

How to access support if you are the **victim of violence**.

If you have experienced violence, you are not alone, and help is available — free, confidential, and without judgement. You do not have to have reported anything to police to get support.



If you or someone else is in immediate danger, contact the police.

WHERE TO GET HELP

To talk to someone now.



The 1-Tok Kaunselin Helpim Lain is a free, confidential telephone counselling service for anyone in PNG experiencing family or sexual violence. Trained counsellors provide crisis counselling, safety planning, information and referral to services near you. It operates 24 hours a day, seven days a week, in English, Tok Pisin and Hiri Motu.

7150 8000

TOLL-FREE · 24 HOURS, 7
DAYS

Police victim support.



The Royal PNG Constabulary runs a Victims of Crime Helpline, open 8am to 11pm every day. Even if you are not ready to report a crime, police can still help – with information about your options, steps to improve your safety, and connections to counselling or medical services.

1800 200

8AM TO 11PM, EVERY DAY

Family and Sexual Violence Units (FSVU).



Police FSVUs and help desks operate at police stations across the country, staffed by officers trained to deal with family and sexual violence sensitively and in privacy. They can investigate, serve notices on offenders, support you through court processes, and refer you to counselling, medical care and safe accommodation. The FSVU at Boroko Police Station in Port Moresby operates 24 hours.

PRACTICAL HELP, SAFE PLACES AND COUNSELLING

Case management and practical help.

Femili PNG is a Papua New Guinean NGO providing free case management for survivors of family and sexual violence helping you access medical care, police, courts, protection orders and safe accommodation, with a case worker supporting you through each step. Centres operate in Lae (7091 4027 or 472 8904), Port Moresby (7916 9063 or 325 1018) and Goroka (7217 9445).

Safe houses.

Safe houses for people escaping violence operate across the country – there are more than fifty nationwide. The counsellors at 1-Tok (7150 8000), Femili PNG case workers, or your nearest FSVU can connect you to the closest one.

Counselling.

Community First PNG provides professional, confidential counselling by phone and online, 24 hours a day, including crisis and trauma support. The 1-Tok Helpim Lain (above) also provides free phone counselling.

714 71518 765 85653

24 HOURS A DAY



If you are supporting someone else. The most important things you can do are simple: believe them, spend time with them, listen, and help them feel safe. Never suggest the violence was their fault, and don't rush their recovery – different people heal at different rates. Where possible, encourage them to contact services themselves, so support fits their needs and protects their privacy. And look after yourself too – supporting someone through violence is hard, and the services above are there for you as well.

If know of additional services national that you recommend and want us to list here, please let us know.