



Medical Services Pacific

Annual Report 2015

Healthy Choices Transform Lives

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



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Message from the Executive Director...



I am honoured to present MSP's annual report for 2015. 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.

In brief, we saw over 14,000 direct clients and launched the Girl Empowered initiative and publication, which has been ever so popular with women and youth. Additionally, the national Child Helpline was launched in partnership with the Fijian Government and has seen astonishing growth over the past year.

Resource generation is a key challenge for a Pacific based NGO. The support we receive from our international and local donors, the public, private individuals and kind companies like Asleocare (for Libra) who have donated

goods and services to MSP is greatly valued. The incredible impact that we have been able to contribute to the lives of the many that 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 amongst the community and the Fijian Government. I confirm that we will remain dedicated to delivering high quality free health and social services not only in Fiji but across the Pacific.

Below you will find a summary of the past year:

We hope you enjoy reading this report.

Jennifer Poole
**Executive Director
& Founder**

Summary

Medical Services Pacific (MSP) implemented the following projects during 2015:

- 1. Women And Youth Empowerment (WAYE) under the United Nation Trust Fund (UNTF);**
- 2. Mobile Outreach and One Stop Shop (MOOSS) Phase 1 under Fiji Community Development Program (FCDP);**
- 3. Mobile Outreach and One Stop Shop (MOOSS) Phase 2 under Fiji Community Development Program (FCDP)**
- 4. Phoenix Program under the Pacific Women Shaping Pacific Development Fund, Australian Government's Department of Foreign Affairs and Trade**
- 5. Child Helpline Fiji for the Ministry of Women, Children and Poverty Alleviation through the Information, Technology and Computing Services of Ministry of Justice, Government of Fiji**
- 6. Providing Awareness to Children Helping End Discrimination (PATCHED) under the UN Women Pacific Regional Ending Violence Against Women Facility Fund**
- 7. Raising Awareness Among Youth (RAAY) under Australian High Commission Direct Aid Program**



Summary cont...

The MSP team have reached out to a total of 14,312 clients directly during 2015. The team attended to 78 clients referred by the sexual offence unit for medical examination. A total of 402 women and girls had access to Pap smear testing and a total of 17,021 family planning products were delivered including 166 Emergency Contraceptive Pills, 82 Oral Contraceptive Pills, 48 Depo, 13 implants, 10 IUDs and 16,702 condoms. A total of 438 clients accessed counselling/psychological support and legal advice and consultation was provided to a total 529 clients. In addition to this, 679 genuine calls were attended to on the Child Helpline this year.

The MSP Outreach Team conducted 93 outreach visits during 2015, including six Women Resource Centre outreaches under the Phoenix Program, ten market outreaches and nine market communities as part of the WAYE Project, 23 school outreaches as part of the CHL, RAAy and PATCHED projects, and nine school communities as part of PATCHED. The team also participated in one TV Breakfast show raising media awareness, attended to 29 outreach visits to informal settlements and rural feeder communities and provided one clinical outreach visit to the Suva Corrections Centre providing services to inmates.

On the 9th of May, MSP took part in the European Union Day Exhibition and had a two day awareness booth at the University of the South Pacific (USP). In March, MSP organised a candles and cupcakes day as part of marketing for the Phoenix Project. MSP also had an awareness booth in the centre of Suva on this day to mark support for the Phoenix survivors. During the first six months of 2015, MSP also organised two launches – the launch of the Fiji Child Helpline by Ms Rosy Akbar, Minister for Women, Children and Poverty Alleviation, and launch of the GIRL EMPOWERED by Ms Natasha Stott Despoja, Australia's Ambassador for Women and Girls. MSP was part of

various stakeholder consultation meetings and workshops including EU Activism Through Theatre workshop, FCDP's Year End Review and Reflections workshop, NCCC meeting, the UN Women Grantees training meetings, and input into the Red Cross IEC materials.

In August MSP conducted a weeklong clinical and awareness outreach at the Hibiscus Festival. MSP conducted one outreach during Children's Fun and Awareness Day, one clinical outreach to Homes of Hope, and one Child Protection training for Fiji Girl Guides Association. MSP was also involved in a four day information booth at the OSSHHM Symposium, one information booth and march during Suicide Prevention day. In July a music concert extravaganza was organised in support of MSP. MSP was invited to be part of the OSSHHM workshop the Pacific Sexual Reproductive Health Regional Conference, and the NCCC consultation meetings. MSP was also part of the review and development of the National Strategic Plan for the Ministry of Health.

During 2015 MSP conducted one corporate outreach to MindPearl and one outreach to SAN Fiji. In addition to this during this period, MSP has a Candles and Cupcakes day to mark the International Day of Violence against Women. MSP was also part of the 16 Days Activism program and involved in various activities such as photo shoot with Pacific Disability Forum. MSP also did an outreach to youth partnering with the Provincial Youth Forum in its Annual Bazaar and Cultural show.

In November, MSP provided one day training to the Fiji Police Force officers aiming to improve capacity of first responders to manage cases of sexual assault, child abuse and domestic violence with sensitivity to better support those suffering from stress, trauma or VAWG. This was an inaugural training and MSP will continue to undertake joint trainings to build capacity and strengthen services for survivors of sexual assault and gender violence.

During this period, MSP was engaged in various other training workshops and meetings

including a 3 days training in basic First Aid for all its staffs, three day Gender equity and social inclusion training workshop, and Pacific Women M&E Workshop, and NCCC meeting. MSP's Executive Director was invited to be part of the Ministerial Consultations Meeting in Nadi and the Pacific Humanitarian Partnerships Meeting. Towards the end of 2015, MSPs doctor and clinical nurse were trained in VIA through the Ministry of Health. On the 19th October, MSP signed a new Memorandum of Understanding with the Ministry of Education, Heritage and Arts.

The MSP One Stop Shop conducted ongoing medical and psychological support to the survivors of sexual assault. The Phoenix Support groups had regular support group meetings, a feature of which was the therapeutic making of candles.

New Projects started this period, at the beginning of the year MSP established the Child Helpline call centre which is a free telephone counselling service for children. Under the direction of the Department of Social Welfare of the Ministry of Women, Children and Poverty Alleviation (MoWCPA) and managed in partnership with the MoWCPA, the Ministry of Education and the Fiji Police Force. In the second quarter, MSP was awarded a 3 month grant for the implementation of its Raising Awareness among Youth (RAAY) project under the Australian High Commission Direct Aid Program. MSP was also awarded a grant for the implementation of the second phase of the Mobile Outreach and One Stop Shop (MOOSS) through the Fiji Community Development Program. The second phase is initially for one year. Phase I of MOOSS finished at the end of April 2015. In June, MSP received core funding from the Australian High Commission, Pacific Women Shaping Pacific Development fund. The core funding will cover the key operational and salary costs of MSP for one year. At the end of July, funding for the Phoenix Project and RAAY came to an end and funding for WAYE came to an end in December 2015.



CORPORATE PROFILE

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 rights based **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 services. A woman with access to high quality reproductive health care services has greater choices and opportunities and is more able to cope with stress and change and disaster (e.g. climate change). In addition, access to quality SRH services will decrease maternal and infant mortality rates and improve health outcomes for women. Therefore, the provision of quality SRH services is key to obtaining gender equality, reducing Violence Against Women and Girls (VAWG) and strengthening women's capacity as providers and agents of change in the Pacific.

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 ongoing medical, nursing, counselling and legal support.

MSP has specialised health teams that work with high risk and vulnerable groups (e.g. girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI's (Lesbian, Gay, Bisexual, Transgender and Inter-gender) 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 Agreements (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 with 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, 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 environmental, economic and human security challenges in the Pacific region.

Our Vision

MSP believes that women and girls everywhere, should be able to access resources to create a world free of poverty and disease, a world free of violence and threat;

Where women have equal rights, economic and political equity and access to justice; a world where women can choose the number and spacing of their children; and a world where women and girls are able to achieve their aspirations and contribute to sustainable development outcomes.



Our Values

MSP has adopted a set of 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 which upholds the rights of women and girls to decide when and how to plan their family including the number and spacing of their children. MSP provides a full circle medical program from fertility support, family planning, maternal health (pre and post natal care), post miscarriage care and safe abortion referrals within the law.
3. Confidentiality for our clients (and their records), is guaranteed by policy and regulated 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 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 Health/WASH: 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 across the Pacific



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
- Disaster Response and Recovery, Disaster Preparedness/Disaster Risk Reduction
- 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, and regional to promote gender equality and engagement of youth.
- Increasing the capacity, 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



LINKED PROJECTS:
Mobile Outreach and One Stop Shop, funded by Fiji Community Development Program; Phoenix Support Network, funded by the Australian Government; WAYE (Women and Youth Empowered), funded by United Nations Trust Fund

One Stop Shop

MSP's One-Stop-Shop provides holistic healthcare services for women and youth in Fiji. Our aim is to ensure women and youth have access to basic healthcare services and to empower them to access these services. With this in mind, we have developed strong partnerships with government and

non-government organisations to provide specialised and confidential services in sexual and reproductive health care – an identified area of need in our community.

In addition to regular clients and walk-in clients, the One-Stop-Shop in Suva provides 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 referrals (sexual assault clients) for medical care, counselling and legal aid.



Candle making therapy with member of the Phoenix support group

During 2015, a total of 78 sexual assault response clinical clients were treated at MSP's One Stop Shop.

The Memorandum of Understanding (MOU) with the Fiji Police Force has strengthened collaboration and improved service provision for survivors and those at risk. In recognition that instances of sexual assault do not only harm and traumatise the victim, but also their families and their loved ones, MSP founded a support group. The support group expanded to include survivors and their families and social workers, providing a safe space for those affected to share their experiences and seek help and advice from others who may be going through the same thing or to talk with a friendly professional. The group, Phoenix Support Group (named for the mythical creature that upon death in flames, regenerates from its ashes), has ongoing monthly meetings coordinated by the MSP Senior counsellor. In the first round of meetings it became clear that parents were struggling with the incidental costs of sending their children to school or returning their children to school after a traumatic incident. It was decided the Phoenix group would make candles and sell them to generate funding for the program and also for the members.

Group therapies were organised for the Phoenix support group members. Group discussion focuses mainly on setting group goals and structuring measurable action plans. Members share their own experiences and have acknowledged that group meetings allow them to openly talk about their feelings, thoughts and experiences. The Senior Counsellor taught members on candle making as part of the group therapy and members were encouraged to participate and put learning into action. A post group therapy was facilitated after completion of the candle making and members were encouraged to share their own feelings and thoughts on the experience.



Phoenix Candles and Cup Cakes were sold on the 17th of May Rock Market as a fund raising initiative for Phoenix.

The Phoenix Support group has had fifteen meetings during 2015. There are currently twenty-three members in this support group. MSPs One Stop Shop had a total of 1196 clients in 2015 including regular, walk-in clients and sexual assault response clients.



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Phoenix Candles ready for sale

Market Outreach

LINKED PROJECT: WAYE (Women and Youth Empowered), funded by United Nations Trust Fund

Market Outreach is a very important part of the MSP outreach program. Research and base-line surveys have shown that 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 feel 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.

In addition, Fiji has high rates of cervical cancer, particularly among rural women. To address these issues, MSP has been visiting markets around Viti Levu and providing free healthcare awareness and clinical services (including cervical screening) for these vendors and the public. One reason for the lack of health seeking behaviours that contribute to the high cervical cancer mortality rate, is a lack of understanding about the importance of accessing regular healthcare services. In addition, a lack of time to access medical care, fear of the services, traditional myths and cultural beliefs are also barriers. The MSP team seeks to first inform and educate these women to empower them to later access the free clinical services that we provide to them on the day. Working in this manner dramatically increases the vendor's access to clinical health services.

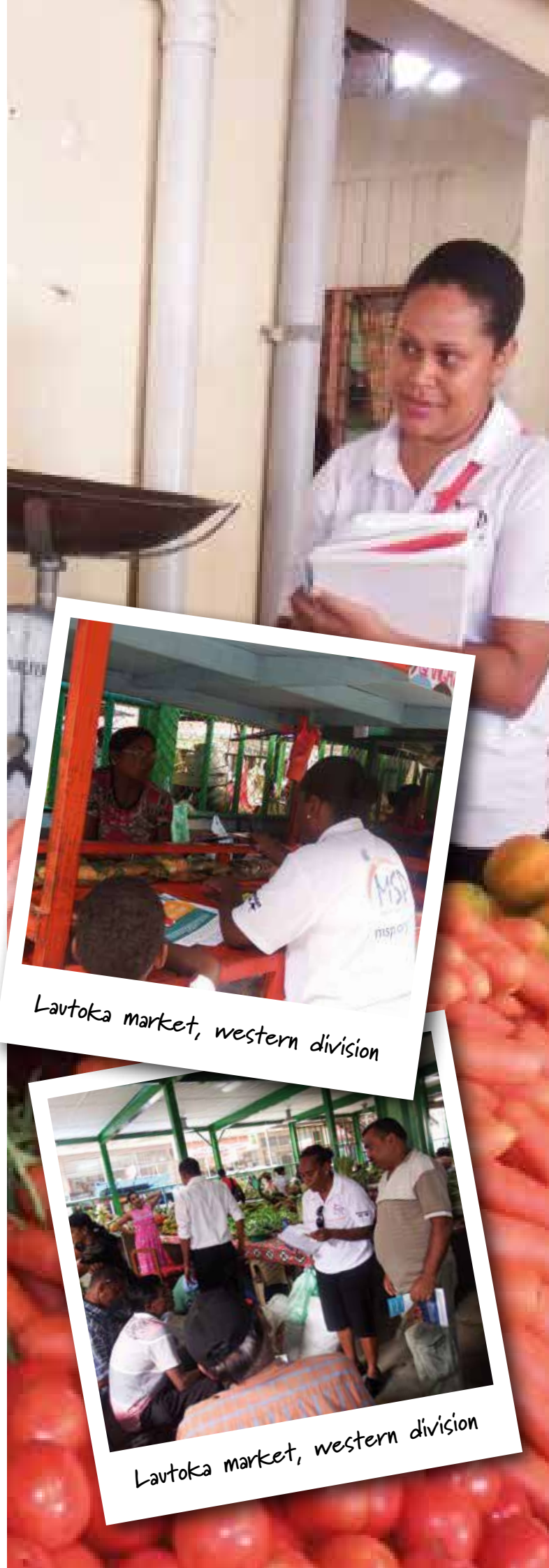
MSP's awareness sessions revolve around sexual and reproductive health – including gender roles and equality; child protection, including the rights of the child; and family planning.

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 provides advice and assistance around human rights a child protection and explaining options for women and girls experiencing violence or abuse. The program also provides a legal aid officer who works closely with gender focal points and mentors in markets to provide support for gender issues.

During 2015 the MSP Mobile Outreach Team conducted 10 market outreaches for in Suva, Nausori, Nadi, Sigatoka, Lautoka, Ba and Rakiraki, and six other market communities.

Across these markets alone, the MSP team reached out to over 1000 clients directly. The team also had briefings with the gender focal points at the markets.

Gender focal points (also known as gender mentors) act like peer educators for the vendors; they are advocates to improve working conditions for women and girls. Gender focal points play a key role in helping to identify individuals at risk and referring them to MSP or appropriate agencies for support. Female vendors can report children at risk, and abuse or discrimination to the focal points who can then advise MSP so our team can respond by sending in the legal officer and counsellor. Focal points can book the clinical outreach team for markets and for their home communities. During 2015 MSP identified and mentored 57 gender focal points at the seven markets and market communities.



Lautoka market, western division

Lautoka market, western division

Women Resource Centre Outreach

LINKED PROJECT: Phoenix Project, funded by the Australian Government's Department of Foreign Affairs and Trade

During 2015, MSP's mobile clinical outreach team provided return visits with clinical and information services to the six Women Resource Centres (WRC) as part of the Phoenix Project. Outreach was conducted to Nativi, Namara and Burelevu WRC in Ra; Lawaki Village in Tailevu; Qoma village in Tikina Namena Tailevu; and Vanuakula and Nadakuni village in Waidina Naitasiri, Savu village in Vigalei Tailevu and Navaka village in Tikina Noco in Rewa. As part of this program, the MSP outreach team provided legal aid, counselling support, as well as information on reproductive health awareness, family planning, clinical on breast and cervical cancer, and general out-patience services. A holistic approach was implemented to meet the needs of women, youths, children and men in the community.

A total of 729 clients were directly reached through return visits to these 6 WRCs this period.



MSP's senior counselor providing group counseling to women during WRC outreach to Namara, in Ra



MSP presenting on its services to members of the Burelevu community in Ra during a WRC outreach

Community Outreach

LINKED PROJECTS: Mobile Outreach and One Stop Shop (MOOSS) Phase 1&2, funded by Fiji Community Development Program; WAYE (Women and Youth Empowered), funded by United Nations Trust Fund and Providing Awareness to Children Helping End Discrimination (PATCHED) funded by the UNW Pacific Regional Ending Violence Against Women Facility Fund.

In addition to the One-Stop-Shop and the Market Outreach program, MSP provides ad-hoc community outreach upon request or upon donor funding.

The MSP Outreach Team conducted 46 outreach visits to rural feeder communities and settlements in the Central, Western and Northern divisions. These outreach visits were to nine school communities, nine market feeder communities and six Women Resource Centre outreaches to a total of 29 rural communities and informal settlement or feeder communities. On the 9th of May 2015, a number of activities were hosted throughout Suva to celebration the founding of the European Union. MSP had an awareness booth, which also attracted a large number of community members. In order to reach out to the target group (youths), MSPs Outreach team also worked in the evenings

in some of these communities. Over 4200 clients were directly reached through these community outreaches in 2015.

As part of community outreaches, MSP provided awareness and clinical services on family planning, sexual reproductive health, gender equality, child protection, as well as NCD screening (sugar, blood pressure and height/weight), pap-smears, STI/ HIV testing, ante and post natal care, pregnancy advise, consultation and referrals. Counselling, one to one legal aid and general doctor's consultations were also provided on some of these community outreaches.



MSPs Nurse providing awareness on family planning during outreach to Vatoa Village



MSP providing general doctors consultation at a community outreach in the West



MSPs Wellness Officer talking to youths of Nailaga village during a community outreach



Outreach to Jalim Avenue



MSP's Senior Counsellor with students of the Co Camaisala Primary School



Secondary school in central division



MSP's Wellness Officer introducing students of Ro Camaisala Primary school to MSP and its services for children

School Outreach

LINKED PROJECTS: Child Helpline for the MWCPA through the Information, Technology and Computing Services of Ministry of Justice, Government of Fiji; Providing Awareness to Children Helping End Discrimination (PATCHED) under the UN Women Pacific Regional Ending Violence Against Women Facility Fund.

MSP's mobile outreach team provides awareness to youth and children on gender equality and child rights, to end gender equality, child rights, ending gender discrimination and reducing violence against Women and Girls (VAWG). They use a combined strategy that utilizes Behaviour Change Communication tools,

MSP has been working closely with Ministry of Education to increase awareness of the Child Helpline Fiji in schools. MSP received official approval from the Ministry of Education, Heritage and Arts (MoEHA) to collaborate with the Ministry's Policy Unit to campaign and conduct awareness in schools. This has allowed MSP to bring health services and rights information to women, girls, youth and children in their schools (and school communities as noted under the Community Outreach section). As part of this process MSP's outreach team was registered under the Fiji Teachers Registration Authority (FTRA) in May. Towards the end of 2015, MSP's MOU with the MoEHA was finalised.

Outreach was conducted in 23 primary and secondary schools in 2015. The target for high schools are boys and girls aged 15 – 18 and for primary schools boys and girls aged 6-12, the school teachers are also targeted as part of this program.

MSP's outreach team provides awareness at primary schools on MSP services for children and families including the Child Helpline Fiji, and child rights and child protection. At secondary schools the outreach team focuses on our services for young people including the Child Helpline Fiji, child rights and child protection, awareness on reproductive health utilising the Girl Empowered booklet, and other topics requested by the schools which may include STI/HIV Awareness, Safe Birthing, Rheumatic Heart Disease awareness, and WASH.

Over 5400 students and 216 teachers have been directly reached through these 23 school outreaches in 2015.



Primary school in central division



Secondary school in central division



Primary school in central division



Child Helpline Fiji

Funded by Ministry of Women, Children and Poverty Alleviation

For the Ministry of Women, Children and Poverty Alleviation through the Information, Technology and Computing Services of Ministry of Justice, Government of Fiji

The Child Helpline 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 to the abuse of children.

CHL responds to the increasing incidences of child abuse and exploitation that were being reported by authorities and civil society. The government recognized a need to strengthen protection for children, to prevent abuse and to provide support to those that face abuse. 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 to implement the National Child Help Line at the end of 2014. This initiative demonstrates the commitment by the Government and major stakeholders to address child abuse by making a free telephone line available to those who may want to make a report. MSP will implement the child help line for a period

of one year to ensure children, partners, and teachers have access to information and support services.

The Child Helpline Fiji project is the first of its kind in the Pacific, and aims to provide a voice to children and young people who are in need of support, care and protection. This initiative provides children with a free helpline service by dialling 1325. Government, through the MWCPA, pursued this venture in partnership with MSP and the three major telecommunications companies - Digicel, Vodafone and Telecom Fiji Limited, who are involved in supplying the dedicated line.

The Child Helpline ensures children have their fundamental right to be heard and to be protected; rights enshrined in the United Nations Convention on the Rights of the Child. The Child Helpline plays a key role in shaping, strengthening and filling the gaps of existing national child protection systems.

During 2015, Medical Services Pacific Child helpline received a total of 8695 calls of which 679 were genuine calls intervened by professional counsellors.

Launch of the Child Helpline Fiji

As part of Fijian Government's commitment to protect and promote the rights of children, the Minister for Women Children and Poverty Alleviation Hon Rosy Akbar launched the 'National Child Helpline' program at Holiday Inn, Suva on the 16th April. The event was witnessed by ministers and the key stakeholders Vodafone, Telecom and Digicel.





Launch of Girl Empowered

With support from Asaleo Care

GIRL EMPOWERED, a new booklet about sexual and reproductive health designed as a practical guide for girls and young women in Fiji, was launched on the 30th April by Medical Services Pacific (MSP).

Echoing the support received from the Ministry of Health and Medical Services for Fiji, Ms Natasha Stott-Despoja, Australia's Ambassador for Women and Girls, gave a ringing endorsement for GIRL EMPOWERED at the launch event held in Suva. The launch was attended by scores of young women, health professionals, educators, government officials and representatives of international and local NGOs. Written and produced by MSP, GIRL EMPOWERED responds directly to the significant gaps in knowledge and understanding that Fijian girls have about their sexual reproductive health and their rights. Based on input received from a wide range of health professionals and Fijian young people, GIRL EMPOWERED was created to provide girls and young women in Fiji with the practical information they need to make informed and healthy choices, reducing the risks they face and empowering them to achieve their life goals.

Access to sexual and reproductive health information is crucial if young people are to make informed decisions about their health and sexual relationships. However, all reports from Fiji and the wider Pacific Island region, including the call for action issued in April by the Secretariat of the Pacific Community, suggest that there is not nearly enough information provided to girls and women about their sexual health. GIRL EMPOWERED takes on this challenge and in plain language covers the topics of greatest importance to girls and young women including body changes and puberty, sexuality and relationships, contraception, pregnancy, diet and body image, bullying, and lifestyle choices.

GIRL EMPOWERED is a youth friendly educational resource that will be of great interest not only to girls and young women across Fiji, but also to educators, reproductive rights advocates and all others working with young people throughout Fiji. Copies of GIRL EMPOWERED were distributed to government agencies for use by teachers, police officers, nurses and other health professionals, and youth workers. Young people and others who are interested can access the booklet at their schools and public libraries.



Girl Empowered Ambassador's Miss Diana and Miss Keresi with Natasha Stott-Despoja, Australia's Ambassador for Women and Girls



Ms Jennifer Poole, MSP founder and Executive Director, Natasha Stott-Despoja, Australia's Ambassador for Women and Girls, Eldon Eastgate, Asaleocare and Zara Beags, Miss Fiji, cutting the cake



Sexual Violence Training for Fiji Police Force Personal Crimes Unit and Sexual Offence Unit

MSP held a one day capacity building training workshop with officers of the Fiji Police Force at the Police Barracks in Nasese on the 24th November. The workshop aimed to improve capacity of first responders to manage incidences and cases of sexual assault, child abuse and domestic violence with sensitivity and skills to better support those suffering from stress, trauma or VAWG. The training was conducted with 23 officers of the Fiji Police Force including officers working in the Sexual Offence Unit.

Prior to this training MSP's clinical team visited the FPF Forensic Science Unit in order to learn about the capacity of the unit. The visit enhanced the capacity of the clinical team to assist in the response to sexual violence.

MSP was also very pleased to receive the first batch of the new rape kits from the Forensic Team at the FPF. Such kits will ensure the chain of custody for evidence and that all required forensic tests are undertaken to convict offenders.



Representatives of Fiji Police Force and Sexual Offences Unit



Representatives of Fiji Police Force and Sexual Offences Unit

16 Days of Activism Program



The MSP team selling cupcakes and candles



MSP was actively involved in the 16 Days of Activism Program to mark the International Day of Elimination of Violence Against Women from the 25th November to 10th December. Activities included MSP Candles and Cupcakes campaign, Training for Fiji Police Force officers, orange themed outreaches photoshoot with Pacific Disability Forum and orange ribbon pinning on all clients.

Communications and Media

MSP's media profile has been steady in 2015 despite the lack of a full-time communications officer.

MSP was mentioned in the media 19 times this year. Media outlets included Fiji Times newspaper and online, Fiji Sun newspaper and online, FBC television (news coverage), the Stallion, the Fijian Government online, and Aus Plus (Overseas) Radio and online. Events covered included the launch and ongoing service of the Child Helpline which has greatly benefited from the national coverage, the Girl Empowered booklet, and the G4 benefit concert held at the Royal Suva Yacht Club.

MSP conducted four radio announcements and interviews promoting our outreach activities, programs and services; specifically the Child Helpline.

MSP also runs a Facebook page, a website and a blog.

Publications

In 2015, a new set of IEC materials were printed including Child Helpline Fact (CHLF) sheets in Hindi, English and I-taukei versions and CHLF posters. The GIRL EMPOWERED booklet was also completed and sent to the printers with funding support from Asaleo Care.

A newly designed MSP and GIRL EMPOWERED pull-up banners were printed. In addition to this all other IEC materials, brochures and stickers were also re printed as part of the ongoing program. The MSP referral directory is with the printer awaiting funding. The Phoenix poster and banner was also designed and printed this year. Design of new candle tags and a brochure outlining legal support is under way.

Capacity Building

One of the key activities of MSP is to build capacity in healthcare awareness and services within the community, government and other key stakeholders. In recognising the importance of capacity building to affect positive change and to provide stronger services, MSP itself actively pursues capacity building for its health staff.

During 2015 MSP developed an in-house capacity building program with support from the Training Advisor, a volunteer through the Australian Volunteer for International Development (AVID) program. Four in-house capacity building workshops were held at MSP. Trainings were focussed on youth friendly service provision, and family planning. MSP is currently scheduled to have two in-house capacity building trainings per month.

In addition to in-house training MSP's Legal Aid Officer attended the training on Prevention of Violence Against Women And Girls facilitated by UN Women. The M&E Officer and Program Manager attended the training and discussion on the M&E plan for Phase 2 MOOSS Project, facilitated by the FCDP.

In the last quarter of 2015, MSP's clinical nurse and a volunteer nurse received a week long training in Visual Inspection with Acetic Acid (VIA) at the Wellness Clinic. This was aimed at training nurses to provide a comprehensive and integrated cervical cancer prevention and control program for all women; and to provide routine cervical cancer screening, using visual inspection with acetic acid or cytology, every 3 years, for women aged 30 to 49 years.

MSP is including the VIA approach as it provides an immediate analysis of precancerous cells and ensures a rapid response to treating pre-cancers. The VIA approach will also cut costs compared to using the Pap and Thin Prep methods, where a lot of time is required for laboratory analysis, collection of results and delivering positive results in person to the client in partnership with a zone nurses for ongoing care, treatment and support.

MSP's staff also attended a two-day Capacity Building training in Basic First Aid conducted by St Johns Ambulance. The training focussed on emergency procedures to aid the sick and injured. Nine staff successfully completed this training and are certified to practice basic first aid for two years. MSP was able to negotiate free training for staff by donating medical splints and a trolley to St Johns Ambulance.

MSP's Protection Officer and Program Manager were involved in a three day training in Gender Equity and Social Inclusion organised by the Fiji Community Development Program for MSP's MOOSS program. This was a very interactive training, and attended by various other CSOs from across the country. The training focussed on awareness (knowing where you are), dialogue (meeting the other) and action (seeing what you can do together).

MSP's Wellness Officer attended the Activism Through Theatre training workshop run by the European Union. The workshop focussed on how to transform messages of VAWG into an art form, such as dancing or music. The Wellness Officer learnt how powerful of a tool art is in the expression and relief of stress or trauma. This technique will be developed for use at the community level to help people express their emotional issues.



First Aid Training



ECP Training



Resuscitation Training



Family Planning Training

Stakeholder Activities

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 its MOU/ MOA partners and networks including the Ministry of Health and Medical Services, and Ministry of Women, Children and Poverty Alleviation. 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 the 19th October, MSP signed a new Memorandum of Understanding with the Ministry of Education, Heritage and Arts. Through this MOU, MSP will work collaboratively with the MoEHA to provide child protection awareness through partnership with other child protection agencies, working closely with the MoEHA Child Protection Officers and assisting in the development and provision of educational and teaching materials on child protection.

In 2015, MSP had three Board meetings held at the MSP office to review quarterly reports and other key documents. MSP also facilitated the Child Helpline Steering Committee to discuss implementation, progress and strengthening of reporting processes. The Child Helpline (CHL) Project manager and the Executive Director attended the Quarterly National Coordination Committee on Children (NCCC) meetings in 2015. The Senior Counsellor attended the Launch of the Ministry of I-Taukei Affairs on the Contextualized Facilitation Package to the NCCC members. MSP's Executive Director attended a Health Ministerial Consultation

meeting in Nadi and the relevant sections of the Pacific Humanitarian Partnership meeting at the Holiday Inn in Suva. The Program Manager attended a one day ADB Workshop on Civil Society Participation for Better Development Results. MSP was also invited and attended the launch event at Homes of Hope.

On the 19th June, MSP was invited to be part of the Sexual Reproductive Health Training to community family planning agents organised by the UNFPA. MSP was invited to co-present relevant sessions at the workshop, the legal Aid Officer and Wellness Officer presented on behalf of MSP.

MSP was involved in the week long Oceania Society for Sexual Health and HIV Medicine (OSSMMH) Symposium and the Pacific Sexual Reproductive Health Regional Conference in the third quarter. MSP also presented on Child Protection to the Fiji Girl Guides Association, and worked closely with partner Homes of Hope to provide a clinical and information outreach at their event. MSP's Executive Director did a presentation to the EU delegation on MSP and its services.

This period MSP was also invited to be part of the Duavata Community Police Children's Fun Day and linked with the Youth Champs for Mental Health to raise awareness during the National Suicide Prevention Day. MSP linked with the Ministry of Health to provide family planning and SRH clinical services during the Hibiscus Festival.

MSP took part in the 2015 Prevention of Child Abuse and Neglect (PCAN) Working Committee and attended the PCAN celebration on the 19th of November.



President of Fiji, Ratu Epeli Nailatikau patron of MSP visiting the MSP booth



Minister for Women, Children and Poverty Alleviation Hon. Rosy Akbar visiting the youths of Kinoya during Crime prevention week



Nurse Catherine Wakelin (Sr Lulu) delivering a lecture at the OSSMMH symposium

Management

New funding acquired

MSP began implementation of the Child Helpline Fiji at the beginning of 2015. In May MSP was awarded a year extension for its Mobile Outreach and One Stop Shop (MOOSS) project funded by the Fiji Community Development Programme.

MSP also received a small 3 month grant for the implementation of its Raising Awareness Among Youth (RAAY) project under the Australian High Commission Direct Aid Program. In addition to this MSP received core funding from the Pacific Women Shaping Pacific Development Support Unit at DFAT for one year. The core funding is for core programs specifically those focussed on sexual reproductive health services and survivor support. It covers for some key positions and operational costs of MSP and enables the implementation of the MSP Four Strategic Pillars:

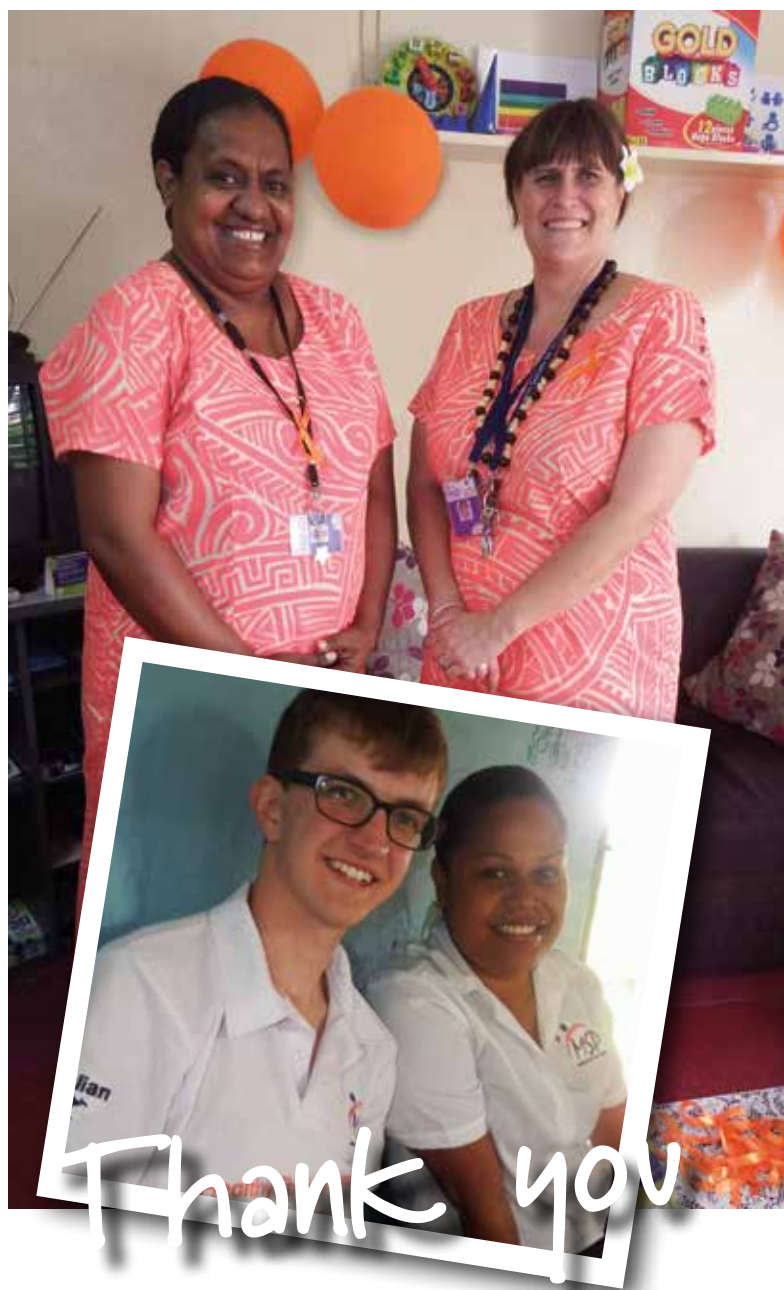
1. Strengthening health and social services for women and youth (including children)
2. Promoting human rights, ending VAWG and strengthening Child Protection
3. Environmental Health and Climate Adaptation
4. Building resilient Pacific communities

Other Activities

In May over 900 bras were donated to MSP by volunteers from the New Zealand Uplift Project. This donation was made for distribution to rural women in community outreaches as well as to handout to clients in need at the MSP One Stop Shop.

In remote rural communities, women and girls often lack the financial means, awareness or access to obtain the comfortable under-apparels. For rural women who historically rely on subsistence farming to support their families, a new bra is seen as a luxury item that is unaffordable as the priority for spending money for these women is food and education for their children. Unfortunately, the lack of a bra means many women experience back aches due to the unsupported weight at their chest, 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 for this generous donation by the Uplift Project.

International Volunteers



MSP has been extremely fortunate to receive the support from the Australian Volunteers for International Development (AVID) Program. Expatriate professional volunteers bring much needed technical capacity to NGO's in the Pacific. In 2015, MSP was supported by Sister Catherine Wakelin, through AVID, who provided expert capacity in the clinic, trained the Doctor and Nurse in current sexual reproductive health and sexual assault protocols and developed the MSP Clinic Operations Manual.



MSP Staff and Board

Staff

Ms. Jennifer Poole, Executive Director/Founder

Ms. Nileshni Devi, Program Manager

Ms. Roselyn Prasad, Finance Manager

Ms. Peci Baledrakadraka, Senior Counselor
& Child Helpline Fiji Supervisor

Dr. Elvira Ongibt, Doctor

Dr. Sofia Ali, Doctor

Sr. Timaleti Vakaluma Nabati, Nurse

Ms. Amelia Brown, Child Helpline Counselor

Ms. Jacinta Roberts, Child Helpline Counselor

Ms. Tamara Balenaveikau, Relief Manager

Ms. Monisha Singh, Child Helpline Counselor

Isireli Kidareva, Child Helpline Counselor

Ms. Nazura Begum, Communications Assistant

Ms. Lisa Rova, Protection Officer

Ms. Taina Gucake, Wellness and Education Officer

Ms. Darisha Datt, Monitoring and Evaluation Officer

Ms. Sereima Senibici, Monitoring and Evaluation Officer

Mr. Jovilisi Yaya, Logistics and Security Officer, Driver

Board

Dr. Joshila Lal, Chair

Ms. Poole, Executive Director/Founder

Mr. Suluo Daunivalu – Founding Board Chair

Ms. Veronica Thoms, Treasurer

Dr. Temalesi McCaig, Management Collective Member

Ms. Loren Eastgate, Management Collective Member

Ms. Kelly Robertson, Management Collective Member

MSP Trustees

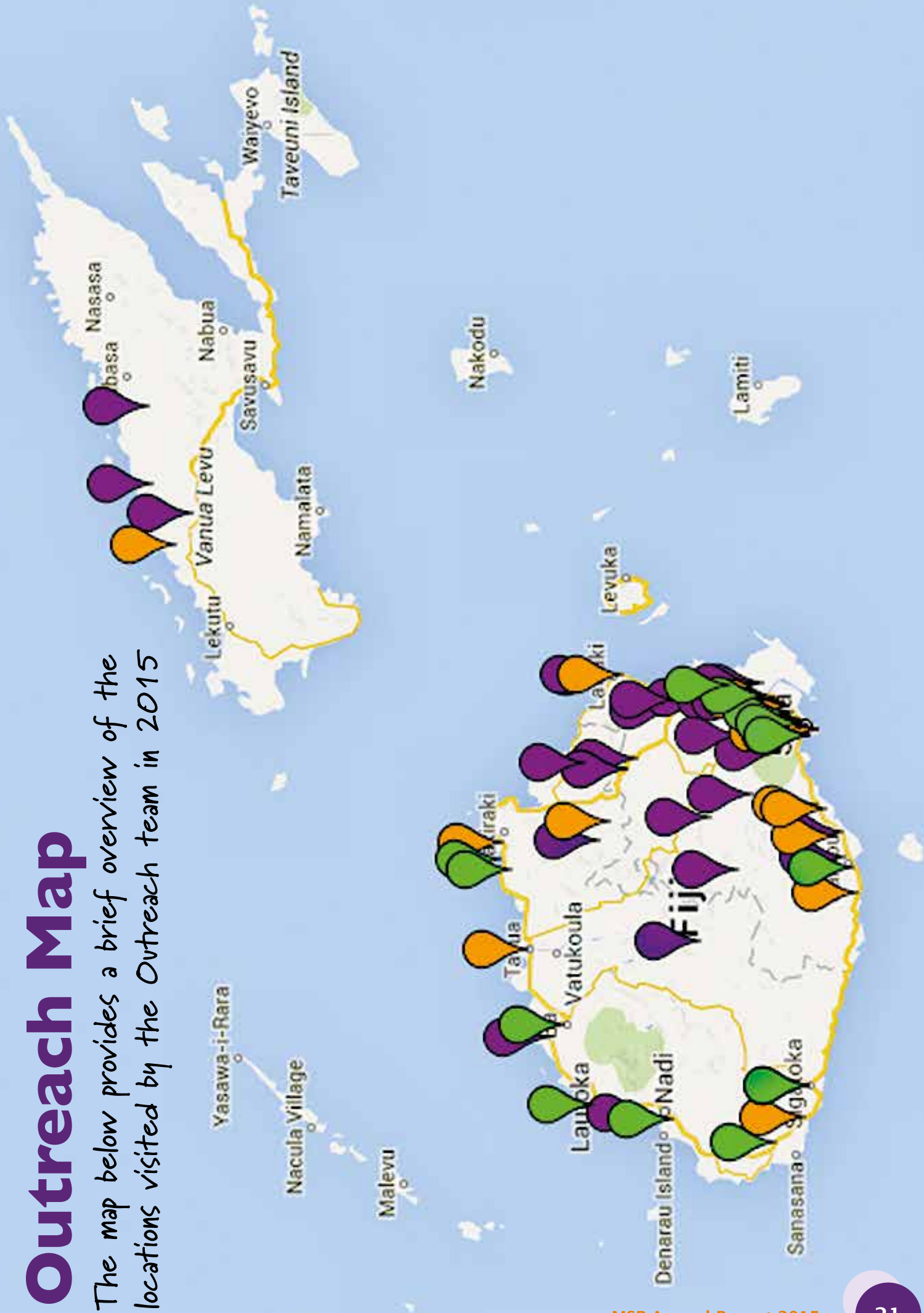
Dr. Tamara Kwarteng

Ms. Alicia Sahib Shankar

Mr. Tevita Ravumidama

Outreach Map

The map below provides a brief overview of the locations visited by the Outreach team in 2015





MSP is looking forward to an exciting year of continued growth and impact in 2016.

We have signed a new ongoing contract for the Child Helpline, which became a 24 hour service in February of 2016.

MSP has developed a mobile phone application for Girl Empowered to allow for cheaper and more resourceful dissemination of information. We have also released a second version of the Girl Empowered booklet to include topics such as 'Preventing Suicide' and 'It's Okay to Be Different' among others.

Additionally at the beginning of 2016, Fiji suffered from the devastating impact of Tropical Cyclone Winston. In response, MSP launched a relief programme where our mobile outreach team visited villages affected by the cyclone to donate relief supplies, clothes, seeds and other necessary goods. The team also provided health care, safety and protection through psychosocial support, WASH awareness and WASH kits, Dignity kits and education.

MSP recommenced a partnership with Rotary to deliver a series of health fairs, in partnership with the Rotary Club of Suva Peninsula Sunset and the Fiji National University. Health fairs will include dental, optical and medical services as well as counselling, social services and advocacy awareness.

We received core funding from DFAT which has allowed us to consolidate the program, leading to significant achievements in terms of national impact and international recognition.

Ongoing programs:

- **One-Stop-Shop clinic & post rape care facility**
- **Clinical Outreach to Rural Areas**
- **Expansion into the eastern and northern divisions of Fiji**

Acknowledgements

MSP would like to acknowledge our corporate partners Asaleocare, Pleass Beverages, Mind Pearl, Libra Uplift NZ and Uplift Australia. Additionally, we would like to thank DFAT and partner UN agencies, who fund the core part of the MSP operations including the salaries of the medical team.

MSP is highly appreciative of the supportive individuals and public investors who donate or invest in our services. In 2015, a group of individuals came together to provide a music festival and MSP was elected the charity of choice. In particular we thank Ms. Darlene Underwood of Pacific Coast Events and Promotions, who coordinated the G4 Music Festival at the Suva Yacht Club and kindly donated FJD 500 to MSP. MSP would like to thank participating individuals, including Ms. Ellana Bickerdike, Keith Watkins, Robert Verma, Eni Kumar, Adrian Narayan, Mau Biliyato, John Lal, Mike Ram, Aneil Kumar, Max Columbus, Jimmi Nathu and Ken Janson. In addition we would like to thank the Suva Yacht Club, all the musicians and staff, as well as the following corporate sponsors of the event: Fiji TV, Fiji Times, Legend FM, Fiji Water, Signz Plus and Déjà vu (Fiji).

Lastly, we massively appreciate the trust and support of the Government of Fiji and the Ministry for Women, Children and Poverty Alleviation and thank them for their ongoing funding support to implement the national Child Helpline.

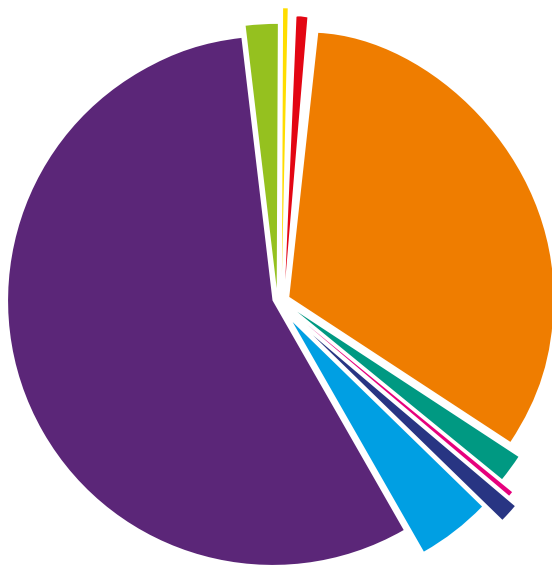


MSP with some of the musicians from the G4 Music Festival and media representatives

STATISTICS OR IMPACT IN NUMBERS

Medical Services Pacific continued to improve access to quality health care services for women, youth, and disadvantaged groups across Fiji. The following statistics were generated during the reporting period of January- December 2015 and reflect the combined contribution from MSP Projects. Medical Services Pacific portfolio of projects includes: Mobile Clinical Outreach and the One Stop Shop clinic, the Post Rape Care holistic service, the Counselling and Social Services program, the Human Rights Awareness Program (inclusive of Gender/Child Protection/Reproductive Rights) which focuses on ending 'VAWG and improving access to Justice for survivors; and the Youth Empowerment program to support Youth and Children at risk including the implementation of the national Child Helpline service in Fiji.

Achievements of the medical program for January-December 2015 include:



- 14,312 clients directly reached
- 33,138 total clients reached (directly & indirectly) from Jan-Dec
- 78 Sexual Offences Unit (SOU) clinical clients treated
- 17,021 family planning services/products delivered
- 16,702 condoms distributed
- 402 pap smears performed
- 459 General counselling / group counselling/ SOU counselling
- 231 VCCT Counselling
- 529 Legal aid/advice

Cumulative Achievements

Achievements for the medical program from the start of the Program in August 2010 to December 2015 to date include:



1719
Pap smears performed



103,143

family planning services / products delivered

36,676
condoms distributed

283

Sexual Offence Unit (SOU) clients treated (Nov 2012 to Dec 2015)

154,111

services were delivered, distributed and performed



51,388
clients directly reached

Our Impact to Date

(based on Couple Year Protection calculation*)

- 596** Pregnancies averted
- 397** Unplanned births averted
- 9** Infant mortalities averted
- 10** Under 5 mortalities averted
- 4** Maternal Mortalities averted
- 158** Abortions averted
- 30** Unsafe abortions

*The International Impact Calculations used is based on the global ratio of CYP's to impact. It is therefore an estimate based upon the global conversion of CYP's generated, and the actual impact MSP provides in Fiji may be higher or lower.

Achievements for the Child helpline to date:

- 8695** calls received from Jan-December 2015
- 679** genuine calls
- 2073** prank calls
- 2584** silent calls
- 1339** test calls
- 2020** voice mail



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