



# Annual Report 2014

Healthy Choices Transform Lives

[msp.org.fj](http://msp.org.fj)



# Increasing access to reproductive, maternal and child health services in Fiji

## Message from the Executive Director...



**I am honoured to present MSPs annual report for 2014. This report is an opportunity to highlight our achievements over the year and to acknowledge the commitment and hard work of our staff, partners, and the communities with whom we work.**

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In these past 12 months we have been able to reach more than 10,000 clients and deliver almost 30,000 family planning products and services.

The two largest components of the MSP Program – the 'One Stop Shop' Suva Clinic and Mobile Clinical Outreach provided sexual & reproductive health care and social services across Fiji and ensured quality post rape care services to survivors of sexual assault.

Our partnerships have been integral to MSPs achievements and I would like to take this opportunity to thank the Fiji Police Force and the Fiji Ministry of Women Children and Poverty Alleviation for their trust and support, allowing us to develop and expand our services for vulnerable groups, particularly children at risk. I wish to acknowledge our long standing partnership with the Ministry of Health and Medical Services (MoHMS) who support our mobile clinical outreach activities, health fairs and static clinics in terms of joint activities involving MoHMS medical staff who attend our rural clinics and through the provision of medical materials to enable the provision of free health care services.

We are committed to working with the Government of Fiji and were honoured to re-sign the Memorandum of Understanding (MOU) with the Ministry of Health and Medical Services and with the Fiji Police Force. MSP commenced two new partnerships, signing a new MOU with the Ministry of Women, Children and Poverty Alleviation for the delivery of the Child Helpline, and another with the Fiji Dental Student Association, allowing MSP to include oral health services as part of

our outreach particularly in the Health Fairs.

Building on our work providing counselling and other support to victims of sexual assault, MSP was delighted to be awarded the contract to deliver the Child Helpline Fiji in December 2014. This program will be launched in February 2015, and is evidence of the success of MSP's integrated model.

Increasing awareness of MSP's programs is now a priority and the staff have been active in participating in radio-talk back shows throughout 2014, with the support of Fiji Broadcasting Corporation (FBC).

As part of our commitment to MSP as an education and learning hub, we conducted in-house capacity building training for staff, hosted joint meetings with 20 retired nurses, and met with representatives of government, under our MOU, including staff of the Fiji Police Force and accepted three international medical interns. MSP staff also attended a range of trainings and obtained certifications to work with those with HIV to provide life saving medications (Post-Exposure Prophylaxis or PEP) and to assist survivors of domestic violence and sexual assault including children and youth.

Significant milestones for MSP included the re-launch of the One Stop Shop (Suva clinic) and the successful tender for the national Child Helpline, which was funded by the Fiji Government and the Ministry of Women, Children and Poverty Alleviation.

MSP is active in the community around international days of recognition, in solidarity with other NGOs, the United Nations agencies

and community groups, seeking to raise awareness of key global issues. This year MSP commemorated International Women's Day, 16 Days of Activism, International Rural Women's Day and World AIDS Day with special outreach activities. I am quite proud of the achievements of the MSP team and partners and look forward to another impressive year, extending critical health and social services to those in need across Fiji.

As Executive Director of a new and growing NGO I have learnt that resource generation is a never-ending challenge, and the support we receive from our international and local donors, the public, private individuals and kind companies like Asaleocare (for Libra) who have donated goods and services to MSP is valued greatly.

I trust that the impact we are able to make in the lives of the people we work with, evidenced in this report, highlights the importance of each and every contribution.

On behalf of the team at MSP, our sincere thanks. I am humbled by the level of support among the community and Government in Fiji and I confirm that we will remain dedicated to delivery of quality free health and social services not only in Fiji but across the Pacific.

*Jennifer Poole*

Jennifer Poole  
**Executive Director  
& Founder**





## Who we are

**Medical Services Pacific (MSP) is a Fijian registered non-government organisation (NGO) established in August 2010 to enable Pacific women and adolescents to have greater access to quality health care services, and to build resilience among vulnerable groups who are coping with emerging environmental, economic and human security challenges.**

MSP is a **family planning agency** that believes that Human Rights awareness and the empowerment of women go together and that both are critical in ensuring individuals and communities achieve optimal sexual and reproductive health (SRH) services. Access to quality SRH services will decrease maternal and infant mortality rates and improve health outcomes for women. Therefore, a woman with access to high quality reproductive health care services has greater choices and opportunities and is more able to cope with stress or disaster (e.g. climate change). Better access to SRH services is key to reducing Violence Against Women and Girls (VAWG) and improving gender equality.

In Fiji, MSP provides a broad range of health care, counselling and social services, including public awareness and educational programs with a specialized focus on sexual and reproductive health. MSP has developed a comprehensive and integrated service for survivors /victims of sexual assault and domestic violence which includes emergency care, and on going medical, nursing, counselling and legal support.

MSP has specialised health teams that work with high risk and vulnerable groups including girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI groups and minorities to promote awareness and increase access to key clinical and social services. MSP mobile outreach teams provide professional and confidential clinical services to remote and isolated groups, working in close partnership with local government Ministry of Health and Medical Services (MOHMS) Zone nurses and community police under formal Memorandum of Understanding (MOU's). Designed with particular attention to the needs of women, children and youth, MSP's services are offered to both individuals and groups in urban and rural settings across Fiji and in outer islands of the Pacific. This model can be replicated in other Pacific Island Countries (PIC's) with similar gender and development challenges.

MSP works in partnership with public, private and NGO stakeholders and policymakers at national, divisional and local community levels, coordinating our efforts with others, with the deliberate intent both to maximize scarce resources and to strengthen local capacity. MSP has formal arrangements and service partnerships with the Ministry of Health and Medical Services, the Ministry of Women, Children and Poverty Alleviation and the Fiji Police Force.

## Our Mission

*To provide quality and accessible sexual and reproductive health care and social services for women, youth and children; and to build resilience, knowledge and skills among vulnerable groups who are coping with emerging environmental, economic and human security challenges in the Pacific region.*

## Our Vision

**For Pacific women and youth to have greater access to quality health care and social services and to be empowered and able to engage government to access services and manage development challenges which face similar gender and development challenges.**

**MSP hopes to contribute to a world where:**

- Women and girls everywhere are able to access resources to create a world free of hunger, poverty, disease and violence; and where there is equality and justice for all.
- Women can lead the way to achieve equitable and fair development that protects, respects and nurtures the environment, and protects youth and children.

## Our Values

**MSP has adopted a set of 12 values that provide a foundation for the organization. Our values guide the work of our board of governors, managers, staff, and volunteers and they are integrated into each of the programs we develop and all of the services we provide. Adherence to these values is an important measure of our success as an organization. Our values are:**

1. We are a rights-based SRH organization, committed to human rights, gender equality, child rights and reproductive rights. We recognize the importance of human rights in achieving gender equality and improving reproductive health. Rights awareness and empowerment of women is critical in ensuring communities achieve optimal sexual and reproductive health.
2. MSP is a pro-choice family planning, sexual and reproductive health and social service provider that upholds the rights of women to decide when and how to plan their family.
3. Confidentiality is ensured for our clients and regulated in policy and delivered in practice through our code of conduct. We guarantee confidentiality for all clinical, legal aid and counseled clients.
4. We Empower & Engage women and youth, who are supported in programs as potential agents for change and development, at the family, community and governance levels. We believe that empowered women and youth who have choices and access to information, health care and social services are more resilient and better able to respond to personal risks, economic threats and natural disasters (including the impacts of climate change).
5. Reduce and respond to Violence Against Women and Girls (VAWG) by increasing awareness of legal rights and available services, improving access to justice and providing specialized confidential medical care and social services support for survivors.
6. Ensure Child Protection: Protection of children and girls at risk, including programs to protect girl children from sexual assault, abuse, defilement and neglect and to reduce vulnerability of all children and youth.
7. Enabling Equality: ensuring activities and services are non discriminatory and inclusive for those with disabilities, non standard heterosexual orientations, (e.g. MSM and LGBTI), ethnic minority groups and vulnerable groups.
8. A 'People First' approach that values and embraces the collaborative nature of traditional communities and values and engages people as part of the solution. We prioritize the rights and needs of beneficiaries and clinical clients/patients and ensure confidential services and friendly referrals.
9. Committed to Environmental Protection: responding to the needs of traditional communities impacted by climate change, natural disasters or unsustainable development. Environmental programs are Health/WASH focused. Promoting healthy villages, ensuring communities have knowledge and resources to prevent water borne diseases and improve sanitary conditions. Supporting sustainable livelihoods and sharing innovations to reduce both communicable and non communicable diseases (NCDs).
10. Transparency and Quality Assurance: Committed to the monitoring and evaluation of all project activities and outcomes. With planning and development of services based on evidence, research and experience. Transparent financial systems with annual audits and monthly reports reviewed by board.
11. Commitment to Capacity Building and developing centers of learning for purposes of education, teaching and sharing best practices. MSP has a commitment to sharing knowledge and strengthening the capacity of all with whom we work - staff, interns, patients, clients, other stakeholder organizations and professionals, local communities, and governments. Collaborative across sectors, working with key stakeholder groups and government partners.
12. Responsive: Structured around flexible multi skilled teams that can move quickly across the Pacific and are cost effective to deploy. Ability to deploy rapid response teams inclusive of multi sector experts, for swift assessment and service delivery in times of disaster across the Asia Pacific region.





# Who we serve - Four main target groups

1. Youth aged 15-25
2. Women of reproductive age and their partners 15-50
3. Children aged 0-14
4. Poor and vulnerable populations in both urban and rural communities

## Our Strategic Approach

### Our strategic objectives

MSP has adopted four main objectives and accompanying strategies which together form the framework for our core programs and services. Working with our partners in Fiji and beyond in the Pacific region, MSP aims to:

#### 1) Strengthen health and social services for women and youth by:

- Increasing access to family planning and reproductive health care
- Increasing access to pre and post miscarriage care, safe abortion and post rape services
- Improving mental health services for women and youth
- Reducing high rates of teenage pregnancy
- Reducing incidences of youth suicide
- Reducing the risk and incidence of STIs and HIV
- Reducing maternal and infant mortality rates
- Reducing Non Communicable Diseases

#### 2) Promote human rights, end Violence against Women and Girls (VAWG) and strengthen child protection by:

- Increasing awareness of rights of women and girls
- Increasing access to health and social services and to the judicial system for survivors of gender based violence and sexual assault
- Increasing services, systems and policies that ensure protection of the rights of the child
- Building the knowledge and skills of women and girls as leaders for peaceful development in their communities and throughout the Pacific Island Region

#### 3) Promote and support healthy environments with a particular emphasis on current and potential future effects of climate change by:

- Improving Water, Sanitation and Hygiene (WASH) in Pacific Island communities
- Preparing and empowering families, local communities and governments to address and manage issues of conflict and climate change as they affect health, population growth and sustainable development.
- Addressing issues of climate change and supporting communities to plan and adapt. Particularly addressing issues as they impact the wellbeing and future opportunities for women and youth
- Addressing the deleterious effects on human health as a result of changing diets, communicable- and non-communicable diseases, and other community health concerns exacerbated during extreme weather events and other times of stress

#### 4) Build resilient Pacific Island communities by:

- Reducing poverty
- Addressing food security and ensuring healthy nutritional supplies for vulnerable groups
- Supporting sustainable livelihoods for women and youth
- Promoting peace and security with a focus on protecting the rights of women and girls and ending gender based violence in disaster and conflict situations
- Promoting dialogues within and across age groups, local communities, sectors and stakeholders at all levels – local, divisional, national & regional to promote gender equality and engagement of youth
- Increasing the knowledge and skills of individuals, families, local services, and organizations to solve problems and respond to crisis, including situations involving conflict and/or environmental/natural disasters
- Improving responses to disaster, epidemic or other health emergency



## LOOKING BACK AT 2014 Our outreaches

The MSP Outreach Team conducted approximately 70 clinical and information outreaches to the Central and Western divisions of Fiji in 2014.



Medical Check up for women in Nakini Village.



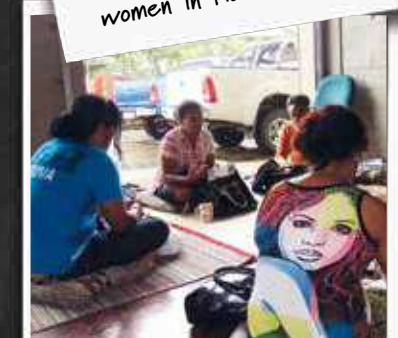
Cutting the Ribbon



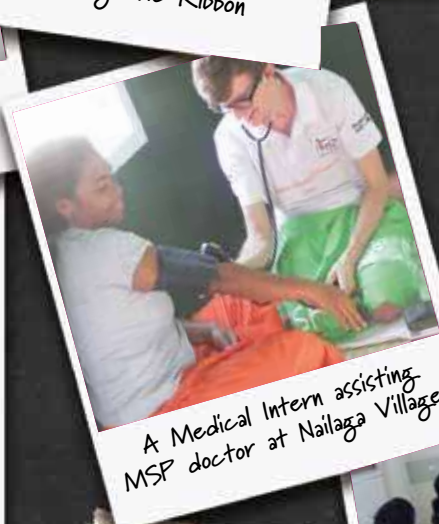
Lakena Hill outreach



Legal Aid awareness at Vusia Nausori



3 outreaches to SAN Fiji (services to sex workers)



A Medical Intern assisting MSP doctor at Nailaga Village.



Information sessions in FNU



Information sessions in FNU



Information Session at USP



3 outreaches to SAN Fiji (services to sex workers)



Corporate Outreach to MindPearl



1st December World AIDS Day March





## Making a difference in 2014: Our projects

### Women and Youth Empowered (WAYE) Funded by United Nations Trust Fund

The WAYE project focuses on the needs of women and girls in markets and rural communities providing information, awareness and health care services to reduce the long term health consequences of violence against women and girls (VAWG). Through WAYE MSP aims to increase health care seeking behavior; raise awareness among gender-based violence (GBV) survivors of their rights and available services; and actively engage men and boys in prevention and reduction of VAWG in their communities.

Market outreach is a very important part of the MSP outreach program as the majority of market vendors are women with families. These women often travel long distances to reach the markets where they then must stay close to their stall to engage with customers. This leaves little time for them to access healthcare services; indeed, these women often ignore symptoms such as abdominal pain as they cannot leave their stall unattended. For these women, a visit to a doctor or nurse only occurs when a healthcare problem has worsened to a point where a simple treatment or ignoring it is no longer an option. Women vendors often lack understanding on the importance of preventative health care through regular checkups. They also face other barriers to services, and some fear health services due to traditional myths or cultural beliefs.

To address these issues MSP has been visiting markets around Viti Levu and providing free healthcare awareness and clinical services to women vendors. The MSP team seeks to first inform and educate these women on the importance of healthcare including sexual and reproductive health; gender roles and equality; child protection, including the rights of the child; and family planning. Working in this manner dramatically increases the number of vendors accessing the clinical health services following the awareness sessions.

The clinical services offered include full medical check-ups, NCD screening, Pap smears, family planning consultations, STI/HIV testing, ante- and post-natal care, pregnancy advice and consultation, and referrals. The project also provided advice and assistance around human rights and child protection and explained options for women and girls experiencing violence or abuse. The program is joined by a legal aid officer who is working closely with gender focal points or mentors in markets to provide support for gender issues.

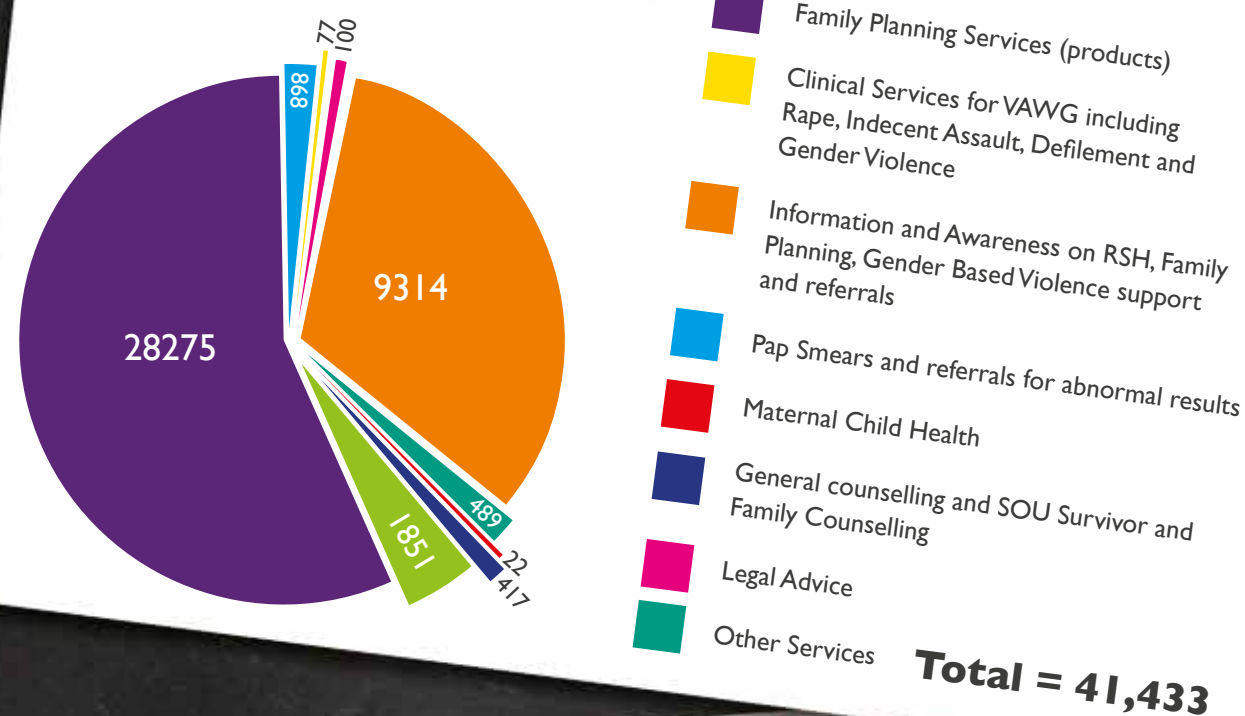
During 2014, MSP's Mobile Outreach Team visited the seven markets of Suva, Nausori, Nadi, Lautoka, Ba, Rakiraki and Sigatoka, and their respective market communities. **MSP provided services in 7 markets and directly reached 3155 clients.**



MSP Nurse Practitioner providing consultation to a Suva Market vendor

### Our services

Total number of services delivered, distributed and performed 2014



### 2014 in numbers

**10,638**  
clients directly reached  
(68% female, 32% male)

**868**  
Women and girls having access to pap smear testing

**77**  
Sexual Offences Unit (SOU) clinical clients treated

**70**  
Outreaches

**28,275**  
family planning services

**100**  
clients accessed legal advice

**489**  
Pre Natal/Ante Natal & other clinical services

**28,173**  
condoms distributed

**213**  
Clients accessed general counselling

### Our impact

Pregnancies averted **156**  
Unplanned births averted **105**  
Infant mortalities averted **1**  
Under-5 mortalities averted **2**  
Abortions averted **42**  
Unsafe abortions averted **7**

Figures are estimated using the international impact calculation based on the global ratio of "Couple Year Protection"(CYP) to impact.





Rural woman checking for her bra size at a community outreach



Ms Natasha Stott Despoja with the MSP Senior Counsellor at the launch of the One Stop Shop



MSP Outreach team carrying supplies across the creek to Navala Village for an outreach program.



MSP Volunteers/ peer educators raising awareness among youths at the week long Hibiscus Festival.



MSP's Community Educator with the host of the Radio Fiji One Talk-back show (FBC)



Youth representatives from the District of Nabobuco

## International Day of Rural Women

In celebration of the UN International Day of Rural Women MSP distributed bras to women in Lawai Village and to female market vendors and health clients at Sigatoka Town, after the kind donation of eleven boxes of undergarments by Fijian expats Dr Temalesi McCaig and Nurse Coordinator Vunirewa Uuilakeba. MSP was able to provide free information and clinical services at the same time including cervical cancer screening and breast examinations.

In remote rural communities, women and girls often lack the financial means and access to shops to obtain bras. For rural women a new bra is seen as an unaffordable luxury item which means many women experience back aches due to the unsupported weight, as well as rashes and skin irritations due to a lack of the good air circulation that a fitted bra can provide. Additionally, women often appreciate the sense of dignity of wearing nicely fitted clothes to church and rural events.

MSP is deeply grateful to DrTema and MrVunirewa, who collected bras in New Zealand, and for the support and assistance with freight donation from Rotary Auckland, Ms Pauline Watson, Ms Tina Gunn and the Uplift Project, and the wonderful team at Air New Zealand.

## Mobile Outreach and One Stop Shop (MOOSS)

Funded by the Australian Department of Foreign Affairs and Trade Fiji Community Development Program; One Stop Shop co-funded by United Nations Trust Fund.

MSP's One-Stop-Shop provides a holistic and integrated healthcare service for women and youth in Fiji. Our aim is to ensure women and youth have access to basic healthcare services across the Pacific, and to empower them to access these services. We have developed strong partnership with government and non- government organizations, specialized in the provision of confidential services and sexual reproductive health care- which is an identified need in Fiji. The One Stop Shop model ensures clients do not have to move between various service providers, improving the likelihood of return visits for test results and ongoing care. While responding to all queries concerning health and well being, MSP's multidisciplinary team specializes in sexual and reproductive health, maternal and child health, mental health, domestic violence and sexual assault, child abuse, and general women's and adolescent's health issues.

Since 2012 the One-Stop-Shop in Suva has provided a venue of care for survivors of sexual assault or gender-based violence. Under a Memorandum of Agreement with the Fiji Police Force's Sexual Offences Unit (SOU), MSP receives sexual assault clients referred for medical care, counselling and legal aid. **A total of 77 SOU clinical clients were treated in 2014.**

## Re-launch of MSP's One Stop Shop

On the 27th November MSP re-launched the One Stop Shop at 355 Waimanu Road in Suva. Honoured guest Ms Natasha Stott Despoja, Australian Ambassador for Women and Girls and Founding Chairperson of the Foundation to Prevent Violence against Women and their Children, opened the clinic. Among the invited guests were the Commissioner of Fiji Police Force, MSP Board Members, representatives from the MoHMS, Australian High Commission and clients of MSP.



Official launch for One Stop Shop - From left Dr Tamara Kwartan MSP trustee, Ambassador Natasha Stott Despoja, Fiji's Police Commissioner Ben Groenewald & Ms Jennifer Poole Executive Director MSP.

## Outreach

The MSP Outreach Team conducted over **40 outreach visits** to rural and remote communities, villages and settlements in the Central and Western Divisions of Fiji in 2014.

This included visits to the Women Resource Centres for the Phoenix Program, market and market communities as part of the WAYE, festival outreaches (Procera Festival, Hibiscus Festivals, Public Service Week), health fairs and workshops. The MSP outreach team also visited communities and schools upon requests under this program.

Through the Mobile Outreach and One Stop Shop Program MSP delivered services to **7341 people** in 2014.



Naqarani community members getting awareness during a community outreach





# Providing Awareness to Children Helping End Discrimination (PATCHED)

**Funded by UN Women Pacific - Regional Ending Violence against Women Facility Fund**

**Over a two year period the PATCHED project aims to provide awareness to youth and children on gender equality and child rights, to end gender discrimination and reduce Violence Against Women and Girls (VAWG).**

MSP's approach uses a combined strategy that utilizes Behaviour Change Communications tools with social marketing approaches delivered alongside a clinical and social services package which adds much needed practical capacity to complement the Fiji Government's Family Life Program. The PATCHED project combines a successful clinical outreach model with a new integrated approach designed to bring health services and rights information to women, girls, youth and children in their schools and communities. PATCHED was awarded in December 2014 and implementation activities will begin in 2015.



*Education officer with a market vendor in Rakiraki*



*MSP Staff Doctor with a market Vendor in Nausori Market*

## Child Helpline Fiji



**Funded by Ministry of Women, Children and Poverty Alleviation**

**The Child Helpline (CHL) is a Government initiative under the Child Protection Multi Year Work Plan agreed with UNICEF to provide improved quality and access to services for the prevention and response of child abuse.**

The government recognized a need to strengthen protection for children to prevent abuse and to provide support to those that face abuse as a result of increasing incidences of child abuse and exploitation that were being reported by authorities and civil society. The longer term economic and societal costs of not working to combat child abuse and exploitation are high.

Medical Services Pacific was awarded the tender in December 2014 and will begin operations of the national Child Help Line in 2015 for an initial 12 month period. Utilising our integrated services MSP will be able to support children, their families and concerned adults with counselling, referrals, medical care and legal advice. The Child helpline will ensure children are able to exercise their fundamental right to be heard and protected; these rights are enshrined in the United Nations Convention on the Rights of the Child. The child helpline will play a key role in shaping, strengthening and filling the gaps of existing national child protection systems.







You're  
**NEVER ALONE**  
If you're  
**NEAR A PHONE**

*If your mood's not good and you feel real bad, don't  
bottle it in and don't feel sad, don't stress, don't worry,  
just pick up the phone - when you give us a call, you're  
never alone...*





Youth Participants and elders that supported the youths after certificate presentation at Nadovu Village.



MSP Volunteer M&E Officer conducting surveys at Sigatoka Market.

## All Women and Children Empowered Now (AWACEN) 2: Engaging youth in child protection

**Funded by the British High Commission**

After successful implementation of AWACEN in 2013 MSP received further funding from the British High Commission to continue to engage young women and men in the protection of children. AWACEN 2 focused on outreach, support services for survivors of sexual assault, and stakeholder collaboration. With young people comprising nearly half of Fiji's population, providing information and awareness to youths in rural areas, such as the highly populated Naitasiri Province, is essential.

Under the AWACEN 2 Project MSP conducted five village visits to Nabena, Nosoqo, Nadovu, Nakini and Waikolou in the Naitasiri Province to run a series of workshops around engaging and empowering rural youth on child protection. With room for 35 youths per workshop, the demand far exceeded this number with the attendance rate spiking at 48 at one village. The launch workshop was held at Waikolou Village, with guest of honour the British High Commissioner Mr Roderick Drummond in attendance.

The launch was covered with an article in the Fiji Times and two articles in the Fiji Sun helping to promote awareness on issues of child protection to the wider community. The workshops reached out to 184 participants from 29 villages, both men and women, with a high satisfaction rate recorded and requests to return to the area. This was quite a unique experience for many of the youth and adults that observed the workshop. The interior receives few NGO visitors and few free services and products. The MSP clinic was the first of its kind for women and youth.

Through the AWACEN program for 2014 MSP delivered clinical and information services to over 2113 people in 31 locations. Staff were able to strengthen the rights of children immediately by providing access to information and confidential clinical services, social support and referral services for survivors and others at risk of gender violence; MSP provided confidential clinical and counselling services to 45 sexual assault clients and provide support services. **Across both Phase 1 and Phase 2 of AWACEN MSP was able to deliver services to 6462 clients.**



Youth Participants after certificate presentation at Nabena Village



Youth Participants of the Matailobav District



MSP's Community Educator conducting awareness with women at the Lautoka Market

## Healthy & Strong: Empowering Women and Girls through Information, Awareness and Health Care

**Funded by Virginia Gildersleeve International Fund (VGIF)**

The 'Healthy & Strong: Empowering Women and Girls Through Information, Awareness and Health Care' project enabled Medical Services Pacific (MSP) to provide health care assistance and information on rights to women market vendors and their families.

MSP was funded by VGIF to provide clinical reproductive and sexual health care services as well as awareness and information in four market areas in Fiji for over 1000 people. By the end of the project MSP had far exceeded this target, reaching 2,948 clients. Of these 1,791 were female market vendors and 1,157 were male market vendors. Two days of outreach were conducted in the flood affected markets of Sigatoka, Nadi, Lautoka and one day of outreach in the Nausori market.

The outreach team provided clinical reproductive and sexual health care services as well as awareness and information to build knowledge on rights and address gender based violence. MSP worked closely with the local government representatives in the market municipalities.

The second day of outreach to each market is vital as it allows for the delivery of the test results to the clients. Highlighting the importance of this, at each of the markets there were two cases of results delivered to clients that were positive for cervical cancer. MSP delivers these results with pre and post counselling, and in coordination with the Zone Doctor for further treatment and care. This project ended in May 2014.

**'Healthy & Strong: Empowering Women and Girls Through Information, Awareness and Health Care'**





MSP staff with the students of William Cross pre-testing materials



RHD School visit teaching program



Staff and volunteers pose for a photo shoot



Volunteers from Rotaract provided assistance on the day in providing communities members awareness and information on family planning



MSP's medical intern Zaireen Najib takes the blood pressure of a community member.

## Rheumatic Heart Disease (RHD) National Awareness Campaign: A Sore Throat Can Kill You

**Funded by the Australian Department of Foreign Affairs  
and Trade Direct Aid Program**

During the first quarter of 2014, MSP successfully developed and implemented a national awareness campaign on Rheumatic Heart Disease (RHD). MSP was contracted through the Rotary Club of Suva, funded by the Australian Government Direct Aid Program, to provide communications expertise for the development of a suite of information, education and communication (IEC) materials and to run a week-long media blitz campaign in the first week of June.

The campaign, titled 'A Sore Throat Can Kill You', aimed to increase national awareness of RHD in Fiji, and to encourage early health-seeking behaviours to encourage treatments of sore throats. MSP developed the IEC materials based on testing and feedback from the community. We also worked closely with the Ministry of Health and Medical Services and the Ministry of Education on the production of the materials to ensure they were in line with national protocols - particularly on the development of a teaching program to fit within the education curriculum.

In May the information packs of IECs were distributed to all 913 primary and secondary schools in Fiji with the help of around 30 volunteers. The packs contained brochures, posters and teaching programs for junior, middle and upper classes to raise awareness on the symptoms of RHD. Following the IEC distribution MSP developed a television commercial, a range of radio advertisements, print advertisements, and social media content, to all run during the campaign week. Events were scheduled for each day of the week, including an MSP outreach to Kasavu Village, to encourage media coverage. The campaign was a success, with RHD Awareness saturating the media from 2nd- 6th June.



RHD School Visit Teaching program

## Healthy Choices Program Health Fairs

**Funded by the Australian  
Department of Foreign Affairs  
and Trade - Direct Aid Program**

**The 'Healthy Choices Program - Health Fairs' Project  
brings a diverse range of free healthcare information  
and services directly to high priority communities.**

The Health Fairs improve health outcomes and health-seeking behaviours of communities in Fiji that are identified as high priority in terms of levels of child abuse, child malnutrition and teenage pregnancies. Follow-up visits are then provided to deliver test results and to provide further information on healthcare topics introduced in the first visit.

Two Health Fairs were held in 2014; the first fair was held at Naikale Village in Wainibokasi in April, delivering health services to 197 community members. The second fair was held at Tamavua i wai village, a settlement just out of Suva that houses around 1,000 people. A total of 152 clients were directly reached from this health fair. Tamavua-i-wai faces issues including high crime rates, teenage pregnancies, STIs and unemployment. This was the first time combined services have been delivered to this location. MSP worked with the Ministry of Health and Medical Services, FNU, Fiji Police Force and Rotaract Club of Suva to provide a wide range of preventative health services and information including doctor consultations, counselling, legal advice, TB and NCD screening, pap smears, family planning and reproductive health information and awareness. Around 100 children were delighted to have their faces painted by Rotaract volunteers, and a visit from Colgate's much-loved Dr Rabbit and his Community Educator, to teach the children about good oral hygiene. The Health Fair increases the community's knowledge of available services, and the fun carnival-like nature encourages the community to attend and access the services then and there.



MSP Executive Director poses for a picture with the children of Wainibokasi during the Health Fair



DAP Program Manager Peter Lothian with community children and Handy the Blue Octopus at the Health Fair



# Phoenix Program

Funded by the Australian Government Department of Foreign Affairs and Trade - Pacific Women Shaping Pacific Development Fund

Across the Pacific, over 60% of women report physical and sexual abuse. In Fiji, MSP is seeing around 100 survivors per year; the majority are under 18 years of age and many, approximately 30%, are children under the age of 13.

In addition, MSP supports a range of women and youth through counselling on a range of issues linked to reproductive health, mental health and adolescent health. In Fiji, there are high incidents of teenage pregnancy and high rates of STIs demonstrating a need to provide a broad range of youth focused and youth friendly services. The Phoenix Program aims to strengthen service provision for women and youth by increasing access to information and services in reproductive health care, strengthening social services and increasing opportunities for child survivors to return to school and achieve their education goals. **MSP was able to support 708 people through the Phoenix Program in 2014.**

## Phoenix Support Group

In 2014 MSP identified the need for greater ongoing support for survivors as well as their families, establishing the Phoenix Support Group. The group, named for the mythical creature that upon death regenerates from its ashes, meets monthly and is coordinated by the MSP Senior Counsellor. The support group includes survivors, their families and social workers, and provides a safe space for those affected to share their experiences and seek help and advice from others or to talk with a friendly professional.

In the first round of meetings it became clear that parents were struggling with the incidental costs of sending their children to school after a traumatic incident. The group decided to generate funding for the program and for the members by making and selling candles, and commenced income generation activities in October. They selected candle-making as it links with the survivors as a way of channeling their individual experiences into a positive, shared bonding experience. It is hoped that the sale of these candles (made by survivors) will help to ensure the program's sustainability. Plans are currently underway to create a Little Phoenix support group for child survivors and their siblings.

Pre- and post-group therapies are conducted around the candle making program by MSP's Senior Counsellor encouraging members to share their feelings and to reflect on their own healing process. The Phoenix Support group held nine meetings during 2014. There are currently twenty members.



Establishing the Phoenix Support Network for survivors of sexual assault and their families



The candle's flame represents the fire that burns the Phoenix before it rises from the ashes, reborn

## Women's Resource Centre Outreach



Through the Phoenix Program MSP's mobile outreach targeted five Women's Resource Centres in key cluster areas, providing information and enabling and empowering families to respond to situations where women and girls are at risk of violence and sexual assault.

The Legal Aid Advisor supported the mobile clinical outreach providing free advice to communities and vulnerable women through the WRCs. MSP reached 314 clients through the following WRCs:

- Tikina Namena in Tailevu that covers 9 villages
- Tikina Noco in Rewa that covers 10 villages
- Tikina Nalaba in Ra, Tikina Vugalei in Tailevu
- Vanuakula village in the province of Naitasiri

As part of this program, the MSP outreach team provided legal aid, counselling support, information on reproductive health awareness, family planning, clinical services for breast cancer and cervical cancer, and general out-patient services. A holistic approach was implemented to meet the needs of women, youth, children and men in the community.



With the women of Nalaba Ra, awareness on family planning



MSP outreach team

**“ This is the first time ever for this type of awareness program to Namena district. It is the first step forward for our women's group to actually invite a service; thanks for bringing reproductive health services here. I want the awareness to come back and to target the whole district because some women were absent. MSP provided big information – this is the first time I've learnt about abuse of children. There is a lot of child abuse, there are a lot of defilement cases, a lot of exploitation of our children, and there is also a lot of teenage pregnancy. We have a lot of children who attend secondary school. I really want this team to come again and provide this same information session to the entire District. ”**

Female participant, Namena District



Signing of the MOA with the Fiji Police  
(MSP Executive Director Jennifer Poole  
and Police Commissioner, FPF)



## Working in Partnership

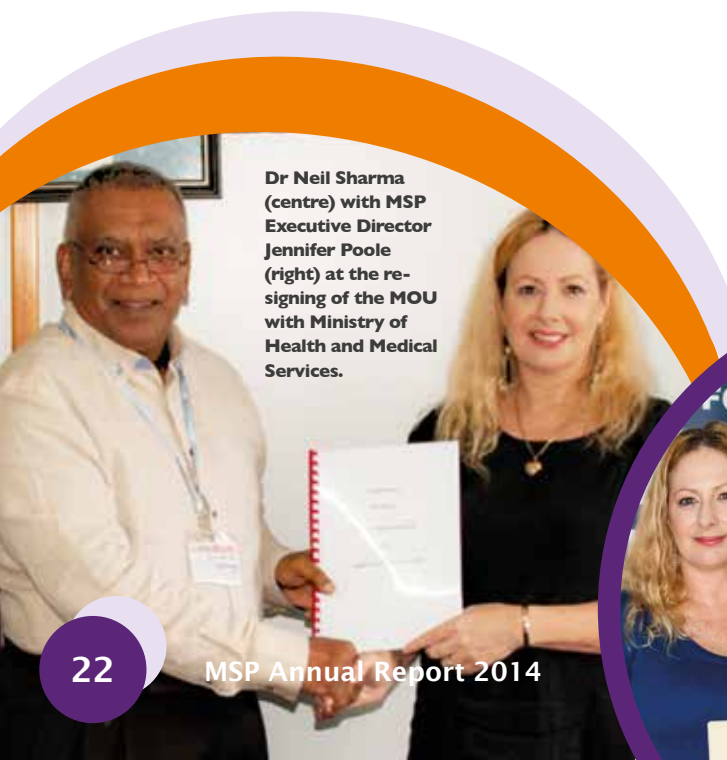


**Formal partnerships with key stakeholders are an important strategy to providing effective health services to those in need. MSP has enjoyed a strong working relationship with the Ministry of Health and Medical Services since our inception, and in June 2014 MSP was honoured to re-sign our Memorandum of Understanding (MOU) with the MOH MOHMS for another term.**

Also in June, MSP signed a new MOU with the Ministry of Women, Children and Poverty Alleviation (MWCPA). This MOU allows MSP to provide healthcare services at the MWCPA Women's Resource Centres around Fiji. It also allows MSP to work closely with the Department of Social Welfare on referrals for child protection cases. These government MOUs, in addition to our Memorandum of Agreement with the Fiji Police Force, complement our non-government MOUs with Salvation Army, Homes of Hope, Aspire Network and Empower Pacific.

On 11th October MSP signed a new MOU with Fiji National University's Dental Student Association. This MOU is centred on delivery of health care services to communities to promote health and prevention among youth and women. The Dental Student Association will partner on MSP's community outreach (Health Fairs) providing dental screening, minor treatment and oral health promotional care.

President of the Dental Student Association with the CEO of MSP at the signing of the MOU with Dental Student Association



Dr Neil Sharma (centre) with MSP Executive Director Jennifer Poole (right) at the re-signing of the MOU with Ministry of Health and Medical Services.



MSP Executive Director Jennifer Poole and Dr Joe Korovueta, Permanent Secretary for MSWWPA at the signing of the MOU with the MSWWPA

Our two volunteers, left Mr Takuro Steele & Ms Yvette Tulloch



## Donations

MSP would like to sincerely thank the following people and organisations for their kind donations in 2014. Their financial and in-kind support allowed MSP to increase its reach, and provide small but significant improvements to our support for vulnerable women and children. Particularly, thank you to the anonymous individuals and families who donate to the post rape care program, supporting survivors and children to return to school after a traumatic incident. On their behalf – Vinaka!

### Thanks to the following individuals and companies:

Mindpearl  
Eldon Eastgate and the team of Asaleo Care and Libra  
Dr. Vanisha Mishra-Vakaoti, for the childrens reading room  
The Uplift Project NZ and friends Dr Temalesi McCaig, Nurse Coordinator Vunirewa Uuilakeba and Liz Baker and friends from Uplift Australia  
Michelle Chand and AON  
The Rotary Club of Suva East  
Regional Jokhan and Jokhan Realtors  
Nirosh and Gabrielle Weerasinghe and Westpac Fiji

Thank you

## Volunteers

**In 2014, MSP was blessed to have two full time volunteers through the Australian Volunteers for International Development (AVID) program, both on a one year assignment.**

Ms Yvette Tulloch played a key role as Communications Officer in promoting MSP and its program. Mr Takuro Steele held the position of M&E Advisor, revising the existing M&E system so that it could be linked to the new cloud based system ensuring back up of MSP data. The new advanced M&E system is now in place to enable improved program quality and reliability of data.

During 2014, MSP also had three medical interns: Alex Victors and Kieron Kumar from the UK who joined the MSP team for a three week period beginning 28th July, and Zaireen Najib from New Zealand who joined for a four week period. These medical interns worked under the supervision of MSP doctor and MOH's Dr Darshika while at the STI Hub.





# MSP Staff and Board

## Staff

- |   |  |
|---|--|
| 1. Ms. Jennifer Poole, Executive Director/Founder                             | 9. Ms. Jacinta Robert, Counsellor Child Help Line                          |
| 2. Ms. Nilesdni Devi, Program Manager- Public Health                          | 10. Ms. Lusiana Tabaiwalu, Legal Aid (Gender/Child Protection/Law)         |
| 3. Ms. Roselyn Lata, Finance Manager  | 11. Ms. Sereima Senibici, Community Education – Sexual Reproductive Health |
| 4. Ms. Peci Baledrokadroka Senior Counsellor & Child Helpline Fiji Supervisor | 12. Ms. Darisha Dutt, Monitoring and Evaluation Officer                    |
| 5. Dr. Elvira Ongbit, Doctor/ Gynaecology                                     | 13. Ms. Taina Gucake, Education Officer - Public Health/Nutrition/WATSAN   |
| 6. Sr. Timaleti Vakaluma Nabati, Nurse/Community Outreach                     | 14. Ms. Nazura Begum, Communications Assistant/Secretary                   |
| 7. Sr. Catherine Wakelin, Nurse (post rape care and gender violence)          | 15. Mr. Roko Nabalarua – Logistics/Outreach Protocols/Driver               |
| 8. Ms. Amelia Brown, Counsellor Child Help Line                               |  |

## Board - As at December 2014:

Joshila Lal, **Chair**  
 Jennifer Poole, **Executive Director/Founder**  
 Kenneth Brown, **Treasurer**  
 Veronica Thoms, **Secretary**  
 Suluo Daunivalu, **Past Chair**  
 Dr. Bernadette Pushpaangaeli, **Past Secretary**

Marie Koroï,  
 Teresa Sivan  
 Janice Stewart  
 Dr. Tema McCaig

## MSP Trustees

Dr. Tamara Kwarteng  
 Ms. Alicia Sahib  
 Mr. Tevita Ravumaidama

## Our Service Model for Improving Health, Increasing Knowledge, Changing Behaviours and Ensuring Sustainability

**Our health and social services program for 2015 is comprehensive and holistic: from prevention to diagnostic, intervention/ treatment and follow up.**

MSP provides a holistic, wrap around, integrated service model for improved case management. MSP teams are multidisciplinary and managers have the ability to customize teams to target population and various settings. Our core values (see "Our Values" page 4) are fully integrated into each project.

## Looking ahead to 2015

### Every MSP project will focus on the following five key target areas:

1. **Health** and Social Services: sexual and reproductive health, maternal and child health, adolescent health, post rape care and wellness;
2. **Women/Gender**: Gender empowerment, ending VAWG, access to justice and legal and social services;
3. **Youth** and Children: youth empowerment, child rights, ending VAWG;
4. **Human Rights**/Gender/Child Protection Awareness; and in times of crisis or disaster see 5)
5. **Environmental Health/WASH**/Climate Adaption/Disaster Preparedness and Response.

### MSP's six core programs in Fiji will include:

- 1) **Clinical Health /Mobile Clinical Outreach** - MSP's clinical outreach teams work with government zone nurses and reproductive health workers across Fiji to deliver a range of medical, nursing, counselling, and health promotion services in rural communities. MSP will continue to deliver mobile clinical outreach across Fiji under WAYE (UNTF) and MOOSS (DFAT) projects.
- 2) **One Stop Shop/ SRH Clinic / Youth Clinic** - MSP's walk-in clinic is located in central Suva diagonally across from Colonial War Memorial Hospital, and provides a comprehensive range of medical services, nursing, counselling and legal support services for women (and their partners), youth and children. Health Care Services, Counselling and Legal advice are available at no charge to women and girls, youth and children.
- 3) **Phoenix Program** is an innovative holistic "wrap around" service model developed by MSP in response to service gaps and the need to respond swiftly to cases of sexual assault and physical violence experienced by women, youth and children in Fiji. Since early 2013, MSP has operated the first holistic post rape care service in Fiji through the Phoenix Program providing a full range of specialized services for child, youth and adult survivors of sexual violence and assault, including emergency medical care and forensics, ongoing health care, individual and family counselling, legal aid and therapeutic support.
- 4) **Rights Based Community Health Education and Awareness** - Increasing public awareness and knowledge focused on gender equality, reproductive health, and the elimination of sexual assault and domestic violence have been important foci of MSP from the start. Education and health promotion on these and other topics are an integral component in each of our programs. Since August 2010 teams have been visiting rural communities, markets, and schools across Fiji. In 2014 work began on the development of two new important publications: an information flyer on child protection with funding by UNICEF, along with an informational lifestyle booklet for teenage girls called Girl Empowered, which introduces topics on puberty, reproductive health, family planning, pregnancy and human rights. Girl Empowered was funded by DFAT and sponsored by Asaleo Care – Libra. Both of these documents will be printed in the first quarter of 2015. Girl Empowered will be utilized particularly in high schools through the PATCHED program and in MSP public education programs across Fiji.
- 5) **Child Helpline Fiji - Free Phone 1325** - Child Helpline Fiji is a new nation-wide telephone help and support service for children and youth available by mobile phone or land line. Initiated by the Government of Fiji, the Child Helpline Fiji gives a voice to children and young people who are in need of support, care and protection. In 2015, MSP will continue to deliver the PATCHED program under a formal MOU with the Ministry of Education, Heritage and Arts (MOEHA) to support awareness about the Child Helpline program.
- 6) **Disaster Response and Prevention** - The MSP health and social services mobile teams are available for rapid mobile development across the region to respond to disasters as needed. In addition, MSP seeks to work with communities to undertake disaster preparedness planning to reduce impact of potential natural disasters and to strengthen environmental health practices.



# Report on Financial Statements

## Independent auditor's report for the year ended 31 December 2014

**We have audited the accompanying financial statements of Medical Services in the Pacific, which comprise the statement of financial position as at 31 December 2014, the statement of income and expenditure, the statement of Accumulated Funds and the statement of cash flow for the year then ended, a summary of significant accounting policies and other explanatory notes, as set out on next page.**

### Trustees' Responsibility for the Financial Statements

The Trustees are responsible for the preparation and fair presentation of these Financial Statements in accordance with the Fiji Accounting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of Financial Statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditors' Responsibility

Our audit has been conducted in accordance with Fiji Standards on Auditing to provide reasonable assurance as to whether the financial statements are free of material misstatement. Our procedures included examination of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the financial statements are presented fairly in accordance with Fiji Accounting Standards and statutory requirements so as to present a view which is consistent with our understanding of the Organization's financial position and the results of their operations, changes in accumulated funds and it's cash flows.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Qualification

It is not practicable for Medical Services in the Pacific to establish accounting control over all sources of Income prior to its receipt and accordingly it is not possible for our examination to include audit procedures to extend beyond the amounts recorded in the books of Medical Services in the Pacific.

### Qualified Opinion

In our opinion, subject to the possible effect of the matters described in the basis for qualification paragraphs, the financial statements have been properly drawn up so as to present fairly the state of affairs of the Medical Services in the Pacific and the results of its activities for the year then ended.

We have obtained all the information and explanations which, to the best of our knowledge and belief, were necessary for the purpose of our audit.

**DATED: 30th March 2014  
Suva, Fiji**

aliz pacific  
Chartered Accountants  
Suva, Fiji  
14 August 2014

In the opinion of the Board of Trustees:

(a) the accompanying Statement of Income and Expenditure and Statement of Changes in Accumulated Fund are drawn up to give a true and fair view of the operations of the organization for the year ended 31 December 2014.

(b) The accompanying Statement of Financial Position is drawn up so as to give a true and fair view of the state of the organization's affairs as at 31 December 2014

Dated at Suva this 23rd day of March 2015

Signed for and on behalf of the Board of Trustees and in accordance with a resolution of the Board of Trustees.

TRUSTEE

EXECUTIVE DIRECTOR

# Financial Statements

## Statement of Income and Expenditure for the year ended 31 December 2014

	31 Dec 2014 \$FJ	31 Dec 2013 \$FJ
<b>INCOME</b>		
Restricted Income	493,578	362,214,005
Other Income	5,924	20,584
<b>Total Income</b>	<b>499,502</b>	<b>382,797</b>

## EXPENDITURES

Administrative & Professional Cost	6,305	2,614
Advertisement, Marketing & Fundraising	10,712	6,744
Depreciation	31,678	30,722
Insurance	7,005	3,254
Medical Services	2,164	13,300
Motor Vehicle Expense	14,393	7,585
Office & Other Cost	13,710	26,489
Repair & Maintenance	292	621
Rent Expense	16,600	14,800
Staff Cost	311,103	227,617
Superannuation	9,914	7,157
Travelling, Telecommunication & Utilities	47,877	12,929
Training & Workshops	37,978	11,029
<b>Total Expenditure</b>	<b>509,731</b>	<b>364,861</b>
Interest	91	0
<b>(DEFICIT) / SURPLUS</b>	<b>10,320</b>	<b>17,936</b>

## Statement of Changes in Accumulated Funds for the year ended 31 December 2014

		Accumulated Fund Total (\$FJ)
Balance as at 31 August 2012	150,936	
Net Surplus as at 31 December 2013		17,936
Balance as at 31 December 2013	168,872	
Net (Deficit) as at 31 December 2014		10,320
Balance as at 31 December 2014	158,552	

## Statement of Financial Position as at 31 December 2014

	31 Dec 2013 \$FJ	31 Dec 2012 \$FJ
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalent	85,031	101,871
Inventory	6,471	0
Other Receivables	11,937	6,743
	<b>103,439</b>	<b>108,614</b>
<b>NON CURRENT ASSETS</b>		
Property, Plant & Equipment	58,520	65,027
<b>Total Assets</b>	<b>161,959</b>	<b>173,641</b>
<b>CURRENT LIABILITIES</b>		
Trade Payables	856	856
Other Payables	2,551	3,913
<b>Total Liabilities</b>	<b>3,407</b>	<b>4,769</b>
<b>Net Assets</b>	<b>158,552</b>	<b>168,872</b>
<b>ACCUMULATED FUND</b>		
Opening Balance	168,872	150,936
Accumulated Surplus	10,320	17,936
<b>Total Accumulated Funds</b>	<b>158,552</b>	<b>168,872</b>

**These Financial Statements have been audited.**

**Signed for and on behalf of the Board of Trustees and in accordance with a resolution of the Board of Trustees.**

TRUSTEE

EXECUTIVE DIRECTOR





Medical Services Pacific

Private Mail Bag  
355 Waimanu Road, Suva, Fiji

Office: (+679) 363 0108  
Counselling (speed dial): 5640  
Counselling (after hours):  
(+679) 991 0894  
Email: [info@msp.org.fj](mailto:info@msp.org.fj)

[msp.org.fj](http://msp.org.fj)



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