

ANNUAL REPORT 2017





Together, we change lives.

Our vision

To create a society that is free of violence against women.

Our mission

To promote and create respect, protection and fulfilment of equal rights for women.

To work towards the elimination of discrimination against women, and to bring about equality between women and men.

This page: Women and a child holding hands, in the WAO refuge.
Photo by Gary Ng.

Cover page: Illustration of TINA,
by Chan Wen Li.

OUR IMPACT IN 2017

Crisis & post-crisis support

for survivors of gender-based violence



| 2016 | 2017 | |
|---------------------------------|--------------|--|
| 1,640 | 2,078 | telephone Hotline consultations |
| 699 | 1,698 | SMS/WhatsApp consultations |
| 199 | 162 | email consultations |
| 106 | 132 | women received in-person consultations |
| <i>New service in 2017</i> | 113 | women received crisis counselling |
| <i>Started tracking in 2017</i> | 977 | case management intervention for 195 women <i>(Yearly total of 977 estimated based on data collected between Jun-Dec 2017)</i> |
| 118 | 63 | women with 70 children obtained temporary refuge |
| 62 | 90 | children benefited from our child sponsorship programme |
| 15 | 11 | children stayed at our child care centre |

Advocating for change

to public policies and mindsets

- Brought about **policy change** to national **domestic violence law**
- Led campaigns resulting in **major policy developments** on **gender equality** and **stalking** legislation
- Produced **impactful publications**, on **CEDAW**, **domestic violence**, and **human trafficking**
- **252** frontline government officers trained
- **331** media mentions of WAO
- **Over 3,000** people reached **in-person** through trainings, talks, and mobile information booths
- Two **creative public communication** campaigns



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TINA – the personification of WAO's WhatsApp/SMS helpline.

Conceptualised and illustrated by Chan Wen Li.

PRESIDENT'S MESSAGE

Dear friends,

WAO has served women and children facing violence and championed equality between women and men, for over 35 years.

When the WAO community came together to celebrate our new office a few months ago, we had the unique opportunity to hear the stories of WAO pioneers – those who volunteered with WAO, worked with WAO, and some who received support from WAO, in the 1980s.

Listening to these women's stories was humbling and inspiring. As we stride forward, we recognise our history.

In 2017, we continued on our path: delivering life-changing services, and carrying-out impactful advocacy, outreach, and training – while observing high operational standards.

You helped WAO reach more women than ever before.

Through telephone, WhatsApp, email, and in-person consultations, we provided critical information and advice to thousands of women – 50% more compared to 2016.

We continued providing crisis services – including refuge, case management support, and – for the first time – crisis counselling, supporting hundreds of women and children.

Through our public engagement initiatives, we reached hundreds of thousands of individuals, raising awareness on how to respond to domestic violence, and changing mindsets around domestic violence and gender norms.

We achieved a public policy milestone, resulting from several years of WAO's advocacy in collaboration with sister

organisations and government stakeholders. The Domestic Violence Act 1994 was amended, significantly strengthening protection for survivors of abuse.

We made strides in strengthening our collaboration with government stakeholders, including training over two hundred frontline officers.

Creating a more equal society, free from violence against women, will take many more years to realise. But with our collective effort, we can get there.

Thank you to WAO's members, funders, partners, staff, volunteers, supporters, and fellow Executive Committee members. It's a privilege to serve our cause, with you.



Carol Chin

President
Women's Aid Organisation (WAO)
2017-2019





Serving survivors of gender-based violence is the root of our work.

WAO provides free shelter, counselling, and crisis support to women and children who experience abuse.

We help women and their children rebuild their lives, after surviving domestic violence, rape, trafficking, and other atrocities.

Woman in the WAO refuge.
Photo by Gary Ng.



Social worker providing phone consultation through the WAO Hotline (03 7956 3488). The WAO Hotline hours are Mon-Sat: 9am-5pm, with extended hours on Tue, Wed & Fri: 7-10pm.

Photo by Gary Ng.



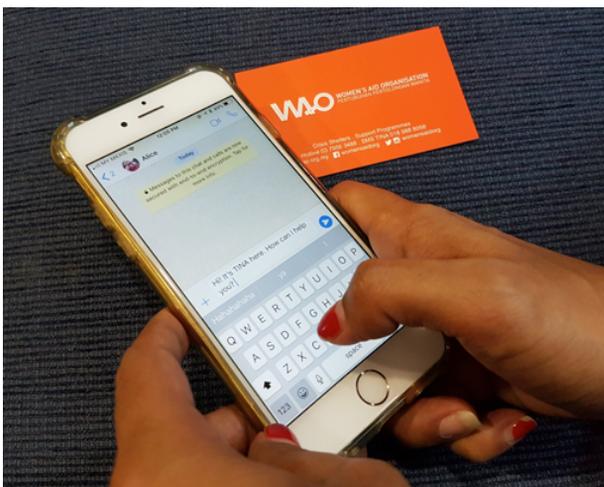
"I'm being abused – what can I do?"

Access to information can help women better understand their situation, choices, and rights – to live a life free from violence. WAO provides this information, and support, through various forms of **case consultations**.

These consultations helped women learn about and access social work, legal protection and rights, counselling, shelter, and other options available. In 2017, WAO provided **2,078 phone consultations through the WAO Hotline**, provided **1,698 WhatsApp/SMS consultations** through TINA, and responded to **162 email enquiries**. Additionally, WAO conducted **face-to-face consultations with 132 women**.

Most of the consultations were about domestic violence; other cases involved forms of gender-based violence like sexual harassment, rape, and child abuse. Most individuals who contacted us were based in Selangor or Kuala Lumpur, while some were from other states and a few from other countries.

WAO social workers are supported by volunteer crisis support officers and legal aid chambering students to provide these consultations and other services.



◀ WAO crisis support officer providing WhatsApp consultation, through the TINA service (018 988 8058) which is contactable 24 hours a day.

One case WAO managed in 2017 involved a child sexual abuse survivor, and her mother. WAO supported the survivor through the criminal court process.

The case commenced in 2015, and is still on-going. This is a painfully long time. The survivor and her mother persevered, with assistance from WAO.

We provided case management and emotional support, and worked with other women's groups to hold a watching brief. The child was able to deliver a full statement in closed court.

Support provided by WAO helps families like this endure the arduous journey to obtain justice.

WAO supports survivors through **case management** – empowering survivors to make informed decisions at every stage of their journey, and advocating for her rights when facing obstacles in the system. This process also helps WAO identify systematic gaps which need improvement.

Case management includes interventions to access police services – a period when a survivor is particularly at risk and fearful – to ensure survivors obtain their right to protection. This includes supporting survivors to lodge police reports on the abuse, apply for interim protection orders, follow-up with investigations, and take other relevant measures.

Case management also involves supporting survivors seeking justice and remedies in the court process – which can be time-consuming and emotionally draining. WAO prepares survivors for court dates, provides emotional support, monitors and helps survivors understand the proceedings, engages lawyers to holding watching briefs, and liaises with court officials and other authorities – in cases involving obtaining protection orders, criminal proceedings, divorce and custody, and so on.

WAO also helps survivors access medical help, welfare support, and other social and legal support.

In 2017, WAO provided **case management support to 195 women**. In total, around **977 case management interventions** were made on behalf of the women. *(The yearly total of 977 interventions is estimated based on data collected between Jun-Dec 2017, during which 570 interventions were made.)*

“ I came into WAO's premises hopeless. Today, after all the motivation and counselling, I can walk on the streets as a proud mother. ”

- Rani, domestic violence survivor who stayed at WAO refuge in 2017.

▶ WAO social worker interacting with police officers in 2017. WAO's case management includes helping survivors access protection from the police.

Photo by Hannah Reshma Jambunathan.



Domestic violence can lead to emotional trauma, which can cloud decision-making and have adverse long-term effects.

WAO helped women work through this trauma through **crisis counselling** sessions with certified counsellors.

In 2017, WAO **provided crisis counselling to 113 women** and children.

Women who received crisis counselling made clearer decisions and felt more confident to pursue their decisions.



▲ Crisis counsellor conducting a session with clients.
Photo by Gary Ng.

“ Thank you very much of your help. Without you, the case won't even go to court. Last week was the case. X's father was found guilty.

- Teacher of child who was sexually abused by her father. WAO provided crisis counselling and case management support to the child in 2017.

The **refuge** is a safe place for women survivors of gender-based violence and their children to stay temporarily, to escape abuse.

In addition to ensuring security of a survivor, the refuge also facilitates case management, psychosocial support, empowerment programmes, and other activities that contribute to the well-being of survivors.

In 2017, **63 women and 70 children stayed at the refuge.**



Most of the refuge residents were Malaysians; we also supported residents of foreign nationalities. The majority of residents lived in Selangor and Kuala Lumpur.

◀ Women and children in the WAO refuge.
Photo by Gary Ng.

In addition to crisis intervention, WAO's refuge organises **women's programmes** to help survivors move on from abuse and live independently.

This includes legal clinics to help survivors understand their **legal rights and options**; programmes to improve **emotional wellness**, like art therapy and meditation sessions; **leisurely and healthy-living** activities like zumba, yoga, movie nights, acapella classes (and performances!), cooking classes, celebrations, and game sessions.

Most of the activities were organised with the help of volunteers. Former residents and their children also joined some activities.



▲ Refuge residents conduct house meetings to make collective decisions and discuss any group issues that arise.

Photo by Gary Ng.



To empower women **economically** after leaving the shelter, WAO offers programmes like financial support for women starting their careers (Back To Work Fund, Tun Tan Siew Sin Memorial Fund), financial support for child care and children's education expenses, and financial literacy courses.

◀ Activities and programmes to help women develop basic skills are organised in the refuge.

Photo by Gary Ng.

“ WAO's creative writing classes empowered us to express what we long held within us. This helped us come to terms with what had happened and to face our demons. ”

– Linda Iskandar, domestic violence survivor and WAO creative writing workshop participant, speaking at a WAO event in 2017.

Tara (not real name) was abused emotionally and physically by her husband. She filed a police report and received treatment at the hospital as a result of her injuries.

The police officer in charge failed to inform Tata of her right to an Interim Protection Order (IPO) and instead instructed Tata to give the abusive husband access to the child. The investigation was closed even though there was clear evidence of physical abuse.

WAO raised the case with the relevant police authorities, to request that the case to be re-opened and classified as a case of domestic violence. Shortly after, the case was reopened and classified as an offence. The survivor also received a referral letter from the police and successfully obtained an IPO.



Gender-based violence often involves not just women survivors, but **children** as well.

WAO's services also cater to the specific needs of children of domestic violence survivors.

Children reading in WAO's refuge.
Photo by Gary Ng.

Children of survivors are affected by abuse in many ways.

When a mother is being abused, the household becomes unsafe for children. So in a crisis situation, children as well as women need a safe place.

Children may also witness physical abuse, hear threats, observe the aftermath of abuse (blood, tears, broken objects), and feel tension in the household. This impacts children's emotional state.

WAO provides a variety of services to cater to the specific needs of children in domestic violence situations.

▶ Mother with child at WAO's child care centre.

Photo by Gary Ng.



▶ Children playing outside the WAO refuge.

Photo by Gary Ng.

As many children as women stay at WAO's **refuge**. In 2017, **70 children stayed at WAO's refuge**, with their mothers escaping abuse.

In the refuge, WAO facilitates **physical safety, legal protection, and adequate living conditions** for children.

WAO also strives to ensure the child's **education** is as uninterrupted as possible, during this crisis period. This includes providing home schooling, tutoring, support for school expenses, and other educational activities.

WAO also facilitates financial assistance for women who have left the shelter, to support educational expenses for their children. In 2017, **90 children benefited from our child sponsorship programme**.

“ I hope to start a new life with my daughter in a safe place. ”

- Tini, domestic violence survivor who stayed at WAO's refuge in 2017.

“ Ibu dan anak mesti jaga sesama sendiri kalau nak happy. ”

- Jasmin, daughter of domestic violence survivor who stayed at WAO's refuge in 2017.

Nisha (not real name) is a 13-year-old girl who stayed at WAO's child care centre in 2017. A few years ago, her father abused Nisha's mother, and sexually abused Nisha and her sisters. To escape this abuse, Nisha, her siblings, and her mother went to stay at WAO's refuge.

When Nisha's mother left the refuge to live independently, Nisha and her siblings stayed at WAO's child care centre.

Initially, Nisha and her siblings expressed their trauma through anger. To manage this, the children went through therapeutic play and anger management sessions, at WAO. The children's handling of their emotions improved noticeably within two months.

Nisha showed passion in her studies, particularly in English. School teachers, tuition teachers, and volunteer tutors at WAO helped her improve. She started reading books like *Pride and Prejudice* and *Little Women*. Nisha completed her UPSR examination and received excellent results, enabling her to enroll in a prestigious boarding school.

Nisha currently stays in the boarding school, pursuing her dream of becoming a doctor.

▶ WAO child care centre activity room.
Photo by Gary Ng.

Exposure to domestic violence can have long-term emotional impact on children.

Children may experience sleep disturbances, headaches, and delayed cognitive skills, among other challenges.

WAO facilitates **therapy programmes** to help children manage emotionally.

In 2017, **34 therapeutic play sessions** for children were conducted.



▶ Decoration in WAO's child care centre.
Photo by Gary Ng.

WAO also supports mothers and children post-crisis. Women face various challenges when moving on from abuse to live independently. This includes finding work while caring for children. Children may suffer long-term trauma, and normalise violence.

WAO's **child care centre** fills this gap by providing free live-in child care services for mothers moving on from abuse. The centre provides comprehensive care for the children, including ensuring safety, providing nutritious meals, managing trauma, facilitating education, and organising fun activities. WAO also supports the mothers to strengthen their livelihood opportunities.

In 2017, **11 children (from four mothers) stayed in the child care centre.**

A group of police officers in a training room. The room has a blue and white striped ceiling and a wall-mounted fan. The officers are seated and looking towards the front of the room. The lighting is bright, coming from windows in the background.

WAO training frontline police officers.
Photo by Hannah Reshma Jambunathan.

Government has a critical and unique role in eliminating violence against women and fulfilling gender equality.

Learning from women's experiences, we engage with policymakers to improve **public policies.**

Public policies set the framework in which society operates. Rights – including the right to be free from violence – must be codified in law if they are to be realised.

WAO **advocates for improved public policies** relating to gender-based violence and gender equality, in collaboration with larger women’s group networks including the Joint Action Group for Gender Equality (JAG), and the National Council of Women’s Organisations (NCWO).

WAO initiated a campaign in 2013, which led to the creation of a government-NGO law reform committee. The committee reviewed several laws relating to violence against women, including the Domestic Violence Act 1994.

In 2017, following consistent engagement with government by WAO and other women’s groups, the **Domestic Violence (Amendment) Act 2017 passed into law**. The Act significantly improves protection mechanisms, and if enforced effectively, will benefit thousands of lives in the coming years.

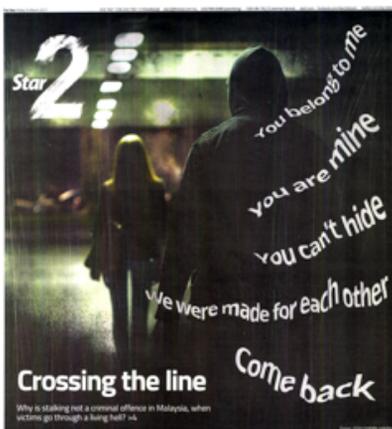


▲ WAO staff with Datuk Seri Rohani Abdul Karim, Minister of Women, Family and Community Development and her team, before the Domestic Violence (Amendment) Bill 2017 was tabled in the Dewan Rakyat, in July 2017.

The Domestic Violence (Amendment) Act 2017:

1. Prevents gaps in protection
2. Strengthens the IPO
3. Expands the definition of domestic violence
4. Improves rehabilitation provisions
5. Recognises survivor’s right to exclusive occupancy
6. Keeps survivors better informed
7. Creates the Emergency Protection Order (EPO)

WAO engaged with policymakers to bring **stalking** to the forefront of policy discourse. In 2017, **four Members of Parliament** (from government and opposition) **raised stalking in the Dewan Rakyat**, and the **Minister of Women, Family and Community Development announced that the ministry would look into enacting stalking laws**. Our campaign also raised public awareness and pressure, generating **17 news stories on stalking**.



▲ WAO worked with The Star to publish a Star2 cover story on 24 March 2017, highlighting the need to make stalking a crime.



▶ WAO and JAG, with Undersecretary of the Policy Division of KPWKM, Mr Chua Choon Hwa, at the Workshop of the Gender Equality Act, 30 August 2017.



WAO, working with other women's groups, further developed the **Gender Equality Act** campaign in 2017. WAO, with the Joint Action Group for Gender Equality (JAG), produced an updated draft of the Act. The draft Act was presented and discussed with Ministry of Women, Family and Community Development (KPWKM).

WAO, with JAG and the National Council of Women's Organisation (NCWO), engaged with KPWKM and the United Nations Development Programme (UNDP) to organise a workshop on the Gender Equality Act, in August 2017. The workshop brought together government agencies and NGOs to build understanding of the proposed gender equality legislation.



◀ WAO with JAG organised a press conference in Parliament, with Indra Gandhi and Member of Parliament, Y. B. Kula Segaran to urge the government to pass legislation to prevent unilateral conversion of a child's religion, on 5 April 2017.

Photo credit: Malaysiakini.

WAO continued to advocate for an end to **unilateral conversion**, through providing information to policymakers and generating public awareness.

Unilateral conversion is where one parent converts the religion of a child without the knowledge or consent of the other parent. Unilateral conversion has been used as an extension of domestic violence, and to gain unfair advantage in custody cases. The issue touches fundamental constitutional questions, drawing widespread public concern.

▶ WAO and other delegates from Malaysian civil society with the CEDAW Committee, at the Pre-session Working Group for the 69th session, in Geneva, Switzerland, July 2017. The NGO delegation was supported by the British High Commission in Malaysia.



WAO led a coalition of 37 Malaysian civil society organisations to advocate for women's rights through the **Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)** process.

In 2017, the coalition engaged the CEDAW Committee – the UN expert body on CEDAW – to highlight critical women's rights issues in Malaysia, to ensure the Committee was well informed when reviewing the Malaysian government in 2018. We submitted the written report to the Committee, and directly engaged with the Committee in Geneva.

The coalition is the largest working on CEDAW in Malaysia. The majority of the issues the coalition highlighted were reflected in the CEDAW Committee's report to the Malaysian government.

Undersecretary of the Policy Division of the Ministry of Women, Family and Community Development, Mr Chua Choon Hwa, officiating the launch of WAO's report, *Perspectives on Domestic Violence*, in March 2017.

Photo by Tarun Sridharan.

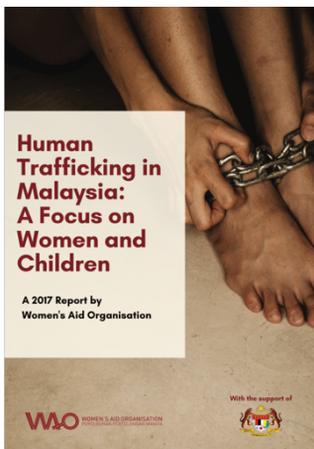


Learning from the experiences of survivors, WAO generates **research reports** to better understand domestic violence in Malaysia, and to inform public policy advocacy. In 2017, WAO produced two major publications.

WAO published "**Perspectives on Domestic Violence: A Coordinated Community Response to a Community Issue**" – a report based on case studies and statistics from WAO's case management.

The report highlighted 18 recommendations to government agencies and service providers, on how to improve response to domestic violence.

The report has been cited in the Dewan Rakyat and referenced by high level government policymakers, and generated widespread media coverage.



WAO's second major publication in 2017 was "**Human Trafficking in Malaysia: A Focus on Women and Children**" – a report based on WAO's case management involving human trafficking survivors.

The report draws learning points for ourselves and for other NGOs serving women and children survivors of human trafficking. The report also highlights gaps in public policies and law enforcement relating to human trafficking, applying a gender perspective.

The report generated widespread media coverage and policy interest.

◀ WAO's report, *Human Trafficking in Malaysia: A Focus on Women and Children*.

In 2017, WAO also joined and supported other groups to advocate for a **Sexual Harassment Act**, and to engage in the **Universal Periodic Review (UPR)**, **Sustainable Development Goal (SDG)**, and **ASEAN Peoples' Forum (APF)** processes.

We **provided input on gender and violence against women to various government agencies and policy stakeholders**, including the Ministry of Finance, Ministry of Health, Economic Planning Unit (EPU), National Population and Family Development Board (LPPKN), National Innovation Agency (AIM), Department for Women's Development (JPW), Human Rights Commission of Malaysia (SUHAKAM), and a member of the United Nations Committee Against Torture, among others.

Malaysia has several laws and policies in place to address violence against women and children. However, inconsistent enforcement can prevent survivors from accessing protection and rights.

To address this, WAO helps **builds capacity of government officers** to better respond to domestic violence. In 2017, WAO conducted **6 trainings with frontline officers**, with a total of **252 participants**.

The trainings were conducted for police officers (investigating officers and assistant investigating officers), welfare officers (enforcement division), court officers (magistrates and deputy public prosecutors), and district health workers.



◀ WAO trainer facilitating a session on domestic violence, with police officers from across the country, in November 2017.

Various government stakeholders and community groups are involved in domestic violence response. This makes coordination between stakeholders key to effective response.

To improve coordination, WAO engages policymakers to institute **platforms to facilitate multi-stakeholder coordination**.

In October 2017 WAO, with the Ministry of Women, Family and Community Development (KPWKM), organised a **Multi-stakeholder Consultation on Handling Domestic Violence**, which brought together 55 high-level representatives from various government agencies (social welfare department, police, courts, NGOs, hospitals, etc.).

The consultation led to key outcomes including: commitment from the KPWKM to form a multi-stakeholder taskforce at the federal level; commitment from KPWKM to update contents of the *Garis Panduan Pengendalian Kes Keganasan Rumah Tangga*, consensus on the importance of creating a multi-stakeholder platform; and consensus on the importance of reviewing procedures and policies on to assess psychological abuse.



▶ Participants of the *Multi-stakeholder Consultation on Handling Domestic Violence*, October 2017.

▶ WAO feature story in Harian Metro, published on 9 March 2017.

Episod hitam Erin

Maheswara Abd Malik
maheswara@metro.com.my

Kejadian Kesempur

Perkabawahan yang di-bina atas dasar cinta bertukar menjadi mimpi ngeri buat Erin, 37, apabila dia menjadi mangsa keganasan rumah tangga oleh suami bergelar suami yang sepatutnya melinda dirinya.

Dia bukan saja didera secara fizikal, malah lebih malang lagi kemuncak erasannya berwujud oleh insiden bergelar suami yang sepatutnya melinda dirinya. Setelah melalui pertubuhan ganas hapa mereka menyeka Erin.

Memula Erin, perkenalan selama lebih setahun di tempai kerja memulakan rasa sayang antara mereka sehingga masing-masing bersemita sehidup semati mereka menanti perkahwinan yang di datarkan pada 2007.

"Saya tak sangka nasib saya jadi begini. Walaupun ta hu dia pernah dadah, saya

Wanita mangsa keganasan rumah tangga kongsi pengalaman



ERIN (diri) bertongsi kisahny jadi mngsa pabrakan Laporan Kajian Kes WAO 2017 yang dibincarkan semalam di Pemabahan Perundangan Wanita WAO. Kisah penderitaan Erin sebagai mangsa keganasan ru

masih boleh bersabar dan cuba memujuk dia mening galkan tabiat buruknya itu.

"Biasanya dia akan ber

ubah sekejap, selepas itu akan kembali mengambil dadah," katanya yang kini mendapatkan perlindungan

di Pemabahan Perundangan Wanita WAO.

Kisah penderitaan Erin sebagai mangsa keganasan ru

mah tangga dikongskannya ketika majlis pelancaran Laporan Kajian Kes WAO 2017 yang dibincarkan semalam.

Memulanya, episod hitam rumah tangganya bermula selepas dikurniakan anak lelaki dan sejak itu, dia menjadi mangsa pendesaan suaminya selarik demi sedikit sebelum bertambah parah pada 2014.

"Suami memperlakukan saya seperti sampah dan merendah-rendahkan barga diri saya dengan menyamakan seperti pelajar tepi jalan yang hanya laku RM20 hinggalah RM30 saja.

"Saya bukan satu dimalah, malah dibentak ke dinding, rambut saya ditarik serta ba dan saya dipukul dengan batang pipi, kayu dan dicucuh dengan pumang rokok.

"Dia juga pernah mengikat

tangan saya dan telatangkan saya. Paling saya sedih dan kesuka dia perlakukan semua itu depan anak-anak kami yang masih kecil," katanya.

Katanya, sebagai seorang isteri, untuk beberapa tempoh dia hanya mampu bertahan di rumah bersama anak-anak kerana tidak tahu salarian mana hendak dituju bagi menyelamatkan diri serta berhindang sememata di rumah kenalannya.

"Saya tiada sebarang di sebab saya berasal dari Pa lembang, Indonesia. Jika ad pun hanya rakan sebang saya menjadi dan menumpang beberapa waktu ketika ber-gaduh dengan suami.

"Walaupun banyak kali cuba mekarikan diri selepas dipukul suami, saya jadi lembur hari dan kembali ke rumah apabila dia cuba memujuk dan meminta pekah diberikan," katanya.

Erin berkata, tahap kesabarannya mencapai kemuncak apabila dia mula sejar, dia harus kembali belajar meneruskan hidup demi masa depan empat anaknya.

WAO conducts public advocacy through **news media**. Exposure in newspapers, online news, TV, radio, and magazines enables WAO to reach a wide audience – informing the public on domestic violence, WAO services, legal rights, and on gender equality.

In 2017, **WAO earned 331 media mentions**, including, 297 mentions in print and online newspaper, 18 TV interviews, 10 radio interviews, and 6 magazine features – reaching hundreds of thousands of persons.

WAO also engages the public through **social media**. At the end of 2017, WAO's social media reach was: **Facebook: 17,633 likes; Instagram: 1,039 followers; and Twitter: 4,267 followers.**

The **WAO website** (www.wao.org.my) is an important source of information on domestic violence and women's rights, garnering tens of thousands of views yearly.

▶ WAO feature story in The Star Online, published on 9 August 2017.



◀ WAO interview with TraXX FM presenter, Frisca Freddy.



'There Is Always Hope' art exhibition at the Masjid Jamek LRT station, in March 2017.

Photo by Gary Ng.



In 2017, WAO undertook two **creative public communications initiatives**.

WAO launched **'There Is Always Hope'**, a 100-metre long art exhibition at the pedestrian tunnel of the Masjid Jamek LRT station, in collaboration with Think City and Prasarana. It highlighted artwork by domestic violence survivors supported by WAO, and promoted TINA – WAO's SMS/WhatsApp consultation service.

The art exhibition was viewed over 100,000 times and generated 22 media mentions. In the month the exhibition was launched, WAO received 35% more calls and WhatsApp messages compared to the previous month.

WAO also launched **'Tina's Journey'**, a collection of words and poetry by survivors of domestic violence. The book is the result of two years of creative writing workshops with domestic violence survivors at the WAO shelter.

“ I benefited from the mural because I learned about the harm of domestic violence and how to deal with domestic violence. ”

- WAO 'There is Always Hope' art exhibition viewer.



WAO staff, volunteers, and former client at the launch of 'Tina's Journey', in November 2017.

Photo by Gary Ng.



WAO with communications partner, Perspective Strategies, receiving the Public Affairs Award (Gold) at the Malaysia PR Awards 2016/17, for WAO's Pregnancy Discrimination campaign. The campaign spurred public and policy discussion on gender equality legislation.



▲ Erin – domestic violence survivor and former WAO client – sharing her story at a community engagement talk.

WAO conducts **community engagement** initiatives, where we engage the public in-person to raise awareness and change mindsets on domestic violence and gender equality.

In 2017, WAO engaged the public through **21 mobile information booths** and **44 talks or panel discussions**, conducted at universities, schools, workplaces, conventions, and other events.

Through these engagements, we reached an estimated **3,000 individuals** in-person.

WAO also conducts **community trainings**, where we facilitate sessions with community groups, on responding to domestic violence in their communities.

In 2017, WAO conducted **trainings with 6 communities**, reaching approximately **180 individuals**.



▲ WAO with participants of a domestic violence training at Program Perumahan Rakyat (PPR) Taman Sri Manja.

At the start of one WAO community training, participants said that domestic violence did occur in their apartment blocks and among distant relatives – but never in their households.

During the training, the WAO trainer facilitated a discussion to help participants better understand domestic violence and legal rights – emphasising that domestic violence is in fact a crime.

By the end of the talk, participants began to recognise and share that some of them had actually faced domestic violence themselves.



◀ WAO at a panel discussion on domestic violence, with Subang Jaya residents, in March 2017.

▶ WAO celebrated our new office by organising an office-warming party featuring pioneer members and volunteers, attended by over 50 members, volunteers, staff, and guests, in October 2017.





WAO

Financials

WAO staff and beneficiaries
in the WAO refuge.
Photo by Gary Ng.

Financial highlights

| | 2017 (RM) | 2016 (RM) |
|--|-----------|-----------|
| Balance Sheet (summary, as at 31 Dec) | | |
| Property, plant and equipment | 1,111,457 | 1,147,983 |
| Current assets | 2,932,467 | 3,093,963 |
| Current liabilities | 70,441 | 47,233 |
| Net current assets | 2,862,026 | 3,046,730 |
| Accumulated fund | 3,973,483 | 4,194,713 |

| | | |
|--|-----------|-----------|
| Statement of Income and Expenditure (summary, financial year ending 31 Dec) | | |
| Income | 2,226,825 | 2,137,555 |
| Expenditure | 2,448,055 | 2,126,446 |
| (Deficit) / Surplus before taxation | (221,230) | 11,110 |



Thank you

Our 2017 funders and partners

WAO Strategic Partner (RM500,000 and above)

Yayasan Sime Darby

RM200,001-RM300,000

Yayasan Hasanah

RM80,001-RM100,000

Edaran Tan Chong Motor Sdn Bhd

MIG Network & Consultancy Sdn Bhd

Selangor Properties Berhad

YTL Hotels & Properties Sdn Bhd

RM50,001-RM80,000

Allianz General Insurance Co. (M) Bhd

United Nations High Commissioner For Refugees (UNHCR)



Children running,
outside WAO refuge.
Photo by Gary Ng.

RM20,001-RM50,000

Anne Witt (in Kristen Hoey's honour)

Avinderjit Singh

Office of Y.B. Senator Datuk Paul Low Seng Kuan, Minister in the Prime Minister's Dept

Rampai Niaga Sdn Bhd (The Body Shop Malaysia)

The Edge Education Foundation

Wong & Partners

RM10,001-RM20,000

Harlow's & MGI Sdn Bhd

Kenanga Investors Berhad

Kuok Foundation Berhad

Latin Ladies Association of Malaysia (LLAM)

Levi Strauss Malaysia Sdn Bhd

Lian Wah Seng

Malaysian Community and Education
Foundation (MCEF)

Mantra Experiential Sdn Bhd

Seri Mutiara Development Sdn Bhd

Skrine

Suen Holdings Sdn Bhd

Teo Chui Ping

RM5,001-RM10,000

BASF Asia Pacific Service Centre Sdn Bhd

Belco Security Sdn Bhd

Chua Joo Cheng

Connie Tong May Kwei

Emile B. Sawaya

HAYS Specialist Recruitment (M) Sdn Bhd

International Catholic Migration Commission (ICMC)

Kemaman Bitumen Company Sdn. Bhd

Lee Chui Sum

Lim Chin Hng

Maybank Heart Malaysia

Navamalar a/p M. Ramalingam

Office of Y.B. Lau Weng San, ADUN Kampung Tunku

PJ Evangelical Free Church

Schlumberger (M) Sdn Bhd

Seu Nga @ Peter Shu

Sheranjiv a/l M Sammanthan

Suryani Senja Alias

Tan Chin Moy

Tan Sri Tan Foundation

Toh Choon Yoong

Vincent Soh

Vivienne Lee

**Thank you to all who contributed funds to
WAO's mission, in whatever way you
could.**

We apologise for any omissions, which are inadvertent.

Team WAO

186 Members

Trustees

Toh Puan Dato' Seri Hjg Dr. Aishah Ong
Rashidah Abdullah

Dato' Noor Farida Ariffin
Puan Sri Chong Eu Ngho

Executive Committee (2017-2019)

Carol Chin *President*
Meera Samanther *Vice President*
Chin Oy Sim *Secretary*
Tan May Lee *Assistant Secretary*
Yeow Ai Lin *Treasurer*

Shanthi Dairiam *Assistant Treasurer*
Yee Pek Mei *Committee Member*
Puveshini Rao *Committee Member*
Wathshlah Naidu *Committee Member*

Staff

Sumitra Visvanathan *Executive Director*
Jessica Low *Operation Specialist*
Charlene Fay Murray *Case Manager*
Jessie Ang Hoon Ai *Social Worker*
Vaneezha Muniandi *Social Worker*
Erica Koh Pei Wey *Social Worker*
Ann Nicole Nunis /
Manissha Kaur /
Nur Akmal Fatin *Social Worker*
Ng Yi Ran / Shahnaz Salleh *Social Worker*
Ashereen Jessy Kanesan /
Nusrat Hassan *Programme Manager*
Amy Hor Choi Fun *Shelter Supervisor*
Kaanchana Suppayah *Child Care Manager*
Saraswati a/p Balakrisnan *Child Care Provider*
Paruwathi a/p Pathathan *Child Care Provider*
Tinawaysandi bt Masang *Child Care Provider*
Pushpa Rani Rajah *Child Care Provider*
Loheswary Arumugam *Crisis Counselor Supervisor*

Joann Toh Suan Ee *Crisis Counselor*
Nur Ain Sumaiyah *Crisis Counselor*
Felicia Shamala
Visvanathan *Crisis Counselor*
Chen Mei Tien *Crisis Counselor*
Divvyananthini Manoharan /
Yap Lip Sue *Finance Officer*
Shuba Vashani *Admin & HR Officer*
Perimbanayagam
Sunitha Rengasamy *Administration Specialist*
Vivian Yap /
Sagita Paramalingam *Fundraising Officer*
Yu Ren Chung *Advocacy Manager*
Kelvin Ang *Community Engagement Officer*
Natasha Dandavati /
Tan Pei Zin (Stella) *Research & Advocacy Officer*
Tan Heang Lee *Communications Officer*
Sharifah Shazana *Stakeholder Engagement Officer*
Vaishna Santharasagaran *Training Officer*



WAO staff and volunteers at a public event.

Interns

| | |
|-----------------------------|---------------------------|
| Dalia Omar | Olivia Williams |
| Doyu Kim | Shareka Vithias Logendran |
| Hamizah | Sharon Lugun |
| Harrison Ren Wei Roditi-Yeo | Syasya Nasaruddin |
| Mankiran Harbaljeet Singh | Zoe Hooper |

Volunteers

| | | | |
|--------------------------|-----------------------|-------------------------|------------------------|
| Aida binti Anis | Emilia Lillo | Nalini velaitham | Vatsala Nair |
| Alexa Ho | Emily Teoh | Natalie Tan | Manoharan |
| Alice Yap | Farah Ahmad | Nina Sophie Weiss | Vicky Siow |
| Alicia | Felicia Ong | Nurainie Haziqah Shafii | Victoria Tan |
| Alina Chang | Frisca Freddy | Pathmini Ramakrishnan | Vivienne Lee Iskandar |
| Amirah Majid | Glennamarie | Preeti Kannan | Wong Hui Jin |
| Amnani Fatin Abdul Kadir | Meenachi | Priyatarshinni | Wong Kar Er |
| Andrew Ong | Hannah Reshma | Jayaprakash | Wong Nwan Jen |
| Anjani Percaya | Jambunathan | Rachel Tan | Yee Pui Kuan |
| Anna See Mee Lak | Italia Martínez | Renuka Bhupalan | Yogeswaran |
| Anusha Kumar | Ivy Josiah | Sabrina Dawson | Balakrishnan |
| Auliyya Ulfana | Jacqueline Ann Tegjeu | Sara Townsend | Yvonne Lim |
| Bina Ramanand | Jane Peris | Sarah Meor | Zaya Pono |
| Chaw Fook In | Janice Leo | Sarah-Ann Yong | |
| Chong Ee Lian | Joanne Sue | Sashana Krishnamuthu | <i>Organisations</i> |
| Christine Choi | Kalaivani Muniyandi | Selvinder Kaur | Hays Malaysia |
| Claudia Lau | Kamal Gehi | Selvynn Selvarajah | Leo Burnett |
| Daniel Lo | Kareena Tan | Shalini Jayanandan | Levi's |
| Danieul Mudali | Kathryn Sutherland | Shoba Aiyar | Lululemon |
| Darshini Nadarajan | Kristine Yap | Siti Hazwani | MSD Malaysia |
| Debbie Siru | Kumutha Bala | Soo Hui Li | OURS Eatery |
| Dhinaashinee Rajendran | Lau Mun Wah | Subatra Jaya | Perspective Strategies |
| Donna Lamb | Lee Shook Fong | Sugirtha | Quota Club |
| Elena Kisel | Lim Cheng Bock | Ramachandran | |
| Ellen Chua | Luminita Garaba | Sumitha Kishna | |
| | Malligah Suppiah | Tan Yih Jiun | |
| | Mok Chuang Lian | Tashia Peterson | |

Thank you to all who dedicated time towards supporting WAO's mission.

We apologise for any omissions, which are inadvertent



WAO
WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA



Since 1982, Women's Aid Organisation has provided free shelter, counselling, and crisis support to women and children who experience abuse. We help women and their children rebuild their lives, after surviving domestic violence, rape, trafficking, and other atrocities. Learning from women's experiences, we advocate to improve public policies and shift public mindsets. **Together, we change lives.**

Call the **WAO Hotline** at **03 7956 3488** or SMS/Whatsapp **TINA** at **018 988 8058** if you or someone you know is experiencing abuse.

For more information, visit **wao.org.my**



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Malaysia

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SMS/Whatsapp: 018 988 8058

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www.facebook.com/womensaidorg
Twitter/Instagram: @womensaidorg

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