FemiliPNG

care. support. change.

Case Management Services and Processes
Case Management Objective

Provide effective and coordinated case management approaches for people experiencing family and sexual violence

- Femili PNG Case Workers receive referrals from service providers, as well as self-referrals from women and children affected by family and sexual violence. Any immediate threats to their safety and wellbeing are addressed. Then Case Workers help and support survivors to achieve longer-term solutions.
Femili PNG works closely with local partners such as the police, courts, safe houses, Family Support Centres, welfare and others to improve coordination and the practical assistance received by survivors. It provides:

- Referrals to other service providers, such as safe houses, police or medical care.
- Support through the process of making statements, or going to court.
- Case conferences with other stakeholders to ensure the best outcomes for complex cases.
- For some clients, relocation or family reunification.
- If a client has not achieved the outcome that they were hoping for, Case Workers can advocate on their behalf.
- When in a safe house, clients and their children often have no means of subsistence. We often help them meet their basic needs, such as food and clothing.
- Secure transport to help clients move from the safe house, to the police, to court or to seek medical care.
• Femili PNG works with existing service providers – Family Support Centres, safe houses, police, the prosecutors’ office, orphanages, government social workers, and other NGOs. Through strengthened collaboration, it is possible to achieve better outcomes for survivors.
Q & A