

# Strategy for strengthening interventions to family violence using helplines in Papua New Guinea

**1-TOK KAUNSELIN HELPIM LAIN**

**End violence against women and children**

**Call the free helpline**  
**7150 8000**

**24 hours, 7 days a week**

**THE NATIONAL RESEARCH INSTITUTE**  
PAPUA NEW GUINEA

**NEW ZEALAND FOREIGN AFFAIRS & TRADE Aid Programme**

**ChildFund**  
Papua New Guinea

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## Acknowledgements

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- 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.

# Who is Calling the Helpline in Papua New Guinea and for what?

- Helpline collects real time data from 100's of callers from all **22 provinces** every week.
- Since 2015, responded to 70,000 calls
- **70% of presenting issues are GBV and CP related** (IPV, child abuse, sexual violence)
- Since COVID 19 helpline has seen a **75% increase** calls
- Increase in calls from children and **young people**
- Top Provinces include- **NCD, Central, Morobe, Madang and Southern Highlands**

# AIM of the Research

- This exploratory study is part two of the first phase of an ongoing research project to support evidence-based Gender-Based Violence responses in Papua New Guinea.
- The subject focus for this study was a result of preliminary analysis of 50,927 calls from the 1-Tok Kaunselin Helpim Lain (PNG GBV Helpline) from 2015 to 2021 and consultations with key stakeholders.
- This study will inform the focus for the next phase of research by identifying knowledge gaps.

## ***Specifically, the review focuses on the following:***

- ❑ To find gender differences in relation to accessibility to helplines and to identify how to strengthen the effectiveness of response to family violence using helplines.
- ❑ To examine the availability and accessibility of young people and children to helplines and to determine strategy that can be used to improve service delivery.

# Methods

- ❑ The study is based on review of the literature using systematic literature review method
- ❑ The review was used to identify and collect relevant journal articles and grey literature associated with:
  - Accessibility to helplines
  - Response to family violence
  - Effectiveness of helplines

The systematic review of the literature consists of the following stages (Pickering and Byrne, 2014):

- Determination of the review objectives and research questions,
- Development of the literature review process such as identification of keywords, identification of databases and development of paper selection criteria,
- Important information are extracted from final list of papers used for reviews and the information summarised,
- Information gathered from final list of papers generated from the review are synthesised, analysed and reported.

# Continuation of Methods

## Publication inclusion/exclusion criteria

The following criteria were used to select papers during the review of the literature:

- Paper must be published between 2000 to 2022
- Paper must be relevant to the keywords used for search
- The paper should be peer reviewed article or grey literature such as reports, working papers, newsletters, and government policy documents
- The paper should be written in English
- The paper must belong to social science
- Papers from low to middle- income country context or context similar to PNG were prioritised with papers from high-income countries reporting on more marginalised populations in those countries were included.

## Databases used for literature search

1. Google Scholar: <https://scholar.google.com/>;
2. PubMed: <https://pubmed.ncbi.nlm.nih.gov/>;
3. Science Direct: <https://www.sciencedirect.com/search>;
4. Gender TokSave: <https://www.toksavepacificgender.net/> .

## Findings from the Study

- ❑ A total of 238 papers were captured in the review.
- ❑ After 1<sup>st</sup> screening general relevance, 181 papers were excluded, remaining 57.
- ❑ After 2<sup>nd</sup> screening for specific relevance and duplications removed, 31 papers were excluded from 57 papers, remaining 26 papers.
- ❑ 26 papers form the final list that was used for analysis

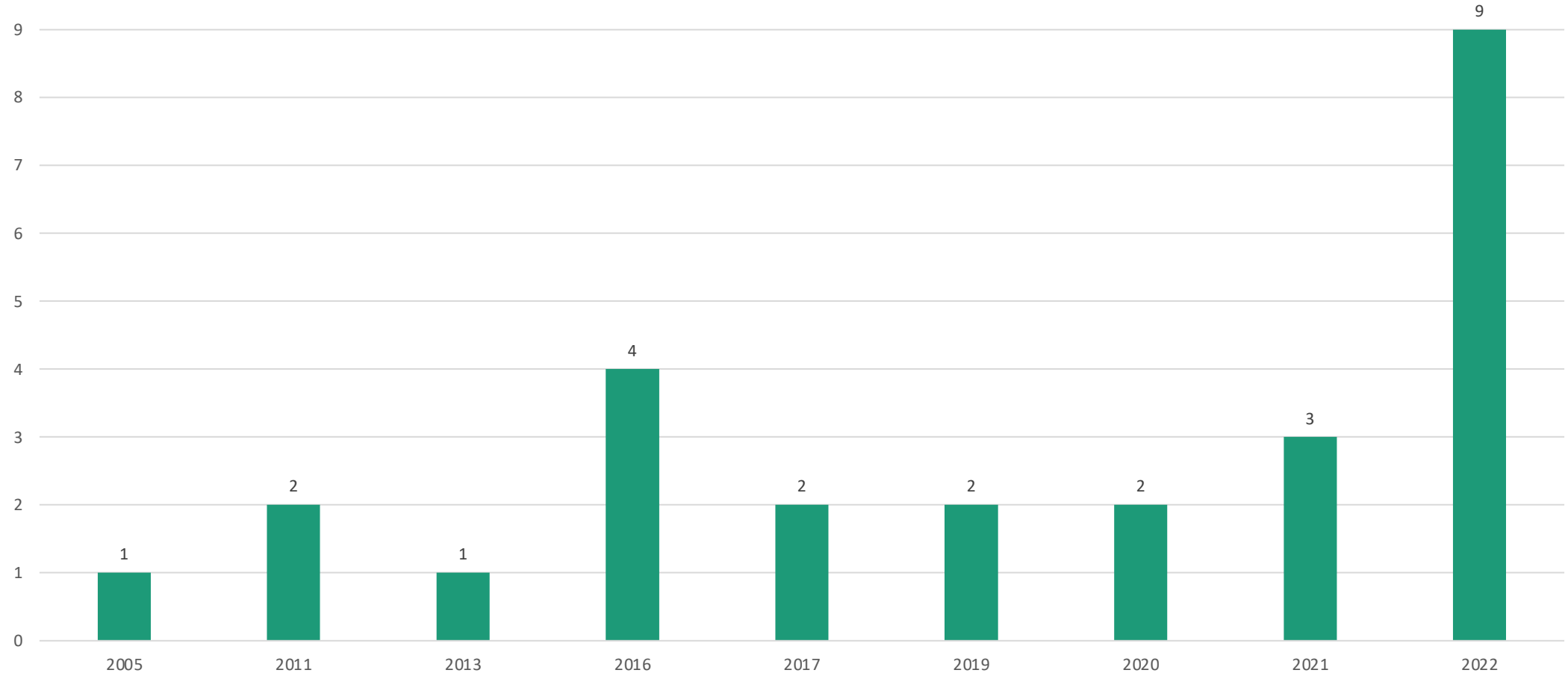
2022 had the highest number of papers that were captured (9 papers or 34.6%) and 2005 and 2013 had the lowest (1 paper each or 3.8% each), see Figure 1 in the next slide



# Number of Papers reviewed

Figure 1. Number of papers in relation to year of publication

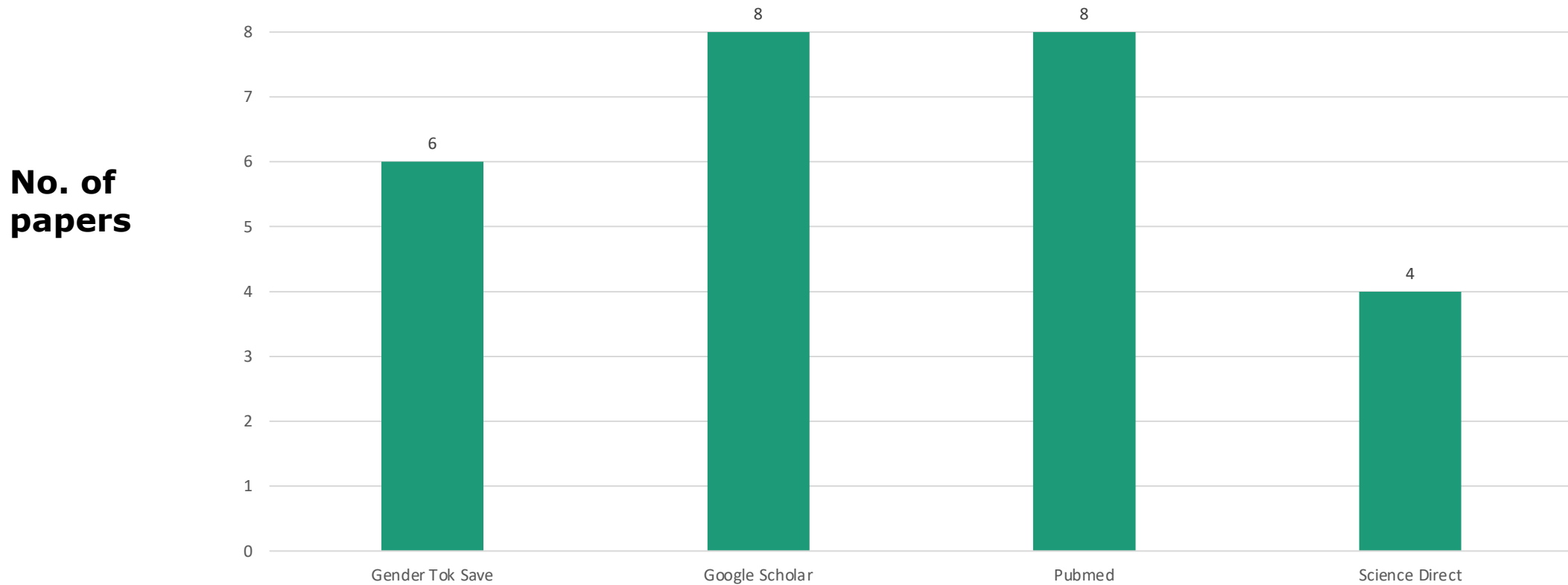
No.  
of  
papers



Papers increased from 2020 to 2022. This may be as a result of COVID-19 pandemic and priority given to providing remote services such as helplines due to lock downs and restriction measures and increases in GBV.

# Number of Papers and databases used

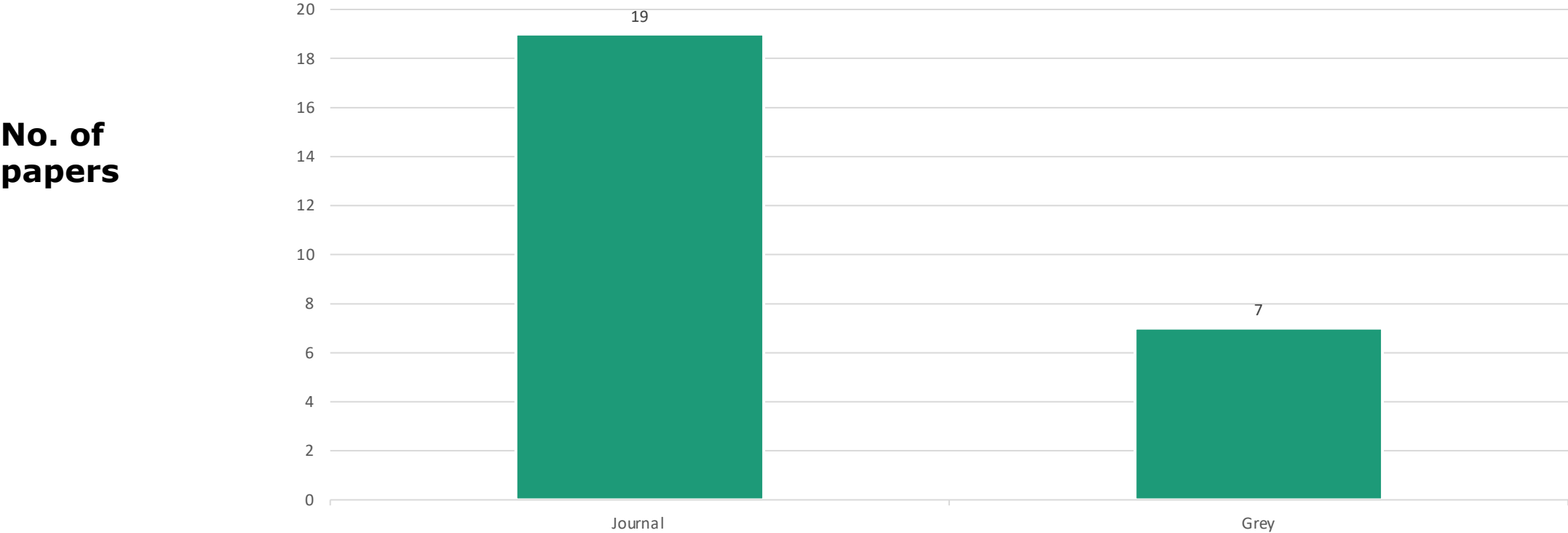
**Figure 2.** Number of papers in relation to database



In terms of number of papers captured in each of the databases, highest number of papers were captured from PubMed (8 papers or 30.8%) and Google Scholar (8 papers or 30.8%) and Science Direct account for the lowest (4 papers or 15.4%), see Figure 2

# Types of Papers reviewed

**Figure 3.** Number of papers in relation to publication types

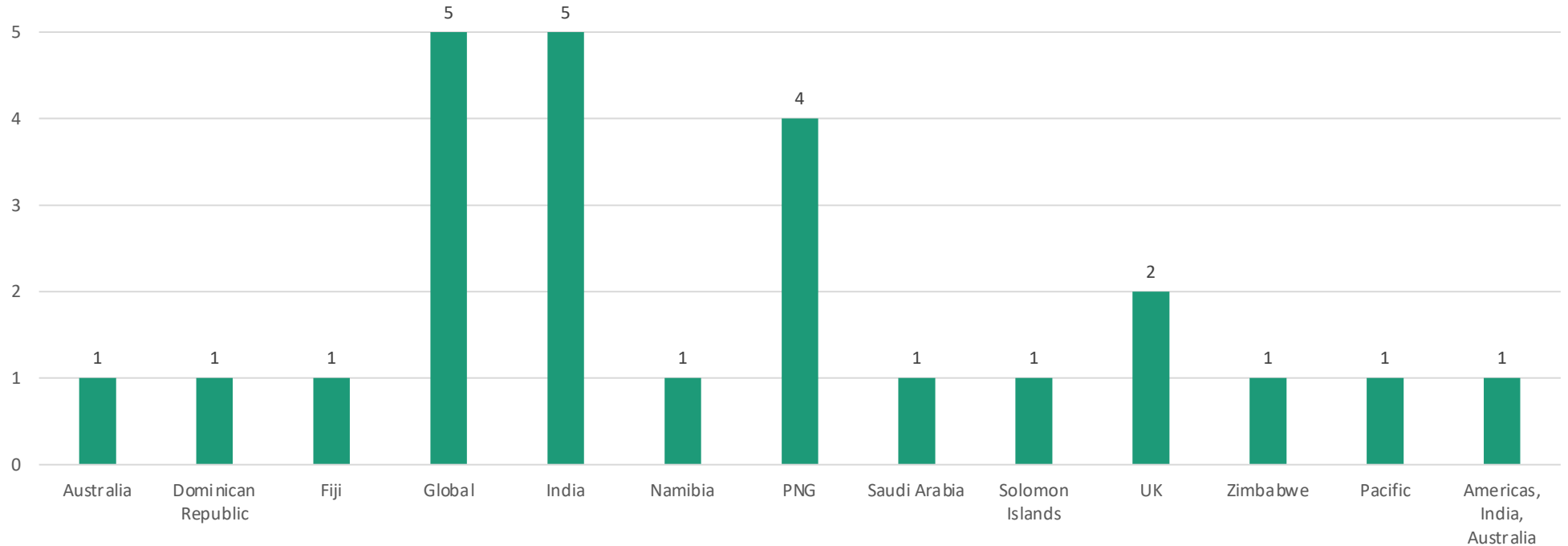


Most of the papers that were captured were journal articles and only a few grey articles (Figure 3).

# Countries papers originated from

**Figure 4.** Number of papers in relation to study areas

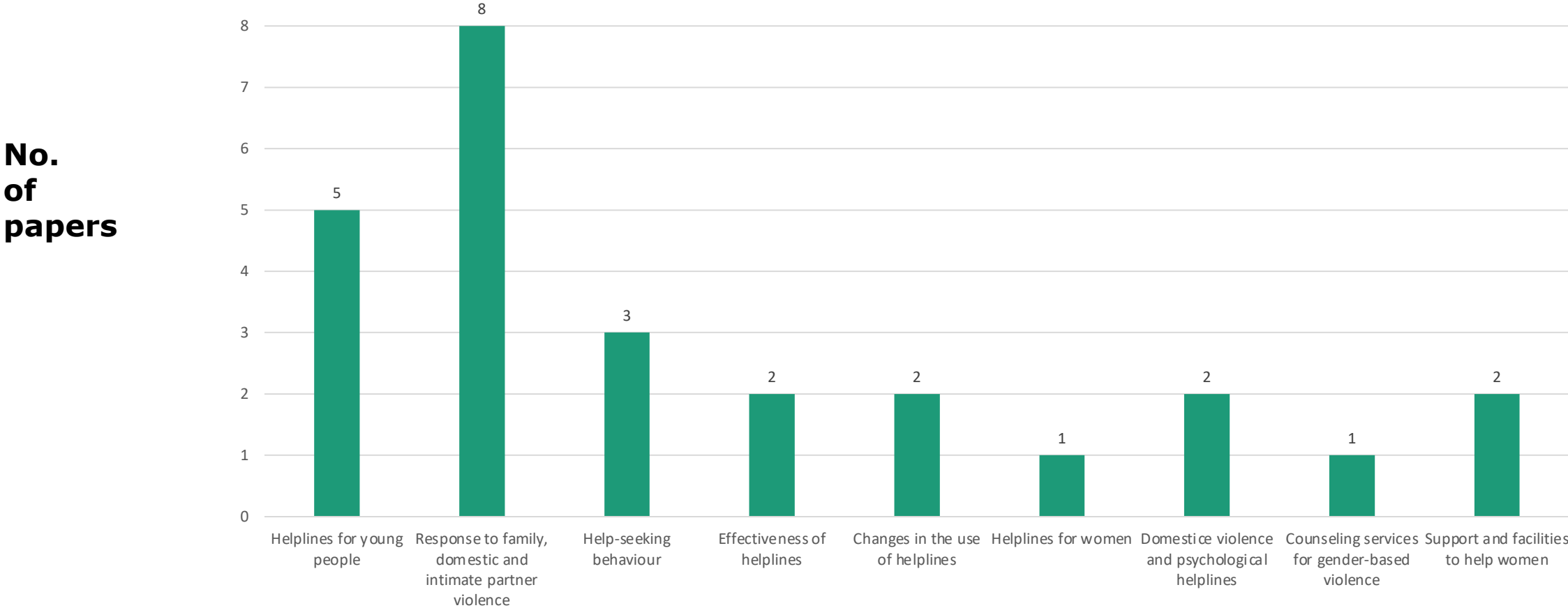
**No.  
of  
papers**



- In terms of the geography of the papers captured, India and global had the highest number of papers (5 papers each or 19.4% each), followed by Papua New Guinea (PNG), see Figure 4
- The results indicate that the number of papers captured on the subject is not dramatically high, but the subject remains an important issue globally and specifically in countries such as India and PNG.
- 'Minority world' or Global North countries were initially excluded from the search noting there is significant research on the subject matter in these countries.
- Limited published papers from PNG

# Key topics paper reported on

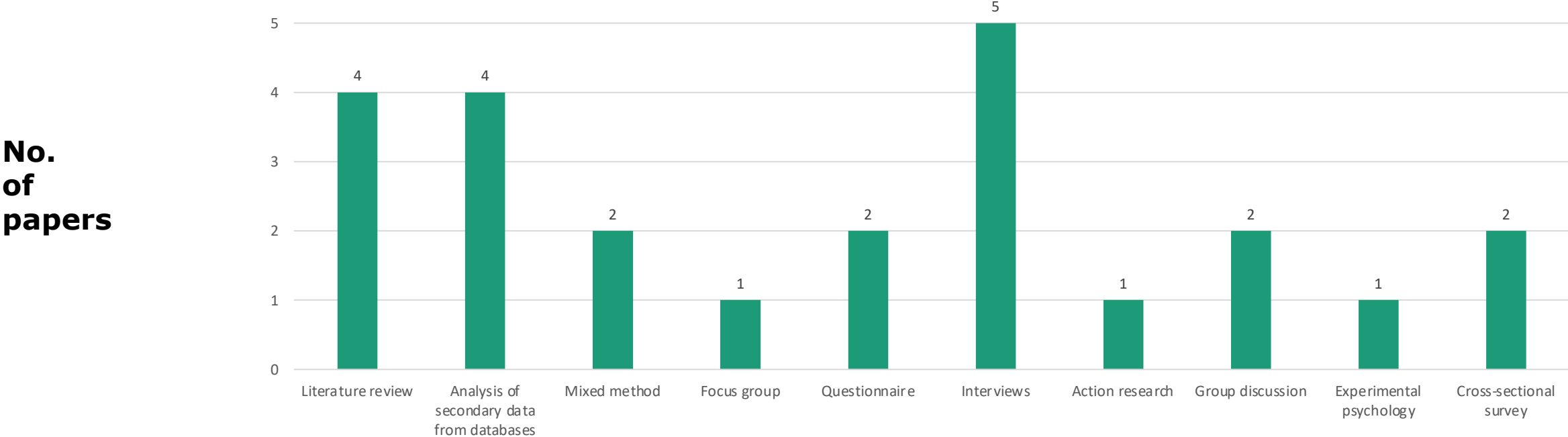
**Figure 5.** Number of papers in relation to topics



Papers related to response to family violence, domestic violence and intimate partner violence had the highest numbers (8 papers or 30.8%) and helplines for women and counselling services for GBV had the lowest number of papers, i.e. 1 paper each (3.8%), see Figure 5.

# Research methods used in papers

**Figure 6.** Number of papers in relation to research methods used



In terms of the methods used in the studies on the subject, interviews had the highest number of papers (5 papers or 19.2%), followed by literature reviews and the use of secondary data from databases (4 papers each or 15.4%), see Figure 6.

## Key Knowledge gaps

- Several papers have been published on the interventions on family violence, domestic violence and intimate partner violence. However, there is only a few papers on the assessment of the interventions and how these can be used in helpline settings.

*There is a need to conduct more research that focuses on the effectiveness of the intervention and how to improve the satisfaction of survivors of violence who use family violence services utilising specific interventions.*

- Of all the papers captured, only one paper focused on gender differences in accessibility to helplines.

*As the knowledge of gender differences in the accessibility to helplines is important in determining men and women's preferences for different attributes of a helpline and their use of the helpline there is a need to conduct a study on the study in PNG and potentially in Pacific Island countries.*

## Key Knowledge gaps continued

- Studies associated with accessibility to helplines especially for young people were primarily conducted in global north countries.

*There is a need to conduct studies on accessibility to helpline services in PNG and potentially in the Pacific Island countries, factors influencing accessibility and potential strategy to improve accessibility is also important.*

- No paper was captured on the preferences of young people for the different types of modes for accessing helplines in similar context to PNG. This is important in understanding the effectiveness of helplines that focus on young people. There is a need to fill this gap by conducting a study on the subject.
- There are only a few publications on the effectiveness of helplines, which are primarily conducted in global north countries. This indicates the need to conduct more research on the assessment of the effectiveness of helplines in providing satisfactory quality of services to users and to find how to improve the services to meet preferences of the different users.



# Key Lessons

## **Effectiveness of helplines**

- Support to survivors to link in with face-to-face services providing longer-term support services.
- Need to use different methods such as online chat and online video calls preferred
- Barriers such as shame, fear, stigma, and limited awareness. The barriers can be addressed by conducting culturally appropriate awareness programs, ensuring services are culturally relevant, for youth hosting school-based education session and using online and off-line contact strategy.

## **Family related violence and potential ways to address it**

- Need for multi-sectorial response including helplines and counselling services as paramount
- Understanding the characteristics of women and girls and the violence they face; address violence at community level; engage men and boys; and develop contextualised tools to support conversation among key stakeholders
- Together with response services, gender transformative programs are needed to shift this stigma and norm that limits reporting and help-seeking.
- Community-based intervention can be used to address the violence in a sustainable manner (such as community reporting mechanism) and are shown to prevent violence and create enabling environments to support help-seeking behaviour.
- Behavioural change interventions, increased education on the implications of intimate partner violence to the family and community and the need for zero tolerance and information on laws and penalties for perpetrators have been effective in addressing family violence

## Concluding Remarks

- ✓ All papers that originated from Papua New Guinea (PNG) focused on response to different types of violence and none focused on helplines and very few on GBV specialist services.
- ✓ The findings from this broader research project will provide more understanding to Government, and Non-Government organisations focused on providing GBV and violence against children services in PNG on how to strengthen the effectiveness of helplines.
- ✓ The findings also identified the need for more research to support evidence based programming and service delivery in PNG and the Pacific.

## Next steps

- Based on findings from this phase of the research– ChildFund is exploring opportunities to design research to address key gap related to research focus and achieve object of increasing evidence based GBV interventions in PNG.
- 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](mailto:hgorea@childfund.org.pg)

# THANK YOU



**End violence against women and children**

Call the free helpline  
**7150 8000**  
24 hours, 7 days a week

The graphic features a map of Papua New Guinea with several purple location pins. In the top left corner, there is a circular logo with a red border and a purple ribbon, containing the text "1-TOK KAUNSELIN HELPIM LAIH". A dark purple rounded rectangle on the right side contains the helpline number and service hours.

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