

Telephone Counselling for Gender-Based Violence (GBV) Survivors: A Pacific Toolkit

Pacific Women website URL: [Pacific training toolkit assists with gender-based violence \(GBV\) telephone counselling - Pacific Women Shaping Pacific Development](#)

Contact: To request the Pacific Toolkit, contact Pacific Women Lead: PWL@spc.int

Contents:

1. Pacific Toolkit
2. Resources
3. Audio files
4. PowerPoint presentations

1. Pacific Toolkit

A new Pacific toolkit is available to assist counsellors use ‘telephone counselling’ when supporting survivors of violence against women and children.

The new **‘Telephone Counselling for Gender-Based Violence (GBV) Survivors: A Pacific Toolkit’** is designed to support the training of counsellors who deliver GBV counselling over the phone including phone conversations, text and chat messaging. It was launched on 4 November 2021.

Counselling is an essential element of the gender-based violence (GBV) referral pathway for survivors to access support and recovery services. Phone counselling, where you speak with a counsellor via the phone rather than face-to-face in a room, can be an effective option for survivors of violence unable to visit a crisis centre.

The course is a mix of foundational family violence counselling and case management skills. To build essential telephone counselling skills, the training uses a wide range of experiential and participatory learning exercises, discussion, practical examples, and role plays.

Development of the Pacific Toolkit has been led by Pacific Women Shaping Pacific Development (*Pacific Women*) in collaboration with Pacific crisis centres: Women United Together Marshall Islands (WUTMI), Chuuk Women’s Council and the Women and Children’s Crisis Centre Tonga (WCCC). The toolkit is supported by Australia through *Pacific Women*.

Much of the material has been adapted from training resources developed and delivered by *Pacific Women*. It was initially used for pilot training for the Federated States of Micronesia and the Marshall Islands, and then further trialled with partners based in Tonga, Vanuatu, and Solomon Islands.

The trainings have been as part of the evolving response to the COVID-19 pandemic and the shift to remote service provision and the delivery of GBV counselling over the phone.

Counsellors or trainers can request the Pacific Toolkit from Pacific Women Lead: PWL@spc.int

2. Resources

Trainers who use the Pacific Toolkit also have access to complementary training tools:

- Audio files: these ‘real life’ role-play simulations provide training participants with examples of phone counselling to think about and discuss.

- PowerPoints: Each training module in the Pacific Toolkit has its own PowerPoint presentation that trainers can use. These are excellent, easy to use presentations to help trainers deliver the toolkit's training modules.

3. Audio files for training sessions

For access to the Toolkit and the audio-recording, contact Pacific Women Lead: PWL@spc.int

Module 1 – No audio recording for this module

Module 2 (Audio recording 1 and 2) – Managing a call with a client at immediate risk

1. Audio Recording 1_Module 2 A
2. Audio Recording 2_Module 2 B

Module 3 (Audio recording 3, 4 and 5) – Safety Planning

1. Audio Recording 3_Module 3 A
2. Audio Recording 4_Module 3 B
3. Audio Recording 5_Module 3 C

Module 4 – No audio recording for this module

Module 5 (Audio recording 6 and 7) – Documentation and data storage

1. Audio Recording 6_Module 5 A
2. Audio Recording 7_Module 5 B

Module 6 – No audio recording for this module

Module 7 (Audio recording 8, 9 and 10) – Managing a call with a child (adolescent girl)

1. Audio Recording 8_Module 7 A
2. Audio Recording 9_Module 7 B
3. Audio Recording 10_Module 7 C

Module 8 - No audio recording for this module

4. PowerPoint Presentations for each Module

Module 1 – Preparing for telephone counselling

- [Telephone Counselling GBV Toolkit Module 1 – Preparing for telephone counselling](#)

Module 2 – Risk assessment

- [Telephone Counselling GBV Toolkit Module 2 – Risk assessment](#)

Module 3 – Safety planning

- [Telephone Counselling GBV Toolkit Module 3 – Safety planning](#)

Module 4 – Practising telephone counselling skills

- [Telephone Counselling GBV Toolkit Module 4 – Practising telephone counselling skills](#)

Module 5 – Documentation and data storage

- [Telephone Counselling GBV Toolkit Module 5 – Documentation and data storage](#)

Module 6 – Supervision and self-care

- [Telephone Counselling GBV Toolkit Module 6 – Supervision and self-care](#)

Module 7 – Managing a call with a child

- [Telephone Counselling GBV Toolkit Module 7 – Managing a call with a child](#)

Module 8 – Text and Chat

- [Telephone Counselling GBV Toolkit Module 8 – Text and Chat](#)