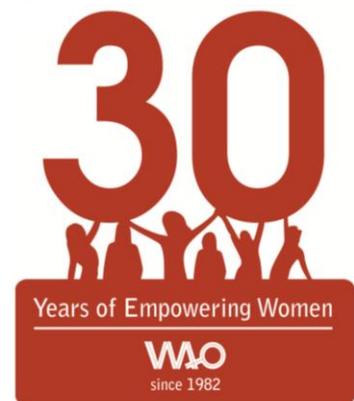




WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA

ANNUAL REPORT

2011



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1.0 WHO IS WHO IN WAO

TRUSTEES

Toh Puan Dato' Seri Hajjah Dr. Aishah Ong

Rashidah Abdullah

Dato' Noor Faridah Ariffin

Puan Sri Chong Eu Ngoh

MEMBERS & VOLUNTEERS

In 2011, 15 new members joined WAO; at year end, WAO had 196 members. There were 33 new volunteers, bringing the total number of volunteers to 235, with 30 volunteering regularly.

EXECUTIVE COMMITTEE 2011 – 2013

The following members of the Executive Committee (EXCO) were elected for a two-year term (2011 – 2013) at the 28th Annual General Meeting held on 22 May 2011 at the WAO Centre, Petaling Jaya. The EXCO held nine meetings in 2011.

President	Mok Chuang Lian
Vice President	Vivienne Lee
Secretary	Chin Oy Sim
Assistant Secretary	Lee Shook Fong
Treasurer	Carol Chin
Assistant Treasurer	Kon Cze Yan
Committee Members	Meera Samanther Grace Lim Kerina Francis
Staff in attendance	Ivy Josiah (Executive Director) Sharmini Kanesamoorthy (Finance & Administrative Manager) Wong Su Zane (Social Work Manager)

COMMITTEES, GROUPS & COALITIONS IN 2011

Staff and Finance Committee	Mok Chuang Lian Vivienne Lee Chin Oy Sim Carol Chin Kon Cze Yan Meera Samanther <i>Staff in attendance:</i> Ivy Josiah (Executive Director) Sharmini Kanesamoorthy (Finance & Administrative Manager)
Legal Aid Centre (LAC) Representatives	Meera Samanther Jessie Ang Hoon Ai Nazlina Abdul Ghani
Coordinator for United Nations High Commissioner for Refugees (UNHCR) Programme	Wong Su Zane
Anak Angkat Coordinator	Umadevi a/p Rajah Denram Jessie Ang Hoon Ai
Volunteer Coordinator	Ann Nicole Nunis
Website Design and Content	Ann Nicole Nunis
National Council of Women's Organisations (NCWO) Representatives	Shanthi Dairiam Nazlina Abdul Ghani
Joint Action Group for Gender Equality (JAG) Representatives	Ivy Josiah Meera Samanther Shanthi Dairiam Wong Su Zane Sarah Thwaites Valerie Mohan (until July 2011)
JAG Fiesta Feminista Representatives	Meera Samanther Umadevi a/p Rajah Denram Diyana Yahaya (until August 2011)
Jaringan Rakyat Tertindas Representatives	Ivy Josiah Valerie Mohan (until July 2011)
Malaysian AIDS Council (MAC) Representative	Ivy Josiah

**Migration Working Group
Representatives** Ivy Josiah
Meera Samanther
Wong Su Zane
Sarah Thwaites

**Reproductive Rights Advocacy
Alliance Malaysia (RRAAM)** Wong Su Zane
Ivy Josiah

**Association of Southeast Asian
Nations (ASEAN) Women's
Caucus** Lee Shook Fong
Ivy Josiah

STAFF

Management

Ivy Josiah Executive Director
Sharmini Kanesamoorthy Finance & Administrative Manager
Wong Su Zane Social Work Manager

Refuge

Wong Su Zane Social Work Manager
Normah Md. Nor Night Supervisor (retired June 2011)
Amy Hor Choi Fun Night Supervisor (w.e.f September 2011)
Jessie Ang Hoon Ai Social Worker
Nazlina Abdul Ghani Social Worker
Umadevi a/p Rajah Denram Social Worker
Puveshini Rao Social Worker (resigned November 2011)
Noor Diyana Yahaya Social worker (resigned August 2011)
Ermawati bt Ahmad Sanusi Social worker (w.e.f November 2011)
Yogasri a/p Sivanyanam Social worker (w.e.f December 2011)

Child Care Centre (CCC)

Mazmyra Zafia	Child Care Supervisor (resigned October 2011)
Shazwani Rhosky bt Fadzir	Child Social worker (w.e.f. November 2011)
Saraswati a/p Balakrisnan	Child Minder
Maisarah	Child Minder (resigned Dec 2011)
Anastasia	Child minder
Hanif Muawanah	Child Minder (resigned Jan 2011)

Administrative Staff

Ammy Juliet Jefery Gilimon	Administrator
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Projects Officers

Vivian Yap	Projects Executive (w.e.f. April 2011)
Ann Nicole Nunis	Projects Officer

Programme Officers

Sarah Thwaites	Programme Officer
Valerie Mohan	Programme Officer (1 August 2010 – 31 July 2011)

2.0 WAO SERVICES

2.1 STATISTICS FOR OVERALL SERVICES

Service	2010	2011
Refuge	138 women and 93 children	110 women and 122 children
Face to Face Counselling (FFC)	124	104
FFC for Refugee Women	21	35
Telephone Counselling	1544	1347
Email Enquiries	297	346
Child Care Centre (CCC)	16 children	18 children

2.2 REFUGEE SERVICES

The Refuge saw a decrease in the number of women seeking temporary shelter in 2011. Out of the 110 residents, 95 were new residents who sought our services for the first time.

Reasons for seeking shelter	Number of Women	Percentage
Domestic Violence	75	68.2
Single and Pregnant	6	5.5
Rape	3	2.7
No Place to Stay	3	2.7
Migrant Domestic Worker Abuse	9	8.2
Sexual Harassment	1	0.9
Trafficked	1	0.9
Financial Problems	1	0.9
Others	11	10.0
Total	110	100

2.3 PROFILE OF WOMEN AT THE REFUGE

31 residents stayed for less than a week, 26 residents stayed for one to three weeks, 36 residents stayed for one to two months, while 17 residents stayed for more than three months. The vast majority of the residents, 92 women, were from Kuala Lumpur and Selangor. We also had one resident from East Malaysia (Sarawak). 90 residents were between the ages of 20 and 39 years, 11 residents were 40 years and above and nine residents were below 20 years. 70 residents were from Malaysia and 17 were from Myanmar. The remainder were from Indonesia, Cambodia, Philippines, India, China, Yemen and Zimbabwe.

The women came from diverse backgrounds. When required, staff communicated with residents who did not speak Bahasa Malaysia or English through an interpreter, usually from UNHCR. Relationships built in the Refuge sometimes carry on even after the residents leave. Residents, volunteers and interpreters help each other by looking out for jobs, accommodation and other resources.

2.3.1 DOMESTIC VIOLENCE SURVIVORS

Out of 110 clients, 75 were survivors of domestic violence. Out of the 75, 62 residents decided to break the cycle of violence and did not go back to the abusive situation. The women who returned to the abusive situation did so due to reasons including:

- To give the husband a chance.
- For financial reasons.
- Foreign spouses needed to renew their social visit passes.
- For the sake of the children's schooling.

Dynamics in domestic violence

The breakdown of the type of abuse shows a high number of psychological (92.1%), physical (88.8%), financial (62.5%), social (48.9%) and sexual abuse (39.8%), similar to breakdowns from previous years.

These figures show that in any violent household/situation, the woman is often subjected to multiple forms of abuse.

It is also interesting to note that the high number of financial abuse cases manifests itself in many ways, including a husband taking the woman's money and depriving the woman of money. In some cases, the perpetrator would use the woman's name to obtain loans that were

subsequently not serviced; this would cause her to be blacklisted, and thus unable, for example, to obtain a loan to buy a house. In short, these women remain disadvantaged by being subjected to financial abuse whether or not they have a job and financial independence.

38.7% of the women said that the perpetrator abused them for no reason at all. A large number also cited triggering factors such as jealousy (38.7%), suspicion (41.3%) and financial problems (38.7%). **Substance abuse** by the perpetrator was also a factor, including alcohol (36.0 %) and drugs (22.7 %), including ice, “shabu”, “ubat batuk”, and others. Most cases involved a mixture of triggering factors, for example, an overly jealous husband is suspicious of his wife and starts hitting her under the influence of alcohol. 46.3% of perpetrators and 36% of the women came from a violent family background.

85.3% of the women were abused by their husbands or ex-husbands while abusive parents and boyfriends made up another 2.7% and 1.3% respectively.

Did the women try leaving the abusive situation prior to coming to WAO?

Many of the women, 36 of them, have left their homes on previous occasions. Out of these 36 women, 14 had left at least once before and four had left more than five times. They reconciled with their husbands for various reasons, especially after intervention by their families.

Police reports

As part of our services at the Refuge, women get assistance accessing medical check-up, the welfare department, courts and the police. With the police they are guided on how to make detailed reports and give statements. 47 of the domestic violence survivors had lodged police reports prior to coming to the Refuge. During their stay at WAO, we assisted 34 women in lodging reports. Some of these reports were follow up reports, for example to correct earlier reports lodged incorrectly or to add additional information. Out of the 75 women who were survivors of domestic violence, only 21 requested an Interim Protection Order (IPO). 12 received IPOs; the rest did not get an IPO as the police did not open investigation files or their cases were not deemed serious enough. WAO continues to lobby for better police response.

2.3.2 SINGLE PREGNANT WOMEN

Although WAO is uncomfortable with phrases like “single and pregnant” or worse still “unwed mother”, we want to capture the types of situations where women do get pregnant and may not necessarily have the support from their boyfriends, families or communities. In fact, many women choose not to get married but have a child, either through natural birth or adoption.

There were only six single pregnant women in the shelter throughout 2011, compared to 20 in 2010. All were between the ages of 20 and 29. Five were unemployed and one was a student. All

six women were pregnant as a result of consensual sex. Three of the women came to us because they were unhappy with the conditions in the previous shelter at which they were staying.

During their stay at WAO, the pregnant women were sent for pre-natal check-ups on a regular basis and were also given information on nutritional intake, post-natal care and pre-natal advice. Since they were first-time mothers, they were also given counselling on how to deal with the stigma and discrimination they might face. They were also briefed on the options available to them and their babies. Information on reproductive health was given to them too.

All six women said they had some knowledge of family planning; three used contraceptives. The other three did not use contraceptives either because they believed they would not get pregnant, their partner did not approve or they did not know how to use contraceptives.

After the pregnancy, four of the women opted to give their babies up for adoption either to people that they knew or to couples selected by the medical welfare department. The medical social worker helped them with this process. Two women decided to keep their babies.

2.3.3 MIGRANT DOMESTIC WORKERS (MDW)

We are beginning to see a trend of receiving more Cambodian women, who are vulnerable as the lowest paid MDW community in Malaysia. Throughout 2011, WAO received nine migrant domestic workers who were abused, compared to two cases in 2010. Two were from the Philippines and the others from Cambodia. Three of the migrant domestic workers were under 20; the youngest was only 12 years old.

The women sought help with issues like non-payment of wages, employers withholding the women's documents, deprivation of food and others. Social workers assisted the women by, for example, dealing with embassies, the police, the immigration department, airlines and if all goes well, driving them to the airport to return to their home country.

Social workers also helped the women negotiate with employers and embassies in order to obtain owed wages and passports. The Philippines and Cambodian embassies were very prompt in taking action; our clients were able to return home within two months with all expenses paid for.

2.4 CHALLENGING SITUATION AT THE REFUGE

In 2011, for the first time in 30 years, a perpetrator trespassed into our premises twice, entering the shelter once, screaming for his wife. We did not know his wife nor was she staying at the Refuge. Police patrol squads came to the Refuge and ordered him to leave, but the police did not detain the perpetrator despite our police reports. It has been alleged that the perpetrator's brother is a police officer; a police officer in charge of administration at the Subang Jaya Police

Station did call to ask for information about the woman, and verbally harassed our staff. We have written a complaint letter to PDRM headquarters but have yet to be informed the outcome of our complaint.

We were also unhappy with the patrol car response. After the perpetrator appeared at our gates, we had to call at least four times before the patrol car was sent. A WAO team consisting of our President, an EXCO member, the Social Work Manager and the Executive Director had a meeting with the Officer in Charge of the district police station and he immediately agreed to put up police boxes at the 3rd centre and CCC and assured us that his officers will respond more effectively. WAO also installed CCTV cameras in all three centres to improve our security.

2.5 WOMEN'S PROGRAMMES AT THE REFUGE

Taking shelter in a new home, while sharing a bedroom with strangers and worrying that your perpetrator may find you, can be challenging. Despite this, some women have told us that at the shelter, they were able to sleep without fear for the first time in a long while.

To help make a woman's stay more constructive and meaningful, we conducted many programmes with the women, none of which would have been possible without the effort and dedication of our volunteers, including Vivienne Lee, Goh Poh Kim, Annie Ng, Devi Doraisamy, Padmini Nagalingam, Josephine Oon, and Lai Ley Yoon. We also would like to thank all the foreign interns including Ricka Svenson, Kalsoom Dad, Stefanie Hansche, Mareike Tomas, Lena Hagen and Anna Blechner who enthusiastically helped design the programmes.

These activities and programmes were made possible with the support of donors and partners such as *Yayasan Sime Darby and Malakoff, Quota Club, Soroptomist International* and the *Pride Foundation*.

Lessons in cooking, yoga, beading, English language and computer skills were held almost weekly, and were complemented by talks and workshops on breast cancer awareness, parenting skills, HIV/AIDS, general health and hygiene. We also arranged for fun outings to places such as Aquaria KLCC, cinemas, parks and forest reserves.

This year's Annual Gathering, coordinated by WAO staff, managed to gather up to 100 residents and ex-residents, and their children, for an evening of games, food, dance and presents with performances from our women and our children. Thank you to Casscilia Rasasegram and friends for sponsoring the presents for the women and children, and to Khaz Kandar for sketching profiles for over 70 children.

2.6 CHILDREN'S PROGRAMMES AT THE REFUGE

The children who stay at the Refuge truly liven up the Refuge with laughter and fun. In 2011, 122 children came to the Refuge with their mothers. The children's ages ranged from newborns to 18 years. They came from various degrees of abusive situations and were in need of physical, psychological and social support.

The children were assessed to gauge the impact of their home environment on their development as well as to gain a better understanding into their mental schemas. Social workers were assigned to provide counselling.

Besides this, as in the previous two years, the children were each given a personal pocket file to keep their belongings and books. Children were also given workbooks on English language, Bahasa Malaysia, science and mathematics, and participated in arts and crafts work and outdoor activities.

To address tensions between the children and their mothers, we hired a trainer, Murshidah Said, to conduct children's workshops. The objective of the workshop was to talk about love and respect for each other. On top of this, social workers also talked to the children about good values, adopting positive attitudes and coping mechanisms. The first training was conducted in March 2011, and as we received good feedback from the mothers and children, we invited the same trainer to do another training in June 2011.

We want to thank all the foreign interns, including Ricka Svenson, Kalsoom Dad, Stefanie Hansche, Mareike Tomas, Lena Hagen and Anna Blechner, worked at the shelter and lent a big hand in helping with the children.

2.7 WORKING WITH DONORS

➤ **Yayasan Sime Darby**

In 2011, *Yayasan Sime Darby* renewed its generous commitment to continue supporting WAO for two more years to manage operational costs of the Refuge.

➤ **Malakoff Corporation Berhad**

With renewed support in 2011 from *Malakoff Corporation Berhad*, in continuation from its sponsorship in 2010, WAO continued to employ a social worker to carry out women's programmes including English language and computer classes. Malakoff also sponsored four computers for women to learn and practise computer skills and access the internet.

➤ Thank you to other sponsors

WAO would also like to thank all our donors who have been generously supporting us for over 10 years. Our sincere gratitude to *Gardenia Confectionary* for donating bread and kaya to both the CCC and the Refuge every week, as well as *Malayan Flour Mills* for donating flour, cooking oil and sugar every month. A very special thanks to all donors and sponsors who donated groceries and to all those who sponsored food, door gifts and presents for our year end gathering.

2.8 WOMEN WITH COURT CASES

14 WAO clients had court cases, and were assisted by social workers and an advocacy programme officer. In one case, the court had subpoenaed a social worker as a witness in a divorce and custody case.

Among the civil or syariah cases, five cases involved divorce, child custody and maintenance, and two cases involved divorce under fasakh, child custody and hartanah. Among the criminal cases, two were rape cases involving minors, while the other cases included a criminal intimidation case, a migrant domestic worker abuse case, a sexual harassment case and a sexual assault case.

Progress was seen in most of the cases; clients testified and various witnesses gave evidence. The sexual assault case was settled out of court and there has been no disturbance by the perpetrator since.

There were challenges within these court cases as well. One case involving a minor who was raped was prolonged for five years. Thus far, she and most of the witnesses have given their testimonies. Since November 2009 there had been no development in the case, until in January 2011, when WAO found out from the court that the case was closed and the accused had been discharged and acquitted because one of the key witnesses refused to testify in court.

Although there was an appeal to the High Court, the appeal was rejected as the notice of appeal would not be served to the accused. WAO met with the head of the prosecution unit in Selangor to request that the case be re-opened, but to date there has been no progress, as the accused could not be found.

Nevertheless, there were cases which had positive outcomes. There were two cases where the accused has been sentenced. In the migrant domestic worker abuse case, both perpetrators (her employer and employer's sister) were sentenced to one year. Do note however, that this case took seven years. In a rape case which involved a minor, the perpetrators were sentenced to seven years and 10 strokes of the rotan.

Among the civil and syariah cases, three of our clients were granted custody of their children, and one client who had filed for divorce in 2011 was granted the divorce in the same year.

WAO would like to record our thanks to the watching brief lawyers who represented our clients, including Norleini Kamal of Messrs Rusmah Arunan & Associates, Meera Samanther of Kang & Kang Advocates & Solicitors, and Honey Tan of Tan Law Practice.

2.9 TELEPHONE COUNSELLING

There was a decrease in counselling calls received in 2011 by 197 calls, from 1,544 in 2010 to 1,347 in 2011. Women could have been using other help lines such as the toll-free Talian Nur at 15999.

We received an average of 122 calls per month. Most of the callers called about domestic violence issues while others called about legal matters, sexual harassment, and being single and pregnant; some called just to have someone to talk to. Sometimes we get calls from third parties who wish to help. We often encourage the callers to get the women to call us directly so we can offer something more than information, including someone to talk to and who is willing to listen to her story.

Most of the clients were from the Klang Valley although there were calls from other states including Sabah and Sarawak. The number of calls was exceptionally high right after a television talk show or a press interview, suggesting the importance of the media in disseminating information.

In 2012 we are exploring setting up the telephone counselling unit in a separate room and recording the calls.

2.10 FACE TO FACE COUNSELLING

104 women came in for face to face counselling in 2011 compared to 124 in the previous year. These sessions were held at the WAO Centre, or the 3rd Centre as it is commonly known. Some of the clients came in because they could not speak over the phone as they may be at work or their husbands may be home. They felt more comfortable in a face to face setting instead of talking on the phone. Their problems were similar to those who called in for telephone counselling.

2.11 EMAIL ENQUIRIES

There was an increase of 49 email enquiries from 2010. We received an average of 28 emails per month and a total of 346 emails by the end of 2011. Some of the emails were follow-up emails from the same person.

The public sends emails to request information about our services, procedures on getting birth certificates, welfare aid, shelter homes, housing and even crisis issues. WAO is a popular resource for students researching women's issues, who request for interviews and information from WAO. Although some came only to interview us about our services (which they could easily get from the website) many others wanted us to give our opinions on matters such as violence against women, the women's rights movement in Malaysia, single pregnant women and sexual harassment, among other issues.

WAO ensures that all emails are responded to immediately. As an email is a very one-dimensional mode of communication, the language and tone that the messages carry are given utmost priority to ensure that the clients feel reassured and get the support that they need.

2.12 WORKING WITH WOMEN ASYLUM SEEKERS AND REFUGEES

2.12.1 COLLABORATION WITH UNHCR

Our work with the office of the United Nations High Commissioner for Refugees (UNHCR) began in 2003 when we sheltered two refugees and their children.

In April 2008, UNHCR approached WAO to provide sexual gender based violence (SGBV) counselling. WAO agreed to support UNCHR by providing counselling services on an "as and when needed" basis. In November 2008, due to the increase in the demand for counselling services, WAO agreed to give counselling services at UNHCR premises on alternate Tuesdays.

In 2011, WAO provided 35 counselling sessions. These cases involved rape, attempted rape, sexual harassment, depression and domestic violence. There were also other issues such as difficulty in coping in Malaysia.

WAO provided shelter for 15 refugee women, of whom 12 were referred by UNHCR (11 from Myanmar and one from Yemen). They were primarily domestic violence survivors whilst one was a rape survivor. Another refugee woman, a former client who had resettled in Sweden, came back to Malaysia in 2010 because she wanted to bring her three other children to be reunited with her in Sweden. We helped with this process and her children are now all resettled in Sweden.

2.12.2 COLLABORATION WITH ICMC

The International Catholic Migration Commission (ICMC) approached WAO to assist them in their refugee programme in Malaysia. This programme aims to recruit 25 women from various refugee communities to form a Refugee Women Protection Corp (RWPC) who will in turn raise awareness in their communities on gender based violence (GBV) issues and provide assistance for refugees who suffer SGBV.

WAO was contracted to conduct training of trainers' workshops for refugee women who were recruited under the RWPC by community leaders. In 2011, WAO conducted two trainings for trainers, and another for community leaders.

In September 2011, ICMC approached WAO to provide shelter services for survivors who were identified by the RWPC. In 2011, ICMC had referred two refugee women for shelter, both were domestic violence survivors.

2.13 LEGAL AID CLINIC (LAC, BAR COUNCIL)

Fresh out of university, lawyers are obligated to spend 12 days during their chambering stint working with various NGOs to get "real" experiences before they go into the legal workforce. The activities and objectives of the LAC/WAO clinic are:

- To assist WAO social workers in the refuge with telephone calls (give out information on domestic violence, divorce procedures, maintenance, sexual harassment, etc.).
- To assist WAO clients to lodge police reports and accompany the clients to the hospital.
- To educate chambering students on NGO work and advocacy.

Prior to coming to WAO, the chambering students were trained in three main areas; syariah law, family law and NGO based work. Syariah and family law trainings are conducted by LAC-KL at their premises, whereas the women NGOs' training is conducted by SIS, AWAM and WAO at Sisters in Islam or AWAM premises. Meera Samanther, Wong Su Zane and Nazlina Abdul Ghani conducted these sessions.

WAO receives one student each from LAC-KL and LAC-Selangor per batch. There are four to five batches a year. In 2011, we had 10 students: Chai Shwu Yu, Tan Saw Bee, Chan Li Ann, Wong Yi Ling, Nuru Huda Padulli, Sharifah Nurul Aini, Lew Geok Chin, Wong Soo Fong, Koay Kar Ming and Sara Nanthini Dharmaraj, who came once a week for 12 weeks in a stretch. They were required to be on duty either on Monday or Friday, from 10am until 4.30pm. After completing four weeks, they attend a mid-term review to discuss their experiences and problematic cases at the allotted placements. Each lawyer handled telephone calls, face to face interviews, documented cases and compiled data of residents and ex-residents. They also accompanied some of the women to the courts, police stations and clinics.

Throughout the year, the NGO representatives (from WAO, AWAM, SIS and LAC) met two times at LAC-KL to discuss issues and problems pertaining to the chambering students.

Types of calls/cases the chambering students handled in 2011:

Types of cases	Number of calls
Domestic violence	21
Divorce procedure	20
Maintenance	15
Custody	11
Adoption	4
Single mother	4
Sexual harassment	1
Housing problems	5
Financial problems	6
Marital affairs	5
Adoption	4
Total	96

3.0 SUPPORT SERVICES FOR EX-RESIDENTS

Staying at the Refuge is a response to a crisis situation when a woman needs a safe place for herself and her children. When deciding to lead an independent life away from violence, she faces many challenges; she has to cope with finding a job, housing, child care and earning enough money to support her family.

WAO realised this as far back as June 1985, when we developed the Anak Angkat Programme to help women who have decided to make it on their own. Single mothers have a right to support and we have been lobbying the government to set up affordable child care centres, offer low cost housing and provide financial support for survivors of domestic violence.

3.1 THE CHILD CARE CENTRE

The CCC is a very special children's home, which solely caters to the children of our clients who have sought shelter at the Refuge. The children may have witnessed domestic violence incidents or have been victims of violence themselves. CCC serves as a safe and temporary home for children up to 16 years old, to allow their mothers to rebuild their lives, secure stable jobs, have some savings and eventually have a home so that they can live with their children as a family.

The number of children in our facility is kept to a maximum of 15 so each child can be given specialised care and attention by a group of dedicated and trained full time staff, consisting of a social worker and three child-minders who work on rotational basis. The social worker will help the mothers with regards to school transfer and kindergarten enrolment.

As the end aim is to unite the mothers with their children, mothers are encouraged to visit or stay over during weekends or on their off days every week and spend quality time with their children. They are also encouraged to call and speak with their children as often as possible. This is an important reassurance to the children that their mothers still love and care about them dearly and are very much in touch with their lives. Mothers take their children home during school holidays unless they have yet to establish their own home.

3.1.1 NUMBER OF CHILDREN

In 2011, we had 18 children staying at the CCC. There were 12 girls and six boys from nine mothers. One of the children stayed for less than a month while most of the children have been living at the CCC for two years. We are happy that 13 of our children have moved out and are now with their own mothers, but we will miss each of them very much.

The following table shows the number of children and the length of their stay.

Length of stay	Number of children
2 years	9
1 year, 5 months	3
1 year	3
5 months	2
1 month	1

3.1.2 REFUGEE CHILDREN

Five refugee children from Myanmar stayed at the CCC in 2011.

As Refugee children cannot be registered in a regular school, these children were instead home schooled.

They were taught mathematics, English language, science, general knowledge and art by our interns, *Jona Vantard*, *Anna Blechuer* and *Lena Hagen*.

Three of them entered the CCC in July 2010. They stayed at the CCC while waiting to join their mother and their younger brother in Sweden. After staying in CCC for one year and five months, the process of uniting them with their mother and younger sibling succeeded.

In a sharing session, one of the children told the counsellor that when she resides in Sweden, she wants to study chemistry. This is because in her home country Myanmar, and many other poor countries, people do not have clean water to drink, which results in disease and people dying. She hopes to study chemistry so that she can ensure people have clean water to drink. We were encouraged by this shared story; in the absence of formal schooling, perhaps the CCC played a role in nurturing and helping her express her ambitions.

At the end of 2011, another two new refugee children entered the CCC. Both could adapt well with the new environment.

3.1.3 BHARATHANJALI DANCE ACADEMY

Activities like dancing and tuition classes can contribute greatly towards building a child's confidence. We are very fortunate that in 2011, the *Bharathanjali Dance Academy*, under their

BDA Education Programme, sponsored RM10,000 to hire a tuition teacher for the CCC children. The academy paid for the teacher's fees, transportation and books.

Tuition classes were held at the CCC itself. Classes comprised of no more than three students per session. The main objective of the tuition classes was to help the CCC children in their school lessons so that they could perform well in school.

The continued success of this program very much depends on mutual commitment from both WAO and the Bharathanjali Dance Academy. We are glad that both parties have given their fullest commitment toward this program to make it successful. The tuition sessions do help our CCC children better understand their lessons.

Thank you to *the Bharathanjali Dance Academy* for their endless support to the CCC.

Besides tuition classes, the Bharathanjali Dance Academy also sponsored activities on building the children's character. We also would like to thank *Khomala d/o Muniandy and Roobini d/o Selvarajan for teaching* the CCC children to dance gracefully. The CCC children always looked forward to their weekly dance classes.

3.1.4 THE SMILE BUDDY PROGRAMME

"The Smile Buddy Programme", which began in October 2010, is coordinated and managed by *Ms. Urmila Dass and her team*. The objectives of the programme are for the children to improve their social skills, increase their self-esteem, learn to build trust and learn to cooperate with other people in a group. Each child is partnered with a buddy who mentored the child throughout the programme on the above skills. The sessions are held on Saturdays afternoons. The coordinator helps by providing advice to the CCC child worker on certain children's weaknesses as well as strengths, utilizing feedback from the mentors.

We would like to thank the following mentors for their dedication to work with the CCC children:

Anne Mathilda Fernando, Annie Hariharan, Annushia Balavijendran, Atikah Abu Bakar Agilan, Vighneswaran Vithiatharan, Vickneswar Rao, Salina, Yana Abu Bakar, Yogita Hari Morgan, Suthen Thomas, Monisola Oloke, Urmilah Dass, Gayathiri Jambulingam

3.1.5 SOROPTIMIST INTERNATIONAL OF DAMANSARA

Soroptimist International of Damansara provided funding for 10 CCC children to watch a theatre production of "Elmer the Elephant". Children in the CCC also received workbooks, revision guides (donated by Oxford-Fajar) and art supplies (donated by Soroptimist International of Damansara). In July, children from the CCC took part in the Annual English Literacy Competition.

We are proud that one of our CCC children won first prize in the Writing Competition for standards four to six.

We convey our thanks to *Soroptimist International of Damansara* and *Dr. Saradha Narayanan* for their sincere contributions to the CCC children.

3.1.6 VOLUNTEERS AT THE CCC

The staff are supported and complemented by a bigger group of volunteers who consistently come every week on different days to give extra classes in languages, science, math and drawing, as well as provide support through counselling sessions, playing games, sports, yoga classes and dance classes. Sometimes they take the children for outings like going swimming, to the playground or to watch a movie.

We put on record our thanks to these volunteers and organisations:

Urmilah Dass, Joginder Kaur, Impi Jassel, Vara, Sharon Hariharan, Carol Chin, Sharon, Shireen Hariharan, Patricia Wong, Rachael Chew, Lee Su Ann, Eva San, Ling Fei Wen, Petra Gimbad, Melody Song Faye-Lynn, Michael Ooi, Denise and Dr. Jaya and Rahul, Lai Ley Yoon, Annie Ng, Maheswari d/o Balan, Lim Hooi Pin, Clio Chan, Mira Bouwmeester.

We acknowledged that *KPMG* and *Asiaworks* spent their money and precious time with our CCC children organising parties and a visit to Kuala Selangor. *Holiday Villa Hotel & Suites Subang* also utilised their energy, time and money to beautify the CCC with a new coat of paint.

3.1.7 MALE INTERNS AT THE CCC

Jona Vantard from Germany joined us in August 2011. He is the third male intern to have worked at the CCC. He took over from *Philipp Kaufmann* and *Oliver Glasder* to teach and spend quality time with our CCC children. All these male interns were effectively full time staff. Jona is adjusting well with the CCC children and they are very attached to him. He is very active in contributing new ideas and provides valuable insights for the betterment of the CCC.

3.1.8 COUNSELLING SESSIONS BY INTERN LEE JING YI

We are grateful that one of our social work interns, *Lee Jing Yi* was there to conduct counselling sessions from time to time with the CCC children.

3.1.9 RENOVATIONS OF THE CCC

In 2011, we finalized the architectural plans for the new CCC which will see the present CCC completely razed down and a two storey building built to accommodate more children (25), play and study areas, separate entrances, rest rooms for staff, a retaining wall and larger bedrooms. We are now sourcing for funds which may amount to RM 1.5 million.

The CCC would like to convey our deepest gratitude to those who have generously spent their time, effort, care and money for CCC children. Without the help from our dedicated interns and volunteers, surely we as the staff will be burnt out. With the cooperation of all, we are able to create a better environment for the CCC.

3.2 ANAK ANGKAT (AA) SPONSORSHIP PROGRAMME - 77 CHILDREN

It has now been 27 years since we began the Anak Angkat Sponsorship Programme. This programme gives direct financial assistance to our ex-residents from the Refuge who have decided to live independently with their children, by giving them RM70 per month. Their own wages are just enough to cover their costs for accommodation, food and transportation. This sponsorship has helped reduce single mothers' financial burdens by lending a helping hand to meet their children's educational needs such as school fees, bus fare, books and stationary.

Every year we have generous sponsors who voluntarily contribute. Our sponsors vary from companies, associations and members of the public. A social worker is assigned to handle the programme; all decisions as to who should receive this financial help are discussed at the social worker's meeting. The sponsorship will be given by assessing the monthly earnings of a mother and the number of her school going children.

Periodically, a brief description of the child and his/her mother will be sent to the sponsor; copies of the progress report of the child, photographs and updates of the child will also be sent. The sponsors, mothers and the sponsored children will be invited to our annual gathering which is usually in December. This will give the sponsor a chance to meet with the child and mother. Most of the sponsors usually bring gifts for the children and take photographs with them.

In 2011, we had more sponsors compared to the previous year. In 2011, there were 56 sponsors compared to 43 in 2010. As a result, the number of sponsored children increased to 77 in 2011 from 70 in 2010.

3.3 TUN TAN SIEW SIN MEMORIAL FUND

Upon the passing away of our patron Tun Tan Siew Sin in 1988, the TTSS Memorial Fund was set up in 1990 to provide financial assistance – some seed money when women need to set up their home or start a business. Loans ranging from RM300 to RM1, 000 are given to our ex-residents. In 2011, six women benefited from this fund. We have about RM13,600 left in the fund. We started with RM29,000 and to date have given out loans amounting to RM23,000 and received repayments of RM3,100. Most of the women who borrowed are very poor.

3.4 LEGAL AID FUND

In 2011, with the assistance of our donor Wheel2Wheel, WAO started a legal aid fund to assist our residents or ex-residents who need to file a court proceeding. Without the fund, the recipients would not have financial means to do so, neither could they wait for the legal aid centre or legal aid bureau because of the urgency of the case.

The objectives of the fund are:

- To ensure that a survivor of domestic violence has equal access to courts.
- To initiate court proceedings to get custody and guardianship of their children.
- To ensure that court orders should include supervised access to the children by the father who has been established as a perpetrator.
- Ensure legal representation if the domestic violence survivor faces charges of domestic violence.
- Ensure legal representation for any WAO client who has to go to court.

With the legal aid fund, WAO hopes to be able to provide assistance to women who want to file for court proceedings. At least five to eight women will be able to benefit from the fund.

3.5 OTHER FORMS OF ASSISTANCE FOR MOTHERS

Soroptomist Damansara assisted one ex-resident to start a small business. Besides that, they also sponsored RM200 per month for groceries for a year for an ex-resident who is a client with special needs.

4.0 INTERNS AT WAO

From just one intern in the 90s we now host over 20 interns per year. In 2011, from January to December, WAO hosted 22 interns from Malaysia, Germany, America, Sweden, Denmark, France and Australia. During their time with WAO, the interns gained much in-depth experience in domestic violence and its impact on women and children, as well as advocacy for women's human rights.

Interns have always been an integral part of the WAO team. While most volunteered at the Refuge and the CCC, some interns assisted in advocacy, public education and fundraising activities. The interns' contribution to WAO has been invaluable and our work culture and environment is more dynamic with their presence.

We thank the following interns for their involvement and assistance:

No	Name	From	Period
1	Oliver Glasder	Antarabudaya Exchange Programme, Germany	Aug 2010 – Aug 2011
2	Ricka Svenson	PH Metropol, Denmark	7 Feb 2011 – 27 May 2011
3	Kalsoom Dad	PH Metropol, Denmark	7 Feb 2011 – 27 May 2011
4	Aissatou Fatou	Liza Marie French School (KL)	14 Feb 2011– 18 Feb 2011
5	Emma Larsson	Umea University, Sweden	18 March 2011 – 20 April 2011
6	Karoline Bystrom	Umea University, Sweden	18 March 2011 – 20 April 2011
7	Franziska Gutzeit	Friedrich – Schiller – University Jena, Germany	28 March 2011 – 20 May 2011
8	Rubini Rahman	Universiti Tunku Abdul Rahman (UTAR)	30 May 2011 – 28 Aug 2011
9	Jackie Loo	Monash University, Malaysia	June – Sep 2011
10	France Sheeva	Toulouse III, Universite Paul Sabatier, France	1 June 2011 - 31 July 2011
11	Axelle Fouillenson	France	1 July 2011 - 31 July 2011

12	Nazim Benkanoun	France	1 July 2011 - 31 July 2011
13	Aruna Mohan	University of Brighton, UK	1 Aug 2011 - 16 Sep 2011
14	Jona Vantard	Antarabudaya Exchange programme, Germany	Aug 2011 - July 2012
15	Jillian Sadler	Northeastern University School of Law, U.S.A	4 Aug 2011 - 4 Nov 2011
16	Sarah Spottiswood	Monash University, Australia	12 Sep 2011 - 23 Sep 2011
17	Stefanie Hansche	FU Berlin, Germany	5 Sep 2011 - 24 Dec 2011
18	Mareike Tomas	Alice-Saloman-Hoschule, Germany	5 Sep 2011 - 24 Dec 2011
19	Lee Jing Yi	Universiti Malaysia Sabah, Malaysia	3 Oct 2011 - 24 March 2012
20	Priscilla Lawrence	Segi University College, Malaysia	5 Oct 2011 – 29 Nov 2011
21	Lena Hagen	Otto-Friedrich-University Bamberg, Germany	Nov 2011 – March 2012
22	Anna Blechner	Otto-Friedrich-University Bamberg, Germany	Nov 2011 – March 2012

4.1 HOW DID THE INTERNS CONTRIBUTE

4.1.1 AT THE REFUGE



The majority of our female interns were placed at the Refuge. At the Refuge, they carried out a variety of tasks such as following women to courts and police stations, data entry, organising women’s and children’s programs, assisting in organising our Annual Gathering, teaching the children and following cases with a social worker. They even attended other public education events such as talks, booths and bazaars. Interns also observed counselling sessions conducted by social workers, provided our residents were comfortable with the arrangement and the interns could understand the language being used.

4.1.2 AT THE CHILD CARE CENTRE (CCC)

The Antarabudaya Student Exchange programme (AFS) continues to provide us male interns who stay with us for a period of one year. The AFS programme allows foreign students to gain a better perspective and insight into Malaysian lifestyles and culture. The inclusion of male interns at our CCC has led to tremendous growth amongst our children as they are able to learn from positive male role models who challenge the stereotypes of what a male should be. Both Oliver and our current intern, Jona, have truly embodied the role of an older brother, especially to our young boys at the CCC. They have also played an integral part in providing feedback on our children's development both emotionally and with regards to education. Jona has even planned an outing for our children, sponsored by KPMG, to see the fireflies at Kuala Selangor.



Some of our female interns also spend part of their week at the CCC. Together the interns plan excursions, games, activities and lessons, all aimed at enhancing the children's education and social skills. Some of the lessons include general knowledge, world history, architecture and music. There was even a mini-Olympics day planned which was great fun for the children.

4.1.3 AT WAO ADMIN CENTRE

Interns at the admin centre were involved mostly in advocacy and fundraising. They attended various meetings with other NGOs, talks, court proceedings, conducted research on various issues, wrote reports, and attended fundraising and public education events. Some of the interns also assisted in preparing the launch and appeal letter materials for the You Can Make A Difference campaign.

4.1.4 CONTRIBUTION TO THE NEWSLETTER *INROADS*

Interns were not only the topic for some of our newsletter articles but even wrote some articles for *INROADS*. Sheeva Weil wrote an article on her experiences during her internship and also interviewed another intern of ours, Oliver Glasder. Both articles were published in the April – August 2011 *INROADS* edition.

5.0 VOLUNTEERS & MEMBERS

In 2011, we reached out to both volunteers and members and kept them updated through an e-group and our Facebook. We do have many volunteers but not all of them are members; volunteers are given the option to become a member of WAO upon attending an orientation. By becoming a member of WAO, one becomes eligible to attend and vote at the AGM. Only members are allowed to be nominated and to vote for the EXCO committee.

5.1 VOLUNTEER DEVELOPMENT

In 2011, orientations were held once every three months on a Saturday. A member of the EXCO committee also attended these orientations to get to know volunteers better. However, due to the increased number of fundraising events and public holidays that fell on weekends, there were occasions when we were not able to carry out the orientation. Orientations were also conducted on a one-on-one basis as some of the new volunteers were not able to make the Saturday meetings.

In total, 33 volunteers went through the orientations, out of which 12 remained as active volunteers, while three became members. Others were unable to volunteer regularly due to work, studies or personal reasons.

This year, we saw more working adults and retirees volunteer. New volunteers became aware of WAO through the media, website, friends, universities/colleges, magazines, seminars and public education booths. Once the *You Can Make A Difference Now* campaign was launched, more people approached us for volunteer opportunities.

5.2 VOLUNTEER ACTIVITIES

Volunteers helped out with public education and fundraising activities, including with administrative work, at jumble sales and with setting up booths. There were also volunteers who helped provide transport to the clinic, the hospital and other outings organized for our residents and children.

A special mention to Klynveld Peat Marwick Goerdeler (KPMG)

Through its staff volunteer programme, this accounting firm allows its staff to volunteer during work hours. Under this programme, KPMG continued its support for WAO in 2011, with two

KPMG staff volunteering every Friday from June 2011 to December 2011, in any area needed. Since 2010, besides volunteering at the three centres, KPMG staff have also planned Hari Raya celebrations and movie outings, and have donated groceries to WAO.

In 2011, KPMG helped to materialize one of our intern's plans to organise a trip with the children to see fireflies in Kuala Selangor. KPMG not only coordinated staff members to accompany the children but also sponsored food and transportation for the trip. We would like to take this opportunity to thank KPMG for being a partner to WAO and helping us create awareness regarding our work and services.



6.0 SOCIAL MEDIA

Recognizing the benefits of social media as a public education and fundraising tool, WAO has sent its staff to attend trainings on using social media effectively. In addition to attending trainings on website design and maintenance, WAO staff also attended:

- The Feminist Technology Exchange Workshop, organized by Empower (20 April - 23 April 2011).
- A three part series Social Media Webinar organized by GlobalGiving (September & October 2011).

6.1 WAO WEBSITE (www.wao.org.my)

WAO was one of the first women's organisations to set up a website. Since its launch in 1999 the website has received over a million hits.

Our website has been the main source of information for funders, volunteers, interns and the general public on our work and services. Our website has also become a source where women in need find out how they can reach us and how we can help them, as well as direct them to other resources. Our website is updated as consistently as possible with news, press statements, upcoming events and articles.

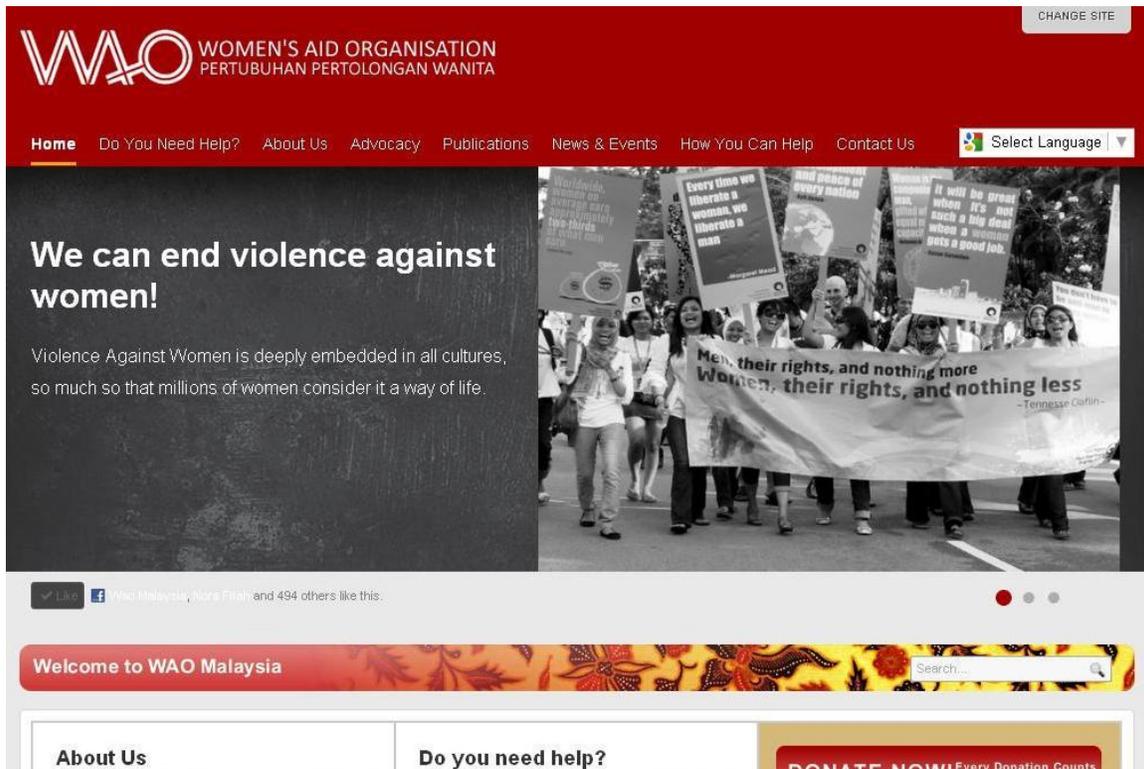
In 2011, the WAO website underwent a major revamp which was kindly sponsored by a long-time friend and supporter of WAO, the Austrian German Swiss Bazaar. The redesign process was conducted by Just Simple. The new website was launched in October 2011. While our website was under construction, all virtual traffic was driven to our Facebook page, which we updated with pictures, news, press statements, events and campaigns.

We would like to take this opportunity to thank the Austrian German Swiss Bazaar for their continual support, to Just Simple for helping us redesign our website, and to Integricity.com who continues to host our website at no cost.

6.1.1 SECTIONS WITHIN THE WEBSITE



Screenshot of the old website landing page



Screenshot of the new website landing page

Throughout 2011, the website's main landing page carried information and updates on our work, our services, our counselling line number, and news related to advocacy, fundraising and campaigns. The "Donate Now" button also continued to be a feature on our Home page as a sign for our constant appeal for funds.

The new website is divided into various sections to enable easy navigation. The sections are as below:

- **Home (Main page):** Picture reel, "Donate Now" button, summary of news updates, basic details about WAO, contact details.
- **Do You Need Help?:** WAO contact details, summary on definition of domestic violence, signs an abuser is and is not changing, 15 ways to be a friend to a victim of domestic violence.
- **About Us:** Basic information of WAO (History, Mission & Vision), WAO services.
- **Advocacy:** FAQ on domestic violence, rape and sexual harassment, findings on WAO's research (Single Mother's Survey), summary of JAG, migrant domestic workers and 35th CEDAW Session in NY, as well as a compilation of statistics from the Royal Malaysian Police (2000-2010).
- **WAO Publications:** Electronic version of the annual report, annual statistics, INROADS (newsletter), WAO brochures and booklets.
- **News and Events:** News (WAO in the press), events, WAO press statements and press statements by other NGOs.
- **How You Can Help:** Link to donate online, member and volunteer application, information on corporate support, summary of Anak Angkat program, child sponsorship form and vacancies available.
- **Contact Us:** WAO contact details and operating hours, contact details for other NGOs.

6.1.2 UPDATES

There were approximately 47 updates in 2011, with an average of four new articles every month. This is at a higher frequency than in 2010, when the website was updated with an average of two articles every month.

Since 2010, four new publications have been made available online under the WAO Publications section. These include:

1. Annual Report 2010
2. Annual Statistics 2010
3. Quarterly Newsletter
4. Is Your Home A Fair and Safe Place? Brochure
5. 16 Days of Activism 2011: Violence Against Women Brochure

These publications are in addition to other publications that were already online, including:

1. Organisational Brochure (English and BM version)
2. Service Brochure (English, BM, Chinese and Tamil version)
3. Body Shop Brochure on 16 Days of Activism and Safety Online
4. Single and Pregnant: What Are My Choices? Booklet (English and BM version)
5. CEDAW Booklet

6.1.3 POSTINGS

47 new articles, which include announcements, press statements, news articles, updates on fundraising activities and memoranda, were posted on the website in 2011. All updates that were posted on our Facebook during the website redesign process were transferred to the website once it was live.

Posted 2011	Post
3 Dec	WAO'S Letter to the Editor: Don't Blame Women for Domestic Violence
25 Nov	16 Days of Activism: WAO Releases Two New Brochures on Violence Against Women and Domestic Workers
24 Nov	16 Days of Activism: Press Release for the International Day for the Elimination of Violence Against Women
24 Nov	You Can Make A Difference Now (YCMADN): You Can Make A Difference Now Campaign
24 Nov	You Can Make A Difference Now (YCMADN): From Apathy to Action
21 Nov	You Can Make A Difference Now (YCMADN): Usah Rela Jadi Mangsa
16 Nov	You Can Make A Difference Now (YCMADN): If Children Live with Hostility They Learn to Fight
10 Nov	You Can Make A Difference Now (YCMADN): Shackled by Fear (Verbal and Psychological Abuse)
10 Nov	You Can Make A Difference Now (YCMADN): Back to Sanity
9 Nov	WAO is in Solidarity with the "One Day, One Struggle" Global Campaign on Sexual and Bodily Rights in Muslim Societies
8 Nov	WAO Fully Supports Seksualiti Merdeka

8 Nov	You Can Make A Difference Now (YCMADN): Get MAD For Good!
4 Nov	You Can Make A Difference Now (YCMADN): Portraying Women Onscreen
31 Oct	You Can Make A Difference Now (YCMADN): Wanita Tidak Selamat
31 Oct	You Can Make A Difference Now (YCMADN): Keganasan Tidak Berkesudahan
27 Oct	You Can Make A Difference Now (YCMADN): Walking Away
27 Oct	You Can Make A Difference Now (YCMADN): Preparing To Leave
23 Oct	Women's Groups: Don't Interfere With A Person's Freedom To Choose Their Attire
19 Oct	You Can Make A Difference Now (YCMADN): Break The Cycle [Dating Violence]
19 Oct	You Can Make A Difference Now (YCMADN): Red Flags of a Potential Abuser
19 Oct	You Can Make A Difference Now (YCMADN): Facing Fury in a Dating Relationship
17 Oct	You Can Make A Difference Now (YCMADN): Reach Out and Help Them
12 Oct	You Can Make A Difference Now (YCMADN): Ivy Josiah on the WAO and the importance of making a difference
12 Oct	You Can Make A Difference Now (YCMADN): Ivy Josiah talks about the developments of violence against women
5 Oct	Joint Action Group: Pindaan kepada Akta Keganasan Rumahtangga 1994 Harus Dibuat Secara Menyeluruh
5 Oct	Joint Action Group: The amendments to the Domestic Violence Act are not comprehensive enough
4 Oct	Sisters in Islam remains firmly opposed to the implementation of Hudud law for Malaysia
21 Sep	JAG Statement on Alleged Sexual Harassment of PSM Women
21 Jul	Women's Groups Demand Release of EO6
5 Jul	De-mystifying BERSIH 2.0
30 Jun	WAO Mengecam Ugutan Terhadap Pengerusi BERSIH 2.0
23 Jun	WAO Declares Full Support for BERSIH 2.0
20 Jun	JAG on Job Offers for Pregnant Women
19 Jun	Dispelling the Myth on Causes of Domestic Violence
13 Jun	WAO Extends Condolences to Family of Isti Komariyah and Talks on Domestic Worker Rights
16 May	WAO on NGO's Right to Information
12 May	Migrant Working Group: Concerns over the Proposed Australia-Malaysia Refugee Transfer Arrangement
31 Mar	Women Do Not Provoke Rape
31 Mar	Kesan Poligami Terhadap Wanita
31 Mar	JAG Appalled by Gutter Politics in Malaysia
11 Mar	Persatuan Sahabat Wanita Selangor: International Women's Day and Women Worker Rights
8 Mar	WAO Celebrates IWD 100 Years
8 Mar	Pink Heart Campaign
4 Mar	Health Equity Initiatives: Moralistic Approach to Baby Dumping Ineffectual

13 Feb	Abortion in Malaysia
31 Jan	Urgent Appeal from International Civil Society
1 Jan	CII: Reject Internet Censorship; Repeal the PPPA and Sedition Act

6.1.4 WEBSITE TRAFFIC

The total numbers for both visitors and unique visitors were taken from October 2011 – December 2011 as our new site went live in October 2011. The total number of unique visitors during this three month period was 8,641 visitors. The total number of unique visitors to the website was 154,581 visits in 2010 (April 2010 – December 2010) and 128,658 visits in 2009. Unique visitors include people who visited the website more than once within a specific period of time.

The bounce rate is a new statistic that shows the percentage of visitors who exit our site after viewing our landing page. Our landing page is defined as our Home page. Less than half of our total visitors exit our website after viewing our landing page, indicating that most of our visitors browse further information on our website beyond the landing page.

Traffic statistics are available via Google Analytics which is built into our current web design. Please refer to the table below for the breakdown of the traffic.

Number of visitors and visits

Only historical logs from the month of October 2011 are retrievable from the server.

Month	Total Visits	Unique Visits	Total Page Views	Bounce Rate
October 2011	2848	2065	10279	44.54%
November 2011	3626	2559	11394	45.90%
December 2011	2950	2154	9178	46.14%
Total	9424	8641	30851	-

Geographical location of visitors

The geographical location of a visitor is determined by the IP address of the visitor who visits the site. The IP address is a number that is assigned to each computer device that is on a network using the internet. The three countries with the most visitors to our website are Malaysia, the United States and the United Kingdom.

This information is based on data provided by Google Analytics. The top 10 countries from which visitors access the website are as follows:

Country	Percentage
Malaysia	85.21%
United States	3.94%
United Kingdom	2.78%
Australia	1.19%
Germany	0.87%
India & Indonesia	1.58%
Canada	0.59%
Philippines & Pakistan	0.70%
Taiwan	0.31%
Others*	2.74%
Total	100%

*Others: New Zealand, Thailand, Japan, Nigeria, U.A.E, Italy, China, South Korea, Ireland, Netherlands, Sweden, France, Mexico, Bosnia & Herzegovina

6.1.5 TOP KEYWORD SEARCHES

The following is a sampling of data of the common keywords used to locate and visit WAO's website via search engines:

Keyword
WAO
Women's Aid Organisation
Women's Aid Organization
WAO Malaysia
Can man be a volunteer for WAO
Domestic Violence in Malaysia
WAO

Violence Against Women

Violence Against Women in Malaysia

www.wao.org.my

Persatuan Wanita Malaysia

Abortion in Malaysia

Anak Angkat

Malaysian Women Association

Abortion in Malaysia 2011

Kesan Poligami Dalam Islam

Women Association Malaysia

Pertubuhan Pertolongan Wanita

Women's Rights in Malaysia

Women's Aid Organization Malaysia

6.2 FACEBOOK (www.facebook.com/womens.aid.org)

The screenshot shows the Facebook profile page for WAO Malaysia. The page header includes the Facebook logo, a search bar, and the page name 'Wao Malaysia' with navigation links for 'Home' and 'Edit Profile'. The profile picture is the WAO logo. The cover photo features a collage of images, including a 'NATE NOW!' sign and a group of people. The main content area displays the organization's name, location (Women's Aid Organisation), and a bio: 'To promote and create respect, protection and fulfillment of equal rights for women. To work towards the elimination of discrimination against women, and to bring about equality between women and men.' Below the bio, there is a post from Margaret Bedus-Hi with the text 'Hi wao Greetings from SWWS !!'. The right sidebar contains sponsored stories, including one from Radio Zamanah and another from Pakai Kanta Lekap. The left sidebar shows navigation options like 'Wall', 'Info', 'Photos (88)', 'Questions', 'Notes', 'Friends', and 'Subscriptions (5)'. A list of friends is also visible, including Sheraz Zia, Fahmi Reza, Aanantha Thr R., Michael Chick, and Alicia Izharuddin SOAS.

Screenshot of the WAO Facebook Profile

WAO first launched its Facebook in late 2008 for the 16 days of Activism Against VAW campaign, where we were one of the first women's rights NGOs to have a Facebook account. Friends and supporters of WAO were invited to create and post a customized logo throughout the 16 Days of Activism to show their support for the cause and to spread awareness. Our Facebook profile's main function is to be an interactive platform where WAO can put up news, links, events campaigns and press statements in a fun way to catch the attention of our audiences in the 18 - 34 years age group.

It is important for us to spread awareness to youths in particular as we hope that they will also join us in advocating for a violence free home and increased gender equality. Discussions and the latest updates on violence against women and women's rights, both locally and internationally, can be generated and archived, as all Facebook activity is saved online. Interestingly, we also receive messages from individuals seeking advice and help from WAO through our Facebook profile. These individuals were either the victim themselves or close friends or relatives of a suspected victim.

In 2011, our Facebook profile also served as our temporary website while our website was under construction. Press statements were put up as a Note and visitors who tried to log onto our website were redirected to our Facebook profile. We also utilized Facebook more for public education. Videos, quotes, and news links were shared all with the same aim in mind: to promote and spread awareness about domestic violence and women's rights. Examples of these posts include trailers to movies like "Provoked", public service announcements like Daniel Craig's "Equals", songs like Alanis Morissette's "Thank You", and documentaries like "The Pink Saris".

Facebook was also a tool to help publicize campaigns and events. The two main campaigns that were made into social media campaigns were You Can Make A Difference and 16 Days of Activism Against Gender Violence.

In 2011, we had a total of 822 posts throughout the year (January 2011 – December 2011). Please refer below for a breakdown of posts:

Posting type	Number
WAO statements	14
Other NGO statements	26
Quotes	46
Videos	65
WAO news	6
International and local news reports	519
WAO campaigns and events	102
Publicising projects of other organisations	44

During our You Can Make A Difference Now campaign (October 2011 – December 2011), we shared videos, pictures, news, and other project links each day based on weekly themes, which usually coincided with the topic of our Star newspaper article. Besides this, we also started using an interesting Facebook feature where we post questions to generate interest and discussion. We used this to generate a buzz before the launch of our You Can Make A Difference campaign, asking questions like “YCMADN launch on 13th October 2011, is going to be partnered by a radio station. Any guesses who they are?” We also shared a soft copy of the two posters that Arc Worldwide designed for WAO that highlighted physical and verbal violence. A screenshot of one of these posts can be seen as below.

At the start of 2012, WAO transferred all Facebook activity from the Facebook *profile* to a Facebook *page*. This is because we found that under Facebook rules, NGOs and corporations are only supposed to operate as a page or group on Facebook, and not a profile. However, while our page is now the centre of activity, our organisation profile still exists on Facebook to serve as an administrator for the page. To date the page has 697 likes.



Screenshot of the WAO Facebook page

7.0 PUBLIC EDUCATION

There are several areas within WAO's public education efforts. WAO is frequently invited to give talks and presentations on various topics for various groups and organisations. In 2011 we gave 40 talks. Besides these invitations, WAO also initiates campaigns, letters to the editors, press statements and participates in interviews to influence attitudes, raise awareness, offer solutions and to ensure that WAO and Pertubuhan Pertolongan Wanita are household names!

We also pay a lot of attention to social media (refer to the social media section) which is another vehicle for public education and fundraising. Our newsletters and brochures are another form of public education.

In 2011 we were very busy using all these tools in promoting our public education programme.

7.1 YOU CAN MAKE A DIFFERENCE (MAD) NOW! OCTOBER – DECEMBER 2011

The MAD Campaign, as it was fondly called, was organized by WAO and conceptualized by Perspectives, a public relations company. WAO aimed to generate public awareness on the increasing number of women who **do want** to leave a violent relationship and lead a life that knows no violence, physical torment or sexual abuse. The Campaign also aimed to convert the public into advocates of this Campaign, including a call for action to donate.

At the launch on 13 October, Mok Chuang Lian, President of WAO said, "Violence against women has been going on for many years and it can happen anywhere and to anyone. Through the 'You Can Make a Difference Now!' Campaign, we want to educate the public on this issue, create advocates and provide awareness on how they can make a difference."

The Campaign gained strong support from women's rights advocates namely social activist Marina Mahathir, writer and TV host Asha Gill, Mix FM Radio Announcer and TV and event host Serena C, and THR Raaga Radio host Aanantha.

The Star Newspapers was our main partner, along with AMP Radio Networks who created their own radio messages and used our scripts too. An example of our script:

"Between January to July in 2011 there were 1,926 police reports on domestic violence. If you know of someone who is being abused, talk to her. Ask her if something is wrong and express your concern. She could be confused and blaming herself for what happened. No one deserves to be abused. Period. The only person responsible for the abuse is the abuser. You can make a difference now! Call 03 7956 3488.

I am (name of DJ) and this community service message is brought to you by the Women's Aid Organisation".



9 out of 10 women in abusive relationships do not lodge police reports

www.wao.org.my

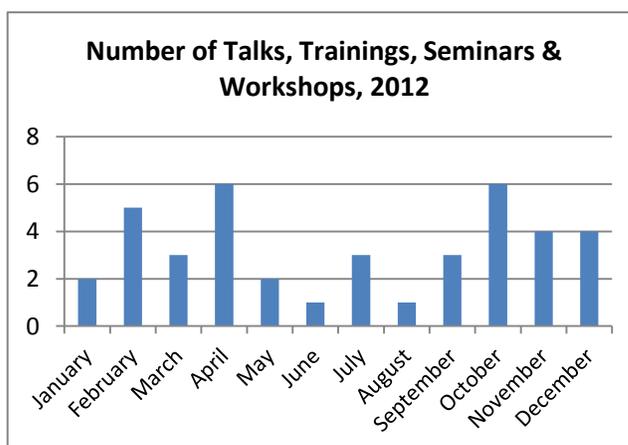
www.facebook.com/wao.malaysia

Counselling line:
03 7956 3488

7.1.1 IMPACT OF THE MAD CAMPAIGN

- Since the campaign started in October 2011, there was an increase of the number of women seeking shelter at WAO’s Refuge in November and December from October’s five women to 12 and 15 women respectively.
- The number of telephone counseling calls also increased dramatically in the last three months of 2011 during the campaign period. November and December had the highest rate of telephone calls received by WAO’S social workers which is 158 and 160, an increase from October’s 83 women.
- We have received donations from new donors, thus expanding our donor base
- Companies have approached WAO in 2012 to raise money for WAO

7.2 TALKS, TRAININGS, SEMINARS & WORKSHOPS



Within 12 months, we gave 40 talks at workshops, seminars, conferences, trainings and roundtable discussions, mostly organized by other organisations. We have also begun compiling power point presentations and notes from these events to act as resources for WAO and others. We spoke to groups of 10 to 500 people, with four events overseas.

No	Date	Title / Topic	Organiser	Presenter
1	11 – 13 Jan	Consultation with UN Special Rapporteur on Violence Against Women	APWLD	Ivy & Valerie
2	28 Jan	Sexual harassment	Kolej Poli-tech Mara	Nazlina
3	10 Feb	LAC-NGO Training	Bar Council	Su Zane & Nazlina
4	18 Feb	Training for Refugee Women Protection Corp on GBV's issues (Part 1)	ICMC	Su Zane & Nazlina
5	19 Feb	Mobile Legal Clinic: Violence Against Women	Sisters In Islam	Nazlina
6	22 Feb	The role of NGO in Public Diplomacy	IDFR	Ivy
7	25 Feb	Violence Against Women	Asrama Semai Bakti, Kelana Jaya	Nazlina
8	3 Mar	Training for Refugee Women Protection Corp on GBV's issues (Part 2)	ICMC	Su Zane & Nazlina
9	12 Mar	Mobile Legal Clinic: Domestic Violence Act & Gender	Sisters In Islam	Nazlina
10	19 Mar	WAO services	Art on Glass	Ivy
11	05 Apr	Stop Violence Against Women	UiTM Shah Alam	Su Zane
12	08 Apr	Training for Community Leaders on GBV's issues (Part 1)	ICMC	Su Zane & Nazlina
13	10 Apr	WAO services	SFX Church	Ivy
14	13 Apr	Pengalaman & Peranan NGO Mengendalikan Mangsa Kes Seksual & Keganasan Rumah Tangga	PDRM Training Academy	Ivy & Valerie
15	23 Apr	Training for Community Leaders on GBV's issues (Part 2)	ICMC	Su Zane & Nazlina
16	27 Apr	Gender & CEDAW on migration and gender issues	Community Action Network (CAN)	Ivy
17	14 May	WAO counseling services	AWAM	Jessie

18	25 May	WAO services	Fairview International School	Puveshini
19	6 Jun	Panel on “Intersectionality” at a Human Rights Council side event, Geneva, <i>Switzerland</i>	APWLD	
20	22 Jun	Peranan NGO	Hospital Selayang	Nazlina
21	2 Jul	Forum Generasi Muda: “1Malaysia: Harapan untuk Masa Depan”	ISIS	Ivy
22	14 Jul	LAC – NGO Training	Bar Council	Nazlina
23	29 Jul	Strengthening Counseling Services for Women	WCC & PWW	Ivy & Diyana
24	13 Aug	Living Skills, from Studying to working	YWCA	Uma
24	23 Sep	Sexual Harassment	Genting	Ivy
25	28 Sep	WAO services	Institute Technology Utama FELDA	Nazlina
26	30 Sep	Sexual Harassment	Genting	Ivy & Su Zane
27	3 Oct	Gender & Media	New Era College	Su Zane
28	9 Oct	Bengkel Mengendalikan Mangsa Trauma dengan Menggunakan Peralatan Terapi untuk Panel / Para Kounselor	Jabatan Pembangunan Wanita	Su Zane
29	10 Oct	LAC-NGO Training	Bar Council	Nazlina
30	20 Oct	Peranan NGO dalam Pencegahan & Pengurusan Keganasan Terhadap Wanita	Jabatan Kesihatan Negeri Selangor	Jessie
31	21 Oct	Sexual Harassment	Genting	Ivy & Su Zane
32	24 Oct	Chaired a session at: Asia Pacific Regional Consultation & Grounding the Global Organising Committee, Phnom Penh, <i>Cambodia</i>	APWLD	Ivy
33	2 Nov	Seksualiti Merdeka	Bar Council	Ivy

34	12 Nov	Keynote address at Promoting and Protecting the Rights of Migrant Workers, Women and Children in ASEAN: Perspective from the State and Civil Society, Manila, <i>Philippines</i>	ASEAN ISIS Colloquium on Human Rights (AICOHR)	Ivy
35	12 Nov	Dating Violence	Taylor's College	Ann
36	22 Nov	The Role of NGO in Public Diplomacy	IDFR	Ivy
37	8 Dec	Domestic Violence	DHL	Ivy
38	8 Dec	Overview, issues and what can be done to promote awareness and government ratification	UNDP	Ivy
39	13 Dec	Led discussions at the Feminist Forum, Chiang Mai, <i>Thailand</i>	APWLD	Ivy , Vivienne Lee
40	20 Dec	Training for Refugee Women Protection Corp on GBV's issues	ICMC	Su Zane & Jing Yi

7.3 PUBLIC EDUCATION BOOTHS

While our booths are also considered fundraising events as we usually sell WAO merchandise and put up a donation box, the public education element remains important as it is through this public outreach we create awareness on gender issues. Quite a number of students approached these booths and invited us to conduct talks or interviews. For example, the talk on *Dating and Violence* at Taylor's University materialized after a student from Taylor's University approached us at our Malaysia Day booth for more information on our work and services.

No	Date	Title / Topic	Organised by	Attended by
1	13 May	WAO's work and services	AMEX Member's Night	Vivian and Ann
2	16 Sep	WAO's work and services	Ed Soo for Malaysia Day	Vivian, Ann and volunteers
3	24 Sep	WAO's work and services at "Cycle for Cure"	Sime Darby	Vivian, Ann and volunteers
4	4 Oct	WAO's work and services	Monash University NGO Fair	Ann, intern and volunteer
5	9 Nov	WAO's work and services at Christmas bazaar	American Association of Malaysia	Vivian and Ann

6	13 Nov	WAO's work and services at Christmas bazaar	Association of British Women in Malaysia	Vivian and Ann
7	26 Nov	WAO's work and services at Christmas bazaar	Austrian-German-Swiss society	Vivian and Ann
8	4 Dec	WAO's work and services	Femina II, Universiti Malaya	Volunteers
9	9, 16, 23 & 30 Dec	WAO's work and services for "Tree of Hope" charity drive	Kenanga Wholesale City	KPMG and WAO volunteers

7.4 INTERVIEWS CONDUCTED BY STUDENTS FROM EDUCATIONAL INSTITUTIONS

No.	Date	Topic / Issue	Institution	Attended by
1	19 Feb	Baby abandonment	UPSI	Su Zane
2	21 Feb	Profession as a social worker	New Era College	Su Zane
3	3 Mar	Shelter issues	UPM	Uma
4	4 Mar	Social work	UiTM	Uma
5	7 Mar	Domestic violence	HUKM	Diyana
6	15 Mar	Civil & syariah law on domestic violence	UiTM	Valerie
7	23 Mar	WAO's services	UKM	Uma
8	24 Mar	WAO's services	From US	Uma
9	25 Apr	CEDAW in US	Dartmouth College	Ivy
10	25 Apr	Family law	New School for Social Research, USA	Ivy
11	3 May	WAO's counseling services	Alpha Omega International College	Jessie
12	21 Jun	WAO's services	Legal Aid Centre, KL	Nazlina
13	4 Jul	Managing NGO working with women in Malaysia	Nottingham University	Sharmini

14	04 Jul	Domestic violence issues and the impact	University Malaya	Uma
15	6 Jul	WAO's services	PPUM	Nazlina
16	12 Jul	WAO's services	Legal Aid Centre, KL	Nazlina
17	29 Jul	Issues of modern Malaysia	UTM	Nazlina
18	29 Jul	Domestic violence	Multimedia University	Nazlina

7.5 WORKING WITH ARC WORLDWIDE - IF YOU CAN' T SEE IT

Arc Worldwide's team, made up of Tan Kien Eng, Valerie Chen and Theresa Tsang, have been working with WAO for over 12 years. The team first collaborated with WAO in 2001, when they were with Ogilvy & Mather, and since then this creative team now leading Arc Worldwide has consistently provided WAO with creative, innovative and effective methods to deliver our message on violence against women to the public. They have developed WAO advertisements for trains, pencil boxes, erasers, posters for police stations, postcards, TV, radio and social media. This year to compliment the "You Can MAD" campaign, they developed a poster and radio public service announcement. The poster is featured below.



The radio ad aired on BFM 89.9 and uploaded onto our website and Facebook. Hear them for yourself at:

"Office": <http://www.youtube.com/watch?v= SKDVWpj0b0>
 "Stalls": <http://www.youtube.com/watch?v=qN5ath9RNI8>
 "Neighbours": <http://www.youtube.com/watch?v= VnXcdJjA0U>
 "Pejabat": <http://www.youtube.com/watch?v=2MJY28HaCzU>
 "Makan": <http://www.youtube.com/watch?v=63FFZhJGvmo>
 "Jiran": <http://www.youtube.com/watch?v=C6rYXhKez0M>

7.6 WAO PUBLICATIONS

7.6.1 INROADS - NEWSLETTER

INROADS, WAO's newsletter began as early as 1992. The newsletter helps us inform our members, volunteers and donors on women's issues and WAO activities. Initially, producing INROADS was a volunteer activity. Print copies were immensely important prior to the emergence of social media.

In recent years staff have produced the newsletter, with the help of interns. In 2011, we developed three issues of INROADS. The newsletter has also been given a refreshing look and produced more consistently. Each issue contains press statements and articles on advocacy work, interviews with staff, volunteers and interns, past and upcoming events and WAO's wish list. The articles are simple and newsworthy. Aside from being informative, INROADS is also about relationship building. We constantly highlight the help that we received from WAO's supporters.

INROADS is distributed electronically via email to WAO staff, donors, members and volunteers. We also print and mail the newsletters to our supporters who prefer to receive a physical copy of the newsletter.

Issue (2011)	Pages	Link
January – March	9	http://wao.org.my/file/file/WAO%20INROADS%20Jan%20-%20Mar%202011.pdf
April – August	9	http://wao.org.my/file/file/WAO%20INROADS%20April-August%202011.pdf
September - December	16	http://wao.org.my/file/file/INROADS%20SepttoDec.pdf

7.6.2 ONLINE PUBLICATIONS

In conjunction with 16 Days of Activism Against Gender Violence, WAO created 2 new brochures in English; *“Is Your Home A Fair and Safe Place?”* and *“16 Days of Activism 2011: Violence Against Women”*. The brochures were uploaded onto our website and our Facebook profile. Currently, these brochures remain in electronic form on our website.

7.7 MALAYSIA DAY 16 SEPTEMBER

Malaysia Day was celebrated for the second year in a row at Jalan Bangkung Row, Bangsar. This event has become quite trendy, with a good presence of East Malaysian stalls. The day also sees several panel discussions, book launches and fundraisers. This year, following the theme *“Imagining Malaysia”*, WAO not only a public education booth but also sold Malaysian snacks like satay, curry puffs and kuih durian.

8.0 WAO IN THE MEDIA

In 2011, WAO shone through the public education come fundraising campaign “You Can Make a Difference Now”. The Star partnered with us to raise awareness for three months by running stories on the work of the organisation and issues pertaining to violence against women (VAW). AMP Radio Networks also came on board and ran public service announcements on VAW and respect for women through Light FM and Mix FM (read Public Education and Fundraising sections).

Our presence in the media doubled from 47 media spots in 2010, to 105 media spots in 2011. This is inclusive of newspaper articles, TV appearances, radio messages and articles on the internet.

For the printed media, WAO released 10 press statements and contributed to drafting many more for JAG and other coalitions like BERSIH. All of these written statements were uploaded onto our website. The table below only captures what was published and does not reflect statements issued but published by the media.

Note that most times it is the media that initiates an interview or calls for a comment on a current issue.

No.	Date	Type	Title	Who	Media
1	26 Jan	Interview	“Refugee Issues”	Su Zane	<i>BERNAMA</i>
2	1 Feb	Interview	“Being the ED of WAO”	Ivy	<i>TELL Magazine</i>
3	18 Feb	Interview	“Divorce and Baby Dumping”	Puveshini and Uma	<i>TV 2</i>
4	18 Feb	Interview	Interview about International Women’s Day	Nazlina	<i>Radio Free Sarawak</i>
5	29 Feb	Comment in a news article	“ Doing charity to mark Earth Day ” (donation from Colgate-Palmolive to WAO)	Vivian	<i>The Star</i>
6	7 Mar	Interview	“ Gender Discrimination ”	Su Zane	<i>NTV 7 Newsdesk</i>
7	8 Mar	Ivy’s article	“ Misbehaving to make her story ”	Ivy	<i>The Star</i>
8	8 Mar	Feature article	“ 100 memorable Malaysian women ”	Ivy	<i>The Star</i>

9	11 Mar	Interview	"Being a Social Worker"	Su Zane	<i>Pumen Magazine</i>
10	12 Mar	Comment in a news article	"Support Pink Heart Campaign"	Ivy	<i>The Star</i>
11	18 Mar	Interview	"Vietnamese Foreign Brides"	Su Zane	<i>NTV 7 - My Siasat</i>
12	22 Mar	Interview	"Baby Dumping"	Diyana	<i>Good Times Magazine</i>
13	30 Mar	Interview	Physical abuse	Nazlina	<i>Wanita Hari Ini</i>
14	31 Mar	Letter to the Editor by JAG	"Appalled by gutter politics in Malaysia"	JAG	<i>Malaysiakini</i>
15	1 Apr	Comment in a news article	"Crime statistics now an official secret?"	Ivy	<i>Free Malaysia Today</i>
16	5 Apr	Comment in a news article	"IGP has no idea what women's group wants"	Ivy	<i>Free Malaysia Today</i>
17	8 Apr	Comment in a news article	"Women NGO: Ibrahim Ali a 'male supremacist'"	Ivy	<i>Malaysiakini</i>
18	19 Apr	Letter to the Editor by JAG	"Sissy' boot camps violation of human rights"	JAG	<i>Malaysiakini</i>
19	19 Apr	Comment in a news article	"Sissy boot camps' should be abolished, say rights group"	JAG	<i>The Malaysian Insider</i>
20	22 Apr	Interview	"Sex Education"	Su Zane	<i>RTM Radio</i>
21	25 Apr	Comment in a news article	"The Malaysian state of impunity"	Ivy	<i>The Nut Graph</i>

22	28 Apr	Interview	"May Day and the rising cost of living"	Valerie	<i>BFM Radio</i>
23	12 May	Comment in a news article	"WAO finally gets crime stats, but with conditions"	Valerie	<i>Free Malaysia Today</i>
24	12 May	Letter to the Editor	"NGO's right to information"	Valerie	<i>The Sun</i>
25	12 May	Letter to the Editor	"Cops rapped over restrictions on crime data"	Valerie	<i>Malaysiakini</i>
26	13 May	Letter to the Editor	"Police: Access to data vital for society"	Valerie	<i>New Straits Times</i>
27	18 May	Interview	Comment on "Acid Splasher"	Su Zane	<i>RTM Mandarin Desk</i>
28	20 May	Comment in news article	"Protect women against emotional abuse"	Ivy	<i>New Straits Times</i>
29	20 May	Comment in a news article	"WAO seeks to include non-physical abuse in Domestic Violence Act"	Ivy	<i>The Star</i>
30	23 May	Comment in a news article	"Sex abuse: The truth is out there"	Ivy	<i>Free Malaysia Today</i>
31	27 May	Interview	"Domestic Violence and WAO Services"	Su Zane	<i>Health Magazine</i>
32	31 May	Letter to the Editor	"Pakiam's family deserves to know the truth about her death"	Sarah	<i>Free Malaysia Today</i>
33	31 May	Letter to the Editor	"Police mustn't dally on domestic violence deaths"	Sarah	<i>Malaysiakini</i>
34	2 Jun	Comment in a news article	"Review cause of woman's death, A-G urged"	Sarah	<i>The Star</i>

35	4 Jun	Mention in a news article	“Online boutique debuts with charity fashion event”	WAO	<i>The Star</i>
36	6 Jun	Comment in a news article	“No room sharing probe: Group says follow the rules” (in response to women tourist guides sharing rooms with male drivers)	WAO	<i>Malaysiakini</i>
37	6 Jun	Interview	“Respect in Relationship”	Su Zane	<i>AiFM</i>
38	9 Jun	Mention in a news article	“100 men sought to walk in high heels for a cause”	WAO	<i>The Star</i>
39	9 Jun	Comment in a news article	“Sexual harassment, so what?”	Ivy	<i>Free Malaysia Today</i>
40	10 Jun	Interview	“Walk A Mile In Her Shoes”	Ann	<i>NTV 7 Breakfast Show</i>
41	13 Jun	Letter to the Editor	“Domestic workers’ rights must be respected”	WAO	<i>The Star</i>
42	13 Jun	Letter to the Editor	“Treat them with more respect”	Sarah	<i>New Straits Times</i>
43	13 Jun	Interview	“Respect in Marriage”	Su Zane	<i>AiFM</i>
44	16 Jun	Interview	“Walk A Mile In Her Shoes”	Ann	<i>Hello on 2</i>
45	16 Jun	Interview	“Walk A Mile In Her Shoes”	Ann	<i>Traxx FM</i>
46	19 Jun	Letter to the Editor	“Dispelling myth of the cause of domestic violence” (about the Obedient Wives Club)	Sarah	<i>The Star</i>
47	20 Jun	JAG comment in a news article	“Pregnant, so no placement as relief teacher”	JAG	<i>Malaysiakini</i>
48	23 Jun	Letter to the Editor	“WAO condemns threats against Bersih chief”	WAO	<i>Malaysiakini</i>

49	25 Jun	Comment in a news article	“Thirty men walk in high heel shoes to support violence against women”	Ann	<i>The Star</i>
50	27 Jun	Comment in news article	“Women’s groups laud, but employers balk at quota”	Ivy	<i>The Malaysian Insider</i>
51	30 Jun	Comment in a news article	“Wider definition of domestic violence”	Ivy	<i>The Sun</i>
52	6 Jul	Letter to the Editor	“WAO fully supports BERSIH 2.0”	Chuang Lian	<i>Free Malaysia Today</i>
53	13 Jul	Comment in a news article	“Women’s groups welcome landmark ruling” (Noorfadilla’s case – revoking a woman’s job owing to her pregnancy judged to be gender discrimination)	JAG	<i>The Sun</i>
54	13 Jul	Letter to the Editor	“A giant leap for gender equality”	JAG	<i>Free Malaysia Today</i>
55	14 Jul	Interview	Trafficking	Su Zane	<i>NTV7 - Edisi Siasat Mandarin</i>
56	19 Jul	Comment in a news article	“The Expat Group and Alice Smith School present charities with cheque from Art Auction”	Meera	<i>The Expat</i>
57	11 Aug	Comment in a news article	“Checking on Talian Nur”	Nazlina	<i>The Sun</i>
58	21 Aug	Comment in a news article	“Poll panel insincere public relations move, say activists, Malaysians”	Ivy	<i>The Malaysian Insider</i>
59	23 Aug	Interview	“WAO Services”	Su Zane	<i>Radio RTM</i>
60	29 Aug	Letter to the Editor	“Jais in serious breach for DUMC raid leaks”	JAG	<i>Malaysiakini</i>

61	14 Sept	Interview	"Baby Hatch Programme: Unwed Pregnancy & Sex Education"	Su Zane	<i>NTV 7</i>
62	23 Sept	Interview	IT Crime and Women	Nazlina	<i>TV3 Wanita Hari Ini</i>
63	24 Sept	Letter to the Editor	"Police sexually harassed PSM women detainees"	JAG	<i>Malaysiakini</i>
64	27 Sept	Comment in a news article	"Morgan Parker's Wheel2Wheel gives aid to WAO"	Ivy	<i>New Straits Times</i>
65	4 Oct	Letter to the Editor	"Domestic Violence Act amendments not enough"	JAG	<i>Malaysiakini</i>
66	5 Oct	Interview	"Amendment to DVA"	Ivy	<i>Lite.FM</i>
67	12 Oct	Interview	"You Can Make A Difference Now Campaign"	Ivy	<i>BFM Radio</i>
68	12 Oct	Interview	"Sexual Harassment"	Ivy	<i>BFM Radio</i>
69	12 Oct	YCMAD Campaign	"Seeing violence against women in a wider perspective"	Ivy	<i>The Star</i>
70	12 Oct	YCMAD Campaign	"Upholding women's rights"	Ivy	<i>The Star</i>
71	12 Oct	YCMAD Campaign	"Empowering abused women"	WAO	<i>The Star</i>
72	12 Oct	YCMAD Campaign	Launch of YCMAD Campaign	WAO	<i>Astro Awani (TV)</i>
73	12 Oct	YCMAD Campaign	"Sexual Harassment at the workplace"	Ivy	<i>BFM Radio</i>
74	15 Oct	YCMAD Campaign	Launch of YCMAD Campaign	WAO	<i>China Press</i>
75	15 Oct	YCMAD Campaign	Launch of YCMAD Campaign	WAO	<i>Bernama TV (English)</i>
76	17 Oct	Comment in a news article	"Cambodian ban long overdue, say human rights groups"	Ivy	<i>The Star</i>

77	17 Oct	YCMAD Campaign	"Reach out and help them"	Ivy	<i>Malay Mail</i>
78	17 Oct	YCMAD Campaign	"Fighting violence against women"	Chuang Lian and Ivy	<i>New Straits Times</i>
79	18 Oct	YCMAD Campaign	"You Can Make a Difference Now Campaign"	WAO	<i>KLue</i>
80	19 Oct	YCMAD Campaign	"Break the cycle"	Puveshini	<i>The Star</i>
81	19 Oct	Interview	Twitter Chat with R.A.G.E readers on "Dating Violence"	Ivy	<i>Twitter</i>
82	22 Oct	YCMAD Campaign	"Lelaki kaki pukul"	WAO	<i>Berita Harian</i>
83	27 Oct	YCMAD Campaign	"Walking away"	Su Zane	<i>The Star</i>
84	27 Oct	YCMAD Campaign	"Preparing to leave"	WAO	<i>The Star</i>
85	27 Oct	YCMAD Campaign	"Make a Difference"	WAO	<i>The Star</i>
86	29 Oct	YCMAD Campaign	"Shelah Talks Ep. 58: Time of the Month with Ivy Josiah"	Ivy	<i>BFM Radio</i>
87	31 Oct	YCMAD Campaign	"Keganasan tiada kesudahan"	WAO	<i>Berita Harian</i>
88	31 Oct	YCMAD Campaign	"Wanita tidak selamat"	WAO	<i>Harian Metro</i>
89	1 Nov	YCMAD Campaign	"Making a difference in women's lives"	WAO	<i>Malaysian Business</i>
90	6 Nov	YCMAD Campaign	"Get MAD for good"	WAO	<i>The Star</i>
91	8 Nov	Letter to the Editor	"WAO fully supports Seksualiti Merdeka"	WAO	<i>Malaysiakini</i>

92	8 Nov	Letter to the Editor	“Employment Act amendments piecemeal and unjust”	JAG	<i>Malaysiakini</i>
93	10 Nov	YCMAD Campaign	“Shackled by fear”	Ivy and Su Zane	<i>The Star</i>
94	10 Nov	YCMAD Campaign	“Recovering from emotional abuse”	Su Zane	<i>The Star</i>
95	16 Nov	Interview	“How People Can Help”	Su Zane	<i>MyFM</i>
96	16 Nov	YCMAD Campaign	“Learning what they live”	WAO	<i>The Star</i>
97	18 Nov	Letter to the Editor	“Amendments piecemeal” (in response to the Employment Act amendments)	JAG	<i>The Sun</i>
98	18 Nov	YCMAD Campaign	“Usah rela diri jadi mangsa”	Ivy	<i>Harian Metro</i>
99	24 Nov	YCMAD Campaign	“End abuse / From apathy to action”	Su Zane	<i>The Star</i>
100	25 Nov	Comment in a news article	Abuse of Cambodian domestic workers	Su Zane	<i>China Press</i>
101	3 Dec	Comment in a news article	“Proposed changes to act hailed”	Ivy	<i>New Straits Times</i>
102	3 Dec	Letter to the editor	“Don’t blame women for violence” (in response to the Deputy Minister for Women who made a comment blaming mother-in-laws and other women for inciting the domestic violence perpetrated by their male relatives)	WAO	<i>The Star</i>
103	22 Dec	YCMAD Campaign	“Derita hidup diseksa suami”	WAO	<i>Utusan Malaysia</i>

104	25 Dec	YCMAD Campaign	WAO gives a better future to the children of single parents	WAO	<i>Sin Chew Jit Poh</i>
105	27 Dec	Comment in a news article	“Concern over effective implementation of Domestic Violence Act”	Meera	<i>The Star</i>

9.0 ADVOCACY

The year in brief

The year 2011 saw no substantive change in government policy to advance women's human rights. While the Domestic Violence Act was amended to recognise psychological abuse as a form of domestic violence, other necessary amendments to the law were not made. There has been no improvement in the implementation of the Domestic Violence Act on the ground.

On the brighter side, the year saw an energised social movement for the advancement of civil and political rights in Malaysia – BERSIH 2.0. BERSIH 2.0 called for clean and fair elections in Malaysia and had inspiring women leaders at the helm: Ambiga Sreenevasan and Maria Chin Abdullah.

In the lead up to the BERSIH 2.0 rally, Persatuan Kesedaran Komuniti, Selangor (Empower), the BERSIH 2.0 secretariat, was raided by the police and came under attack in the media. Women's human rights groups swung into action to protest the treatment of Empower.

On July 1, the WAO office became packed full of representatives of women's human rights groups, all working together to plan a strategy of action, produce statements, contact journalists and hold a press conference – it was a day to remember! Such solidarity was a testimony to the strength of the women's human rights movement in Malaysia.

Civil society came under attack again during the Seksualiti Merdeka festival. Seksualiti Merdeka has been an annual festival since 2008 and it provides a safe space for all people of diverse sexual orientations and gender identities to come together to share knowledge about human rights. WAO has supported and participated in the festival since its inception. The police banned the festival, and Malaysia's home minister was reported to have said that the festival, which included art exhibitions, theatre and music performances, workshops and a book launch, would be a threat to national stability. The persecutory treatment that the Seksualiti Merdeka festival received from individuals, including government representatives, media outlets and the police ranged from baseless and illogical allegations to inciting hatred against marginalised groups.

During the attacks against BERSIH 2.0 and Seksualiti Merdeka, and the detention without trial of individuals under the Emergency Ordinance, human rights were significantly curtailed in Malaysia. WAO was proud to be involved in the civil society solidarity through these adverse times to stand up with other groups and individuals calling for human rights for all.

The year did see a heartening decision by the courts. In July 2011, the Shah Alam High Court found that a decision by the Ministry of Education to revoke a teaching offer to a woman

because she was pregnant was a case of gender discrimination. In the judgement, the first of its kind in Malaysia, Justice Zaleha Yusof stated explicitly that the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) has the force of law and is binding on Malaysia. For the judiciary to assert the legality of CEDAW in Malaysia is a big step forward in the road to advancing women's human rights.

Although the Malaysian government was due to report to the CEDAW Committee in 2008, disappointingly the Ministry of Women, Family and Community Development still has not submitted its report. In 2011, WAO continued to prepare an "Alternative Report" for the CEDAW Committee, which will be finalised in early 2012.

WAO continued to be involved in many coalition initiatives, including the May Day protests organised by JERIT. WAO also participated in a number of meetings with the Performance Management and Delivery Unit (PEMANDU) on crime and violence against women.

The work on anti-trafficking efforts of two of our long standing social workers, Wong Su Zane and Jessie Ang, was recognised by an award from the Rotary Club of Pudu – a well-deserved achievement!

This advocacy section of the WAO 2011 Annual Report includes the following areas:

- 9.1 The United Nations Special Rapporteur on violence against women, its causes and consequences' visits Malaysia
- 9.2 100 years of International Women's Day "Walk and Rawk for Change"
- 9.3 BERSIH 2.0
- 9.4 Incarceration of EO6
- 9.5 Domestic Violence
- 9.6 Civil society groups meet with the police to discuss violence against women
- 9.7 Migrant domestic workers
- 9.8 Seksualiti Merdeka
- 9.9 Seremban High Court grants leave to review constitutionality of section 66 of the Syariah Criminal Offences Act in Negeri Sembilan
- 9.10 CEDAW Shadow Report
- 9.11 International Day for the Elimination of Violence against Women on 25 November
- 9.12 PEMANDU
- 9.13 Coalition work:
 - 9.13.1 Joint Action Group for Gender Equality (JAG)
 - 9.13.2 Migration Working Group
 - 9.13.3 Jaringan Rakyat Tertindas (JERIT)
 - 9.13.4 ASEAN Women's Caucus

9.1 THE UNITED NATIONS SPECIAL RAPPORTEUR ON VIOLENCE AGAINST WOMEN, ITS CAUSES AND CONSEQUENCES

In January 2011, the UN Special Rapporteur on violence against women, its causes and consequences visited Malaysia to hold regional and national consultations with non-government organisations (NGOs). The visit was jointly organised by the Asia Pacific Forum on Women, Law and Development (APWLD) and WAO.



The regional consultation took place on 11 and 12 January, and many representatives from Southeast Asian civil society groups participated. The Special Rapporteur, Rashida Manjoo, shared information on her mandate and the ways in which NGOs can work with the Special Rapporteur and other UN mechanisms. On 13 January, a national consultation was held with Malaysian NGOs. Presentations were given on issues such as domestic violence, the difficulties faced by foreign spouses, violence against transwomen and the patriarchal interpretation of syariah law.



9.2 100 YEARS OF INTERNATIONAL WOMEN'S DAY "WALK AND RAWK FOR CHANGE"



To celebrate 100 years of International Women's Day, civil society groups came together for a march with the theme "Walk and Rawk for Change". It was a vibrant event, with many people wearing purple and holding placards celebrating 100 years of International Women's Day and calling for an end to violence against women. The police were in attendance and they kindly directed the traffic for us!

The walk was organised by Empower, Women's Aid Organisation, Sisters In Islam, Jaringan Rakyat Tertindas (JERIT), Suara Rakyat Malaysia (SUARAM), Tenaganita, Centre for Independent Journalism (CIJ), Malaysia Youth and Students' Democratic Movement (DEMA), Persatuan Sahabat Wanita Selangor and All Women's Action Society (AWAM).



9.3 BERSIH 2.0

2011 will be remembered for BERSIH 2.0, a civil society movement calling for electoral reform. The eight demands of BERSIH 2.0 are to clean up the electoral roll, reform postal voting, use indelible ink, establish a minimum campaign period of 21 days, ensure free and fair access to the media, strengthen public institutions, get rid of corruption and put a stop to dirty politics.

A just and transparent system of government, and an accompanying just and transparent electoral process, is essential for Malaysia. Every voter deserves to know that their vote counts, and that the outcome of elections reflects the public will. The fulfilment of BERSIH 2.0's eight demands is essential to ensure public confidence in the electoral system.

On 9 July 2011, the streets of Kuala Lumpur were filled with a huge, peaceful gathering. The police responded with water cannon and tear gas; 1,697 people were arrested.

WAO is one of the 62 member organisations of the BERSIH 2.0 coalition. The chair of the steering committee, Ambiga Sreenevsan, was one of the pioneer members of WAO. In the lead up to the rally, Ambiga received threats to her safety. WAO released the following statement of support for BERSIH 2.0 and Ambiga.

LETTER TO THE EDITOR

**“WAO condemns threats against Bersih chief”
Published in *Malaysiakini*, 23 June 2011**

Women's Aid Organisation (WAO) fully supports Bersih 2.0 and its demands for a vibrant and transparent democracy in Malaysia. We are one of 62 NGOs supporting the Bersih 2.0 gathering on 9 July 2011 calling for clean, free and fair elections.

A just and transparent system of government, and an accompanying just and transparent

electoral process, is essential for Malaysia. Every voter deserves to know that their vote counts, and that the outcome of elections reflects the public will.

The fulfilment of Bersih 2.0's eight demands is essential to ensure public confidence in the electoral system.

These demands are to clean up the electoral roll, reform postal voting, use indelible ink, establish a minimum campaign period of 21 days, ensure free and fair access to the media, strengthen public institutions, get rid of corruption and put a stop to dirty politics.

The recent attacks against Bersih 2.0, including personal attacks and threats against its Chairperson, Ambiga Sreenevasan, must be condemned.

As a human rights defender and a woman who has achieved much in her career, including being a pioneer member of WAO and becoming the President of the Bar Council, Ambiga has demonstrated an unwavering commitment to social justice.

As a leader with a strong social conscience, Ambiga is to be commended for her tireless work, which is not for personal gain, but for the betterment of Malaysia and its electoral system.

Everyone who calls Malaysia home cannot dispute the need for clean, free and fair elections. And these free and fair elections must be accompanied by access to clear and impartial information from the media, in order for all Malaysian voters to make an informed choice at the ballot box.

The biased reporting of the mainstream media insults the intelligence of Malaysians, who must be given the chance to decide for themselves the merits of each candidate based on their policies.

Malaysia's federal constitution, our nation's guiding framework, enshrines the right of every citizen to freedom of speech and expression, and the right to assemble peaceably.

WAO will be exercising this constitutional right by walking with Bersih 2.0 on 9 July and we encourage all to come and support the call for a vibrant and transparent democracy for Malaysia.

On 29 June, the office of Empower, the BERSIH 2.0 secretariat, was raided. During the raid, t-shirts, posters and computers were confiscated by the police. WAO members immediately went to the Empower office and later to the police station until all Empower staff members were released late that same night.

On 1 July, news reports showed a picture of a police officer holding up one of the confiscated posters of communist leader Shamsiah Fakeh, which had been used by Empower as part of a

training program on women's political participation and was one of many posters of different women leaders.

The next day women's groups came together at the WAO office in a show of solidarity to devise a response to the allegations that Empower and BERSIH 2.0 had communist links. A press release was jointly written and a press conference held at the WAO office.

PRESS RELEASE from Malaysian women's human rights groups in support of Empower

1 July 2011

Today, women's groups have come together to hold an urgent press conference to express our deep concern and anger at the baseless allegations that the non-governmental organisation Persatuan Kesedaran Komuniti Selangor (Empower) has links to communism.

Women's groups are appalled and condemn the latest attempt to discredit an organisation which works with grassroots women, providing training and assistance with the aim of increasing women's political participation.

Women's groups have different areas of work, so as to complement and strengthen each other's work with a vision towards achieving gender equality. We provide shelter or training for women, lobby for laws against violence against women and advocate for increasing women's participation in decision making. We have all come together today to show our support for Empower and the importance of their work in the area of women's participation in decision making.

A poster of Shamsiah Fakeh was confiscated together with many other posters depicting women in leadership positions. The selective highlighting of the poster of Shamsiah Fakeh in all mainstream newspapers as "evidence" of Empower's links to communism is malicious and has been completely taken out of context. Shamsiah Fakeh is not and should not be a taboo subject as she is a legitimate part of Malaysia's history as a nationalist.

This poster and others in a series on Malaysian women leaders, including BH Oon, Che Siti Wan Kembang and images of dulang washers, rubber tappers and "black and white" amahs, are part of Empower's training programme held in December 2010 on "Hidden Faces Unheard Voices". This was used to raise awareness on women's political participation.. Therefore the work of Empower, particularly the training programme is vital to increase the level of women's participation in Malaysia.

The Malaysian government has a national policy for increasing the political participation of women to adhere to its obligations under the international Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). In attempting to fulfil CEDAW's obligations, the government has set quotas stipulating that 30 per cent of decision making positions in both the public and private sector must be made up of women. The government has in the past invited Empower and other women's organisations to take part in research about increasing women's political participation. On Monday 28 June, the Prime Minister has even announced his full support to bring about 30% women's representation in the private sector

Women's political participation in Malaysia is currently abysmal and the lowest amongst ASEAN countries. In 2010, there were only 23 women Members of Parliament out of a total of 222 seats in the Dewan Rakyat (this constitutes 10.4 per cent) and only 8% at State assemblies.

The presentation of the selective information by the police, i.e. highlighting only the poster of Shamsiah Fakeh, is a direct attempt to discredit Empower and other organisations seeking to increase women's political participation. In effect, the government is sabotaging its own national policy to increase women's participation in all fields.

As Empower is also the secretariat of Bersih 2.0 and organising Perhimpunan Bersih 2.0, the recent police action also is another attempt to tarnish the Clean and Fair Election campaign.

Women's groups call upon the police and the present administration to end all attacks against groups who are supportive of the democratic process to reform for a clean and fair election.

Released by:

- Joint Action Group for Gender Equality (comprising Persatuan Kesedaran Komuniti Selangor (Empower), Women's Aid Organisation, Sisters In Islam, All Women's Action Society, Sabah Women's Action Resource Group, Women's Centre for Change and Perak Women for Women Society)
- Tenaganita,
- Association of Women's Lawyers, and
- Persatuan Sahabat Wanita, Selangor

9.4 INCARCERATION OF EO6

Prior to the BERSIH 2.0 rally, six people were detained under the Emergency Ordinance. The six detainees were all members of Parti Sosialis Malaysia (PSM). The six, called the "EO6", included Dr Jeyakumar Devaraj (MP Sungai Siput), Choo Chon Kai, M. Sukumaran, Sarat Babu, A. Letchumanan and the only woman detainee, Sarasvathy Muthu.

The six were arrested during a PSM voter awareness campaign. The police never provided an adequate reason for the arrests, and the detainees were subjected to vague accusations of waging war against the king, spreading communist ideology and having foreign links.

In July 2011, women's groups came together to hold a press conference at the office of AWAM to protest the detention and human rights abuses faced by Saras, who has long worked as a grassroots activist and human rights defender.

PRESS RELEASE from Malaysian women's human rights groups

Women's groups demand the release of woman human rights defender Saras Muthu and the 5 others arrested under the Emergency Ordinance

21 July 2011

Women's groups in Malaysia demand the immediate release of our colleague Sarasvathy Muthu, 58 years, a woman grassroots activist since the 1980s, and 5 others who have been detained under the Emergency Ordinance (EO) since 2 July 2011.

EO legislation is repressive and unnecessary in contemporary Malaysia. It denies detainees the opportunity to defend themselves and detention without trial is a gross violation of human rights. We view the arrest of Saras as a form of state violence against a woman activist.

Sarasvathy Muthu, better known as Saras, is the only woman among the 6 arrested under the EO. During her detention, the police have inappropriately focussed on her status as a single woman. We are disappointed that Saras was the only detainee that SUHAKAM could not interview on 18 July. Furthermore we now know she has been rushed to hospital complaining of chest pain. We fear for her safety and health. As such, we request from the Minister of Home Affairs to meet with Saras to give her support and to establish for ourselves that she is safe.

We, the women's groups of Malaysia, call on the government for the following:

1. The immediate and unconditional release of Ms Sarasvathy Muthu and the 5 other PSM detainees;
2. Allow Saras and the 5 other detainees immediate and unfettered access to family, colleagues and lawyers;
3. Take all necessary measures to guarantee the physical and psychological integrity of Saras and the 5 other detainees; and
4. Ensure that she and the 5 others are not subjected to torture or ill-treatment.

We are appalled that this government has detained Saras for her legitimate and peaceful work in human rights, putting away a woman who has worked selflessly for over 30 years to uphold the human rights of marginalised communities.

As a member of the United Nations Human Rights Council, the Malaysian government has an obligation to protect the human rights of those within the country's borders. The arrest and detention under the EO of the 6 PSM members is a politically-motivated attempt by the government to intimidate citizens who support the Coalition for Clean and Fair Elections (BERSIH 2.0).

The lack of transparency, lack of legal protection and the dreadful conditions in which the 6 are forced to inhabit are clear violations of human rights. All 6 currently incarcerated must be released immediately.

Released by the following women's groups:

1. Persatuan Sahabat Wanita, Selangor (PSWS)
2. All Women's Action Society (AWAM)
3. Persatuan Kesedaran Komuniti Selangor (EMPOWER)
4. Women's Aid Organisation (WAO)
5. Perak Women for Women Society (PWW)
6. Sisters In Islam (SIS)
7. Sabah Women's Action-Resource Group (SAWO)
8. Women's Centre for Change, Penang (WCC)

9.5 DOMESTIC VIOLENCE

In 2011, WAO continued advocating for the inclusion of psychological and emotional abuse into the definition of what constitutes domestic violence in the Domestic Violence Act 1994.

NEWS ARTICLE

"WAO seeks to include non-physical abuse in Domestic Violence Act", *The Star*, 20 May 2011

By RAHIMY RAHIM

PETALING JAYA: The Women's Aid Organisation (WAO) is seeking to amend the definition of the Domestic Violence Act (1994) to include psychological and emotional abuse.

Its executive director Ivy Josiah said non-physical abuse came in a multitude of forms and was hard to detect as there was no physical injury on the victim.

"Expanding the act will recognised the problem and better protect women from abuse," she told a press conference at the WAO headquarters here Friday.

She said among 125 victims seeking shelter with the organisation, 85 women or 96.6% had gone through psychological abuse from their partners, husband or family members.

She added that 88 women or 70% had sought shelter as a result of domestic violence followed by 20 women or 16% of cases involving single and pregnant women.

"There has been a dramatic increase in single and pregnant women cases from six in 2009 to 20 last year. We provide them shelter and support, regardless of their race or religion.

"We also provide victims with programmes to improve their social skills and enhance awareness for better health as well as empowerment sessions aimed at enabling survivors of violence take control of their lives," she said.

Meanwhile, Yayasan Sime Darby governing council member Datin Paduka Zaitoon Othman has extended financial support of RM720,000 for two years to enable WAO to help more women and their children who take shelter at the centre.

WAO, an independent, non-religious, non-governmental organisation committed to confronting violence against women, was established in 1982.

Although a welcome announcement, it came as a surprise to women's groups when it was reported in the media that amendments to the Domestic Violence Act were going to be tabled in parliament. Women's human rights groups had not been consulted in the drafting phase of the new legislation. In October 2011, the amendments to the Domestic Violence Act 1994 were passed by the Dewan Rakyat.

Although there were some positive changes to the legislation, including expanding the definition of domestic violence to include psychological abuse, many concerns remain with the law. Most of the recommendations made by JAG over the years in relation to the Domestic Violence Act had not been taken into account.

In past memoranda and statements JAG has called for, among other things, recognition that domestic violence can occur in unmarried partnerships and that stalking and intimidation should be included within the definition of domestic violence.

Upon learning of the imminent second reading of the amended legislation in parliament, JAG released a statement to the press, which was published by Malaysiakini as a Letter to the Editor.

LETTER TO THE EDITOR from JAG

**"Domestic Violence Act amendments not enough"
Published in *Malaysiakini*, 4 October 2011**

The Joint Action Group for Gender Equality welcomes the proposed amendments to the Domestic Violence Act 1994 (DVA). However, the amendments do not go far enough in protecting women from domestic violence.

JAG notes that many crucial issues that have been raised in JAG press statements and memoranda since 1999 have still not been addressed. These issues include:

- Stalking and intimidation are common forms of domestic violence and should be included into the definition of what constitutes domestic violence in the DVA.
- The category of victims/perpetrators must be broadened to include intimate partner violence, so that relationships outside of marriage can be included under the protection of the DVA.
- Recognition that domestic violence be a separate offence under the penal code. As it currently is not, charges for domestic violence offences under the penal code do not reflect the serious, persistent and often repetitive nature of domestic violence. Domestic violence must be addressed in the penal code so that it can be read harmoniously with the DVA.

JAG however welcomes the positive changes that have been made in the amendment bill.

These include:

- ✓ The addition of “psychological abuse, including emotional injury” to the definition of domestic violence. However there must be correlating changes made to the penal code to reflect this.
- ✓ Making domestic violence a seizable offence, which allows the police to investigate and arrest immediately.
- ✓ The automatic attachment of the power to arrest to every protection order when violence is likely. This enables the police to arrest a perpetrator when a protection order has been violated.
- ✓ A protection order may be made to prohibit or restrict the perpetrator from communicating by any means with the protected person.

JAG urges that the three crucial points highlighted above be addressed, in order to fully protect survivors of domestic violence. These suggested amendments should be made to the Bill prior to its Second Reading in Parliament. The existing version of the Bill only goes part of the way for comprehensive reform of the Act.

The Joint Action Group for Gender Equality (JAG) comprises Women's Centre for Change, (WCC) Penang, Women's Aid Organisation (WAO), Perak Women for Women Society (PWW), Persatuan Kesedaran Komuniti Selangor (Empower), Sabah Women's Action Resource Group (Sawo), Sisters In Islam (SIS) and All Women's Action Society (Awam).

During the year, there were several instances in which a “blame the victim” attitude was present in the media. WAO responded with the following press releases, published as Letters to the Editor.

The first is in response to the launch of the Obedient Wives Club, which blames domestic violence on women’s lack of obedience to their husbands. The second is in response to comments reportedly made by the Deputy Women, Family and Community Development Minister Datuk Heng Seai Kie blaming mothers-in-law for inciting the domestic violence perpetrated by male relatives.

LETTER TO THE EDITOR

“Dispelling myth of the cause of domestic violence”

Published in *The Star*, 19 June 2011

WOMEN’S Aid Organisation (WAO) is appalled by the attitudes and misinformed beliefs of the recently launched Obedient Wives Club. By propagating their views as facts, the club is being

downright irresponsible.

The club's spokesmen have been reported in the newspapers as claiming that domestic violence is caused by a wife's lack of obedience.

Domestic violence is not and will never be the fault of the women who are subjected to it. It is a dangerous myth that women are perceived as responsible for the actions of their abusers. Men who are violent or abusive choose to be so and must be held responsible for their own actions.

Abused women exposed to the victim-blaming attitude of the Obedient Wives Club may become reluctant to come forward and report domestic violence.

In the light of recent cases of deaths after alleged prolonged domestic violence situations, it is of utmost importance that women feel that they will be supported, not blamed, when they report their abuse.

Since 1982, WAO has sheltered a total of 2,715 women and our social workers have counselled a further 1,966 women. Most of these women are survivors of domestic violence.

These women are brave to have come forward to seek safety and support. Their courage must be commended, and they must never be blamed for the abuse they endured.

SARAH THWAITES, Programme Officer, Women's Aid Organisation

LETTER TO THE EDITOR

"Don't blame women for violence"

Published in *The Star*, 3 December 2011

WOMEN's Aid Organisation (WAO) is disappointed by the comments reportedly made by the Deputy Women, Family and Community Development Minister Datuk Heng Seai Kie in the report "Nosy in-laws may turn outlaws when Act is amended" (*The Star*, Nov 29).

In speaking about the amended Domestic Violence Act (DVA), which is due to be tabled in the Dewan Negara on Dec 9, the deputy minister reportedly said that "There have been many cases where mothers-in-law, grandmothers and stepmothers were instrumental in causing the offenders to abuse their wives or children."

The deputy minister's comments are regrettable as she seems to be placing the blame on women for the violent actions of others.

Perpetrators of violence and abuse are responsible for their own actions – they are never blameless.

While it may be the case that the Women, Family and Community Development Ministry has

received complaints of this nature, in the experience of WAO, an NGO that has assisted survivors of domestic violence for almost 30 years, this is a rare occurrence.

It is often the case that a perpetrator of domestic violence, usually a partner, husband or ex-husband, recruits others, sometimes gangsters, personal investigators or other acquaintances, to threaten their victim, which causes further fear and trauma.

The DVA was recently amended to cover these types of perpetrators who commit domestic violence through third parties.

Once the amended DVA is gazetted, a court will be able to include in an Interim Protection Order a provision prohibiting a perpetrator from inciting another person to commit any act of domestic violence.

These amendments are positive, as perpetrators will continue to be held responsible for the abuse they carry out themselves as well as the violence they incite others to commit.

It is a shame that the deputy minister has chosen to make comments blaming women for acts of domestic violence committed by others.

It is especially unfortunate that she made these comments during “16 Days of Activism against Gender Violence”, a global campaign aimed at raising awareness of gender-based violence that runs from Nov 25 until Dec 10.

WOMEN'S AID ORGANISATION, Petaling Jaya

9.6 CIVIL SOCIETY GROUPS MEET WITH THE POLICE TO DISCUSS VIOLENCE AGAINST WOMEN

On 9 November, representatives of JAG organisations, as well as representatives from P.S. The Children and Tenaganita, met with representatives from various sectors within PDRM's Criminal Investigation Division. Topics discussed included statistics on violence against women, sexual harassment, domestic violence, missing children, migrant workers and police protocol when dealing with gazetted shelters. It was decided that further regular meetings be held between the police and NGOs.

9.7 MIGRANT DOMESTIC WORKERS

In 2011, there were a number of cases reported in the media of migrant domestic workers having died in Malaysia, allegedly owing to abuse by their employers.

WAO responded to one such case with a Letter to the Editor, which was published in both The Star and the New Straits Times.

LETTER TO THE EDITOR

“Domestic workers’ rights must be respected”

Published in *The Star*, 13 June 2011

THE Women’s Aid Organisation (WAO) extends its sincere condolences to the family of Indonesian domestic worker, Isti Komariyah, who died on June 5 after working here for two-and-a-half years.

The results of the postmortem announced by the police, showed that Isti had sustained recent bruises and had old scars all over her body and face. It was also reported that her body was emaciated, and that she may have starved to death.

Many questions have been raised over what happened. If the worker was given the mandated day off could she have sought help? Was there inaction or negligence on the part of the employment agency? The Government has made a toll free line ‘Talian Nur’ available to domestic workers seeking assistance, however, has enough been done to reach out to workers with this number?

Domestic workers must be treated with respect. They are not house slaves – they are workers who take a valuable place in many homes.

WAO hopes that the recent signing of the Memorandum of Understanding between Malaysia and Indonesia leads to all employers adhering to the stipulated provision of one rest day per week and ensuring that domestic workers kept their own passport.

It is also vital that in cases of abuse, the domestic worker can seek help.

WOMEN’S AID ORGANISATION, Petaling Jaya

The above Letter to the Editor was also published in the New Straits Times, however the term “domestic worker” was exchanged with “maid” throughout. WAO sent the NST this complaint letter (see below), however this letter of protest was not published.

Dear Editor of the NST,

Thank you for publishing our letter to the editor, “Treat them with more respect”, printed on 13 June 2011. However, we are very disappointed that our letter was edited in such a way as to change the meaning of the content. The term “domestic worker” was exchanged throughout the letter with the term “maid”.

We deliberately used the term “domestic worker” instead of “maid” as the former acknowledges that domestic work is work. One who is employed in this role must be afforded the rights of all other workers, and must not be treated as a house slave or servant. The term

“maid” is defined in the Oxford dictionary as a female domestic servant. It is a condescending term that ignores the employment rights of domestic workers, including the right to rest days and leave.

We understand that letters to the editor may require editing to correct grammar or spelling errors, however we must register our protest when a deliberately used term is exchanged with another, altering the meaning.

Women’s Aid Organisation would appreciate it if you could publish the above.

Yours sincerely,
Sarah Thwaites
Programme Officer, Women’s Aid Organisation

9.8 SEKSUALITI MERDEKA



All Malaysians have the right to live and love without fear.

The year 2011 saw the historic passing of a UN Human Rights Council resolution on sexual orientation and gender identity. The UN Human Rights Council expressed “grave concern at acts of violence and discrimination, in all regions of the world, committed against individuals because of their sexual orientation and gender identity”. Unfortunately Malaysia voted against this resolution, thereby showing its disregard for the rights of people who identify as gay, lesbian, bisexual or transgender.

In November, an annual arts festival, Seksualiti Merdeka, was banned by the police. WAO and other NGOs partner with Seksualiti Merdeka every year for this festival and we were appalled by the comments from the police and government representatives which displayed a huge degree of ignorance and incited hatred against people who already face severe discrimination in this country.

LETTER TO THE EDITOR

“WAO fully supports Seksualiti Merdeka”

Published in *Malaysiakini*, 8 November 2011

Women’s Aid Organisation (WAO) is appalled by the persecutory treatment the Seksualiti Merdeka festival has received from individuals, including government representatives, media outlets and the police.

Seksualiti Merdeka has been an annual festival since 2008 and it provides a safe space for all people of diverse sexual orientations and gender identities to come together to share knowledge about human rights. WAO has supported and participated in the festival since its inception.

Negative comments by individuals about Seksualiti Merdeka reported in the press have ranged from baseless and illogical to inciting hatred against marginalised groups.

Malaysia’s home minister is reported to have said that the festival, which includes art exhibitions, theatre and music performances and workshops and a book launch, is a threat to national stability.

An elected member of parliament is reported to have claimed that the festival is attempting to promote “animal” culture, while yet another elected representative alleged that it is “deviationist”.

Such misinformed opinions and blatant fear-mongering is irresponsible at best and dangerous at worst. People of diverse sexual orientations and gender identities are among the most stigmatised and vulnerable in our society. Condemnatory statements by various elements of government perpetuate discriminatory attitudes and hinder the reporting of human rights abuses from those whose rights have been violated, leading to an environment in which continued violence and oppression is condoned.

The coverage by some media outlets has been atrocious. WAO condemns the defamatory claims made against Ambiga Sreenevasan, who was never involved in the organising of the festival, and whose role was merely to officiate the launch.

As a human rights defender and a woman who has achieved much in her career, including being a pioneer member of WAO and the president of the Bar Council, Ambiga has demonstrated a lifelong unwavering commitment to social justice for all and attacks on her character are utterly unjustified and abhorrent.

The banning of the Seksualiti Merdeka festival by the police and ongoing monitoring by DBKL contravenes the fundamental liberties of Malaysians, which are enshrined in the nation’s federal constitution, the supreme law of the land. The federal constitution guarantees citizens’ right to personal liberty, which includes the right to privacy (Article 5(1)), freedom of speech and

expression (Article 10(1a)) and freedom of association (Article 10(1c)).

Malaysia's own national human rights commission, Suhakam, has declared that human rights are for all, and that people of diverse sexual orientations and gender identities are not to be excluded and their rights must not be violated.

In this regard, the value of Seksualiti Merdeka has been affirmed by the women, family and community development minister who in a press statement in April this year recommended Seksualiti Merdeka as a resource for those seeking support on issues of sexuality and gender.

Scholarly research has shown that diverse gender identities and sexual orientations are found throughout the world in every culture - such diversity is not a 'Western' construct and has a long history in our region. There are lesbian, gay, bisexual, transgender, intersex and queer people throughout the families, kampungs and cities of Malaysia and always will be.

It is time for those who have been condemning Seksualiti Merdeka to catch up with the rest of the world and accept the diversity of our population.

If Malaysia, as a member of the United Nations Human Rights Council, wants to hold its head up in the international arena then the persecution, stigmatisation and vilification of marginalised people must stop and the government must begin to respect and protect the human rights of all its citizens.

9.9 SEREMBAN HIGH COURT GRANTS LEAVE TO REVIEW CONSTITUTIONALITY OF SECTION 66 OF THE SYARIAH CRIMINAL OFFENCES ACT IN NEGERI SEMBILAN

Section 66 of the Syariah Criminal (Negeri Sembilan) Enactment 1992 criminalises any male who wears women's attire or poses as a woman.

On Friday 4 November 2011, WAO was in court to witness a Seremban High Court judge hand down its decision on whether the constitutionality of Section 66 of the Syariah Criminal (Negeri Sembilan) Enactment 1992 can be reviewed by the court.

In a heartening decision, the Seremban High Court granted leave for the constitutionality of the law to be reviewed. This judicial review will begin in April 2012.

This law is discriminatory as it criminalises transwomen – biologically male persons who identify as women – for expressing their true gender identity. This law contravenes Malaysia's Federal Constitution which enshrines fundamental liberties including freedom of expression and prohibits discrimination on the basis of gender.

9.10 CEDAW

Throughout the year, work continued on the preparation of the Malaysian NGO alternative report for the Committee on the Elimination of Discrimination against Women. It had initially been decided among NGOs to develop a shadow report, which would “shadow” the government report to the CEDAW Committee. However in the continued absence of the government report, it was decided to create an alternative report, which will be a stand-alone document providing comprehensive information about the government’s progress in promoting the realisation of the principles of substantive equality and non-discrimination. Meetings were held at WAO and an alternative report was drafted. The report will be finalised in early 2012.

9.11 INTERNATIONAL DAY FOR THE ELIMINATION OF VIOLENCE AGAINST WOMEN ON 25 NOVEMBER

On 25 November, the International Day for the Elimination of Violence against Women, WAO released a press statement and two new online brochures.

PRESS RELEASE

25 November 2011 is the *International Day for the Elimination of Violence against Women*. It marks the start of *16 Days of Activism against Gender Violence*, a global campaign to raise awareness of gender-based violence.

Unfortunately in Malaysia, violence against women is still common. In 2010, there were 3595 cases of rape, 3173 cases of domestic violence and 2054 ‘outrage of modesty’ (sexual harassment) cases reported to Malaysian police.

This means that in 2010, there was an average of **170 cases of violence reported to the police every week**. And this is only the number of reported cases – the vast majority of cases of violence and abuse go unreported.

Over recent years there have been an alarming number of reports about cases of abuse and exploitation of domestic workers. The work of domestic workers is usually isolating. This isolation means that the women are trapped in homes and are vulnerable to abuse.

Some examples of abuse include physical abuse, sexual harassment, rape, restricting the domestic worker’s movement by confining her to the house, forcing her to work extremely long hours with no day off, not allowing her access to medical treatment or to communicate with her family and not paying her wages on time or at all.

For this year’s *16 Days of Activism against Gender Violence*, WAO has released an online brochure on domestic workers in Malaysia and is asking employers – is your home a fair and safe place? Our brochure is an easy to read, common sense guide to help ensure that domestic workers are respected in their employers’ homes. It will be available at www.wao.org.my.

It is vital for employers to treat domestic workers with respect and equally vital for the government to promote and protect the rights of domestic workers.

WAO calls on the government to:

- Recognise domestic work as work and as such amend the Employment Act to extend to domestic workers the rights and protections afforded to all other workers. Domestic workers must have at least one day off a week and their rights as workers must be protected.
- Establish a decent living wage for all workers, including domestic workers.
- Establish a compulsory orientation course for prospective employers on the responsibilities of being an employer of a domestic worker.

It was recently announced that on 1 December, 50,000 Indonesian women will begin to arrive in Malaysia to work as domestic workers. They will join the existing 300,000 domestic workers who look after our children, take care of the sick, the elderly and clean our homes. Their services allow for members of households to go to work and participate in social activities.

However, it must be acknowledged that our country's reliance on domestic workers is problematic for several reasons:

Employing women domestic workers from poorer countries perpetuates the stereotype of domestic chores being 'women's work'.

The non-recognition of domestic work as work by the government means that it continues to be undervalued by society.

Employing women domestic workers from poorer countries reinforces class and race hierarchies which are unfortunately prevalent in the country.

The constant demand for domestic workers also puts a cap on the potential of women from poorer countries, as some may see working as a domestic worker to be their only employment option and forego further education in order to come to Malaysia to work.

Instead of a reliance on domestic workers, Malaysia should invest in high quality child care centres and employers should be encouraged to provide flexible work arrangements for all parents. However, until these changes are made, Malaysian employers of domestic workers must treat them with the respect they deserve.

The *16 Days of Activism against Gender Violence* global campaign runs until 10 December – International Human Rights Day. During this time have a look at our website, www.wao.org.my, and go to www.facebook.com/wao.malaysia for daily updates.

Is your home a fair and safe place?

Most people would respond to this question with a "yes!" But if you employ a domestic worker in your home, think again – is your home a fair and safe place for her?

This brochure provides advice to employers of domestic workers on making their home a fair and safe place.

WAO WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA
www.wao.org.my
www.facebook.com/wao.malaysia

The first brochure outlines what constitutes domestic violence and provides an overview of the statistics on violence against women in Malaysia over the last 10 years. The second brochure, entitled "Is your home a fair and safe place?", is directed at employers of domestic workers, providing them with advice on maintaining a home that is fair and safe. To access these brochures, go to www.wao.org.my and follow the links to "publications" and "brochures".

IT'S TIME TO END VIOLENCE AGAINST WOMEN

Women's Aid Organisation (WAO) is releasing this brochure to coincide with the **International Day for the Elimination of Violence against Women** on 25 November 2011. This day marks the start of **16 Days of Activism against Gender Violence**, a global campaign to raise awareness of gender-based violence.

In 1999, the United Nations designated 25 November as the International Day for the Elimination of Violence against Women. This date commemorates the anniversary of the murder of the Mirabel sisters who were brutally murdered in 1960. The 16 Days of Activism against Gender Violence global campaign runs until 10 December – International Human Rights Day.

During this year's 16 Days of Activism against Gender Violence, WAO is focussing on domestic workers in Malaysia and asking employers – is your home a fair and safe place? Many employers do provide a safe working environment for their domestic workers. However, over recent years there have been an alarming number of reports of abuse and exploitation of domestic workers. Please take the time to also have a look at our other brochure called "Is your home a fair and safe place?"

The brochure you are now reading provides you with:

- An overview of the statistics on violence against women in Malaysia, and
- Information on what constitutes violence against women.

WAO WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA
WAO counselling line: 03 7956 3488 | www.wao.org.my | www.facebook.com/wao.malaysia

9.12 PEMANDU

"PEMANDU was set up to embark on an Economic Transformation Programme (ETP), comprising a number of Strategic Reform Initiatives (SRI) and recommendations laid out by the National Economic Advisory Council (NEAC). The SRIs were identified as drivers of economic activity that have the potential to propel transformation and growth in the Malaysian economy" as stated in the invitation to the Human Capital Development Labs – Leveraging Women's Talent event.

Shanthi Dairiam and Ivy Josiah attended one focus group discussion with PEMANDU on 17 March at their SRI Laboratories to provide input into workplace issues, street safety and safety nets for women.

Out of these SRI Laboratories, another roundtable discussion was convened by PEMANDU to specifically look at crime and to understand why women still feel unsafe. "CRIME NKRA - Outside In View Session" was held on 20 September 2011. We raised the issue of unsafe car parks at this roundtable and within three months, PEMANDU sent out a circular to selected car parks instructing them to improve safety measures. One of the reasons why women continue to feel

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unsafe is the danger within the home itself. WAO has urged PEMANDU to convene a meeting in 2012 with the related agencies to study the poor implementation of the DVA in 2012.

9.13 COALITION WORK

9.13.1 JOINT ACTION GROUP FOR GENDER EQUALITY

During the year, JAG released statements about rights related to sexual orientation and gender identity, gender discrimination in the workplace, the sexual harassment of PSM women in detention, the amendments to the Domestic Violence Act and the amendments to the Employment Act, especially the provisions relating to sexual harassment.

At the annual JAG Evaluation & Planning meeting held in Penang in February 2011, it was agreed that JAG members would support the drafting of a Gender Equality Bill if the Ministry of Women, Family and Community Development (MWFCD) followed through with its promise to develop draft legislation, although there were some reservations as to whether we should push for an overarching Anti-Discrimination Act. However everyone agreed that it would not be fruitful to hold any more meetings with the MWFCD to discuss the Action Plan on Women but to send to the Minister a copy of our 15 memoranda on policy recommendations to urge the MWFCD to just take action.

Another decision was for Dr. Prema Devaraj of WCC Penang to write a paper on the impact of the economy and uneven development on women, but unfortunately JAG members have not followed through with any action related to her well-written paper.

One of the first JAG press releases in the year was written in response to the sex video “scandal” in March. It was published in *Malaysiakini*.

LETTER TO THE EDITOR from JAG

**“Appalled by gutter politics in Malaysia”
Published in *Malaysiakini*, 31 March 2011**

It is time for Malaysian politics to get out of the gutter, stop campaigns to slander personal reputations and focus on the important issues facing Malaysia today.

A video that was allegedly filmed on 21 February 2011, which shows a man, allegedly an opposition politician, having sex with a “foreign prostitute”, is the latest in a series of sordid debacles to which Malaysian voters have sadly been exposed.

The timing of the release of the tape coupled with the intense politicisation surrounding the case raises some serious concerns about the state of Malaysian politics.

Seeking to undermine the credibility of individuals for political gain in this way is insulting and condescending to Malaysians. The exposing of such a video at such a time insults Malaysian voters' intelligence as it is clearly intended to divert attention away from the critical issues facing this country. The critical issues being the widespread corruption, abuse of power, financial mismanagement, wastage of resources and empty rhetoric by those in power.

This farcical situation also raises the concern of what seems to be becoming a culture of spying in this country. Although it must be said that the authenticity of the most recent video is suspect, it is deeply unfortunate that such "spy tapes" are lapped up by journalists. Even in past cases in recent years in which authentic photos or videos of politicians have surfaced, it is the role of the media to examine the motives behind such exposure and not play into the hands of those with power and money.

A further issue of significant concern is the way in which the woman depicted in the video has been treated. The loaded terms "prostitute" of "foreign" or "Chinese" appearance in news reports are clearly used to demonise the woman, and by extension, further tarnish the man in the video. The particular opposition leader who is the focus of this latest furore has had more than his fair share of attacks on his character. If we are going to hold politicians to a higher moral standard, then this must extend beyond bedroom practices to democratic and ethical values and practices, and these standards must be applied consistently across the board.

The dubious circumstances surrounding this latest episode only serves to alienate the electorate and erode confidence in our political and democratic processes, especially during a time when full, clear and impartial information about the policies and promises of political parties is needed so that voters can make informed choices at the ballot box.

The Joint Action Group for Gender Equality (JAG) comprises Women's Aid Organisation (WAO), All Women's Action Society (AWAM), Persatuan Kesedaran Komuniti Selangor (EMPOWER), Sisters In Islam (SIS), Perak Women for Women Society (PWW) and Sabah Women's Action Resource Group (SAWO)

Noorfadilla Case

JAG held a watching brief for the court case involving gender discrimination against a woman, Noorfadilla, who, after applying for a job as a temporary teacher, was rejected owing to her pregnancy. In this case, the Education Office of the Hulu Langat District (under the purview of the Ministry of Education) offered Noorfadilla a position as a temporary teacher. This offer was subsequently revoked upon discovery that she was pregnant. Lawyers argued that revoking the job offer contravened both Malaysian law and international legal standards, namely the Federal Constitution and CEDAW.

PRESS RELEASE from JAG

17 June 2011

Dismissing a pregnant woman from employment is gender discrimination and contravenes Malaysia's Federal Constitution

On Monday 20 June 2011, at the Shah Alam High Court, there will be a hearing for Noorfadilla's application to declare that the revocation of her appointment as a temporary teacher by the government owing to her pregnancy is unlawful, discriminatory and unconstitutional. This will be an important test case involving Article 8 (2) of the Federal Constitution and the application of the United Nations Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).

The Joint Action Group for Gender Equality (JAG) condemns the actions of the Education Office of the Hulu Langat District (under the purview of the Ministry of Education) in offering to employ a woman as a temporary teacher and subsequently revoking this offer upon discovery that she was pregnant.

The sole reason why the woman's job offer was taken away was that she was pregnant. This action contravenes both Malaysian law and international legal standards, namely the Federal Constitution and CEDAW.

As a brief overview of the case, in February/March 2008, a woman applied to the Education Office of the Hulu Langat District (PPDHL) for a temporary teaching position – Guru Sandaran Tidak Terlatih (GSTT). This job was due to start mid-January 2009.

The Ministry of Education had authorised State Directors of Education to employ people to fill the GSTT positions. The GSTT positions are temporary, designed to overcome a teacher shortage, and appointment is on a month to month basis.

In early January 2009, the woman was asked to attend a job interview for the GSTT position and she attended the interview as requested. A short time later in January 2009, the woman reported for work as a GSTT teacher. She was given a memo informing her of her placement by an officer from PPDHL. After this, she was asked whether she and others present were pregnant. The woman and two others said that they were pregnant. The woman was at the time three months' pregnant. Her placement memo was then withdrawn by the officer.

Subsequently, the woman's husband wrote to the Ministry of Education requesting an explanation. The Ministry replied in February 2010, stating that a pregnant woman cannot be employed as a GSTT because she would be absent for two months after the birth of her child thereby requiring the hiring of a replacement teacher and during the course of her pregnancy she may encounter health problems and therefore need to be absent during working hours. The Ministry's argument is based on a misinformed perception that a pregnant woman cannot perform her tasks ably and that pregnancy can be equated to an illness.

According to international legal standards, it is the duty of the employer to accommodate difference and disadvantage. Employers must provide measures to accommodate pregnancy (which is a 'difference' as compared to men). Pregnancy is a vital social function to be valued by the community and a woman's human rights must not be denied if she chooses to have a child.

The action of the Ministry of Education officers in revoking the woman's employment offer letter is a clear case of gender discrimination and violates Malaysia's Federal Constitution. Article 8 (2) of the Federal Constitution is explicit in declaring that "there shall be no discrimination against citizens on the ground only of religion, race, descent, place of birth or gender in any law or in the appointment to any office or employment under a public authority." In the present case, the public authority is the Ministry of Education.

CEDAW is the international framework which articulates what constitutes discrimination against women and outlines actions for States to take to eliminate discrimination. Malaysia ratified CEDAW in 1995, demonstrating the government's commitment to the principles of the convention. CEDAW urges states to recognise both maternity as a social function and the common responsibility of men and women in raising children.

CEDAW is explicit in declaring dismissal on the grounds of pregnancy to be discrimination. Article 11 (2) of CEDAW states that "In order to prevent discrimination against women on the grounds of marriage or maternity and to ensure their effective right to work, States Parties shall take appropriate measures: (a) To prohibit, subject to the imposition of sanctions, dismissal on the grounds of pregnancy or of maternity leave..."

The Joint Action Group for Gender Equality condemns all forms of discrimination against women. JAG calls on the Malaysian government and society to acknowledge maternity as a vital social function and calls on employers to recognise that they are duty-bound to accommodate pregnant women and not dismiss employees or prospective employees on the basis of pregnancy.

The Joint Action Group for Gender Equality (JAG) comprises Women's Aid Organisation (WAO), Perak Women for Women Society (PWW), Persatuan Kesedaran Komuniti Selangor (EMPOWER), Women's Centre for Change, Penang (WCC), Sabah Women's Action Resource Group (SAWO), Sisters In Islam (SIS) and All Women's Action Society (AWAM).

On 12 July 2011, Judge Dato' Zaleha binti Yusof of the Shah Alam High Court decided in favour of Noorfadilla. It is a landmark ruling and the first of its kind that recognises CEDAW as having the force of law in Malaysia.

In the ground of judgement, Judge Dato' Zaleha binti Yusof states that "CEDAW is not a mere declaration. It is a convention. Hence ... it has the force of law and is binding on members states [sic], including Malaysia."¹

The judgment also declared that, "I am of the opinion that there is no impediment for the Court to refer to CEDAW in interpreting Article 8(2) of the Federal Constitution. Hence, applying Article 1 and 11 of CEDAW I hold that pregnancy in this case was a form of gender discrimination. The plaintiff should have been entitled to be employed as a GSTT even if she was pregnant. Further, the plaintiff was pregnant because of her gender. Discrimination on the basis of pregnancy is a form of gender discrimination because basic biological fact that only woman has the capacity to become pregnant [sic]."²

This judgment is the first of its kind in Malaysia. In a regressive move, the Attorney-General's Chambers has signalled an intention to appeal the decision.

Fiesta Feminista

Fiesta Feminista (FF) is an initiative of the Joint Action Group for Gender Equality (JAG). The first FF took place in 2007, and was a two-day event jointly organised by JAG and the Gender Studies Programme of Universiti Malaya. Its objectives were:

- To forefront and popularise feminism in Malaysia such that anyone who has an interest in learning more about inequalities and injustice in society – but particularly between women and men – and who wants to actively change this situation, has an avenue to do so.
- To bring together a broad range of people, women in particular, to discuss, exchange ideas, evaluate, and strategise around issues of feminism, human rights and democracy in Malaysia.
- To create a space in which the next generation of feminist leadership in Malaysia can participate and take charge. This, it is hoped, will also be a leadership building activity and contribute to facilitating a smooth and effective transition between the current and future leadership of the women's movement.

The second FF event was held in Kota Kinabalu on 25 – 27 November 2011 and was organised together with NGOs in Sabah.

¹ Grounds of judgment in the case of Noorfadilla binti Ahmad Saikin, Judge Dato' Zaleha binti Yusof, 12 July 2011, page 12.

² Grounds of judgment in the case of Noorfadilla binti Ahmad Saikin, Judge Dato' Zaleha binti Yusof, 12 July 2011, page 19 – 20.

FF 2011 brought together more than a hundred feminists, community activists (with a focus on indigenous and marginalised communities), and supporters for a weekend of learning, strategising and exchanging information.

The theme for FF 2011 was “Gempar!” (“Rise Up!”) and activities included film screenings, a theatre workshop, a silkscreen printing workshop, games and sports and a marketplace for locally-made crafts. There was also an overnight field trip to Orang Asal communities in the Sabah interior on 24 November.



A Day of Action was held in Kota Kinabalu after the FF programme was completed, and the group converged on the jogging track of the Linkas Sports Complex with posters expressing positions, ranging from condemning violence against women, showing support for Orang Asal rights and calling for the repeal of the Peaceful Assembly Bill.

9.13.2 MIGRATION WORKING GROUP

The Migration Working Group (MWG) is a network of Malaysian civil society groups and individuals who advocate for the rights of migrants, refugees, stateless persons, trafficked persons and foreign spouses.

The Migration Working Group released several statements throughout the year. The first statement below was in response to the planned “refugee swap” deal between Australian and Malaysia. The second statement below was released to coincide with the International Labour Conference in Geneva in June 2011.

PRESS RELEASE from the Migration Working Group

Concerns over the Proposed Australia-Malaysia Refugee Transfer Arrangement

12 May 2011

(published in *The Sun* as “Live up to human rights obligations”, 13 May 2011 and in *Free Malaysia Today* as “Malaysia not a safe place for asylum seekers and refugees”, 12 May 2011)

The Migration Working Group is deeply concerned to hear about the possibility of a bilateral agreement between Australia and Malaysia in which 800 asylum seekers arriving by boat to Australia will be transferred to Malaysia for refugee status determination in return for Australia resettling 4,000 UNHCR-recognised refugees over 4 years.

Australia, as a state party to the 1951 Convention Relating to the Status of Refugees (1951 Convention) and its 1967 Protocol, should not violate its obligations under the 1951 Convention. It is surprising that Australia would even consider Malaysia as an ally in refugee protection. Malaysia has shown no positive signs of considering accession to the 1951 Convention. Worse still, Malaysia has one of the most appalling records for the abuse, torture and detention of asylum seekers and refugees.

Most asylum seekers and refugees in Malaysia live in squalid conditions, poverty and insecurity. Without the formal right to reside and work in Malaysia, most are forced to obtain jobs in the informal economy, where many suffer from violations of labour rights, including unpaid wages and forced labour. They are in constant danger of arrest, detention, punishment for immigration offences (including whipping) and deportation, leading to *refoulement*. When arrested, they face months of detention in immigration detention depots, many of which are overcrowded and unhygienic with poor sanitation. Refugee children are not provided with access to education.

We are concerned that the 800 asylum seekers transferred to Malaysia will suffer from the same conditions currently faced by asylum seekers and refugees in Malaysia. What procedural safeguards and measures will Australia and Malaysia put in place to ensure that the rights of asylum seekers and refugees under the 1951 Convention are protected? How will Australia and Malaysia ensure that they will have access to fair refugee status determination procedures and will not be subject to indefinite detention, punishment for immigration offences, and *refoulement*? While in Malaysia, will they have the right to reside, to work, and, for children, the right to education?

We urge Australia and Malaysia to live up to their existing human rights obligations as members of the United Nations, and for Malaysia to accede to the 1951 Convention and the 1967 Protocol without further delay. Without a domestic legal framework in place for refugee protection that meets the standards of the 1951 Convention, Malaysia should not be considered a safe place for asylum seekers and refugees.

Endorsed by the following members of the Migration Working Group:

1. Building and Woodworkers International (BWI) Asia Pacific
2. Coalition to Abolish Modern-Day Slavery in Asia (CAMSA)
3. Coordination of Action Research on AIDS and Mobility (CARAM Asia)

4. Foreign Spouse Support Group (FFSG)
5. The National Human Rights Society (HAKAM)
6. Health Equity Initiatives (HEI)
7. Justice, Peace & Solidarity In Mission Office, Congregation of the Good Shepherd Sisters, Province of Singapore-Malaysia
8. Lawyers for Liberty (LFL)
9. Malaysian Social Research Institute (MSRI)
10. Malaysian Trades Union Congress (MTUC)
11. Penang Office for Human Development (POHD)
12. Pusat Kebajikan Good Shepherd (PKGS)
13. Suara Rakyat Malaysia (SUARAM)
14. Tenaganita
15. Women's Aid Organisation (WAO)

The following press release from the Migration Working Group called on the Malaysian government to vote in favour of the International Labour Organisation (ILO) convention on decent work for domestic workers.

Prior to the 2011 International Labour Conference, governments were invited to send comments about the proposed international standards for decent work for domestic workers. These comments were compiled into a report. In this publication, the Malaysian government is reported to have stated that, "Domestic workers cannot be equated to other workers in general,"³ and, "Domestic work is not seen as ordinary employment. The rights of householders should also be considered."⁴

The Malaysian government's statements throughout the report for the International Labour Conference consistently reflect its perception that domestic workers should not be afforded the same rights as other workers.

The Malaysian government was reported to have:

- Requested that domestic workers be ineligible for maternity benefits afforded to other workers.⁵

³ International Labour Conference, 100th Session 2011, "Decent Work for Domestic Workers: Fourth Item on the Agenda" (ILC.100/IV/2A), p40.

⁴ International Labour Conference, 100th Session 2011, "Decent Work for Domestic Workers: Fourth Item on the Agenda" (ILC.100/IV/2A), p6.

⁵ International Labour Conference, 100th Session 2011, "Decent Work for Domestic Workers: Fourth Item on the Agenda" (ILC.100/IV/2A), p47.

- Recommended that the text of the international standards “should specify that domestic workers may ask their employers to hold their travel and identity documents for safe-keeping.”⁶
- Recommended that conditions of service remain as per individual contracts.⁷
- Recommended that “Employment agencies should be allowed to deduct fees from the remuneration of domestic workers, provided that it is done in a fair and equitable manner that is agreeable to both parties.”⁸

In June 2011, a Convention Concerning Decent Work for Domestic Workers and a Recommendation Concerning Decent Work for Domestic Workers was adopted at the International Labour Conference. Not surprisingly, Malaysia abstained during the vote for both the convention and the recommendation.

PRESS RELEASE from the Migration Working Group

Malaysia: Vote in Favour of the Proposed Convention supplemented by a Recommendation concerning Decent Work for Domestic Workers at the 100th Session of the International Labour Conference, Geneva, June 2011

(published as “We must vote for migrant workers’ rights at UN”, Malaysiakini, 31 May 2011)

The Migration Working Group calls for the Malaysian government to vote in favour of the proposed Convention supplemented by a Recommendation concerning Decent Work for Domestic Workers at the 100th Session of the International Labour Conference held in Geneva in June 2011. This international instrument would strengthen the protection of the rights of domestic workers, including migrant domestic workers, who provide essential services to households and economies around the world.

There are around 300,000 documented migrant domestic workers in Malaysia today, providing valuable services, care and support to thousands of Malaysian families. There are also thousands of temporary local domestic workers and undocumented migrant domestic workers who remain unprotected and yet are of great importance to Malaysian households. Domestic workers are not provided with adequate protection of their labour and human rights. There have been numerous cases of domestic workers suffering from unpaid wages, poor living and

⁶ International Labour Conference, 100th Session 2011, “Decent Work for Domestic Workers: Fourth Item on the Agenda” (ILC.100/IV/2A), p35.

⁷ International Labour Conference, 100th Session 2011, “Decent Work for Domestic Workers: Fourth Item on the Agenda” (ILC.100/IV/2A), p40.

⁸ International Labour Conference, 100th Session 2011, “Decent Work for Domestic Workers: Fourth Item on the Agenda” (ILC.100/IV/2A), p51.

working conditions, and violence at the hands of their employers. While domestic workers are recognised under the Employment Act 1955 (Act 265) as 'domestic servants', they are not given equal protection of their rights as other employees. These include their rights related to the termination of contracts, maternity benefits, rest days, hours of work and holidays, as well as benefits related to termination, layoff and retirement.

We have been disappointed at Malaysia's response to the proposed Convention and supplementary Recommendation concerning Decent Work for Domestic Workers so far. At the 99th Session of the International Labour Conference, in Geneva in 2010, the Malaysian government was amongst the minority of voters and governments who would only support a Recommendation and not a Convention. We have been particularly disappointed by Malaysia's response to the proposed Convention as reported in ILO's Report IV(2A) *Decent Work for Domestic Workers*, in which the Malaysian government observed that "Domestic work is not seen as ordinary employment" (p. 6) and that in relation to the proposed Article 10(3) concerning hours of work, "Domestic workers cannot be equated to other workers in general." (p. 40).

We call upon the Malaysian government to:

- ❖ Vote in favour of the proposed Convention supplemented by a Recommendation concerning Decent Work for Domestic Workers at the 100th Session of the International Labour Conference; and furthermore, to
- ❖ Amend the Employment Act 1955, giving all domestic workers rights equal to other employees;
- ❖ Ensure that all domestic workers have one paid day-off per week and are protected by a fair and standard employment contract that protects their labour and human rights;
- ❖ Promote and protect the rights of domestic workers to freedom of association, the right to organise and to form and join trade unions by amending laws, policies and practices as necessary;
- ❖ Ensure that domestic workers have access to justice when they face violations of their rights;
- ❖ Establish multilateral or bilateral agreements with other countries to strengthen the promotion and protection of the rights of all migrant domestic workers.

Endorsed by the following members of the Migration Working Group:

1. Archdiocesan Human Development Commission (AHDC), Kota Kinabalu
2. Building and Woodworkers International (BWI) Asia Pacific
3. Coalition to Abolish Modern-Day Slavery in Asia (CAMSA)
4. Coordination of Action Research on AIDS and Mobility (CARAM Asia)
5. Council of Churches, Malaysia
6. Foreign Spouse Support Group (FSSG)
7. Justice, Peace & Solidarity In Mission Office, Congregation of the Good Shepherd Sisters, Province of Singapore-Malaysia
8. Health Equity Initiatives (HEI)
9. Lawyers for Liberty (LFL)
10. Malaysian Social Research Institute (MSRI)

11. Malaysian Trades Union Congress (MTUC)
12. Penang Office for Human Development (POHD)
13. Pusat Kebajikan Good Shepherd (PKGS)
14. Suara Rakyat Malaysia (SUARAM)
15. Tenaganita
16. The National Human Rights Society (HAKAM)
17. Women's Aid Organisation (WAO)

9.13.3 JERIT

Jaringan Rakyat Tertindas (JERIT, or Oppressed Peoples' Network)⁹ is a coalition of over 60 NGOs working on workers' rights. In preparation for the May Day protests, WAO assisted in the production of a video depicting the stories of low income-earning Malaysians. With the artistic direction of June Tan, a video was produced of interviewees who spoke eloquently of poverty and the struggle of men and women workers who live on monthly wages between RM400 to 700. On 1 May the coalition took to the streets to protest in front of SUHAKAM, to call for a minimum wage of RM1,500. Eight WAO representatives participated. Out of 300 participants who gathered, 21 were arrested but later released.

9.13.4 ASEAN WOMEN'S CAUCUS

The Southeast Asia Women's Caucus on ASEAN, also known as the Women's Caucus, was formed by APWLD and IWRAW Asia Pacific in September 2008.¹⁰ The Women's Caucus represents an extensive network of women's human rights groups from 11 different countries in Southeast Asia.

"The network currently consists of over 55 diverse women's human rights defenders of Southeast Asia. We bring together women from the Southeast Asia region and provide a platform for them to share information, build expertise, support collective advocacy and provide a strong, coherent voice to women. The Women's Caucus strategically and positively engages with ASEAN and influence its processes, decisions, instruments and policies and structures in order to achieve the full realisation of women's human rights in Southeast Asia. The Women's

⁹ www.jerit.org

¹⁰ The Women's Caucus has identified the following themes and issues, as informed by diverse feminists and women's human rights groups across Southeast Asia: Violence against Women, Political Participation, Economic Participation, Migration and Discriminatory Laws. For more information, go to <http://www.apwld.org/>.

Caucus also collaborates with the National Human Rights Institutions (NHRIs) and civil society networks.”¹¹

The objectives of the ASEAN Women’s Caucus are:

1. To see women’s human rights principles and standards reflected in ASEAN processes, policies, outputs and mechanisms. To achieve this goal there are two intersecting strategies.
2. Strengthen awareness and expertise of ASEAN and its instruments amongst the women’s movement in SEA.
3. Engage with ASEAN and influence its processes, decisions and framework.

The Women’s Caucus established national focal points which are expected “to obtain information, make contacts, seek to engage with relevant ministries and bodies, facilitate national level activities and, together with other national members of the Caucus, raise awareness of ASEAN and its importance to women.”

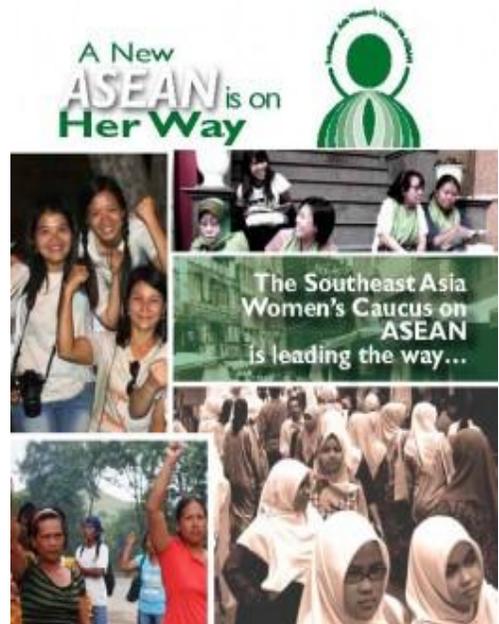
Women’s Caucus in Malaysia

In 2008, Empower and WAO shared the role of focal points but as of 2011, WAO’s EXCO member Lee Shook Fong took on this role and we were tasked to coordinate activities under the Working Committee in relation to these emerging ASEAN mechanisms. The Working Committee in Malaysia is made up of Empower, AWAM, SIS, PWW, P.S. The Children and Tenaganita.

In 2011 we tried to call for a roundtable meeting with the following representatives, but to no avail: Dato’ Sri Muhammad Shafee Abdullah, Representative of Malaysia to the ASEAN Intergovernmental Commission on Human Rights; Datuk Dr Noorul Ainur Mohd Nur and Datuk Chiam Heng, Representatives of Malaysia to the ASEAN Commission on Women and Children; and Principal Assistant Secretary, Ministry of Human Resources.

A workshop in Ipoh

In order to raise awareness of these regional mechanisms and their potential, we organised a briefing on ASEAN NGOs on 9 April. The speakers were Ivy



¹¹ <http://www.apwld.org/our-work/asean-the-womens-caucus/>

Josiah, Lee Shook Fong and Nooreen Preusser. Representatives from NGOs such as Perak Women for Women Society (PWW), Perak Family Health Association (PFHA), Malaysian Chinese Muslim Association, Malaysian Indian Magalir Iyyakam (MIMI), Caring Society, Soroptimist International Ipoh, Young Women Christian Association (YWCA), Perak Information Organisation (Pinso) and Sunway College Ipoh attended.

The 2011 ASEAN People's Forum (APF7)

The ASEAN People's Forum was held in Jakarta, Indonesia on 3-5 May 2011. 28 Women's Caucus members from 11 countries attended and participated in the event. Nazreen Nizam from Sisters In Islam participated on behalf of the Malaysian Working Committee.

The Women's Caucus Regional Workshop on Influencing the ASEAN Declaration on Human Rights (AHRD) was held from 22 to 23 August in Kuala Lumpur. The drafting of Southeast Asia's very first regional human rights declaration was being undertaken, and the Working Committee wanted to ensure that women's human rights principles would be integrated into the AHRD.

The workshop produced an excellent submission on the proposed AHRD, focusing on these Guiding Standards:

1. *Recalling* and *reaffirming* respect for all international **human rights principles** including universality, indivisibility, interdependence and interrelatedness of all human rights and fundamental freedoms.
2. *Emphasizing* obligations of member states as duty-bearers in exercising **due diligence** towards effective implementation of human rights standards.
3. *Recognising* duty of all member states to uphold **rule of law** and adhere to principles of **good governance** and **democracy**¹³.
4. *Reaffirming* the principles of **right to life and human dignity** as inalienable and non-derogable rights under international law and the duty of member states to promote **social justice**.
5. *Recognising* the need for adoption of **people centred**¹⁴ approach for the greater benefit of ASEAN community.

¹³ Democracy shall be understood as promotion of self-governance self-governance on the basis of popular sovereignty, political equality of all citizens, and free and fair electoral processes.

¹⁴ Signifying participation, representation and inclusion of civil society in all matters relating to the preservation, strengthening and development of the ASEAN Community.

Meeting in Bali

The last activity for the year was the Women's Caucus Annual Consultation held from 23 to 25 November 2011 in Bali, Indonesia. Ivy Josiah from WAO attended. This annual gathering developed strategies and principles for membership and expansion and planned a set of activities and strategies for 2012, especially on campaigns on the AHRD and mode of engaging ASEAN bodies such as AICHR and ACWC.

10.0 FUNDRAISING

Overall, 2011 was a good year for WAO in terms of funds raised with numerous new campaigns and supporters coming forward to help spread the message that “We Can End Violence Against Women” in new and inspiring ways.

One man travelled 250,000km on his motorbike to highlight social and environmental issues across Australasia – this included a visit to WAO. One young female entrepreneur launched her fashion line for the very first time, with WAO as the chosen beneficiary.

WAO co-organised another charity dinner titled “Sreenevasan and WAO Fundraising Dinner” which was held in March at the restaurant called Leonardo’s in Jalan Bangkung. Hosted by our own Exco member, *Dato’ Ambiga Sreenevasan*, the event was attended by her many friends and colleagues and managed to raise RM60,600 in funds for WAO. It was a cheerful evening of good food and fun quizzes.

In August, WAO organised a two day jumble sale at its 3rd Centre. Many members, friends and staff came forward offering pre-loved clothes for the sale. However, the turnout was very poor and thus was not as successful as previous jumble sales.

Some of our steadfast donors like the *Austrian German Swiss Bazaar*, *The British Women’s Association*, *the Canadian Association of Malaysia* and *the American Association of Malaysia* all came through in 2011. We would also like to acknowledge *Hong Leong Foundation* and the *Kuok Foundation* for supporting our Child Care Centre. *The Body Shop*, a loyal partner of WAO sold “candles of conscience” at their outlets and presented us with RM 12,960 from the proceeds of their sales. *Guardian Pharmacy* too has become a firm supporter of our work - donating for a second year from their annual Charity Bonanza.

In the 4th quarter of 2011, an idea that had been brewing for a while finally materialized. The ***You Can Make Difference Now campaign or YCMADN*** is a fundraising initiative by WAO and local PR firm Perspective Strategies to raise RM300,000 for the Refuge, Child Care Centre (CCC) and 3rd Centre advocacy work. The campaign was launched on 13th October and was supported by a number of celebrity spokespersons namely social activist *Marina Mahathir*, writer and TV host *Asha Gill*, Mix FM Radio Host *Serena C* along with THR Raaga Radio Host *Aanantha*. Arc Worldwide, a marketing firm, developed two posters for the campaign which were publicised via social media. Even though we managed to raise only 10% of the targeted amount of funds by December 2011, YCMADN became more than a fundraising campaign and helped raise awareness on various women’s issues.

In November, we were pleasantly surprised by an invitation from a new donor, .my DOMAIN REGISTRY, an agency under the *Ministry of Science, Technology and Innovation (MOSTI)* to a

cheque presentation in Putrajaya. The company made contributions to five charitable organisations (including WAO), each receiving a cheque worth RM10,000.

Kenanga Wholesale City of the Kha Seng Group, Malaysia's first fashion wholesale mall, came forward in December with a fundraising activity called Tree of Hopes that allows mall patrons to buy a souvenir at RM8 – the proceeds would go directly to WAO. Kenanga will also match the funds raised. The booth which WAO was allocated for public education, was manned by a WAO volunteer and two KPMG volunteers.

In total there were 16 events organized by various individuals, corporations and the office itself. Although we were not directly involved in organising most of these fundraising events, for some, we set up booths, helped arrange for publicity and logistics or sold tickets to donors.

We raised approximately RM 1.2 million in 2011.

Listed below are some highlights of the events which were held:

AUSTRIAN GERMAN SWISS CHRISTMAS CHARITY BAZAAR (AGS)

JANUARY 2011

The AGS team has been supporting WAO since 2005, and in 2011 they helped WAO keep up with the times by sponsoring the redesign of our website. RM13,050 went towards the redevelopment, redesign and maintenance of our new website which went live in October 2011. We are so grateful to AGS for their constant support over the past six years and we hope to continue this friendship well into the future.

UNILEVER "PINK HEART CAMPAIGN"

MARCH – APRIL 2011

Unilever and Guardian collaborated with WAO for a month long fundraising campaign held at all Guardian outlets nationwide. Guardian patrons who purchased Unilever products amounting to RM20 in a single receipt could purchase a limited edition pink heart keychain for RM1 instead of the usual retail price of RM9.90. Patrons could also purchase the keychain at the full retail price. Unilever matched the total donations from this campaign, and we received a total of RM 42,190.

WHEEL2WHEEL

APRIL 2011

Morgan Parker, an Australian citizen based in Hong Kong, created Wheel2Wheel to raise money for 10 charities from 10 different countries through a once in a lifetime motorbike riding expedition across Australasia. Starting off from Hong Kong he began his 250,000km ride on 1 March 2011 and on 4 July 2011, he ended his journey in Brisbane, Australia. WAO was the chosen charity from Malaysia and had the pleasure



of meeting Morgan and the Wheel2Wheel team in late April 2011. Wheel2Wheel is currently working on a documentary of Morgan's exploits filmed throughout his journey.

WAO applauds the efforts of a single man with the desire to make a difference, and thanks Morgan for letting WAO be a part of this amazing experience.

MALAKOFF CORPORATION BERHAD

APRIL 2011

Having initiated the production of the *Single and Pregnant: What Are My Choices* booklet, Malakoff agreed to sponsor the reprint of these booklets in 2011. In addition, Malakoff also sponsored three computers and an LCD projector for the Refuge; these were used to teach our residents computer skills.

YAYASAN SIME DARBY (YSD)

JUNE 2011

Yayasan Sime Darby (YSD) renewed their working partnership with WAO through a pledge of RM720,000 which will go a long way towards helping WAO's funding efforts for the next two years. The money was used to pay for the salaries of social workers, expenses and activities in the Refuge, food and groceries, electricity and water, telephone and internet connection, administration expenses, repairs, maintenance and capital expenses.

We are very grateful to YSD and thank them for the continued support.



WALK A MILE IN HER SHOES

JUNE 2011

Walk A Mile in Her Shoes was a fundraising and public education event under the *Pixel Project* umbrella. The funds raised will go towards the unveiling of a portrait in the Celebrity Role Model campaign. Held on Father's Day, men of all ages and from all walks of life came together on a Sunday morning, donned high heeled shoes and walked to the sounds of bagpipes and a *dhol* in order to show their support for women's rights and a violent free home. About 30 men participated in the walk and all held very sporting attitudes. A warm thank you to our participants without whom the event could not have succeeded.

ALLIANCE FINANCIAL GROUP (AFG) Berhad

JUNE 2011

AFG launched their "Staff Donation Program" in June 2010. This programme provides a platform for AFG employees to make monetary contributions for a minimum consecutive period of six (6)

months via a monthly salary deduction. The bank has also agreed to match the donations. In June, WAO received RM 25,400.00 from Alliance Financial Group.

BERRYBOW FASHION SHOW

JUNE 2011

Berrybow, founded by young entrepreneur *Michelle Chong*, held its first fashion show and chose WAO as the charity benefitting from a portion of the total donations raised during the event. WAO staff also participated in a photo-shoot to promote her new line “Bright and Bold” and walked down the runway with models from the *Amber Chia* agency. A total of RM8,400 was raised from this event.



GLOBALGIVING

JUNE 2011

GlobalGiving is a non-profit online marketplace that connects donors with grassroots projects around the world to create a high impact. All donations go through the GlobalGiving Foundation which receives a nominal 15% fulfilment fee. This fee covers the cost of operating GlobalGiving such as finding and vetting projects, providing training and support to project leaders, attracting donors, and maintaining an innovative, informative web presence. It also includes the fees incurred by vendors for credit card processing (VeriSign or PayPal), mobile giving, wire transfers, and other fees charged by financial institutions. Anyone can donate to the projects listed, and the minimum donation is \$10.

WAO was introduced to GlobalGiving by *Andres Varela* who wanted to make a large sum of donation on behalf of an anonymous donor through this website. GlobalGiving offers organisations an easy-to-use system and tools and training to use their website. We are required to submit project updates every three months to remain on the site. The report will show donors what was accomplished or the current situation of the organisation. In 2011, WAO posted two very comprehensive project reports on the GlobalGiving website, one in September and the other in October. Donors receive the reports in their email. We can also send thank you letters to donors through the website.

GlobalGiving also provides many opportunities for WAO to engage with local and international donors and promote its projects. One of them was the **Facebook Strategy, Engagement and Measurement** webinar trainings conducted online in September. As of 31 December 2011, WAO has raised £7,896 (RM37,921.76) through GlobalGiving.

YOU CAN MAKE A DIFFERENCE NOW CAMPAIGN

OCTOBER – DECEMBER 2011

In 2010 WAO approached Perspectives, a PR company, to help us raise money through a media campaign. The Perspectives team came up with the tag line “You Can MAD Now”, and starting in October, over three month period, WAO ran a public education and fundraising campaign that aimed to raise RM300,000 by 31 December 2011. The idea was to appeal to individuals to donate RM500, and although we have only raised RM33, 990, the public education aspect of the campaign was tremendous. Many companies and individuals have come forward in 2012 to help raise funds and we strongly believe that this is in part due to the campaign. (Refer to the Public Education section of this Annual Report)

Over three months we had over 30 articles covering many aspects of violence against women in The Star, our main media partner, other newspapers, both English and vernacular and magazines. Whilst WAO managed to get The Star and AMP Radio, BFM on board for this project, Perspectives on their part arranged for the numerous interviews with magazines, Malay and Chinese newspapers, the Business Times and the NST.

Additionally, there were many public service announcements on AMP Radio Networks and social media by celebrity spokespersons. WAO would like to thank *Anupama Arvind*, *Andy See* and *Lim Hwee Nee* from Perspectives, *Ivy Soon* from The Star and *Kudisia Kahar* of AMP Radio Networks.

DENSO “BACK TO SCHOOL” EVENT

DECEMBER 2011

Denso sponsored a “Back to School” event for our single mothers at WAO. A total of 10 single mothers were given RM200 worth of coupons to be spent at the MYDIN hypermarket in Subang Jaya for their children’s school necessities. These coupons could also be extended to cover the women’s household supplies. Denso not only hosted a luncheon for the families and volunteers, they also decided to support our “You Can Make a Difference Now” campaign by donating RM3,000 to it . To date, Denso has donated a total of RM6,000 to WAO.

GLOSSARY OF ACRONYMS

ACWC	ASEAN Commission on the Promotion and Protection of the Rights of the Women and Children
AGS	Austrian German Swiss Christmas Charity Bazaar
AHRD	ASEAN Human Rights Declaration
AICHR	ASEAN Intergovernmental Commission on Human Rights
APWLD	Asia Pacific Forum on Women, Law and Development
AWAM	All Women's Action Society Malaysia
BERSIH	Coalition for Clean and Fair Elections
CCC	WAO's Child Care Centre
CEDAW	United Nations Convention on the Elimination of All Forms of Discrimination against Women
DV	domestic violence
DVA	Malaysia's <i>Domestic Violence Act 1994</i>
EMPOWER	Persatuan Kesedaran Komuniti, Selangor
EXCO	WAO's Executive Committee
FF	Fiesta Feminista
ICMC	International Catholic Migration Commission
IDFR	Institute of Diplomacy and Foreign Relations
IPO	Interim Protection Order
ISIS	Institute of Strategic and International Studies
IWD	International Women's Day
IWRAW-AP	International Women's Rights Action Watch – Asia Pacific
JAG	Joint Action Group for Gender Equality

HAKAM	National Human Rights Society
LAC	Legal Aid Centre
MDW	migrant domestic worker
MWFC	Ministry of Women, Family and Community Development
MWG	Migration Working Group
PEMANDU	Performance Management & Delivery Unit
PDRM	Royal Malaysian Police
NCWO	National Council of Women's Organisations
NGO	non-governmental organisation
PWW	Perak Women for Women Society
RRAAM	Reproductive Rights Advocacy Alliance of Malaysia
RWPC	Refugee Women Protection Corp
SAWO	Sabah Women's Action Resource Group
SGBV	sexual gender based violence
SIS	Sisters In Islam
SUHAKAM	Human Rights Commission of Malaysia
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
VAW	violence against women
WAO	Women's Aid Organisation
WCC	Women's Centre for Change, Penang
YCMADN	You Can Make A Difference Now