

FEEDBACK FROM SURVIVORS FEMILI PNG: 2021 to 2023



Stephen Howes and Estelle Stambolie

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Professor Stephen Howes

Director, Development Policy Centre, Crawford School of Public Policy, Australian National University and Chair, Femili PNG.

Estelle Stambolie

Research Officer, Development Policy Centre, Crawford School of Public Policy, Australian National University.



**Australian
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University**

**DEVELOPMENT
POLICY CENTRE**

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Acronyms

CMC: Case Management Centre
CMS: Case Management System
FPNG: Femili PNG
FSV: Family and sexual violence
IPV: Intimate partner violence
Non-IP SV: Non-intimate-partner sexual violence
SARV: Sorcery-accusation-related violence
BISH: Bel Isi Safe House
IPO: Interim Protection Order
PO: Protection Order
POM: Port Moresby

Definitions

Client: Survivors of family and sexual violence admitted (intaken) by Femili PNG.
Case: Most clients have only one case, but some have more. A case represents a client from intake to closure.
Case worker: Femili PNG staff who assist clients access the services they need.
Intake: The start of a case; the time at which basic information is gathered about the client and their objectives.
Children: Those under 18 years of age.
Closure: The closing of a case, either because the client's objectives have been achieved (for that case), or because they have changed their mind, or because contact has been lost with the client.
Family and sexual violence (FSV): Femili PNG defines FSV to include intimate-partner violence, non-intimate-partner sexual violence, child abuse, and sorcery-accusation-related violence.
Open case: A case that is not yet closed.
New client: A client who has not had previous cases with Femili PNG.
Repeat/return client: A client who has had a previous case with Femili PNG.
Relocation: A general term to refer to assistance to a survivor and dependents to move to an alternative location for their safety and with their consent. It includes repatriation (to return home) and reintegration (to return to where the survivor escaped from).
Safe house: A place providing emergency, temporary accommodation.

Executive summary

Femili PNG's mandate is to support survivors of family and sexual violence (FSV) access the services they need. Through its three case management centres (CMCs) – in Lae, Port Moresby and Goroka – Femili PNG works with partner service providers to serve its clients. It provides most clients with basic services such as food and clothing, advice and information, safe transport and medical care. Through cooperation with its partners, Femili PNG also supports a significant number of clients with emergency accommodation, to obtain restraining orders and other legal services, and with relocation.

Femili PNG collects feedback from a sample of its clients through a feedback survey that has been administered since 2016. In 2021, the survey form was expanded and revised. This report is based on data from that expanded survey over the last three years: 2021 to 2023.

In those three years, a total of 111 interviews were conducted. The sample is largely selected on the basis of convenience, and so is not representative of the broader Femili PNG client base. Nevertheless, the survey, which asks for a mix of quantitative and qualitative responses, generates useful insights.

Basic needs, transport and counselling are the most common services, reported to be received by two-thirds of survivors or more. Restraining orders, emergency accommodation, and relocation are the most important services for those who receive them.

Femili PNG operates one safe house in Port Moresby, and supports other safe houses operated by other NGOs. Only one of the 80 clients supported by Femili PNG in emergency accommodation said they did not feel safe. Most feedback from safe houses is very positive with suggestions often relating to better catering for children in safe houses.

Most survivors who come to Femili PNG want to obtain a restraining order, and 58 of those surveyed said that Femili PNG helped them obtain an Interim Protection Order (IPO). Again, only one said that their IPO did not help keep them safe. While feedback on restraining orders is very positive, some survivors want more information on legal processes.

Femili PNG helps a small number of survivors relocate to an alternative location. 33 of those surveyed said that they were being or had been relocated. All survivors reported that relocation protected or would protect them from further violence. All feedback on relocations was positive.

Half the survivors report that their situation has been fully resolved, and nearly all of the remaining half report at least some improvement. Survivors who are relocated and/or receive emergency accommodation have the greatest likelihood of full resolution.

Survivors whose cases are closed due to loss of contact are less likely to report full resolution, and more likely to report a partial resolution.

Femili PNG receives very high satisfaction ratings from survivors, while service providers in general receive lower but still good satisfaction ratings.

Feedback for Femili PNG is very positive with suggestions to increase its reach and operations. Feedback for other service providers includes mixed reviews ranging from deep appreciation for timely assistance to complaints of slow, uncaring, or corrupt service.

Overall, the survey is reassuring in the evidence it provides that those who receive help from Femili PNG find it very useful in protecting their safety, and in either fully or partially resolving the difficult and sometimes life-threatening situation they were in that led them to Femili PNG's doors.

An effort needs to be made, however, to improve the quality of the client feedback survey. This can be done by closer linking to the Case Management System (CMS), which has records of all clients, by making a greater effort to increase the completion rate for surveys, and by making the survey more representative and independent.

Introduction

Femili PNG's mandate is to support survivors of family and sexual violence (FSV) access the services they need. Its three case management centres (CMCs) – in Lae, Port Moresby and Goroka – do just that. Femili PNG does much else besides – including outreach, training and partner support – but its client-oriented organisation and supporting those survivors who become its clients is its primary objective.

Femili PNG works with partner service providers to help its clients. It provides most clients with basic services such as food and clothing, advice and information, or transport. As part of the Bel isi PNG partnership, Femili PNG operates a safe house in Port Moresby. (The Port Moresby CMC is also operated by Femili PNG on behalf of the Bel isi PNG partnership.) Both in Port Moresby and in other locations, Femili PNG supports other NGOs to operate safe houses, and supports clients (e.g. with food) in those safe houses. Through cooperation with its service delivery partners, Femili PNG supports a significant number of survivors with emergency accommodation. It also helps them obtain restraining orders and other legal services, and with relocation.

Femili PNG maintains comprehensive records on all clients through its Case Management System (CMS). In addition, since 2016, Femili PNG has every year surveyed a sample of its clients to get their feedback. Reports on client feedback were published in 2017 and 2021.¹ In 2021, Femili PNG revised and expanded its survey form. This report is based on data from that expanded survey over the last three years: 2021 to 2023.

Over that period a total of 111 interviews were conducted in Lae, Port Moresby and Goroka (Table 1). Most of the interviews were in person but, especially during the pandemic, a number were by phone, and a couple by email. Survivors are interviewed by an information officer, or by a case worker or casework manager, but not by their own case worker. Both adult and child clients are surveyed. In the case of the latter, either the child or their guardian is interviewed, depending on the situation and the judgement of the interviewee.

¹ Femili PNG [Client satisfaction survey 2016-17](#) and [Client satisfaction survey Lae 2016-2020](#)

Table 1 Sample characteristics

(a) By year			
2021	2022	2023	Total
22	39	50	111
20%	35%	45%	100%

(b) By Case Management Centre (office)			
Lae	Port Moresby	Goroka	Total
57	37	17	111
51%	33%	15%	100%

(c) By interview method			
In person	Phone	Other	Total
85	24	2	111
77%	22%	2%	100%

Originally, survivors were randomly selected for the survey. However, many could not be contacted, and over time there was a shift to convenience sampling. As a result, the sample is not representative of all Femili PNG clients (Figures 3 and 17). While the representativeness of the sample needs to be improved, the survey still leads to a number of useful insights.

Survivors are asked questions about the services they have received, with a special focus on: safe accommodation (in a safe house); restraining orders (Interim Protection Orders or IPOs and Protection Orders or POs); and relocation (when a survivor is moved for their safety and with their consent to a different location). Survivors are also asked about their experience of further violence since admission as a client, about whether they think their situation has improved, and about their overall satisfaction with Femili PNG and service providers in general. Questions allow for a mix of quantitative and qualitative responses, and respondents are asked for their suggestions as well as their feedback.

Many survivors are not used to being asked for their feedback. A substantial share lack more than a few years of school education. While the interview is conducted in Tok Pisin as required, not all survivors are fluent in Tok Pisin. A consequence is that not all respondents answer all questions. The various graphs note the response rates for the different questions analysed. (Where not specified, the response rate for that question is 100%.)

Survivor characteristics

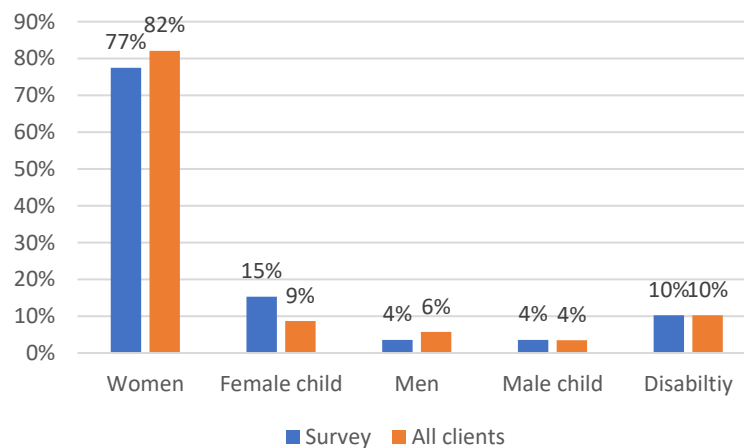
On average, survivors are surveyed about 7 months after intake. Most are still clients at the time they are surveyed. Only 13% had closed cases. However, most of the cases of the clients surveyed have been subsequently closed: 73% by the start of 2024.

For those whose case has been closed, whether before or after the interview, the average length of the case is about one year. This is about the same as the average length of all cases that closed over the same period, 330 days. (These all-case figures are taken from the Femili PNG CMS and relate to the period 2020-21 to 2022-23.)

93% are first-time clients, and the remaining 7% are repeat clients. Over this period, about 10% of Femili PNG’s total client body consists of repeat clients.

The demographics of the survey largely match the demographics of the larger client base, but female children are over-represented, and adult women are under-represented (Figure 1). Children are much more likely to be surveyed in Lae than in POM (23% female children v 11% for POM). Even though Lae has a higher share of child clients (15% female children v 8% for POM), children are over-sampled in Lae and therefore adult women are under-sampled. The disability status of surveyed participants is the same as that of the client population.

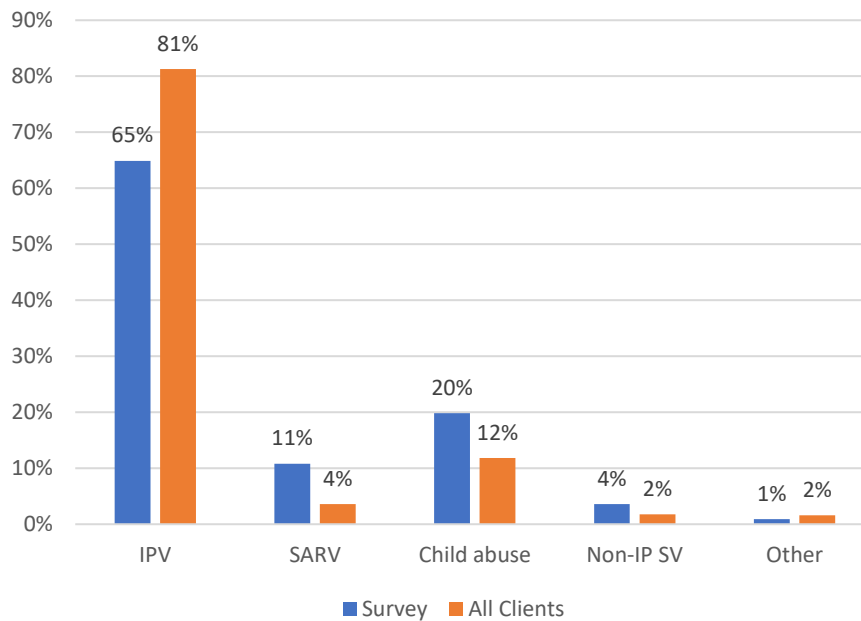
Figure 1 Survivor characteristics: gender, age and disability



Note: For this and other graphs, data on all clients relates to the period 2020-21 to 2022-23 and is taken from FPNG’s CMS.

The great majority (81%) of Femili PNG’s clients have a complaint of intimate partner violence or IPV (Figure 2). The survivors surveyed are more diverse, with 65% experiencing IPV, and a greater number experiencing child abuse (20% v 12%) and sorcery-accusation-related violence or SARV (11% v 4%). This is consistent with the over-representation of children and under-representation of adult women in the sample. Also, in Goroka, 41% of those surveyed are SARV survivors, which is an over-representation of SARV survivors in the Goroka client base.

Figure 2 Survivor characteristics: type of abuse

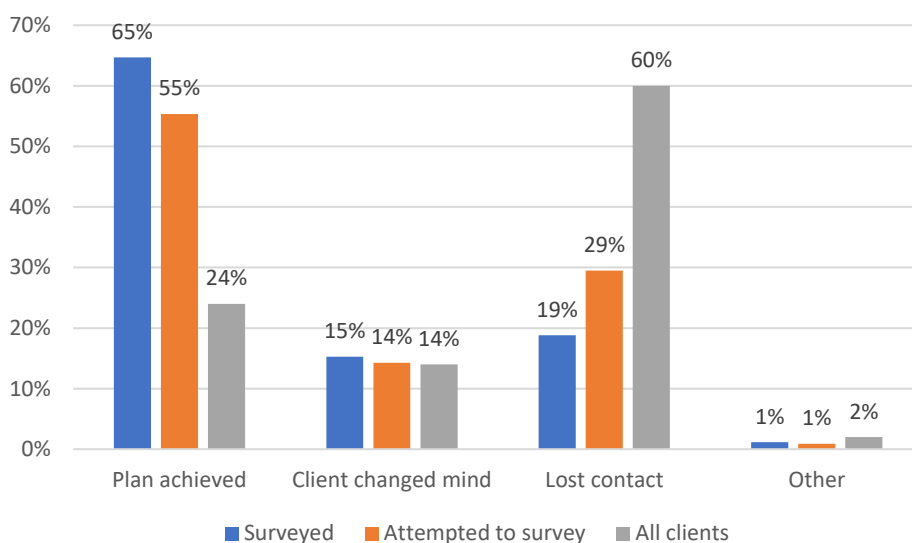


Note: IPV is intimate partner violence; SARV is sorcery-accusation-related violence; and non-IP SV is non-intimate-partner sexual violence.

Consistent with the use of convenience sampling, clients with relatively successful outcomes are over-represented. All cases that are closed are marked in the CMS as: plan achieved; client changed their mind; or lost to contact. For the client base as a whole, slightly more than half are lost to contact by the time their case is closed. In the survey sample, we can look at those whose case has been closed, either before or after the survey, which is about 70% of the sample. There is an over-representation of those whose plan was achieved, and an under-representation of clients lost to contact (Figure 3). Even if we include those clients selected for the survey, we find that the sample is biased towards clients with better outcomes and not lost to contact.²

² Records are kept for clients selected for the survey whom were unable to be contacted or who didn't want to be surveyed: in addition to the 111 actually surveyed, another 19 are recorded as uncontactable, 7 as not giving consent, and 6 are recorded as being surveyed, but not meaningfully completing the survey. Surveys were regarded as not meaningfully completed if the client didn't report receiving any services, and didn't answer the basic question about their level of satisfaction with FPNG. Six surveys were removed using these criteria.

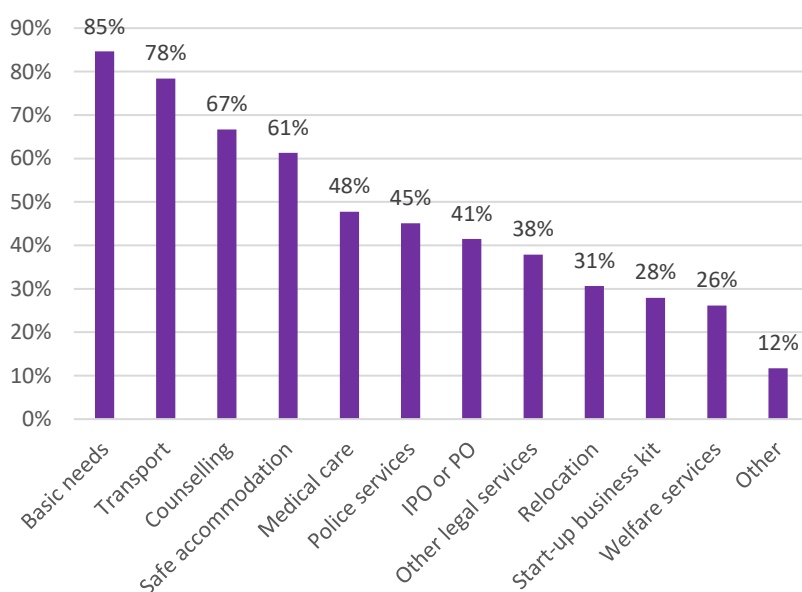
Figure 3 Survivor characteristics: closure reason



Services

Femili PNG provides a wide range of services to survivors, including helping them access services from other partners. The most common among clients surveyed, with two-thirds or more reporting that they receive them, are the provision of basic needs (food and clothing), safe transport, counselling, and safe accommodation (Figure 4). Slightly fewer than half report help receiving medical care, help accessing police services, and/or help obtaining an IPO or PO. About a quarter to a third report receiving other legal services, help with relocation, a start-up business kit, and help obtaining welfare services.

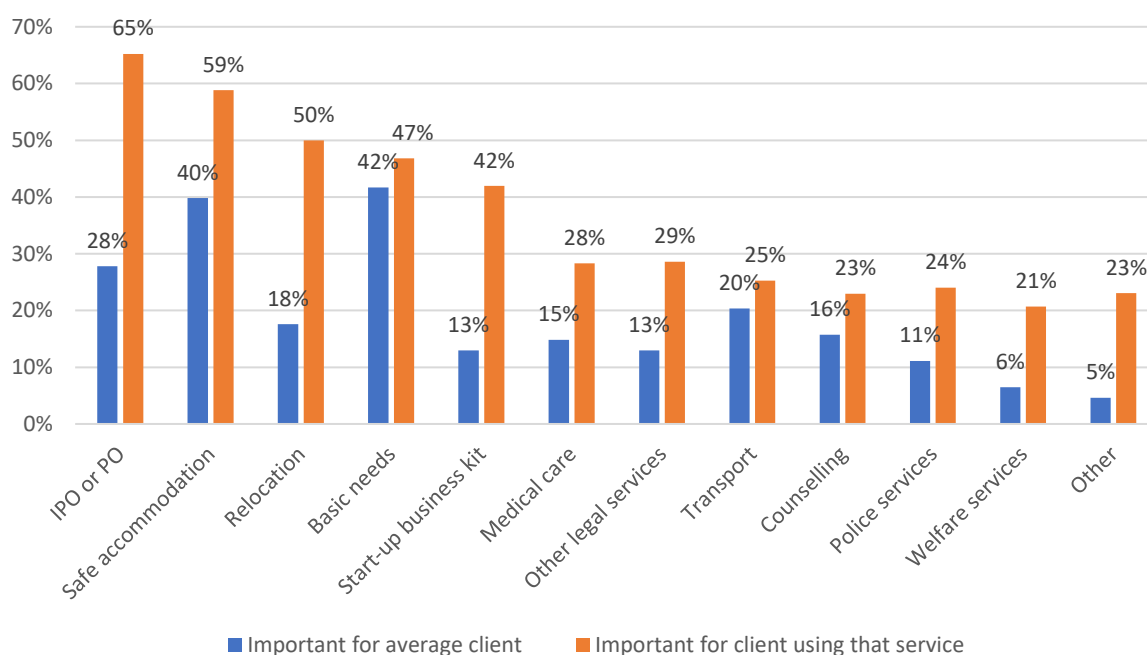
Figure 4 Services received by survivors



Survivors can report receiving as many services as they want, and on average report receiving five. They are also asked which are the two most important services. This can

be analysed both for the average client, and for clients that use that service (Figure 5). The most important services for the average client are the provision of safe accommodation and of basic needs, which are rated as one of the two most important by 40% and 42% respectively of all clients surveyed. The two most important services for clients that use them are restraining orders (IPO or PO) (65%) and safe accommodation (59%).

Figure 5 Services rated as the two most important by survivors



Note: 108 clients responded to this question.

Emergency accommodation

More detailed questions are asked about three important services that FPNG assists with: emergency or safe house accommodation; restraining orders; and relocation.

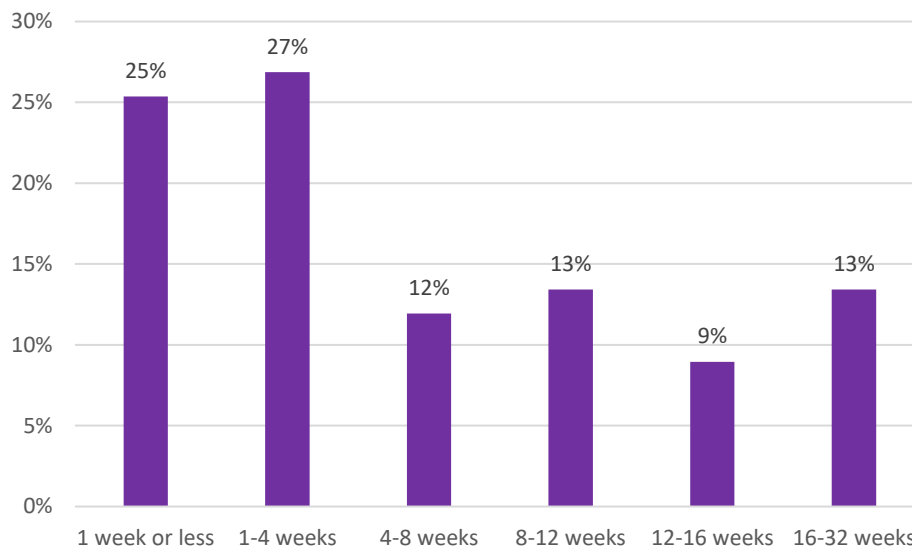
Femili PNG manages one safe house in Port Moresby as part of the Bel isi PNG public-private partnership, and in all three locations where it operates assists its clients to access safe houses operated by various NGOs and churches, and typically assists those clients with their daily supplies and other needs, as well as of course with case management services.

72% of survivors (80) reported utilising safe house accommodation when asked specifically about it. This is far above the 24% of all Femili PNG clients who accessed safe house accommodation between 2021 and 2023.

Importantly, all except one survivor said that the safe houses protected them from further violence.

The average stay at a safe house is 47 days, which is similar to the all-client average from the CMS, which is 48 days for the same period. The average is about twice the median stay, that is the stay of a typical client, which is 26 days. This is because there is a long tail of long-stayers. 25% of clients are in a safe house for a week or less, and 27% are there for 1-4 weeks, but 25% are there for 4-12 weeks, and 22% for more than 12 weeks (Figure 6).

Figure 6 Time in safe house



Note: 75 clients responded to this question (94% of the 80 who report safe house help).

62% of survivors stay in only one safe house, but the other 38% stay in two or more. The longer survivors utilise safe accommodation, the more likely they are to use more than one. For survivors who stay for more than one week, about half (47%) stay in more than one safe house.

Survivors are invited to make comments on their safe house experience. At the end of the survey, they are also invited to make suggestions about any aspect of their experiences accessing help, and some of them made suggestions stemming from their safe house stay. An anonymised sample of these comments and suggestions relating to safe houses appears below (Table 2).

The feedback is largely positive, praising the safety that the survivors experienced and care they received – both physical and emotional. However, some negatives experienced in relation to stress and anxiety are also mentioned. Most suggestions related to children, who are often accommodated in the safe house with their mother, which can give rise to challenges and tensions. While there is more praise for the safe house staff than criticism, there is also some critical feedback regarding staff treatment of clients.

Table 2 Safe house feedback and suggestions

Safe house feedback
I'm safe, happy and away from my abusive partner.
I felt safe and secured. I heard nothing about the problem anymore and was happy.
We were away from the perpetrator and abuse.
Yes safe house protects me from further violence and abuse, because I am no longer living with him.
It has protected me by providing safe place to stay until my IPO was in place.
I have learnt so much during my short time in the safe house. Of all the things, I am grateful that I got healing spiritually, mentally, physically and I look forward to go and start my life fresh.
I had a good experience, staff are very friendly. I received good treatment and very professional, I was given basic items when I arrived such as clothing, toiletries and I appreciate it.
It was a safe and nice place. They took good care of my son and I.
The safe house protects me and provide me with the basic needs and wants that I requested. Had an argument with a client while being in safe house, who is bossy over other clients.
I'm happy and safe here however my long stay has made me to think a lot and stress over little things.
SH accommodation is very professional, the staff are friendly my stay at X also helped me a lot with my situation.
Safe house suggestions
Just a suggestion that X safe house can have some extra staff to take care of the client's children when clients wants to come to Femili PNG Office or when going out to see service providers. And not aggressive to client's children.
I am suggesting if mothers with children can be kept at another safe house. From my observation I've realised that a lot of times children who misbehave seem to make single client's frustrated. And other issues come up as well when children misbehave.
The safe house provided a safe environment for my child and I. However it isn't ideal for little children as it has limited space for them to move around. But we are thankful they were there when we were in need.
Especially school age student should be given opportunity to continue their formal education while staying in the safe houses.
I think Femili PNG or other services providers should provide male safe accommodation as well. For example, build a safe house that can accommodate male clients as well. For males are also survivors of violences and abuse.
Those who work in the safe house needs to change their habit on how they deal with the safe house client.
One point I want to raise is when I was at X safe house I see the staff's there sometimes are biased or one sided with some clients like there is a favoritism going on. All of us survivors or clients come from different backgrounds and are different and they shouldn't be having this kind of favoritism going on.
I would like case workers to visit clients like me very often in the safe houses because that brings smile and happiness to us.

Interim Protection Orders and Protection Orders

One of the main services that Femili PNG provides to survivors is to assist them to access Interim Protection Orders (IPOs) and Protection Orders (POs), which are restraining orders under the *Family Protection Act 2013*. Both restraining orders commence once served to the respondent. The IPO lasts 30 days and can be renewed once for a further 30 days. POs can remain in place for up to two years.

49% of survivors said they received help from Femili PNG to obtain an IPO or PO (Figure 7). Most, though from their comments not all, had already received one. According to the Femili PNG CMS, on average slightly under 25% of survivors actually receive an IPO so clients helped to obtain a restraining order are over-represented.

Figure 7 Percentage of survivors receiving help with IPO/PO, and average time taken.



Note: All respondents answered the question about receiving an IPO. 41 of the 54 respondents who received help with an IPO answered the time taken question, and 25 out of 34 for PO.

Previous research has shown that 80% of survivors who get an IPO feel that it makes them safe or more safe.³ In this survey, respondents were almost unanimous that IPOs and POs were helpful in preventing violence. Only one respondent reported that this was not the case.

Respondents are invited to make comments on their IPO/PO experience. At the end of the survey, they are also invited to make suggestions about any aspect of their experiences accessing help, and some of them made suggestions about obtaining a restraining order. A sample of these comments and suggestions relating to restraining orders appears below (Table 3).

Comments largely reflect the effectiveness of IPOs and POs. There was one comment that the perpetrator did not respect the order at first. Suggestions are for support on

³ See the report by Putt and Kanan [Family Protection Orders in Papua New Guinea](#), DPA, ANU.

information and practice for the court process, and for Femili PNG to improve relations with government services to improve the quality of the process.

Table 3 IPO and PO feedback and suggestions

IPO or PO feedback and explaining whether it protects from further violence
It did help very much, it made perpetrator aware that there is law to protect women and children.
I was protected and safe now. Perpetrators were afraid and nothing happened anymore. Perpetrator is now afraid to touch or even come closer to me. Protection Order is now protecting me from the abuse that I am going through.
When the IPO was obtained, the perpetrator/partner was scared to come near me and my family at big sister's home.
Since I received my PO my partner is completely stop abusing and being violent to me.
Yes, because I have a legal document in place. I feel safer. But sometimes I get crazy imaginations that he could breach the order and hurt me.
Even though I got the IPO, the perpetrator did not respect the Order. He continued to be violent and very abusive. He slowly come to understand the order
IPO and PO suggestions
I do not have information on law and order, court and other process. Some services and support that was given to me should be given to others.
I would like FPNG to assist client who have no experience in court to at least visit the court premises and the rooms there or on orientation which will at least give clients some confidence when they attend court for the first time.
I would say my recommendation is for FPNG to improve more on their partnership with their partners, so at least their partners can provide better service to us survivors, like the police and courthouse.

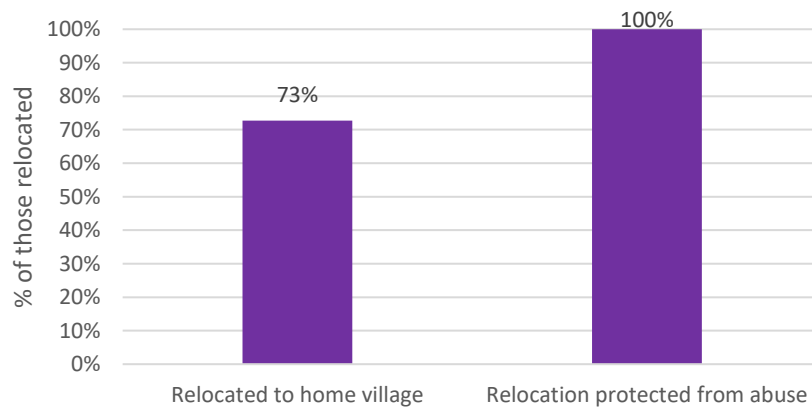
Relocation

Relocation involves the physical separation of the survivor, with their consent, from the perpetrator, either back to their home village (repatriation) or elsewhere. It is an expensive and disruptive exercise, and only suitable for a small minority of clients. FPNG CMS data shows an average of only about 5% of clients being helped with relocation for 2021-2023.

In this survey 30% of respondents indicated that they received help with relocation. Most (73%) received (or were receiving) help with relocation to their home village. A significant number of those interviewed had not yet moved

All survivors reported that relocation protected (or would protect) them from further violence (Figure 8).

Figure 8 Relocation results



Note: 33 said they had been relocated (to their home village or elsewhere); 30 of these answered the next two questions.

Survivors are invited to make comments on their relocation experience. A sample of these comments appears below (Table 4). All feedback on relocation is positive. No suggestions for improvement were received. Freedom from their perpetrator, safety and care of family are the main themes that come up. A lot of the feedback on relocation is in anticipation, making it less useful.

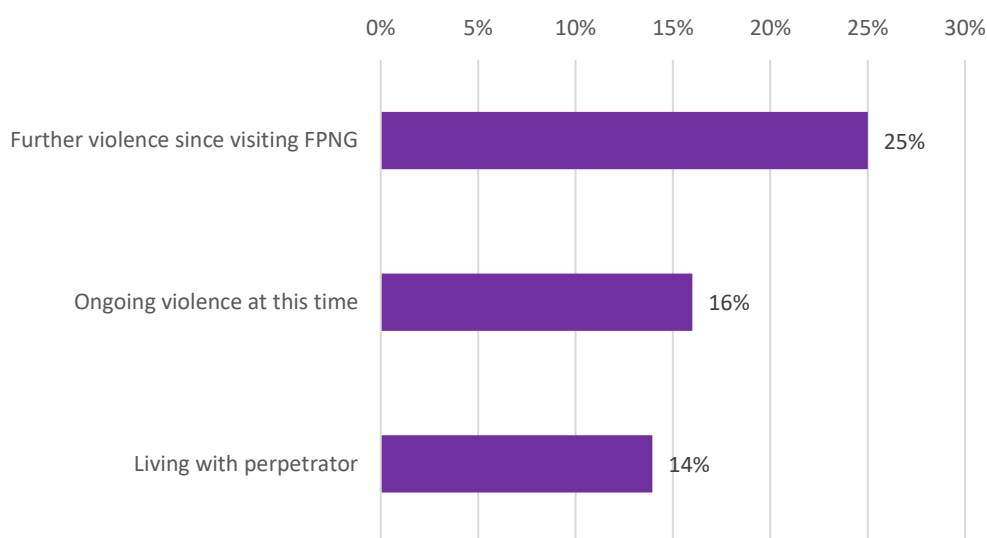
Table 4 Relocation feedback

I will be safe and staying away from the perpetrator.
Perpetrator will not be around so I will be safe.
I will be with my people away from the perpetrator.
I'm really enjoying my freedom.
Going back to my home and my family and friends.
Relocating with my sister yesterday was a huge relief for me, my elder sister gave me a warm welcomed. We shared tears of joys and hugged. I was also reunited with my 4 year old son. Just by looking at his physical appearance I knew my elder sister was taking very good care of him.
Going home is great because my family will take care of me and my children's welfare.
Leaving Wewak was like coming out of hell. FPNG was like an angel falling from heaven to when I came to Lae.

Further violence

25% of survivors record further violence since becoming a Femili PNG client, and 16% report ongoing violence, that is, at the time of the survey (Figure 9). 14% report that they are living with perpetrator. (Those living with the perpetrator are no more likely to be experiencing violence than those not.)

Figure 9 Further violence



Note: 80 survivors responded to the further violence question, 75 to the ongoing violence question, and 43 to the living with perpetrator question.

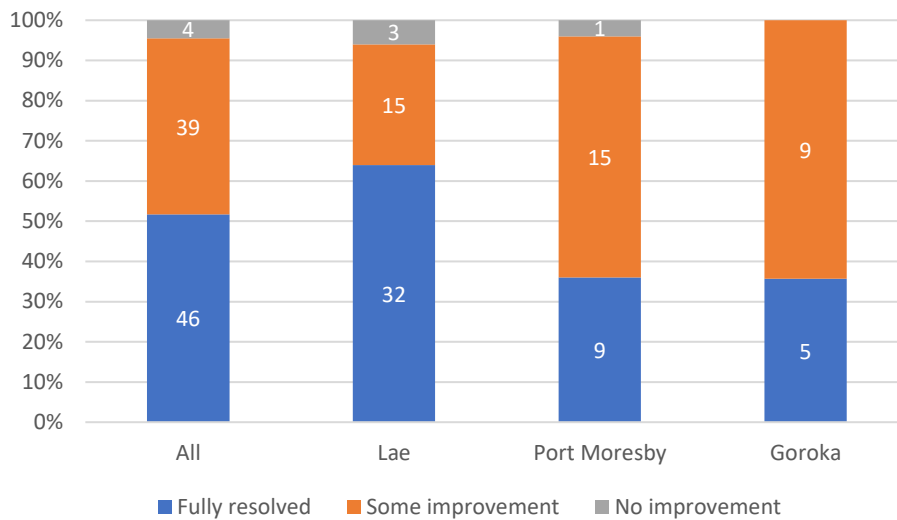
Unfortunately, only 13 respondents answered the question on the type of violence, so it is not possible to say whether the violence was physical, sexual or verbal.

Situation improvement

Half the survivors report that their situation is fully resolved, and almost half report at least some improvement. Only 4% report no improvement.

Lae clients are much more likely to say that their case is fully resolved than POM clients (Figure 10). This may be because of higher expectations among POM clients, more of whom have formal sector employment and who are better educated, and because of a lower number of child abuse survivors (see below).

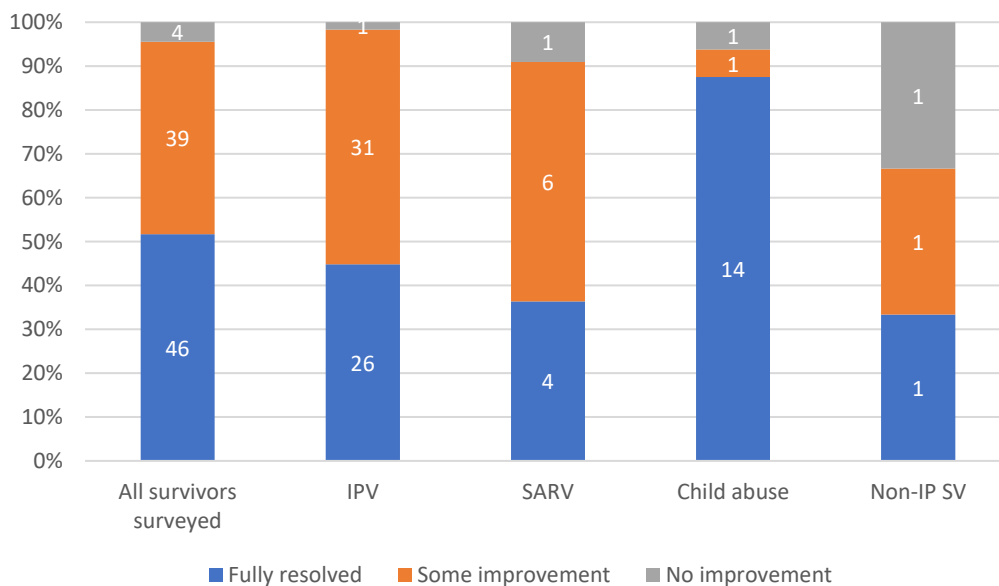
Figure 10 Reported improvement by CMC



Note: 89 respondents answered this question.

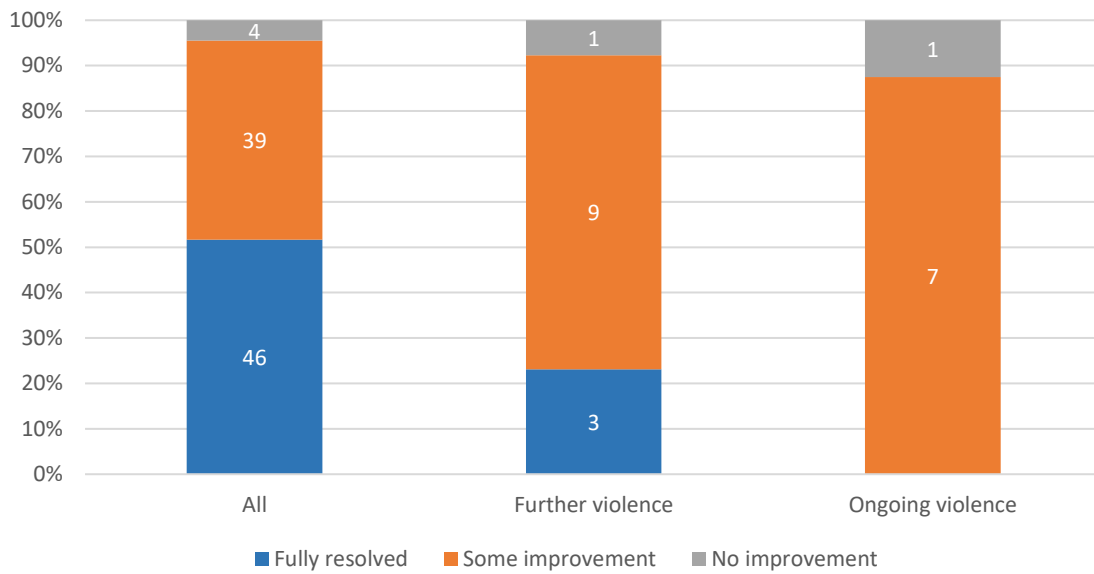
Child abuse survivors are much more likely to report full resolution (Figure 11). Sorcery-accusation-related cases have the lowest rates of full resolution. Care has to be taken in interpreting these results as some of the sample sizes are very small, e.g. only four respondents in the non-IP SV category. However, there are also some good explanations. Sorcery-accusation-related cases are very difficult to resolve. Child abuse survivors are the most likely to be relocated (59%).

Figure 11 Reported improvement by type of abuse



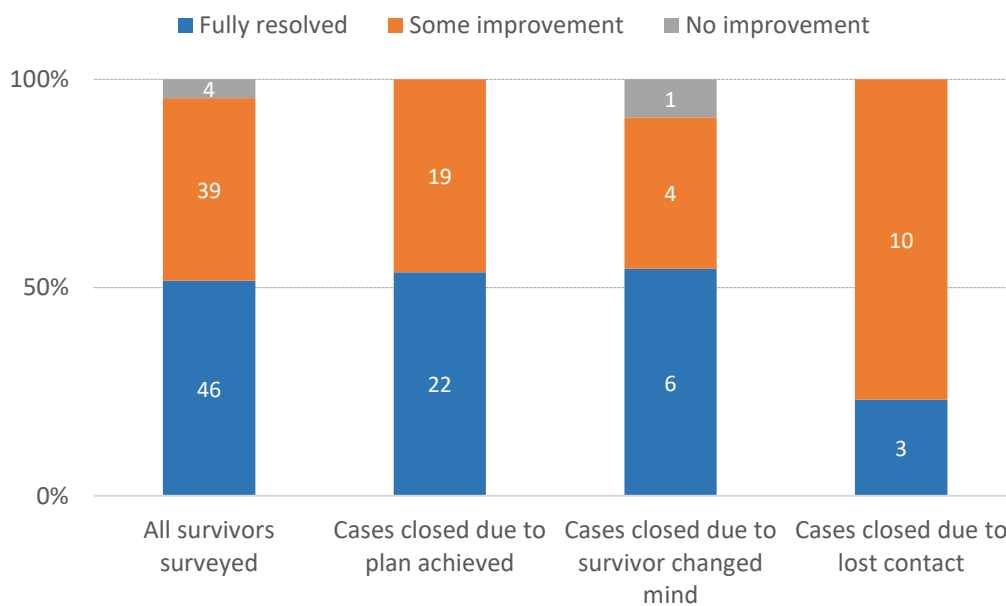
Survivors who say they have suffered violence since contacting Femili PNG are less likely to report full resolution, and those reporting ongoing violence much less likely (Figure 12).

Figure 12 Reported improvement if further or ongoing violence



As noted earlier (Figure 3), for all clients whose cases are closed, the reason for closure is recorded in the CMS. Analysis shows that those clients for whom contact is lost are less likely to report that they fully resolved their situation. The great majority of them instead report some improvement. This is good news because it indicates that though contact has been lost, something has still been achieved for the survivor. Those who are recorded in the CMS as having changed their mind are no less likely to report a full resolution than those recorded in the CMS as having achieved their original plan (Figure 13).

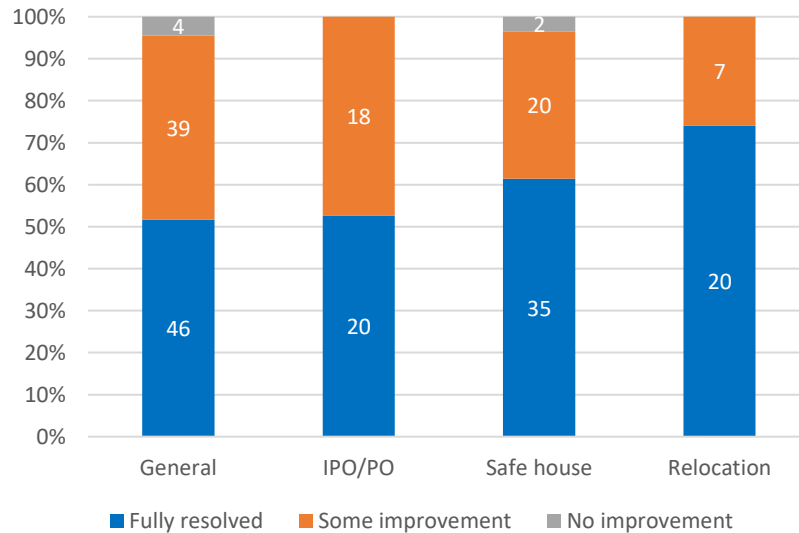
Figure 13 Reported improvement for survivors with cases closed by reason of closure



Note: 65 of the 85 clients whose cases were closed responded to the question about situation improvement.

We also analyse the reported improvement for survivors using different services (Figure 14). Those who are relocated are most likely to have their cases fully resolved, then those who have been provided with safe accommodation are next most likely, and then those who have received help with an IPO/PO. From this analysis, an IPO/PO looks more like a partial rather than a full solution.

Figure 14 Reported improvement by survivors using different services



This is confirmed by regression analysis. Table 5 shows that relocation and emergency accommodation but not receiving a restraining order are more likely to lead to a client reporting full resolution. Abuse types were also introduced as explanatory variables but were not significant.

Table 5 Regression analysis to explain full v partial resolution

(Intercept)	-0.81
	(0.48)
Relocation	1.13 *
	(0.56)
Emergency accommodation	1.23 *
	(0.53)
IPO/PO	-0.50
	(0.49)
N	85
AIC	109.25
BIC	119.02
Pseudo R2	0.23

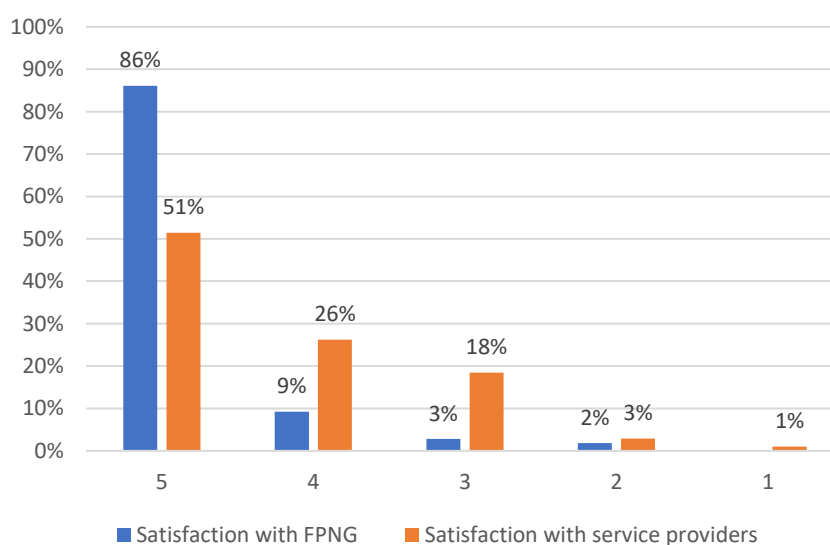
Note: Binomial logistic regression is used. The dependent variable is situation improvement as reported by the client, which takes a value of one if the situation is reported to be fully resolved, and zero otherwise. The coefficients are log odds. Standard errors are in brackets. This regression coefficient uses recorded utilisation of services from those parts of the feedback survey which ask about these three services (emergency accommodation, relocation, and IPO/PO) rather than from the general services received question. An asterisk indicates significance at the 5% level.

Survivor satisfaction

Survivors are asked to rate their satisfaction with Femili PNG and other service providers from 1-5 (with 5 being extremely satisfied and 1 being extremely unsatisfied). 86% of clients rate Femili PNG 5/5 (Figure 15). Lower ratings of 4, 3, 2 are given by 9%, 3% and 2% respectively.

51% rate other service providers at 5/5. Other service providers received a quarter of ratings at 4/5 and about a fifth of ratings at 3/5, with ratings of 2 and 1 much rarer at 3% and 1% respectively.

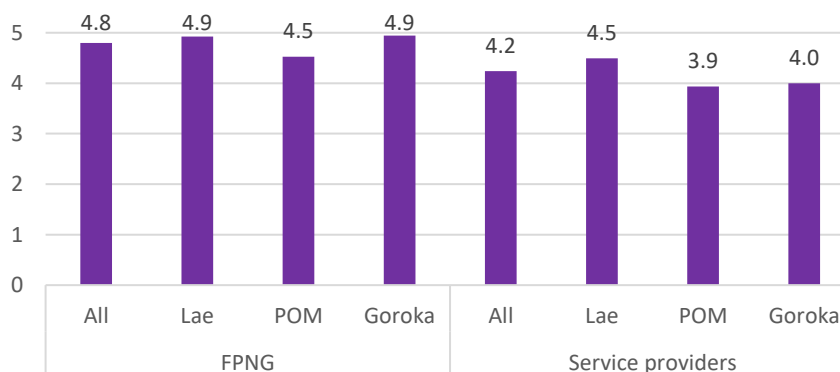
Figure 15 Survivor satisfaction with FPNG and service providers



Note: 108 respondents answered the satisfaction question re FPNG, and 103 re service providers.

Looking at the results by CMC, we can again see that Lae clients are the most positive, of both Femili PNG and service providers (Figure 16). Port Moresby clients are more critical of both. Goroka clients show a high level of satisfaction with Femili PNG and lower level with service providers, but with only 17 respondents, the Goroka results may not be accurate.

Figure 16 Survivor satisfaction with FPNG and service providers, by CMC



Note: Score is a weighted average of responses, where 5 is extremely satisfied, and 1 is extremely unsatisfied.

General feedback for Femili PNG

Respondents are asked for their general feedback and suggestions in relation to Femili PNG. The feedback is nearly all positive (Table 6). Greater public awareness of the organization is by far the most frequent suggestion, followed by expansion to more locations. Mostly Femili PNG staff were praised, but there were a couple of suggestions that case workers needed to listen to the clients more and better coordinate amongst themselves.

Table 6 FPNG feedback and suggestions

I'm happy with the service Femili PNG is providing because it helped me when I needed help.
I am satisfied because if not coming to FPNG, I won't get help on court and law.
The services is really good, fast and efficient. The people working for this organization are very professional and helpful.
Because Femili PNG provided accommodation that I needed when searching for a safe place to stay when going through violence.
I am happy that FPNG stood out to help me and those other survivors like me. I did awareness to the connections that I can reach. I provide information of the services that FPNG is providing. I pray that God will bless FPNG and the organization will continue to grow throughout the country and help those victims of GBV in the country.
I would say that women or girls facing problems like mine should be directed to CMC Femili PNG.
More people need to be aware of this service, people like me. People need to be aware of FPNG and the work that is done here.
I am satisfied with the partnership that FPNG have with the service providers, especially police. I felt helped and I'm grateful.
I for one recommend FPNG to be the voice of others to support and assist those who cannot raise their voice. Government cannot look exactly into the needs of people but FPNG stood out clear to be the voice of others and it's a channel of blessing where God reinstated to support those who are victimized.
It is good to set up FPNG offices throughout PNG.
For case workers to listen to our opinion and suggestion on how to go about our case.
Do the same to other client. The things and assist that FPNG gave me is so helpful, and I want the same to happen to other clients.
If a caseworker is out, he/she must check on the ones that step in to their work, in a manner that the replacement worker must carry on and do the great work that the caseworker is doing. The mistake of replaced caseworker not doing work of CW on leave should not happen to other clients in the future.

Feedback for service providers

Finally, survivors are also asked to give feedback on their ratings of other service providers. There are mixed reviews. Those who were satisfied mentioned their goals being reached, or the appreciation of effort. The most common complaints related to other service providers are usually about their unreliability and slowness, and disappointing results. There were some reports of corruption. Table 7 summarises the feedback and suggestions for service providers.

Table 7 Service provider feedback and suggestions

I say 4 stars because sometimes they help us and sometimes they want some things from us.
Extremely satisfied for police and court house for the help and support given.
The police have helped me recoup my child.
Government services are too slow.
According to my observation and experience, the police are the worse to assist us. They prolonged things that caused frustration to us.
The FSC and police provided services that were very helpful and I appreciate their assistance.
I am happy for everyone, especially the safe house team. I feel special and important.
Extremely satisfied because of the medical services, and nursing basic needs and supply.
Other service provide like safe houses and court support and assist me during my time of need. I am satisfied with their services.
Because I went to report the matter at two different police stations but I was told to go back home and sort it out because it is a family matter and I had to spend money on fuel betel nut and smoke in order for the police officers to assist me.
I gave good because following their process takes time and sometimes their resources to provide service to the community is not available and sometimes available, so I gave them an average for trying their best to serve the community and us survivors

Data quality

While the main point of this survey is to capture feedback from survivors about services received, the survey is also useful as a check on data quality.

The client feedback survey data that is recorded can be compared with the FemiliPNG administrative CMS data to check the quality of both sets of data. It should be first noted that, even within the client feedback survey, different percentages are obtained for specific service utilisation between the general “services received” question (Figure 4) and the specific questions relating to safe house usage, IPOs/POs, and relocation. This itself is an area for improvement. Below we show cross checks for safe house, relocation and IPO data between the feedback survey and the CMS using the survey data that gives the best match to the CMS.

The best match is for safe house data where there is agreement in 92% of cases (Table 8).

Table 8 Data on safe accommodation from client feedback survey and administrative data

		Administrative data (CMS)		Survey total
		Safe house	No safe house	
Client feedback survey	Safe house	66%	6%	72%
	No safe house	2%	26%	28%
CMS total		68%	32%	100%
Agreement		92%	8%	

Note: Safe house in client feedback survey selected if positive answer provided to the specific safe house question.

With regard to IPOs and POs, there is agreement between the survey and administrative data 75% of the time, and disagreement 25% of the time, with the administrative data recording slightly more IPOs than the client feedback data (Table 9). In some cases, the client may be awarded an IPO/PO after the client feedback interview.

Table 9 Data on IPOs from client feedback survey and administrative data

		Administrative data (CMS)		
		IPO	No IPO	Survey total
Client feedback survey	IPO help	36%	11%	47%
	No IPO help	14%	39%	53%
	CMS total	50%	50%	100%
		Yes	No	
Agreement		75%	25%	

Note: IPO help in client feedback survey selected if positive answer provided to the specific IPO help question.

Relocation data has agreement in 81% of the cases and disagreement in 19%, with the errors being equally split (Table 10). Some clients reported assistance with new accommodation in the same city, which would not normally be regarded as relocation by Femili PNG. One client received a business support kit and returned to live in their town of residence prior to their incident. Harder to explain is why Femili PNG would record a relocation in its administrative data, but then this would not be registered as a service by the client in the client feedback survey. However, it does occur. One client was helped with their bus fare back to their town of residence: this was registered as a relocation by Femili PNG, but not by the client.

Table 10 Data on relocation from client feedback survey and administrative data

		Administrative data (CMS)		
		Relocated	Not relocated	Survey total
Client feedback survey	Relocated	22%	9%	31%
	Not relocated	10%	59%	69%
	CMS total	32%	68%	100%
		Yes	No	
Agreement		81%	19%	

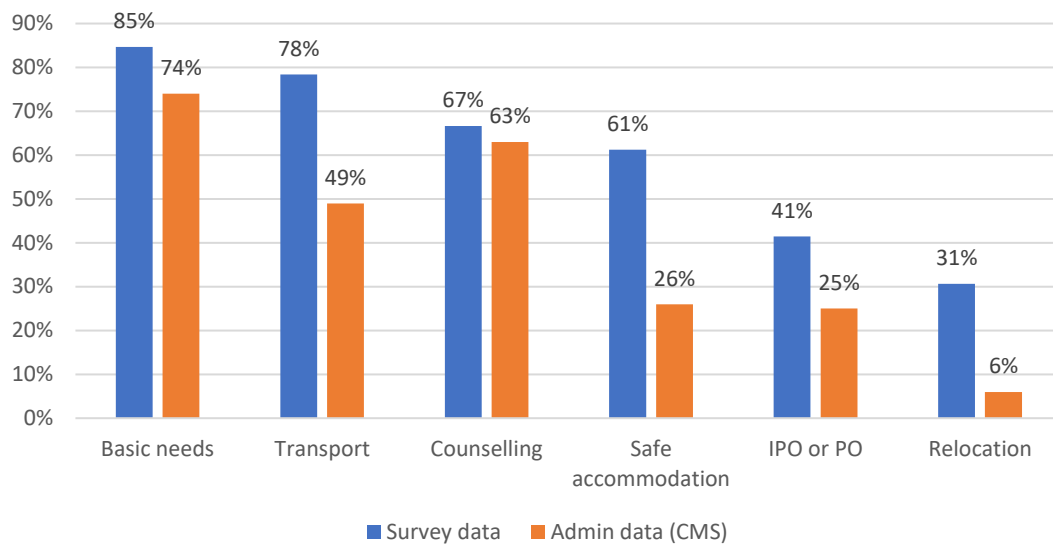
Note: Relocation selected from client feedback survey if chosen as one of the services provided.

The client feedback data should be used to assess the quality of the CMS data. At the same time, the CMS data should be used to ensure accuracy in the client feedback survey. The CMS should be consulted before the feedback survey is conducted to ensure consistency and if necessary afterwards to fix mistakes

There are three other ways in which the client feedback survey data quality could be improved. First, many surveys are left incomplete. This may be due to a lack of client understanding or confidence, but greater effort should be made to ensure surveys are completed.

Second, there needs to be a move back towards random surveying to ensure greater representativeness. While the client data accurately represents the share of clients receiving some basic services, such as basic needs and counselling, it over-represents those receiving more specialised and resource-intensive services (Figure 17). One way to get a more representative survey would be to target clients to undertake the feedback survey during regular follow ups.

Figure 17 Share of clients receiving services: client feedback survey and CMS



Note: The survey figures are taken from the general services received question.

Third, although clients are not interviewed by their own case worker, they may give a franker response if they are interviewed by someone outside of Femili PNG. Contracting out the feedback survey could be a good option if confidentiality concerns can be managed.

Conclusion

Feedback from clients is critical for any organization. Femili PNG has been collecting feedback from survivors since 2016. The feedback received between 2021 and 2023 is summarized in the executive summary. Among the important findings is that the three key services Femili PNG assists with – relocation, emergency accommodation and restraining orders – are reported by survivors to be important in keeping them safe. As it has in the past, Femili PNG should continue to build on and improve its client feedback process.

