

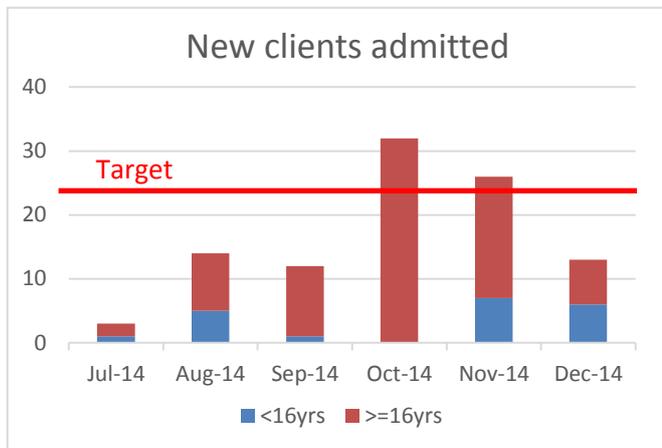
THE LAE CASE MANAGEMENT CENTRE

THE FIRST SIX MONTHS: JULY-DECEMBER 2014

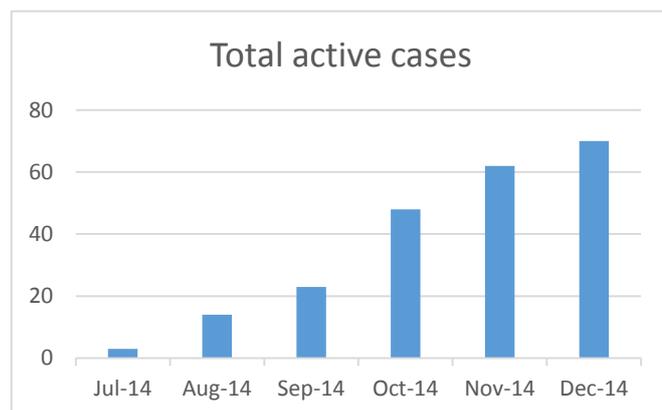
Our Lae Case Management Centre has now been operating for six months. In this progress report, we outline achievements to date and challenges ahead, though a mix of numbers and personal stories.

Client services

We opened the Lae Case Management Centre in July. Most of that month was taken up in training, but we began to see clients towards the end of July. Our number of clients is steadily growing, and we are now meeting our target of 25 a month (though we had a drop-off at the end of December with the Christmas break). These are all high risk clients, referred to us by other agencies. We accept children and adults as clients. So far we have had 20 clients under the age of 16.



Cases are closed when the client no longer needs our services, or decides not to avail of them any further. It can take months if not years to close a case (for example, if legal action is pending). And just because a case is not closed does not mean that progress is not being made (for example, the client might have already been moved to safe accommodation). So far, we have closed 30 of our 100 cases, leaving 70 cases that are open at the end of December 2014.

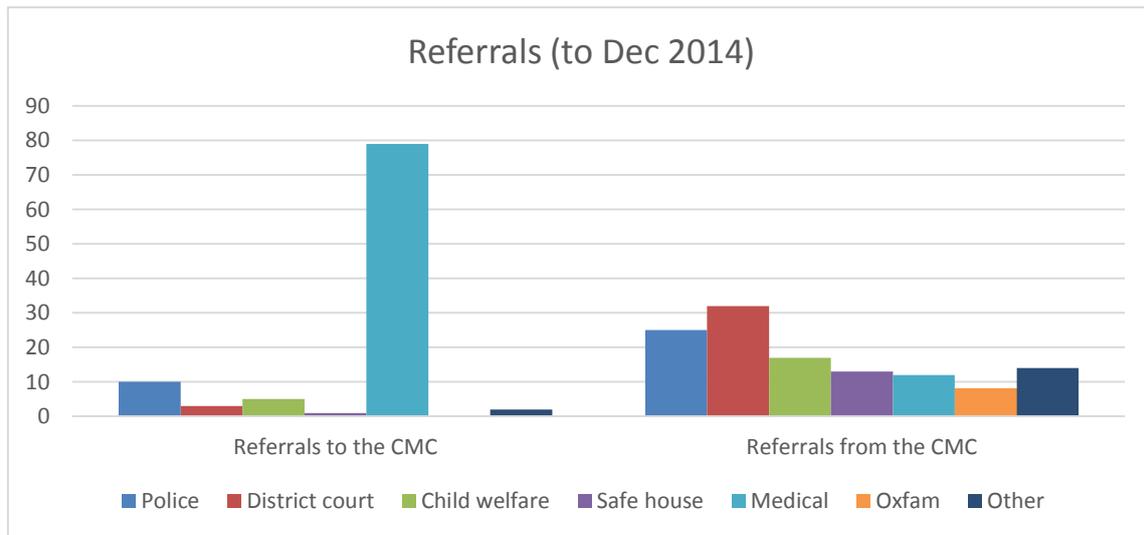


The great majority of our clients are referred to us by the Family Support Centre (FSC) at Angau Hospital. We also keep track of agencies we refer these cases to. We refer clients to a range of agencies, including the police, the district court, child welfare, and the FSC.

What's in a name: introducing Femili PNG

Our original name was PNG Family and Sexual Violence Case Management Centre (CMC). That's quite a mouthful, so the name of our NGO is now Femili PNG. We run the Lae CMC. Welcome to our femili!

The figure below shows monthly referrals both to and from the CMC.



Our engagement with clients does not finish once we have referred a client. We support clients until their case is closed. Clients can contact us if they are not getting the services they need, and we will continue to work with them for a solution. If we do not hear back from clients we are proactive, and follow up with them.

Beyond referrals, services that we provide to clients include:

- **Emergency support:** Even when in a shelter, clients and the families of clients often have no means of subsistence. We often help clients in safe houses meet their food and other basic needs.
- **Transport:** We provide clients with transport to take them to the safe house, police etc.
- **Statements:** We help clients make statements to obtain an Interim Protection Order.
- **Relocation:** One practical solution for some women is to move to another part of the country, perhaps to the area they come from and/or to live with relatives. This is also the solution for some young children who have lost contact with their families. We assist with family tracing, we help clients relocate, we connect them with local services, and we provide them with some start-up support (with additional funding from Oxfam). So far, we have reintegrated 19 individuals, covering seven women and 12 children.

We expect the number of clients to continue to grow, as we continue to build credibility with and advertise our services to partner organizations.

Case management in action: bringing justice to survivors

Our work can be summarized by numbers, but it is about people. These and other accounts, which are shared with the consent of the clients, complement the data summarized in the rest of the report.

After experiencing on-going intimate partner violence from her husband since marriage, a 28-year-old female client with two children reached out to Femili PNG for help. During her initial assessment and intake, the client appeared to be severely beaten and had sustained many wounds. She was supported by a Case Worker in reporting the abuse to the police. The client's husband was later arrested. Now he is waiting to be charged. The client was provided with a safe accommodation for two weeks until she received all the medical care and treatment that she needed, and while she was being supported through the process of providing her statement to the police. The client decided she wanted to move back to her home village. Our Case Worker carried out family tracing and established a network with stakeholders in her home province to provide ongoing support. She was relocated there with her two children. She was also provided with a business start-up kit by Oxfam so she could be economically independent and able to support her children.

CMC operations

A lot goes on behind the scenes to be able to provide services to clients. Our operational achievements over the last six months are summarized below:

- **Staff:** We now have 12 staff: our CEO; four case-workers; a child protection officer; two assistant case-workers; an administrator; a driver; a driver/logistical assistant; and a data officer. We have established payroll, payroll tax and superannuation payment systems for our staff.
- **Set up:** We have rented office space and accommodation for our CEO, and purchased vehicles and other essential equipment. We have developed policies and completed training for security, case management, human resources and finances. We have finalised agreements with our key partners, Oxfam and the Australian aid program.
- **Agreement on referral arrangements:** Processes for referral to and from the CMC have been put in place with: Angau Hospital Family Support Centre, the police (the Family and Sexual Violence Unit and the Sexual Offences Squad), the district courts, City Mission, Community Development Welfare Department, and Milford Haven District Health Centre.
- **Regular meetings with Lae stakeholders:** Stakeholders are convened on a monthly basis. These meetings provide practical fora for discussion around key client issues. They are well-attended.
- **Providing practical support to service providers:** When essential to providing safe and effective services to our clients, and if possible within our resources, we provide practical support to our service delivery partners. This has included providing the Lae City Mission Safe House with funding to construct a new fence as well as a new kitchen and shower. Since inadequate safe house capacity is one of the severest constraints on the provision of services in Lae, this is a high-return investment.
- **Case conferences:** To date, seven case conferences have been held between the CMC and relevant stakeholders in relation to specific clients.
- **Governance:** The Management Committee (MC) met six times in 2014. An Annual General Meeting and a Special General Meeting were also held. The Executive Management Committee (EMC) meets weekly.
- **Fundraising:** We have put in place a fundraising and communications strategy, and obtained tax-deductibility in Australia (see box below).
- **Outreach:** The website and email newsletter have been established. There have been a number of references to CMC in the media and at public events, and the Devpolicy Blog has published numerous posts on issues related to family and sexual violence in PNG.

Support us

It's clear we're making a difference, but we are just at the start. Many challenges await us. To sustain and expand the operations of the CMC, we need your support. We have initial support from the Australian aid program, but we will only be able to survive if we can diversify our funding. Our newest partner is the Australian NGO, AFAP. If you pay taxes in Australia, you can now give tax-deductible donations to Femili PNG through AFAP. Only 5.5% will be taken by AFAP as overheads. The rest will go to fund our operations and frontline services. Visit our website: <http://www.pngcmc.org/> to make an online donation.

Case management in action: a successful relocation

A 28-year-old female client with two children who was five months pregnant was referred to Femili PNG by the Family Support Centre (FSC) at Angau Hospital. During the initial assessment, the client said that she was constantly experiencing physical and sexual abuse from her husband. She said she had several miscarriages as a result of the abuse. At first, she filed for an interim protection order (IPO), but while on an IPO, her husband assaulted her again.

After this, the client left her home with her children and asked Femili PNG to support her in filing a case at the District Court against her husband for the breach of the IPO. Because of this, the client and her children needed to stay in a safe house for their protection. They also needed assistance with their daily needs such as food and clothing while the case was being managed.

While awaiting the outcome of the court case, the Case Worker involved carried out a family tracing and contacted local service providers in the client's home province to assess the possibility of repatriation. After a few discussions over the phone with the client's father, her family agreed to receive her back and to take care of the client and her children. In December, the client went home to her parents, accompanied by the Case Worker. Local service providers such as the village magistrate and police were there to welcome and support her.

As part of the repatriation support, the client was provided with a business start-up kit by Oxfam. Once she gives birth to her third baby and is strong enough, she plans to start working on the land, planting and growing potatoes and broccoli that she can sell at the market.

About us

Femili PNG is a PNG-registered NGO based in Lae that runs a Case Management Centre (CMC) to assist survivors of family and sexual violence to access the services they need. Our target population is women, men or children who are survivors of intimate partner violence, sexual violence and/or child abuse. The CMC works with existing service providers in Lae – the Family Support Centre, safe houses, the police, the prosecutors' office, the orphanage, government social workers, and other NGOs. By acting together, better outcomes for the protection and support of survivors can be achieved.

Femili PNG also aims to have a national impact by working with those in other parts of the country who are engaged in similar endeavours, by offering training in case management, and disseminating good practice and lessons learnt. Through this work, we also plan to learn a lot more about what works in responding to family and sexual violence.

Femili PNG is based on a unique set of partnerships.

- The CMC is led by a highly experienced international social worker and CEO and a team of skilled and dedicated Papua New Guinean staff. An experienced Management Committee oversees operations, and a Technical Advisory Group provides expert inputs.
- The Lae Stakeholder Group represents stakeholders in Lae.
- The Development Policy Centre and the National Centre for Epidemiology and Population Health at the Australian National University provide institutional support and are responsible for monitoring and evaluation and related research.
- Oxfam is the implementing partner for this project, providing technical and financial management support.
- The Australian aid program provides funding for the CMC through the Pacific Women Shaping Pacific Development initiative.
- The Australian NGO, AFAP, provides us with the ability to raise tax-deductible donations.