



**ANNUAL
REPORT
2020**

letter from the director

It is with great pleasure that we present this report at a time right before our eyes we are experiencing digital transformation impacting the way of life for people throughout Vanuatu in both our personal and professional lives. 15 years ago, one could not imagine that the internet will become a basic necessity for infants, children, youth, adults, community leaders, politicians, teachers, health workers, chiefs, pastors, taxi and bus drivers, farmers, ship owners, and basically every single Ni-Vanuatu.

From January through December 2020, individuals have stories to tell about their daily lives, and these stories are either stored on a social media platform like Facebook, Instagram, YouTube and others or on an electronic media in our homes. This year 2020 marks a historical time in this transformation, as Vanuatu graduates from a Least Developed Country to a Developing Country. We are able to achieve this through the use of internet to support the government embrace technology, to achieve our national goals outlined in the National Sustainable Development Plan.

Vanuatu IGF is grateful to the financial and technical support from the Government of Vanuatu (through the Office of the Government Chief Information Officer and Telecommunications, Broadcasting and Radiocommunications Regulators Office) to see that internet governance is well understood by communities throughout Vanuatu. As an organization working for Vanuatu communities all of our programs are targeted at everyday Ni-Vanuatu right in their homes, where most internet activity takes place.

Our focus communities for internet governance outreach this year are every schools and communities in all islands of Shefa Province, including Pentecost Island. Through funding support from TRBR community grant we launched an incident reporting system in September 2020. Within 3 months of launching to December 31, 2020 we recorded 23 incidents which vary in nature from cyber bullying, identity theft, online child abuse, online defamation, blackmailing and a few others. We acknowledge people who have come forward to report these incidents as we continue work together with the community to keep the internet safer.

We take this opportunity to thank every single person who has read, listened or come around to our office and we look forward to continue working with you all this coming New Year.

Sincerely,



Jackson Miake
Director

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Photo 1- Pupils laugh when asked if they have knowledge of Facebook, at Ecole Publique de Kutundaula, Tongoa Island (Credit:J.Miake Vanuatu IGF)

2020 Highlights



12,000+
people reached

12 islands

78 schools

82 communities



Photo 2 - We visited 25 schools on Pentecost including Henehala Primary School, Pentecost Island (Credit: S.Garae, Vanuatu IGF)

8,160 people in
communities

3471 students



stories from the community

Photo 3- Children listen to internet safety demo at Nawaraune Primary School, Tongoa Island (Credit: J.Miake, Vanuatu IGF)

Mary * has an outgoing personality and is friends with a lot of people where she resides. She loves her job so much that she goes to work on time. One day her life changed, when a total stranger walked up to her at her workplace and asked if she can accept a friend request from him. She did accept this friend request from this stranger, and what happened next changed the course of her life forever. This stranger showed her photo's which were cropped and put on to someone else's body showing nude photos of Mary. Mary's friends soon start sending her messages about this picture and Mary resorts to taking leave from work so she can hide from all these bullying. She notified Vanuatu IGF and we were able to support her through counselling to go through this ordeal.

Joana* is a first time mum and she posts photos of her baby on Facebook in about every day activities that she does with her baby. Unfortunately, for Joana her partner (Tomas) abandoned her and her baby. For the welfare of her baby, Joana decides to go back to her parents so they can help her look after her baby. Tomas finds a new partner and they start a new life together. His new partner goes to Facebook and finds out that Tomas has a child from a previous relationship. She downloads pictures of Joana's baby and created a fake account and starts swearing and badmouthing the baby and Joana.

Joana panics and notifies her friends about this badmouthing on Facebook. After discussing the matter with her friends and family, they ask support from the community chief to call a meeting between Tomas and her new partner and Joana. The meeting concluded that Tomas and her partner must stop badmouthing the baby and Joana. After the meeting, the badmouthing stopped and started again a few months later. Joana reports the matter to Vanuatu IGF and we worked with our partners to close the fake account.

* Names have been changed to protect the identity of victims

stories from the community

Dahlia* is a student and during her free time she likes to listen to music on YouTube and chat with her online friends on Facebook in a messenger chat group. One morning she logs onto Facebook and notices that she has been blocked from the group and enquires from her good friend Beatrice*. Beatrice tells her that her online friends have been saying bad things about her in the group and blocked her from the group. Dahlia soon noticed that her friends stopped talking to her at her school. She withdraws from her friends, stopped going to school and skips meals with her family at home. Her mother tries speaking to her with no luck, she calls Vanuatu IGF to see what she can do to help her daughter Dahlia. Vanuatu IGF offered the mother with some materials from our partners and follows up to see how Dahlia is doing. Dahlia has since changed schools and also has deleted her account on Facebook.

Anna* is excited to be traveling to new country to start her tertiary studies with hopes of returning home after completing her studies to help her father who is a farmer in the islands. Upon her arrival at the new country and her new school, she befriends fellow Vanuatu students. One weekend they decide to go out to the nightclub for a fun night dancing. At the club, she meets so many people and she also meets a stranger who got her mobile number, email and Facebook profile name. Few weeks later this person starts stalking Anna and sending her messages to meet up with him or he threaten to beat her up. Anna is scared for her life and calls her family back in Vanuatu to help her. Her family call our office to see how we can help Anna and we provide some advice including changing her phone number, deactivate and delete her Facebook account and email. Anna spoke to police and the police supported her to get through this experience in the new country. Anna now feels safer online, and is not scared for her life anymore.

Mohan * is a foreign investor and operates a few businesses in town. He has ventured into a few businesses and one morning during his normal online time, he comes across an article that makes some defamatory allegations about his businesses and that he has stolen money from investors to start his business. Mohan is distressed that the online news will tarnish his reputation and also affect his business. Mohan calls his friends to seek information about how he will deal with the matter. Someone mentions Vanuatu IGF reporting tool and Mohan calls our office to see how we can support him. Vanuatu IGF offered advice on steps to mediate the matter and resolve the dispute between the business owner and the person who wrote the article. Mohan is happy he got in touch with us, and we continue to support him from time to time.

* Names have been changed to protect the identity of victims

how we work

Vanuatu IGF reaches out to people throughout the country to see that we address key issues of concern locally, relating to the internet.

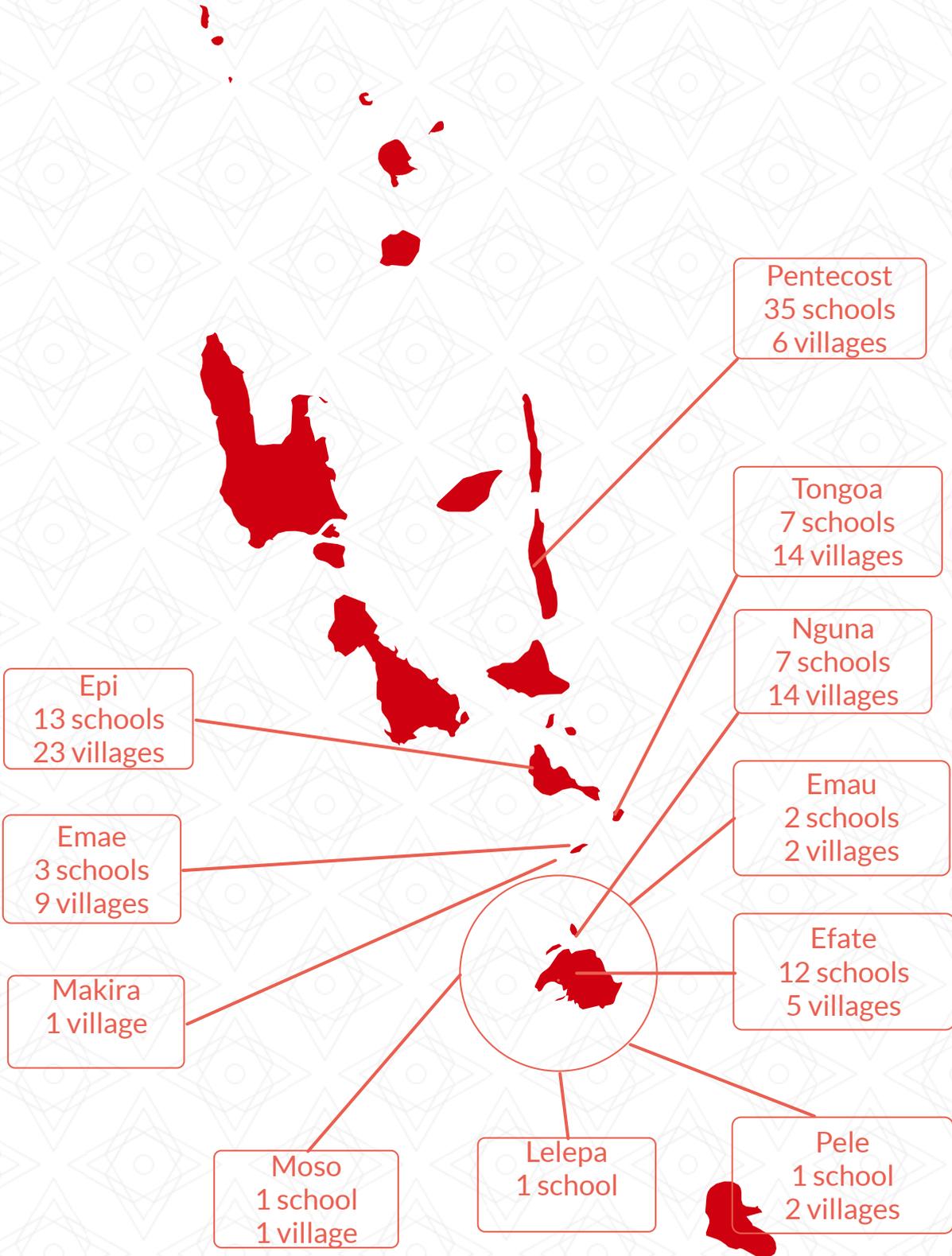
Using a bottom-up consultation process, we strive to include all stakeholders (governments, civil society, private sector, technical community), to work together on issues pertaining to the Internet, all acting on equal footing.

Taking into account all received inputs from their respective communities, we develop comprehensive agendas that reflect the needs of the community, and logistics for organizing the major annual event(s), where different stakeholder groups will gather and discuss the issues of highest priority to them. Some recommend messages or outputs for potential solutions and next steps toward the improvements on Internet governance related fields.

Our issues are discussed in our dialogue with the regional IGF initiative often referred to as the Asia Pacific Regional Internet Governance Forum (APrIGF) and then at the global level at the Internet Governance Forum. Our discussions are 2-way discussions integrating bottom up and top down multi-stakeholder approach.



our reach in 2020



incident reporting

In August 2020, Vanuatu IGF applied for a Community Telecommunications Grant from the Office of the Telecommunications Broadcasting and Radiocommunications Regulator (TRBR) to upgrade our incident reporting system.

The procurement and installation of the reporting system allowed Vanuatu IGF to collect and collate useful information that we will be able to share with the Government of Vanuatu and the Office of the TRBR to identify real internet governance needs of our communities so that our programs design tackle local issues based on identified issues. Furthermore, it will ensure useful internet and online experience for all users in Vanuatu. Out of the 23 reported cases 14 reports were from women and 8 were from males. We also receive daily telephone calls from users seeking advice which we also offer on an ongoing basis.

The system was deployed in late September 2020 and as at 31 December 2020, we have 23 reported cases which we are working on with our partners to address each issue. Below is a summary of the incidents that Vanuatu IGF received in 2020.

Incidents reported in 2020

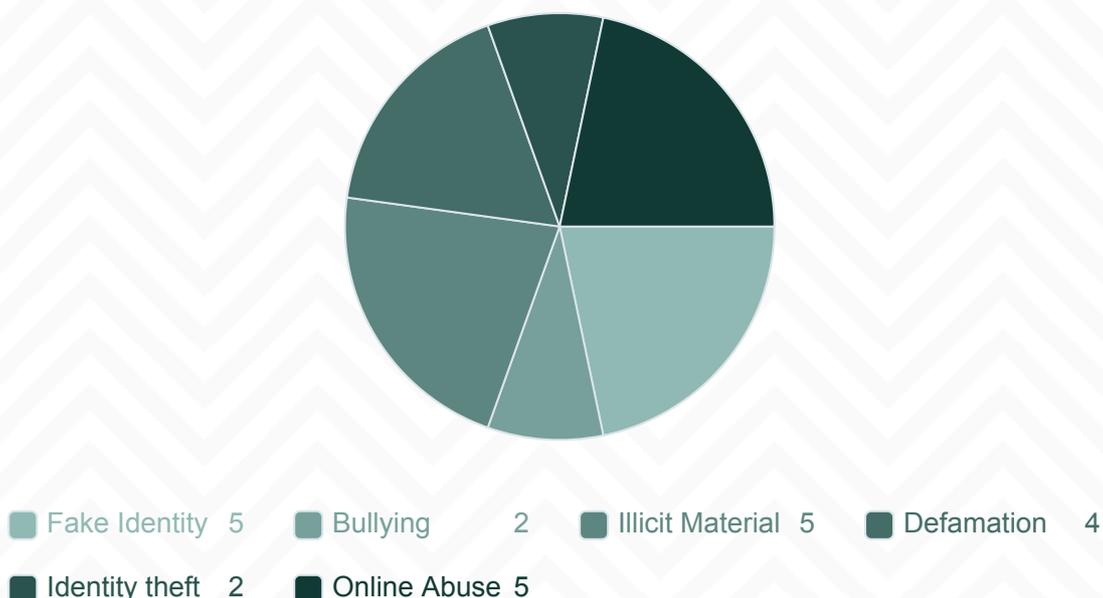


Chart 1- This chart shows a summary of the types of incidents that we have received within 3 months of launching the online reporting form.

internet governance topics covered

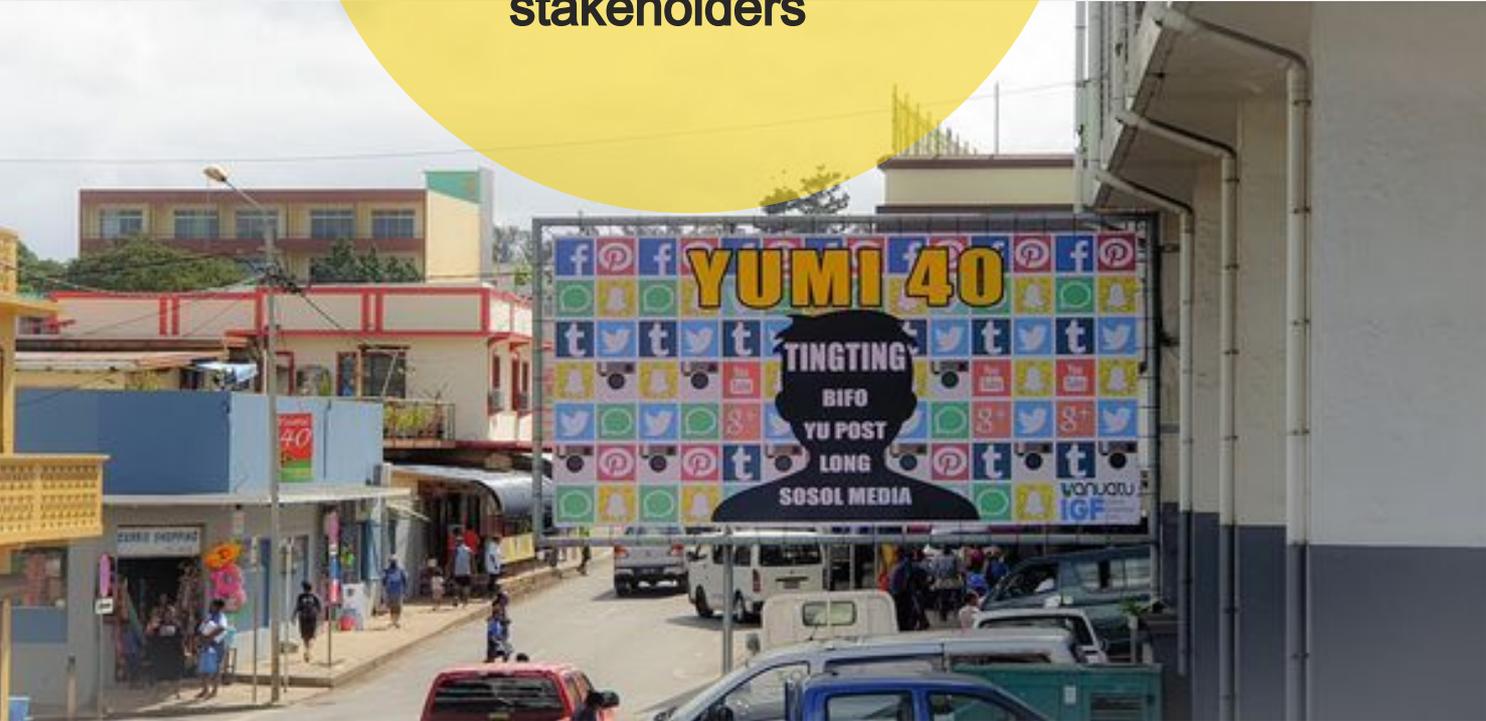


Photo 4 - Vanuatu IGF billboard to celebrate our 40th Independence Celebrations outside the Police Head office, Port Vila (Credit: Vanuatu IGF)

common questions from communities

1. Is it okay to use a phone when the battery is really low?
2. Can you ask the telecommunication operators to improve their network services to reach our villages?
3. Is it true that radiation from network towers and 4G damage our gardens?
4. Is posting community events on Facebook okay?
5. Is it okay to use fake identity online?
6. Are you able to track fake identities online?
7. How long does it take to respond to reports we send to you?
8. How does one delete photos that they no longer want on the internet?
9. Is it okay to buy smartphones/electronics for young children?
10. How do we deal with girls who post their nude pictures online?
11. Telephone companies steal our credit when we make free call packages, even when we are not using the free calls?
12. How do we control online/Facebook addiction?
13. Is it true that 5G relates to Covid19?
14. How do we deal with villagers who find love from random people calling up their number and promise a life together?
15. How can we encourage our children to spend more time playing or doing school work instead of watching on a mobile?
16. How can I deactivate my user on Facebook?
17. Is it okay to swear on social media?



Photo 5 - Volunteers like Cliffson help to demonstrate how to set up security on a mobile phone at Itakoma Village, Tongoa Island (Credit: J.Miake, Vanuatu IGF)

thanks to our partners

Internet governance is really about how we govern the internet using our "kastom" in Vanuatu to see that the internet is open, transparent, and accountable. Our work is to encourage people throughout Vanuatu to maintain our cultural values based on respect and mutual understanding to see that the internet continues to be an avenue whereby we can freely express ourselves online without hurting people around including our children and vulnerable groups.

As we go through tough financial times in light of Covid19, support from individuals, businesses and partners at large are critical to support our work to see that people in Vanuatu understand internet governance. We particularly thank TRBR, OGCIO, Vanuatu Police Force, Ahitec, Youth Challenge Vanuatu and CERT Vanuatu.

Thank you for supporting Vanuatu IGF



Photo 6 - Vanuatu IGF signed an MOU with OGCIO, TRBR, Vanuatu Police and Vanuatu Bureau of Standards for a working relationship



2020 finance

Profit and Loss

Vanuatu Internet Governance Forum
For the year ended 31 December 2020

2020

Trading Income

Grant Income	8,499,996.00
Total Trading Income	8,499,996.00

Gross Profit

8,499,996.00

Operating Expenses

Advertising	1,315,750.87
Bank Fees	18,811.00
Catering	101,900.00
Cleaning	121,000.00
Community Support	130,000.00
Conferences & Seminars	192,000.00
Consulting & Accounting	226,045.00
General Expenses	187,200.00
Legal expenses	16,000.00
Light, Power, Heating	284,259.00
Motor Vehicle Expenses	47,139.13
Office Expenses	500,051.48
Outreach/Awareness	1,369,820.00
Printing & Stationery	1,274,774.00
Rent	926,706.00
Repairs and Maintenance	130,500.00
Subscriptions	388,990.00
Telephone & Internet	543,146.00
Training/Fellowships	203,710.00
Travel - National	461,055.00
Total Operating Expenses	8,438,857.48

Net Profit

61,138.52

the team

Multistakeholder Advisory Group (MAG)

Dr. Jeffrey Garae
Interim Chair

Mr. Andrew Kalman
(Vanuatu Police Force, Law Enforcement)

Mrs. Dalsie Baniala
(Internet Governance Forum MAG Member)

Mr. Fred Samuel
(Pacific Group Limited, Private Sector)

Mr. John Jack
(Office of the Government Chief Information Officer, Government)

Mr. Kalkoa Samson
*(Telecommunications and
Radiocommunications Regulators Office,
Regulatory)*

Mr. Michel Liliord
(AHITEC, Private Sector)



Photo 7 - Vanuatu IGF MAG celebrate 1 year anniversary in Feb 2020
(Credit: F.Samuel, Vanuatu IGF)

Vanuatu IGF Secretariat

Mr. Jackson Miake
Director

Mrs. Susan Garae
Administration & Support Officer



Photo 8- We reach out to Eles Center School , Nguna Island to talk about internet safety (Credit: J.Miake, Vanuatu IGF)

our mission

1. Raise awareness, build capacity and promote a better understanding of Internet governance related matters among the stakeholders of their respective communities;
2. Facilitate multi-stakeholder discussion and exchanges of ideas and opinions;
3. Seek to foster multi-stakeholder collaboration among the stakeholders from their respective communities; and
4. Bring the perspectives of the respective communities to the global IGF agenda and reflect the perspectives of the global IGF into the Vanuatu IGF events, where and when relevant and needed.



Photo 9 - Our "TingtingBifoYuPost" Campaign speaks to the community at Nikaura village, Epi Island (Credit: S.Garae, Vanuatu IGF)

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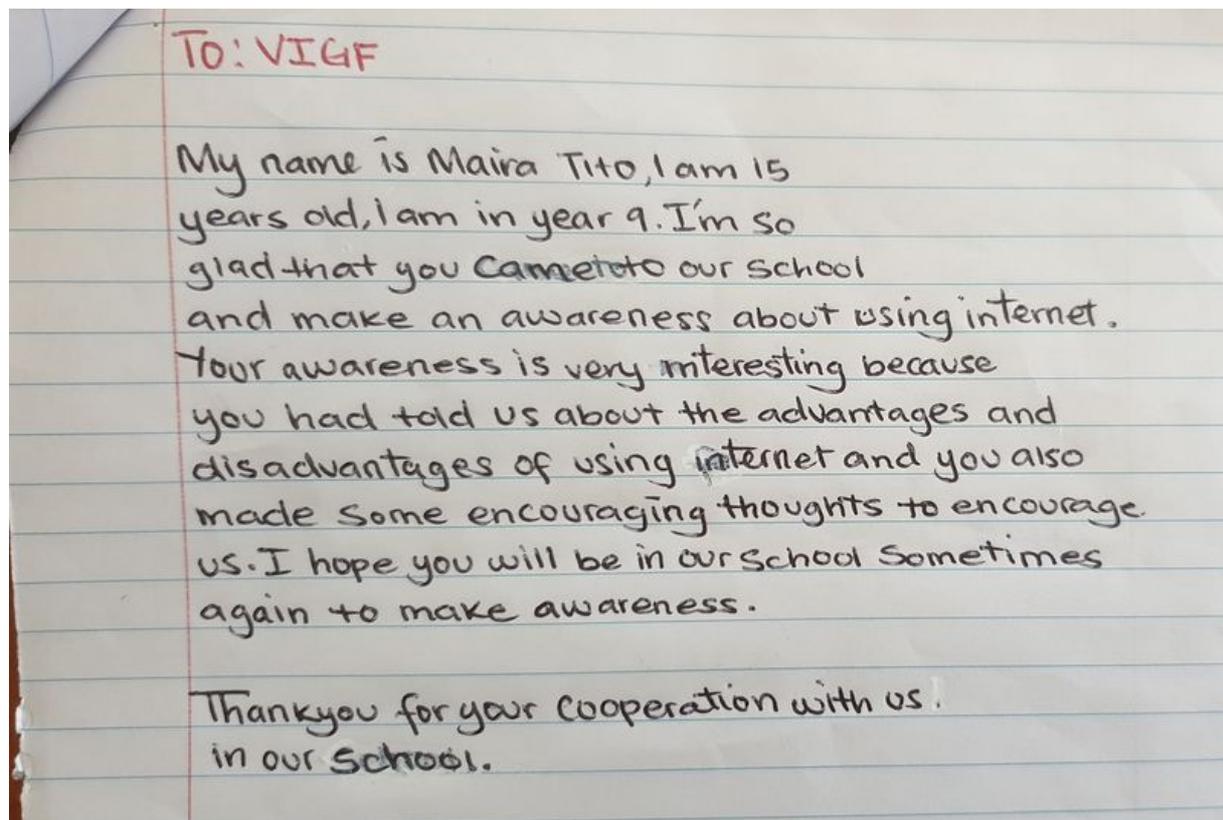


Photo 10 - We receive a lot of acknowledging notes from the community including Maira Tito who looks forward to Vanuatu IGF visiting her school and village again. (Credit: Vanuatu IGF)