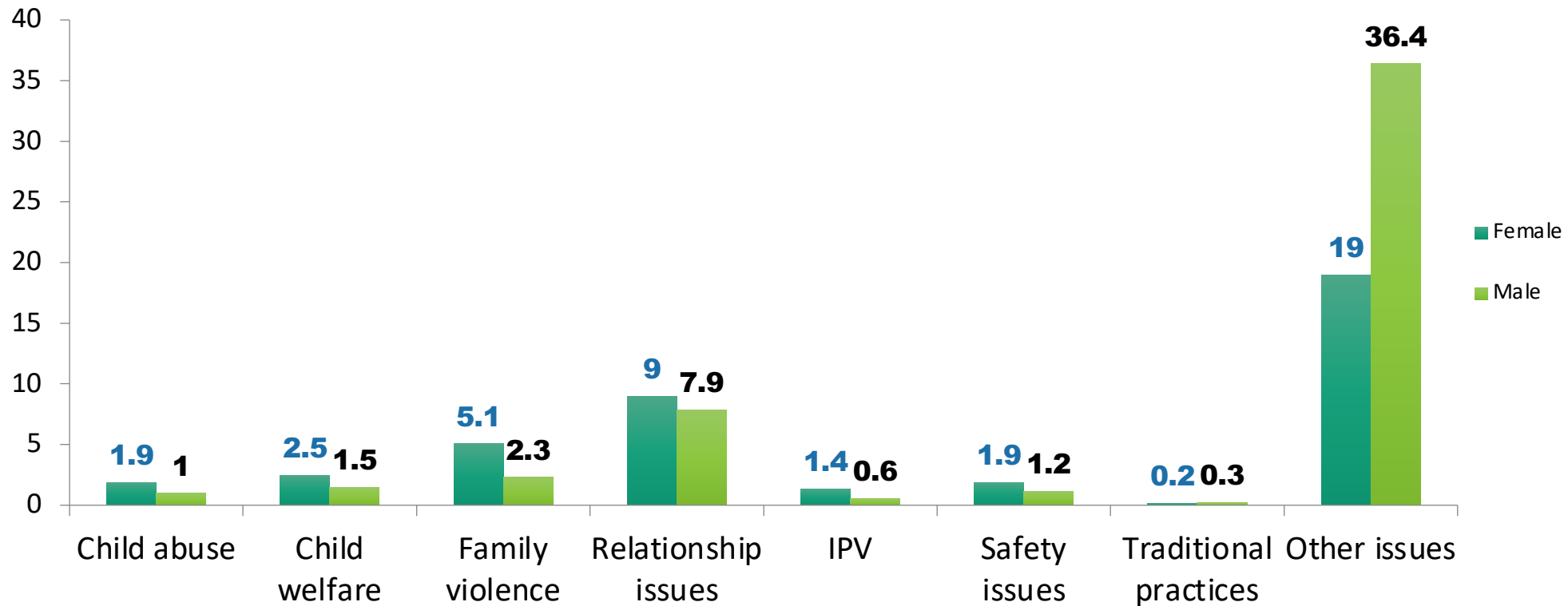# Callers in relation to year and region

Figure 7. No. of callers from 2015 to 2021 in relation to region in %
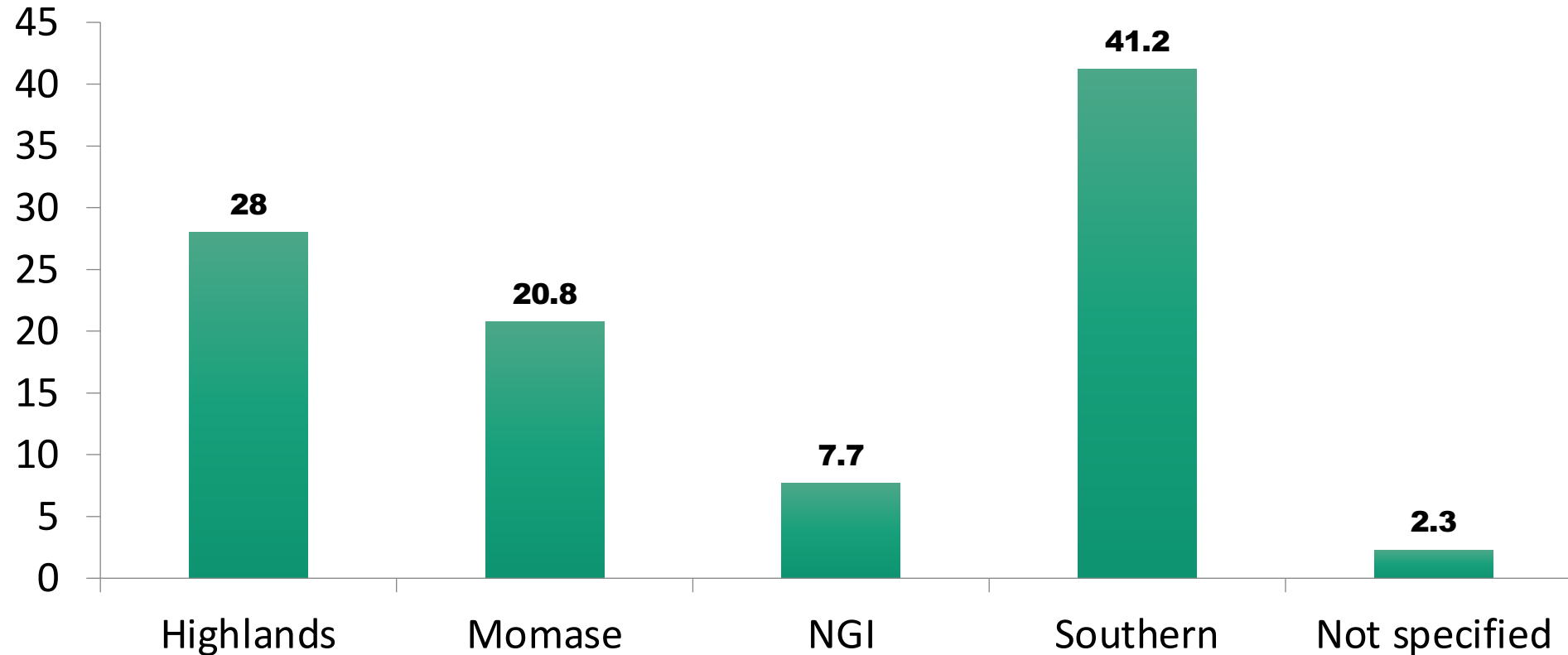
Southern region had the highest no. of callers (41.2%), followed by Highlands (28%) and New Guinea Islands (NGI) had the lowest (7.7%)

# Callers in relation to gender and issues

Figure 8. Average no. of callers from 2015 to 2021 in relation to gender and issues in %

Generally, female callers were higher than male callers in all reported issues- related to Gender-based violence. Male callers were higher than female in other issues including request for information and education.

Callers in relation to region and issues

Figure 9. Average no. of callers from 2015 to 2021 in relation to region and issues in %
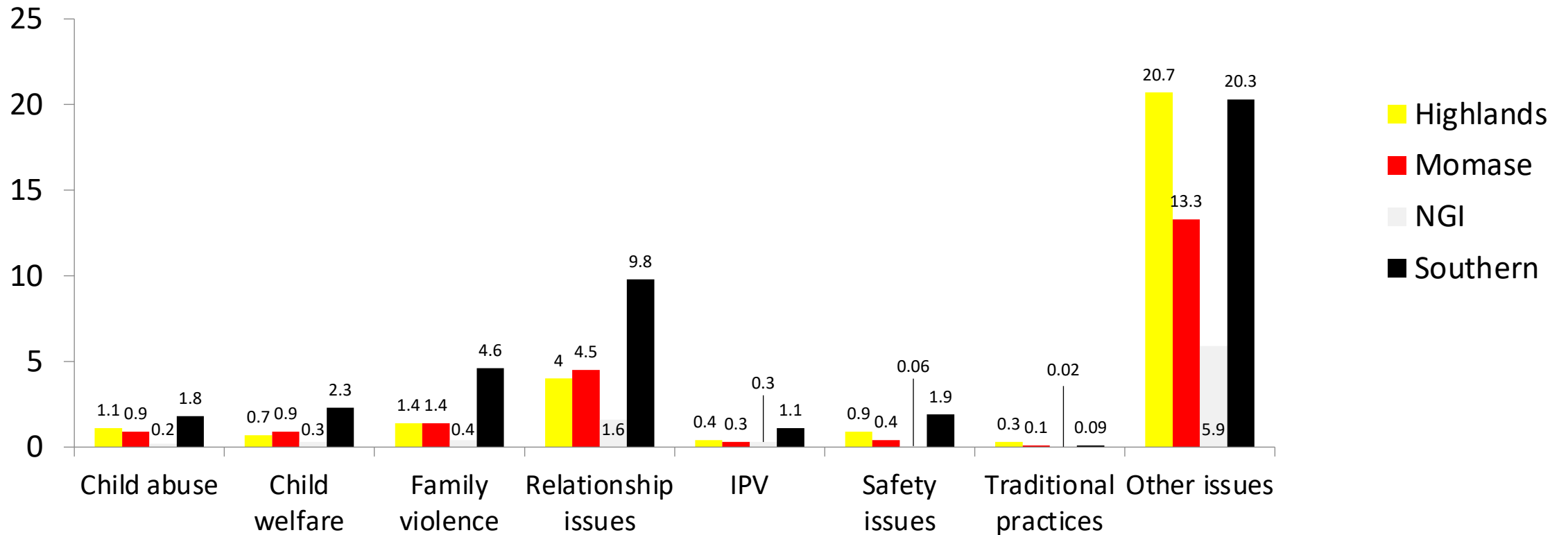
Southern region had the highest number of callers associated with different issues except for other issues where Highlands had the highest

Remarks

This study highlights the characteristics of users of the 1-Tok Helpline Services. Findings revealed that:

- Users of the service comprises of more men than women and only a few transgender people.

- More women report issues related to GBV and identify as survivors of violence.

- Most calls to the Helpline came from Southern and Highlands regions and a few calls came from the NGI region.

- Issues that most callers report were relationship issues and family violence including intimate partner violence.

- Following data points were not included in this study however, is collected at the helpline and highlights the important work of the helpline:
- 1% of survivors live with a disability (this is significantly underreported)
- 5% of callers are children under 16 years

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

Research next steps

- PNG NRI are publishing a report on this study.

- Phase 2 of the research project will look to generate primary data to inform evidence base practice re: family violence interventions including accessibility to services.

- If you would like to received quarterly data reports from the helpline please send an email to following and submit any questions or comments re: this project.

  Mr. Henry Gorea, Data officer Email: hgorea@childfund.org.pg

THANK YOU

End violence against women and children

Call the free helplain

7150 8000

24 hours, 7 days a week