



PAPUA NEW GUINEA



**2024**  
**Year in Review**



# Director's Message



**Baeau Tai**

2024 was an exciting year for Callan Services National Unit (CSNU) and I am so proud of the team for successfully implementing several key initiatives that positively impacted the most vulnerable people and communities in PNG.

The work that we do matters. Every day, across PNG, our team along with our amazing partners, makes a positive difference to the lives of those living with a disability.

Of all our achievements this year, I would like to highlight four significant projects that were implemented; Callan Connect, PNG Sign Language Training for Provincial Health Workers, All Ears Training, and the Disability PAWA project addressing Safeguarding, Gender-Based violence, and Sorcery accusation related violence.

The Callan Connect project, focused on screening and outreach in Bougainville, Western Province, and the Kokoda Track is an innovative program that was brought to life through funding from the Australia Papua New Guinea Subnational Program (APSP) and we thank them for their support. Outcomes of the project improved accessibility and support for people living with disabilities and fostering greater connection to essential services.

It was also thrilling to deliver the PNG Sign Language Training for health workers across five provinces. This training not only improved communication and inclusion in society for people living with hearing impairment but also strengthened our health workers' capabilities to provide inclusive care throughout a broader geographic area.

The All Ears project developed and implemented an updated PNG Sign Language Dictionary to drive inclusivity and improve accessibility for people with hearing impairment. The benefits of this project will be experienced for generations.

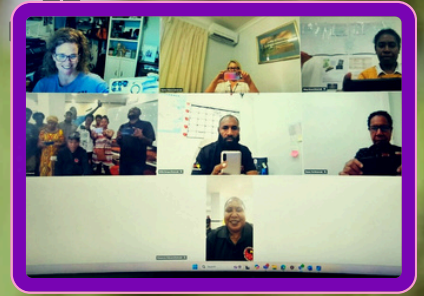
The Disability PAWA project brought Safeguarding, Gender Based Violence (GBV), and Sorcery Accusation Related Violence training and advocacy directly to communities. These training sessions equipped communities and CSNU staff with the skills and knowledge to address these topics, promoting safety and wellbeing within our communities, and building advocacy skills.

Towards the end of the year, we finalised our 3 year strategic plan, to equip CSNU for the future and I am pleased to report that we've already made progress on several of our key enablers. One of the key strategic imperatives is to refresh our branding. This work has already commenced and in early 2025, we will launch our new brand, key messages and website. More marketing collateral and support will be released throughout 2025 to help CSNU grow our impact for many years to come.

A huge thank you and acknowledgement to all our incredible partners, we couldn't do what we do without you. Thank you for your continued support - it is a pleasure to walk alongside you.

Looking ahead to 2025, the entire CSNU team are well positioned to continue our work to create a brighter future for the most vulnerable people in PNG. We will continue to expand our reach, grow our service offering and continue our positive relationships with our valued partners.

# 2024 Highlights



## Our VISION

We stand tall and continuously strive to create a brighter future for vulnerable people in PNG.

## Our MISSION

To create united, diverse and empowered communities in PNG where accessibility, sustainability and transparency fosters growth and collaboration.

## Our VALUES

Respect  
Presence  
Compassion  
Justice  
Integrity



46

School  
outreaches



16,540  
kms

Travelled for  
service delivery



26,138

People accessed a  
CSNU service



213

Villages and  
towns visited for  
outreach



16,664

Consent forms  
signed

5

Boat trips

24

4WDs  
used

13

Bus trips

2

Helicopter  
flights

65

Taxi trips

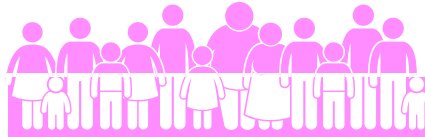
76

Plane  
trips



162

People trained  
in PNG Sign  
Language



196 hrs

of Safeguarding  
training  
to

141

People



8,587

Screened  
for sight



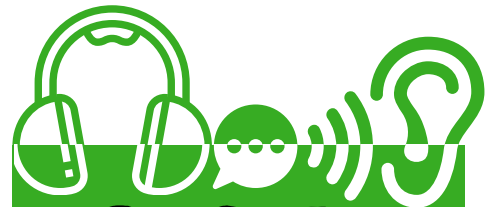
621

People were  
trained by CSNU



20

Mobility  
screenings



8,057

Screened for  
hearing



# Callan Connect Project



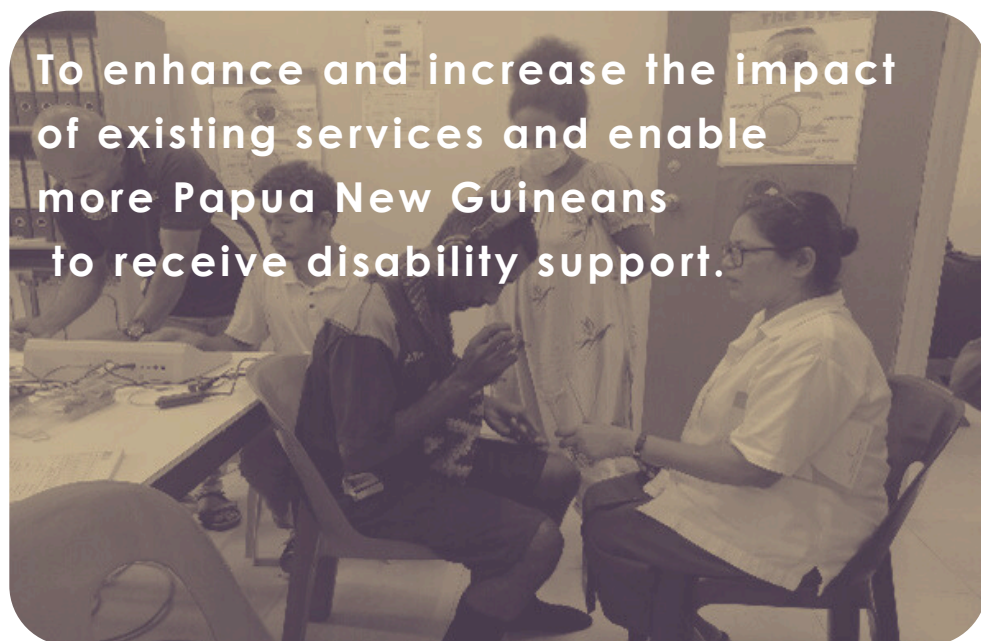
Delivered through a partnership with the Australia PNG Subnational Project (APSP).

This two year project (finishing in 2025) provides training to Community Based Inclusive Development (CBID) Officers, Disabled People's Organisations (DPOs), teachers and caregivers, to strengthen local capacity and foster community-based support, inclusion and accessibility.

The focus of service delivery is on outreach, screening, assessment, treatment, provision of devices and referrals to specialists for people with disabilities.

The project aims to support people living with a disability to participate in and contribute meaningfully to an inclusive society.

## Objective



## Outcomes

- Communities in identified regions are provided with disability screening services
- Communities are empowered with the tools, skills and knowledge to support persons with disabilities to participate in their communities
- The lives of persons with disabilities are improved through access to healthcare

# Sign Language Training for Provincial Health Workers

Supported by funding from Care International PNG, this project delivered sign language training for provincial health workers.



## Objective



Improve access to essential healthcare for people living with hearing loss through increasing disability inclusion within Province Health Authorities in six provinces.

## Outcomes

- Healthcare workers able to communicate using basic sign language
- Increased disability awareness
- Administrative workers, cleaners and security workers have increased awareness and understanding of people with hearing loss and have basic sign language knowledge



# All Ears Training and Community Development



STEAMSHIPS TRADING COMPANY LIMITED

This project delivers sign language training and resources in Kiunga, Vanimu, Goroka & Port Moresby to healthcare professionals, teachers, private sector and community members to increase connection with people with hearing impairment. This project receives funding support from Steamships Trading Company Limited.

## Objective

To enhance and increase the impact of existing services and enable more Papua New Guineans to receive disability support.

## Outcomes

- Updated the PNG Sign Language Dictionary
- Adaptation of the Dictionary to be culturally relevant to target communities, implemented in 2025
- Sector specific editions of the Dictionary for mining, manufacturing, retail, banking, health and education sectors.

# Disability PAWA Project

This project develops and delivers safeguarding awareness and education for people with disability and their families, including adults-at-risk. Topics covered include Safeguarding, Gender Based Violence (GBV), and Sorcery Accused Related Violence (SARV).

Brought to life with partnership support from from Misan Cara, UNDP and COMDEV.

Education is delivered in Kiunga and Daru in Western province, Kokoda in Southern Region and Autonomous Region of Bougainville.

## Objective

Increase awareness, education, and advocacy for the rights and safety of people with disabilities in PNG, ultimately empowering them to understand and advocate for their rights and building local networks to increase safety for GBV and SARV victims.

## Outcomes

- Increased awareness of Safeguarding, GBV and SARV
- Reduction in Safeguarding, GBV and SARV incidents
- Development of localised symbols of safety
- Development of community-based development and action



# Our Safeguarding Approach and Commitment

CSNU integrates safeguarding principles across our operations and safeguarding is embedded into everything we do. We place a strong emphasis on protecting vulnerable people and communities, especially children and persons with disabilities.

We are thought leaders in safeguarding integrated practice and are constantly innovating in this area.

CSNU has a deep understanding of the impacts on women with a disability and vulnerable children. We are addressing this by ensuring a gender balance across our workforce.

Screening teams are always an equal balance of genders to ensure safe access for women to feel comfortable to raise Safeguarding, SARV and GBV concerns.

We address critical safeguarding issues such as Gender-Based Violence (GBV) and Sorcery Accusation-Related Violence (SARV) to foster safer and more inclusive communities.

Our safeguarding commitment is to always bring safeguarding into every program, project and interaction with people and communities.

We will never ignore safeguarding concerns and we will continuously strive to innovate in embedding leading safeguarding practice.

In addition to our service delivery, we will advocate for positive safeguarding change at all levels.



## Our Safeguarding Offering

Capacity Building

Advocacy and Awareness

Stakeholder Collaboration

Monitoring and Evaluation

## Future

CSNU will be expanding our training program to more remote areas, enhancing advocacy activity, and strengthening referral pathways for safeguarding concerns.

We will continue to build localised responses and support communities to build safety.

We remain committed to promoting safeguarding through education, advocacy, and collaboration, ensuring the safety and dignity of vulnerable people and communities across Papua New Guinea.





Australia PNG Subnational Program (APSP)

Brien Holden Foundation

Care International

Catholic Bishops Conference

Catholic Church Health Services

Christian Brothers Oceania Province

Dept of Community Development and Religion

Ears Inc

IERC Buka

IERC Daru

IERC Gerehu

IERC Kiunga

International Volunteers

Kokoda Initiative

Kyeema Foundation

Misean Cara

Sisters of Mercy

Steamships Trading Company

United Nations Development Programme

Western Sydney University

World Vision PNG

# Our Partners

Thank you to all our partners who provide us with generous support.

We could not do what we do without you.



STEAMSHIPS TRADING COMPANY LIMITED



Kokoda Initiative



WESTERN SYDNEY UNIVERSITY



Brien Holden FOUNDATION



# 2025-2026

## Strategic Imperatives

### Service Expansion and Sustainable Funding

- 1.1 Diversify services beyond ear and eye care
- 1.2 Incorporate education and health services more comprehensively
- 1.3 Develop eye and ear clinic profit for purpose
- 1.4 Secure sustainable funding sources beyond project-based grants
- 1.5 Develop sustainable operations and staff capacity to be a trusted and reliable organisation

### Education, Training, and Capacity Building

- 2.1 Enhanced focus on training and support for disability services
- 2.2 Improve inclusivity in various sectors e.g. nursing, police academics
- 2.3 Safeguarding, Women & Violence
- 2.4 Promote independent living skills and economic independence
- 2.5 Develop specialised training programs for different types of disabilities
- 2.6 Development of Education, employment and vocational pathways

### Holistic Support

- 3.1 Improve support mechanisms for people with disabilities
- 3.2 Ensure follow up support for children with a disability
- 3.3 Establish a solid presence across PNG as a reliable service provider
- 3.4 Ensure no one is left behind in service provision
- 3.5 Explore and implement mental health service delivery methods for PNG

### Strategic Partnership and Advocacy

- 4.1 Develop partnerships with various stakeholders for a collaborative approach
- 4.2 Consolidate Existing Partnerships
- 4.3 Implement a robust Monitoring, Evaluation, and Learning (MEL) System
- 4.4 Influence policy changes to improve the overall environment for individuals with disabilities
- 4.5 Focus on advocacy for persons with disabilities