

**Digicel**  
Foundation

**annual  
report  
2019/20**











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# patron's message



Eleven years ago, Digicel Foundation began its work in Papua New Guinea to create opportunities so that no one gets left behind. To date I am proud of the impact that we are having in some of the most socially marginalized communities in the country. Central to our mission is our ethos that where Digicel as a Company grows, so too must the communities that we operate in grow.

At the close of this financial year, we have invested a total of PGK 83.72million into 466 projects across all 89 Districts of Papua New Guinea. Our social investments have increased the availability of education and health services in rural and remote communities in the country. To date these projects have improved the lives of over 800,000 beneficiaries from women to children to the youth who are the future of this nation.

Under the leadership of Serena Sasingian, in her first year as CEO, we have built on the foundations of strong partnerships and a stronger resolve to deliver vital infrastructure and social programs. I have been present to launch a number of Initiatives including our inaugural Community

Grants Program and our Smart Districts initiative. I was also present to award the successful staff of Digicel who were recipients of our first ever staff grants program and have been delighted to see them take action to become agents of change in their communities.

I have also had the pleasure of talking to program partners, beneficiaries and meeting contractors of the Foundation who tirelessly work to build classrooms across the length and breadth of this country. I would like to acknowledge them all for the outstanding work of the staff of Digicel PNG Ltd who work hard to keep our business going and the staff of Digicel PNG Foundation who always go the extra mile in delivering projects in some of the hardest parts of the country. This year's results are a testament to your efforts.

Finally, it is my hope that the stories captured in this annual report inspires you to continue working towards a more prosperous future for the people of PNG.

Denis O'Brien  
PATRON





"As patron of Digicel Foundation, it is a point of pride that the spirit of giving back is deeply ingrained in the fiber and DNA of every one of our staff members and our Board"

Denis O'Brien,  
Patron



# chairman's message



I am proud of the positive change that the Digicel PNG Foundation has made in Papua New Guinea over the last eleven years. The achievements shared in this Annual Report are the result of the tremendous work by our small but dedicated team, with the support of the larger Digicel family, our partners and contractors.

As Chairman of the Board, I have had the privilege of seeing first-hand the exceptional reach of our Foundation, and I am proud of its ability to deliver projects in all 89 districts of Papua New Guinea, which it has done. Indeed, the Foundation has achieved great results this financial year.

We completed 11 projects in the areas of health and education. We awarded 20 grants to community-based organizations as well as to Digicel PNG staff who put their hands up to help their communities in various ways. In addition, we embarked on 3 health partnerships which we believe will impact the lives of over 3,000 beneficiaries across Papua New Guinea.

I have been fortunate to visit some of our communities with whom we have forged new partnerships, including Buna village in the Ijivitari District of Oro Province, where we officially presented a signature mobile health clinic. It was an absolute privilege to see first-hand the cohesion of our partnerships with the district and provincial governments, community-based organizations and the community leaders. The Foundation share their passion and commitment to create a connected, educated, safe and healthy Papua New Guinea.

It would be remiss of me not to acknowledge my fellow Board members who continue to volunteer their time and energies toward attaining the objectives of the Foundation. I commend – and sincerely thank – each of them for their dedication, invaluable support and sound advice.

As the Digicel PNG Foundation's footprints grow, so too will our people and our nation, Papua New Guinea.

Michael Gaius Ravu Henao  
CHAIRMAN



# ceo's message



This financial year has been one of transition and great reward for Digicel PNG Foundation as we continue our efforts to create a world where no one gets left behind. The words that best describe the year are change, resilience, innovation and perseverance.

We started the year by launching our 2019–2022 strategic plan and our results framework which clearly spells out the impact that we want to have through our programs and projects. We streamlined our programs and added new initiatives that would better enable us to achieve our goal of an educated, healthy, safe and connected PNG. We embarked on new health partnerships to improve primary health care outcomes for our people and streamlined our Early Learning Program to ensure our children had a better head start in their education journey. We said bye to a number of our long serving staff and welcomed new members of the team who will continue the good work that has started over the last 11 years.

A major theme of this year has been “Leadership for Change” as we rallied the Digicel workforce and other community based organizations to come up with innovative ideas to address challenges in education, health and peace building through our first ever grants program. From our experience, projects are only sustainable when there is strong community ownership therefore we work in ways to champion local leadership for sustainable change.

Whilst there have been many highlights for this financial year, the biggest achievement for our team would be the successful completion of our major education initiative in partnership with SDP in Western Province. Over the last twelve months our projects team and contractors successfully built 41 classrooms and 1 teachers house in some of the most geographically challenging areas of Western. This project demonstrated the ability of our team to roll out our signature double classrooms and toilets in a timely and efficient way. This has now resulted in more partners wanting to work with us to deliver infrastructure projects in rural communities.

I would like to acknowledge and thank our Patron Denis O'Brien for his unwavering faith in the people of PNG and his generosity that has allowed us to do the work that we do. I would also like to thank and acknowledge our Global Chair for Philanthropy Maria Mulcahy, the Board of Digicel PNG Foundation and the hard working staff of Digicel Foundation who make all this work possible.

Together we are sowing seeds for a brighter future for the children of PNG.

**Serena Sasingian**  
CHIEF EXECUTIVE OFFICER



# our board



Michael Henao  
Chariman



Serena Sasingian  
CEO



Ketan Mehta  
Treasurer



Helen Gegeyo  
Public Officer



Colin Stone  
Digicel PNG CEO



Brian Mallone  
Board Member



Janos Katter  
Board Member



Calextus Simeon  
Board Member



Fr John Glynn  
Board Member



Eunice Gware  
Board Member



Justin Hallet  
Board Member



# our team



Left to right: Ian Rove-Sahoto (Project Manager), Helen Mela (Finance Manager), Sharlene Gawi Head of Marketing & Communications), Diane Kambanei (Head of Programs), Serena Sasingian (CEO), Donald Willie Communications Executive), Emi Aiga (Program Manager), Denise Wong (Administration Assistant), Joshua Sagati (Head of Projects).

The work of Digicel Foundation PNG is:

1. Inclusive, ethical and accountable
2. Fostering community capability and ownership
3. Working in partnership to deliver sustainable results
4. Is based on evidence and global good practice



# who we are



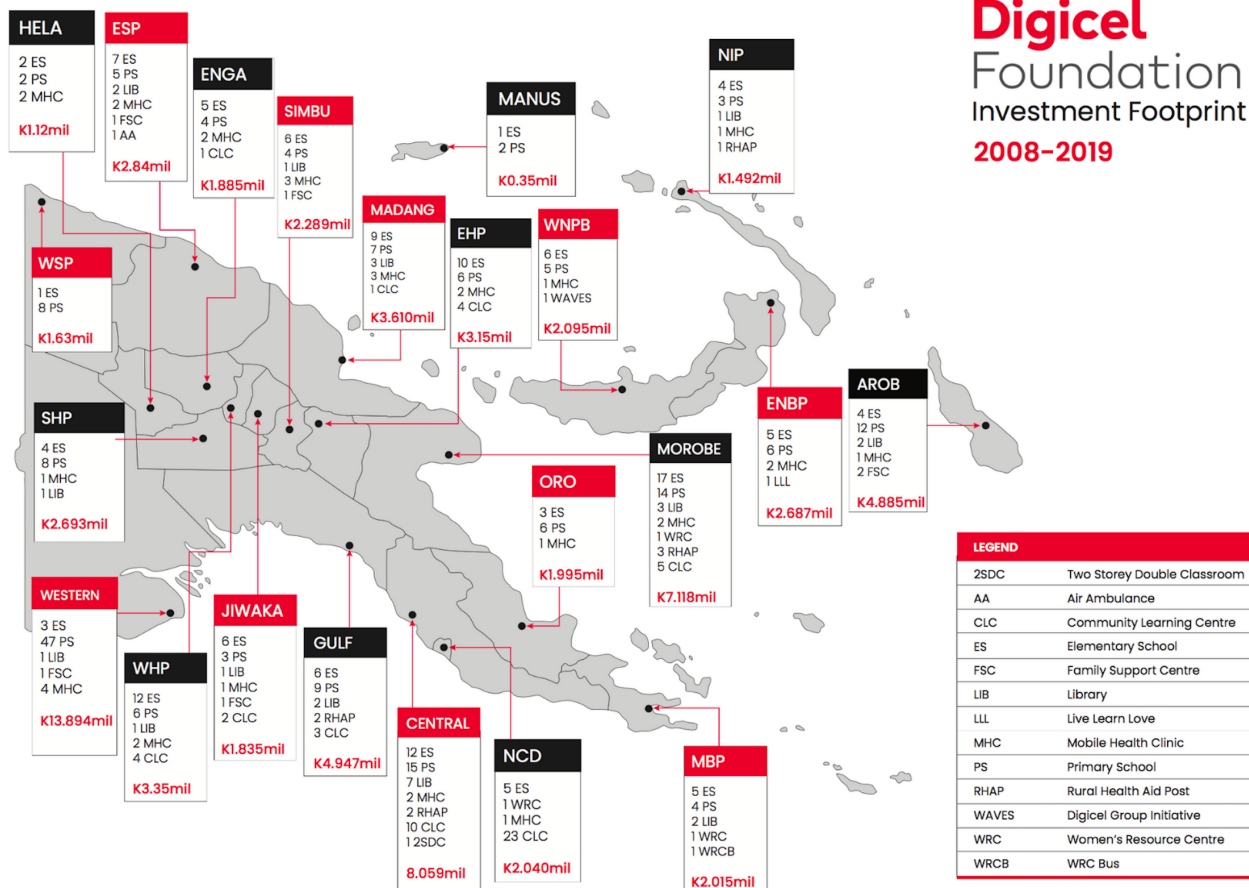
Our vision is to help create a world where no one gets left behind. With the consistent support of the business and strong and dedicated team of staff, we have completed 466 projects which have benefited over 863,000 Papua New Guineans.

We believe opportunities can be harnessed when service infrastructure is accessible to all; social structures are strong and inclusive, and the digital highway links everyone across the country. From our experience we know that in order for projects to be sustainable, community ownership is critical, therefore we will work in ways to champion local partnerships for sustainable change!

In the last twelve years Digicel Foundation has invested a total of K85.97 million into critical health and education infrastructure and social programs across all the 89 Districts in the Country. We are proud to have invested on our initiatives to date to benefit Papua New Guinea communities. And we're just getting started!



# our Investment



901,704  
impacted

466 projects



US\$ 40.91m  
invested





the purpose of

# education

is to replace an empty mind with  
an open one.

-malcolm fobes





2019/20 achievements:

57 Teachers Trained

13 School Infrastructure Projects

1, 970 students impacted





# educating a nation

## what we do

Our School Infrastructure Program focuses on addressing one key inhibitor to education which is quality classroom infrastructure. It is so important students are taught in classrooms that are conducive for learning and promotes inclusion, health and hygiene.

Sustainability is key to the delivery of these education projects and we ensure this is done through effective community engagement to build ownership of the school asset with all key stakeholders.

## why we do it

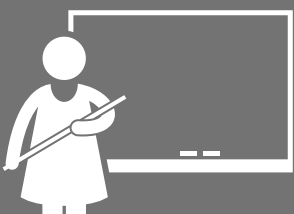
Digicel Foundation has seen the impact these projects have had on the performance of students, engagement of the communities and the overall aesthetics of the school in general. Externally, schools have been transformed from bush material classrooms to well ventilated steel kit classrooms with generous overhangs, solar lights, ramp for inclusiveness and 9,000L water tank.

Our building package includes WASH facilities that has impacted students from using bushes and/or dilapidated pit toilets that are about to fall apart to a well ventilated, clean and modern dry toilet system and shower facility with available 350L water storage drums.



## EDUCATION IMPACT

### TEACHERS



57 Trained  
17 Upgraded

### STUDENTS

760 Primary  
160 Secondary







# a new dawn

## our first secondary school

This year's construction of a two-storey classroom for Jubilee Catholic Secondary School was the first secondary school project we have done. Jubilee Catholic Secondary is located in the heart of Port Moresby and has proven itself to be a leading secondary school, with many of its Year 12 students proceeding onto tertiary studies at Higher Education institutions all over the country.

Last year it was brought to our attention that the school was doing shift classes to cater for the overcrowding in classrooms. The building will greatly assist in solving this problem caused by the increase in student enrollment.



" This new classroom block will go a long way in ensuring our Library, Home Economics Room, the Science Laboratory and the practical Skills room can be used for its intended purpose instead of classrooms."

Mrs. Bernadette Ove, School Principal

# Early Childhood Learning



Digicel PNG Foundation's Early Childhood Learning Program has now expanded into the Western Province in an effort to create better opportunities to young children in the biggest province in PNG, putting through 23 new teachers into its teacher training program. The program aims to offer teachers a chance to improve their teaching skills in child development and basic phonics to give children in remote and marginalized communities an opportunity for school readiness before entering the formal education system. T

This program is facilitated by 4LTC and Buk Bilong Pikinini within a 5-week period of face-to-face theory training, followed by a 40 week long practical assessment. 11 schools in South and North Fly have been selected to attend the training. The training ensures community teachers are empowered with appropriate child-centered pedagogical skills and capabilities to effectively deliver quality early childhood literacy and numeracy, a cognitive knowledge acquisition course of study.

17 teachers from our ELCs are currently going through FODE to upgrade their qualifications. Most of the teachers are doing upgrading their grade 10 marks.



# pure zeal



"I'm so glad to say that I am constantly satisfied with all this support given to me by Digicel Foundation and WeCARE Foundation, my school is progressing well with approximately 200 students enrolled this year"

Pauline Nelson – Head Teacher of Mercy Care ELC.

## early learning

our early learning sustainability program has been running many years and has seen much success producing excellent pupils at an early age.

this year, we identified and rewarded new schools with 3 open air halls and 2 more with WASH component rewards.

This program also saw the training of 57 new community teachers and 17 existing teachers in informal early learning schools to upgrade qualification through the flexible open distance education program.



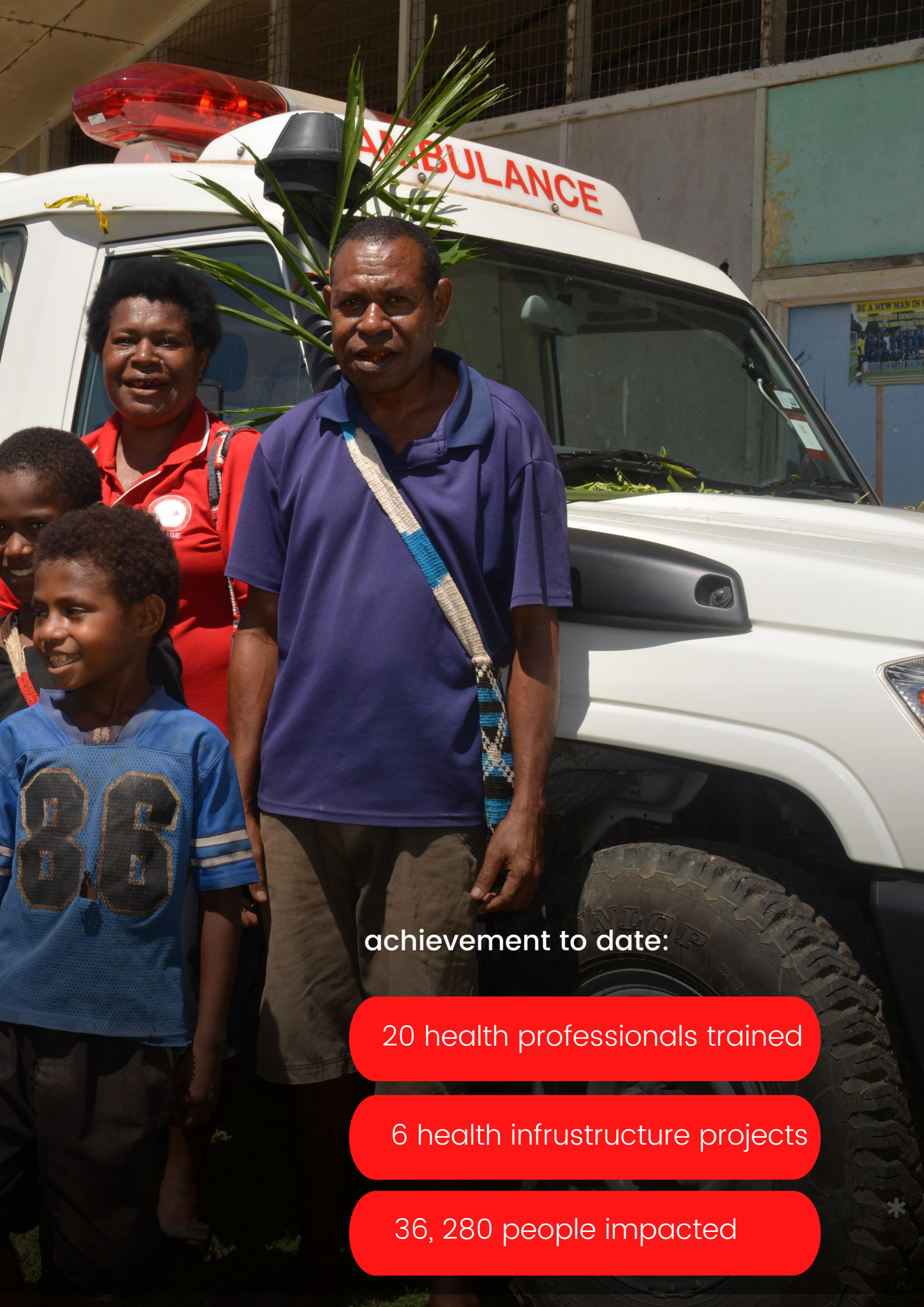


it is **health** that is the real  
wealth and not pieces of gold and silver.

– mahatma gandhi







achievement to date:

20 health professionals trained

6 health infrastructure projects

36, 280 people impacted







# health is wealth

With the deteriorating state of many of our health facilities in the rural areas in Papua New Guinea, Digicel Foundation always looks into supporting these health centres to providing basic health services to the communities in which they operate. Our health program allows health centres to apply for Mobile Health Centres (Fully Kitted Ambulances) or a Rural Health Aidpost.

Digicel Foundation has selected two deserving health centres seeking assistance for a rural health aid post infrastructure to replace their existing derelict facilities to ensure that basic health services are still able to be provided. The two health centres are located in Enga Province and Central Province respectively.

Through our Smart Districts Partnership we were able to partner with two District Development Authorities in the country to fund the delivery of ambulances to Health Centres in their District. The two DDA's that we had partnered with were the Madang DDA through Minister Bryan Kramer and the Ijivitari DDA through Hon Richard Masere.

The three Health Centres that we delivered the Ambulances to were:

1. Buna Health Centre, Oro Bay Rural LLG
2. Utu Health Centre, Madang
3. Yagaum Health Centre, Madang



## HEALTH IMPACT

### MATERNITY HEALTH



20 HEOs trained

### SPECIAL NEED



129 new clients

82 carers trained

### RHAP & MHC



serving 15,000



Serving 10,000

### EYECARE



1,169 treated





# Maternal Health

PNG has one of the highest rates of maternal mortality in the region with over 289,000 young women dying each year from child birth, 1,500 of those being women in PNG. Emergency obstetric training for the different cadres of health workers is extremely important in reducing the maternal mortality rates. The geographical and economic constraints of the country has positioned community health workers in a complex primary delivery role with increased responsibility in managing complications without the necessary training. Through our partnership with Samaritan Aviation, 20 health care workers from 20 different rural health facilities including aid posts, clinics, and health centers were invited to participate in a week-long emergency obstetric training. The training was designed to equip health professionals with maternal and infant healthcare skills including providing basic medical tools necessary to put these new skills into practice. The course was taught by a trained facilitator and a professor at the East Sepik College of Nursing. The course covered numerous frequently-occurring obstetric issues as well as various life-saving interventions that would be applicable to a broad range of patients.

Participants expressed gratitude over being equipped with vital information that will assist in managing complications during pregnancy and childbirth. Delma Bira a Nursing officer at the Biwat Health Sub-center in Angoram District said:

"Where my health sub-center is based we only have nursing officers and community health workers and often we work with limited capability and knowledge. We do not receive regular training so attending this training in emergency obstetric care has given me specialized information in midwifery and I will now be able to manage complications that may arise in pregnancy."

Medical Directors of Samaritan Aviation Chris and Sarah Cooke welcomed the partnership and emphasized the importance of the training: "We're so grateful to partner with Digicel Foundation to bring together rural health workers who are often forgotten to not only to pour into their lives educationally but spiritually and mentally."





# Eye Care

Primary eye care vision impairment is a major problem in the country and very little awareness is done around this to prevent our people from illness. Digicel PNG Foundation has taken a serious step forward in this area of optic health by partnering with The Fred Hollows Foundation, an organization that helps train local eye doctors, nurses and health workers to create a sustainable system of care in communities to make sure people have access to high quality and affordable eye health.

Digicel Foundation supported Fred Hollows Foundation with a financial assistance amounting to K200, 000 to provide and improve access to essential sight saving services in remote PNG, through the conduct of two surgical outreaches and two primary eye care workshops. Vision impairment is a major problem in the country and the Fred Hollows outreach team of nine, over the past 4 months have successfully screened 1,970 people, conducted 319 surgeries, and have helped 920 people regained clearer, sharper vision through sponsoring spectacles in the Autonomous Region of Bougainville and Madang province. They also trained 37 nurses and rural health workers in the Western Province and the New Ireland Province in this financial year. 35-year-old, Justina Nouno of Komai Village, in South Bougainville, lost vision in both eyes in 2016 due to bilateral cataract. As a mother of four children, that was a sad moment in life for her family, especially for her loving husband. Justina underwent surgery on the 29th of October, last year, in her left eye. As soon as the eye patch was removed. Justina saw the light for the first time after 4 years in darkness.



# leaps and bounds

## Inclusive Education

Driving social inclusion and the creation of safe spaces, free from violence and maltreatment for people living with a disability is a key focus area of Digicel PNG Foundation. Through our partnership with Cheshire disAbility Services we have been able to roll out, inclusive education programs and the Community Based Rehabilitation (CBR) Program which has assisted thousands of people with physio therapy in their homes. In 2019 20 home-carers were trained to provide assistance to their loved ones in their care. 150 new PWD clients were also taken in.



"Jade is a special girl and we will never give up on her growth. and development."

A Quote from Jade's father



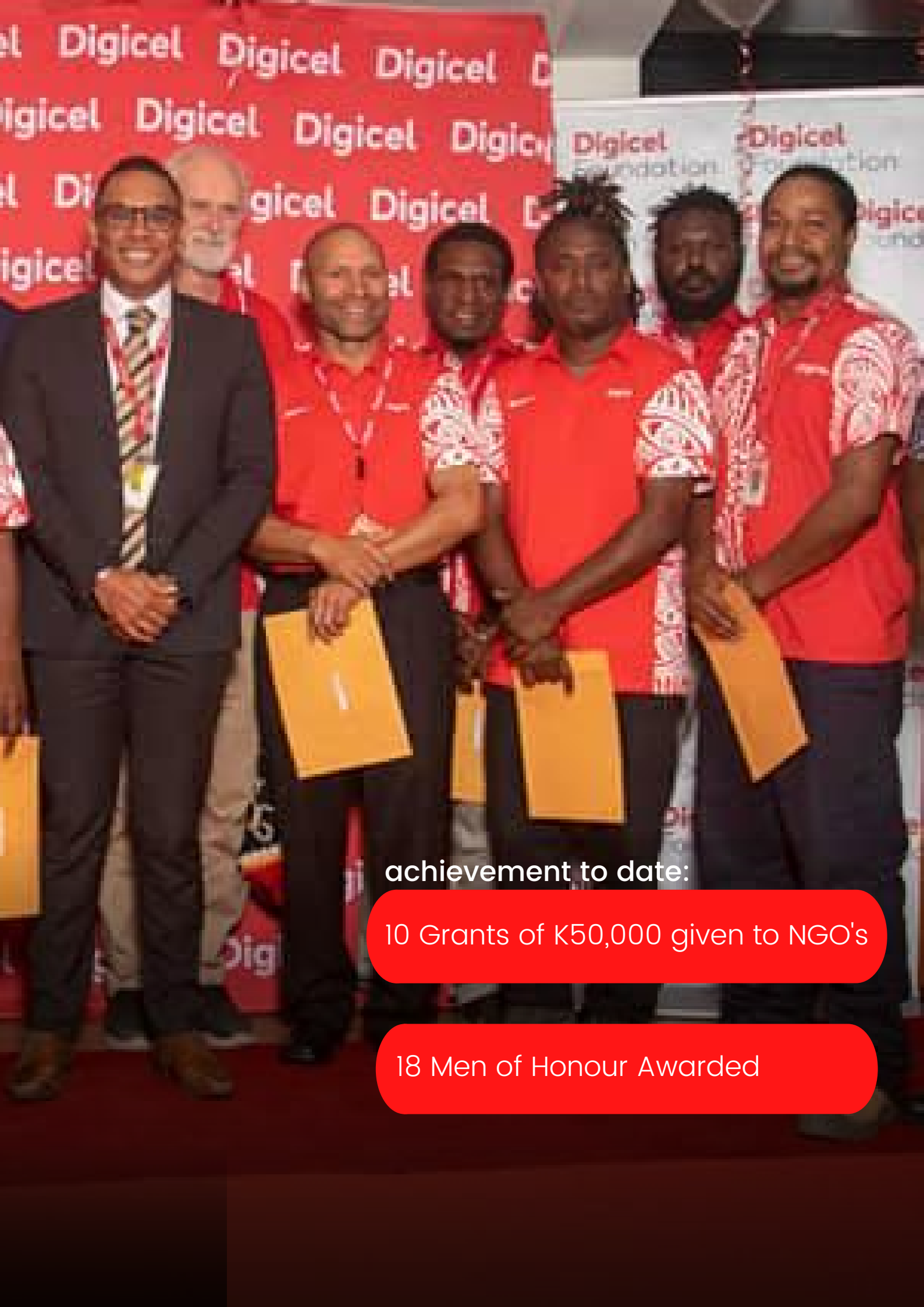




leadership  
is the  
capacity to turn vision into reality.

– warren g bennis





achievement to date:

10 Grants of K50,000 given to NGO's

18 Men of Honour Awarded





# Men of Honour

In the recent years Papua New Guinea has seen an alarming increase in cases of gender-based violence. The widely held perception is that all PNG men are violent men'. This view has been consistently circulated by mainstream media causing most people to focus on this negative narrative.

In 2014, The Digicel PNG Foundation launched the Men of Honour Campaign with the intent of shifting the narrative to one of hope and optimism in an effort to identify, recognize, celebrate and empower honourable men to advocate for change in their communities.

By sharing the experiences and stories of these remarkable men through advocacy and awareness activities, Digicel PNG Foundation aspires to change the narrative by shifting the focus onto positive examples of men and their positive efforts to bring change into their communities. Digicel PNG Foundation hopes to break the cycle of violence through positive behavior for affirmative action.

As part of the campaign, a new season is launched every year and a call is made throughout the country for the people to nominate phenomenal men in their communities who are a shining example of what it means to be a man of honour.

Moreover, Digicel Foundation is now utilizing existing powerful platforms such as the Sporting Code of Rugby League and education institutions to campaign for a peaceful and safer environment for women and children to be in.





# Community Grants

10 organizations from around Papua New Guinea were successfully awarded up to K50,000 each as part of the Leadership for Change Community grants program. The Community Grants Program is targeted at supporting high impact community led projects that provide local solutions to local problems in the areas of health, education, social inclusion, community safety and sustainable livelihoods. Through the grants, Digicel Foundation aims to create a network of organizations that are working on the front lines in their communities to address the foundations thematic areas outlined in the strategic plan 2019-2022.

"From the overwhelming number of applications we received, we know there is a real need to support local community organizations with funding. The Community Grants is part of our range of initiatives to support local leaders and organizations to address problems in their communities", Foundation CEO, Serena Sasingian said. Ms Sasingian said that the whole screening process proved that many organizations were achieving great things with little to no support from funders.

These are the 10 successful recipients of the Community grants:



# leadership





## leadership







staff  
engagement





achievement to date:

K12, 000 raised by staff for projects

10 staff led projects implemented

560 hours volunteered



## staff engagement



# Live Love Learn

In this financial year ten (10) staff from the Mt Hagen, Lae and Port Moresby Digicel branches were the lucky recipients of micro grants of up to K5000 to roll out community projects under our Live Love Learn staff engagement program.

The Live-Love-Learn (3L) program is aimed at promoting community citizenship by encouraging staff to live out the values of the company, to love the work of the Foundation, and to learn new skills through volunteering. The Chairman for Digicel Group and Digicel Foundation Patron, Denis O'Brien presented the 10 recipients with their awards and stressed on the Company's commitment to philanthropy and nation building.

"When we launched our voice network in PNG we wanted to be different type of multi-national company so it was the right thing to do to set up the Foundation one later in 2008. After years of doing infrastructure projects in schools, supporting people living with disabilities and addressing violence through the Men of Honour Campaign, we are now giving our staff the opportunity to participate in community development, I congratulate you for putting your hands up to make a difference for your people", Mr O'Brien said.

Apart from our staff grants program we also achieved the following under this program:

- Hosted the Foundation Open Day with 446 staff participating on the day with 15 of our Community Partners;
- 65 Staff Volunteers participating in the employee Volunteer Day totaling 560 hours' worth of volunteer time
- Hosted medical checkups for 300 Staff including pap smear tests for women on International Women's Day
- 4 Lunch and Learn Sessions
- Staff Donated Medical Equipment valued at K10, 000 to the Port Moresby General Hospital



## staff engagement







# partnerships

coming together is a begining  
staying together is progress  
working together is success

- henry ford





achievement to date:

3 SMART District Projects

2 Partnerships



## partnerships



# our partnerships

"Alone we can do so little;  
together we can do so much." – Helen Keller

This financial year, we delivered education and health infrastructure projects in Gulf and Western Province through two key partnerships with SDP and Total Energy and Petroleum.

### EDUCATION PROJECTS IGNITING CHANGE (EPIC) PROGRAM

After the successful roll out of Phase 1 of the EPIC Program in FY2018/19, the second phase of the program included the delivery of 31 classrooms and one teachers house.

The program for phase 2 was divided into three phases: Phase 2A, 2B and 2C, each phase focusing on the delivery method to each cluster group of schools in each Districts. The EPIC Program was completed at the end of November 2019 with a total of 41 double classrooms completed and a two-bedroom staff house at our most remote school – Olsobip Primary School.

### TOTAL ENERGY AND PETROLEUM LIMITED PROJECTS

With the implementation of an aid post in Evara last financial year, Total E&P's commitment to build education and health projects in its impact area continued this financial year. They supported the Foundation to build 2 Primary School double classrooms and 1 Rural health aid post in Gulf Province.

The primary school recipients were Orokolo Primary School and Arehava-Harevavo Primary School and the rural aid post was in Poroi village.





## education projects igniting change

Digicel Foundation has been working holistically in Western Province to address education. It is unfortunate that even though the province is resource rich it has one of the lowest literacy and numeracy rates in PNG. The poor performing education outcomes is a result of a number of factors including low educational attainment of teachers, the difficult geography and terrain, the lack of resources for schools etc.

With this in mind we had joined forces in 2018 with SDP to address some of these challenges through the Education Projects Igniting Change (EPIC). The project was completed in March this year and was hailed a success by SDP. The project gave our team first hand experience into the challenges faced by schools in the province.

T



" PNGSDP has enjoyed working with Digicel Foundation in what has become a very successful partnership for the benefit of people in Western Province. Over the past couple of years we have constructed 40 classrooms and teacher housing and are currently planning to work together on other worthwhile development initiatives "

Mr John Wylie, Chief Executive Officer - PNGSDP





### totally total partnership



"TEP PNG and the Papua LNG joint venture, is committed to the partnership with DPNGF to bring improved education and health services to Papua LNG project impacted areas in the Gulf Province"

Jean-Marc Noiray, Managing Director, TEP PNG

Digicel PNG Foundation (DPNGF) and Total E&P PNG Limited (TEP PNG), Operator for Papua LNG, have once again launched two more classrooms and a Rural Health Aidpost for three communities in the Gulf Province. This is part of the partnership agreement signed in 2018 for collaboration in the areas of education and health infrastructure development in the Gulf Province. The classrooms were for the primary schools at Arehava-Harevavo and Orokolo villages while the aid-post was inaugurated for the Poroi 2 community.

With the aim of working collaboratively towards improving the quality and efficiency of the delivery of basic health and education services, the partnership has allowed mutual support from each partner for the benefit of the people of Gulf, particularly in the Papua LNG project areas in the Baimuru and Ihu LLG's in the Kikori District.





finance report







## finance report



## finance report







thank you!!





