



ANNUAL REPORT 2019



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We are WAO



Yee Pek Mei
WAO President

Dear Friends & Colleagues,

I started volunteering with WAO back in 2014 as a Crisis Support Officer, and from there, I got to know first-hand the amazing support, help and empowerment that WAO extends to women and children in crisis. Since then, I knew that WAO is a special organisation, and its commitment to improving the lives of those facing domestic violence is unparalleled.

Therefore, I am truly honoured and privileged to have been elected as WAO's President at WAO's AGM in April 2019, working alongside the new members of the Executive Committee 2019-2021, and the dedicated WAO team.

Education and investing in people has always been a core component of WAO's work – whether it is supporting and empowering the women that walk through our doors, or raising awareness through public engagement initiatives. In 2019, we continued to do this. There was also much focus on capacity building: bringing communities and local government / agencies together to educate them on how to create a community-based infrastructure to support women and children in crisis within their locales.

In 2019, we supported more women, reached more people, and raised more awareness than ever before. In this Annual Report, you will read about the many ways WAO is engaging governments agencies, communities, and the private sector to reach out to more people in need.

2019 was also an important year for us, as we made great strides towards our goal of attaining the Core Humanitarian Standard certification. The WAO team worked tirelessly throughout the year to improve our processes and procedures which will in turn raise the quality and accountability of our work. This is an on going process, which will continue into 2020 and beyond.

For those of you who have supported and tirelessly committed time and energy to WAO, whether you are a WAO member, volunteer, funder, partner, staff, intern or supporter, I thank you. Without you, WAO's work would not be possible. We look forward to continue working with you all to make a difference.

Yee Pek Mei
WAO President
2019 - Present

We Impact



Sumitra Visvanathan
Executive Director

We are on the frontline, supporting women who survive violence and discrimination, especially violence in their own homes. We run a Hotline where women are able to tell us about their fears and the risks they face. We give information and support. We provide shelter, a safe harbour for women fleeing violence at home. We support women to obtain access to justice, protection and health services.

We support, we empower and we strengthen women, to not just stay alive, but to thrive and to heal. And to resume the life they are meant to lead: safe, secure, productive and healthy.

You, the WAO member and supporter, have been our partner, our rock, our support through this journey and struggle for safe, secure, productive and healthy lives for women.

This Annual Report captures the richness of the work we have done in 2019. It is not only critical life-saving work that we do but we address more fundamental issues: the systemic and societal changes needed to positively impact all women. We do this through our service, advocacy, capacity building and our strategic partnerships.

To support survivors, all stakeholders need to work together. To illustrate, let me share a story.

When her husband hit her, Alice called the emergency 999 number in Sabah. The 999 representative had a directory of NGOs, and referred Alice to WAO. With WAO's assistance, Alice made a police report. The police office was extremely helpful. He went

out of his way to ensure Alice's safety. He even arranged Alice's transportation to meet the Deputy Public Prosecutor. The court finally found her husband guilty of domestic violence.

Alice obtained protection and justice because various stakeholders worked together.

We will continue to strengthen collaboration among various stakeholders to ensure Alice's story becomes the norm. When we all work together, survivors of gender-based violence and discrimination will get the protection and justice that is their right.

We need every community member to step up and respond when women are at risk of abuse. For instance, domestic violence is not a private family matter, but a community issue. And it takes a village to end it. We need to ensure that domestic violence survivors across Malaysia will find refuge from violent homes, whenever and wherever it is needed.

The energy, support and spirit that we all share, to work toward empowering women should make us all very proud. It shows just how much we all are in step, united in supporting women and their children, and in making Malaysia a better country for us all.

Thank you for your support, commitment and trust in WAO.

Together, we can change lives.

Sumitra Visvanathan
Executive Director

we claim our space and make impact

Safe Shelter

Our work is inspired by 38 years of providing safe and supportive shelter for women survivors of domestic violence and their children. Providing safe shelter for women most in need of it underpins every aspect of our work.

Malaysia severely lacks shelter space and related crisis support for domestic violence survivors. Each year, only a few hundred women are able to seek shelter services at one of the 42 shelters gazetted by the Malaysian government (which includes WAO). In addition to a lack of sufficient shelters, there is also currently no uniform standard as to the type and quality of shelter services.

After rigorous consultation with all stakeholders; survivors, Government agencies and civil society shelter or domestic violence service providers, WAO produced the Domestic Violence Shelter Standards and Toolkit in 2016. In 2019, we conducted a study on shelter availability in the Klang Valley and found that even while the numbers of government domestic violence shelters are inadequate, they are simultaneously not being fully utilised by women in need. In contrast, NGO shelters were found to be consistently at, or overcapacity. WAO runs the

largest domestic violence shelter in Malaysia, and our shelter is always at maximum capacity.

The reality is a stark one. As highlighted by the study undertaken by WAO and Institut Wanita Berdaya, there is not only a lack of shelters dedicated to meeting the needs of domestic violence survivors, but also existing government facilities are often not meeting the needs of survivors. The implication is that there is a clutter of processes and services which ultimately are falling short of a systematic and integrated protection response for women and children in Malaysia, and that survivors are falling through the cracks and left with nowhere to turn for safe shelter.

In response, we have started a network of shelter providers. This network strives to advocate for and build the capacity of women's safe shelters to address gender-based violence (GBV). WAO intends to leverage the learnings from our 38 years' experience of providing safe shelter to further inform and drive our shelter network initiative to train and support other women's groups in establishing shelters that meet critical standards for ensuring the safety and wellbeing of survivors.



WAO Staff and Refuge residents

Survivors' need for shelter demands urgent attention.

International best practices recommend a minimum of one family place in a women's shelter per 10,000 people, but Malaysia only has an estimated one family place per 72,538 people.

In addition to helping promote uniform standards for all domestic violence shelters, WAO has also engaged in efforts to build a network of existing and potential service providers in order to expand access to critical services for domestic violence survivors across the country.

Core Humanitarian Standard

In September 2019, WAO embarked on the 1st phase of certification under the Core Humanitarian Standard on Quality and Accountability (CHS). WAO recognised the need to obtain international certification in order to strengthen credibility and accountability to the women and children we serve.

This entailed reviewing the way we plan work, implement activities, monitor progress and measure impact. Central to the CHS principles is putting beneficiaries at the centre of the work done. For WAO, that means seeking survivor views, understanding survivor priorities and ensuring our programming is evidenced by survivor lived experiences.

By October, we had completed the first step towards certification. A CHS Peer Review was undertaken with Mercy Malaysia - a CHS

Alliance Member. We are now in the process of improving, towards achieving our full accreditation by October 2020.

What is the CHS Alliance?

The Core Humanitarian Standard Alliance is an alliance of humanitarian and development organisations worldwide, who share the commitment to improve aid work for the people they serve. The Standards require that organisations are accountable to their beneficiaries, and must deliver relevant, effective and high quality aid.

The Core Humanitarian Standard (CHS) is a growing global movement of humanitarian organisations who are committed to strengthening accountability to place people affected by crisis at the core of their work.

The CHS approach proposes that an organization with strong accountability to the people they serve will deliver better quality work. WAO is also a strong believer in this creed.

As a core standard, the CHS describes the essential elements of principled, accountable and high-quality humanitarian aid. It is a voluntary and measurable standard. The CHS is the result of a global consultation process. It draws together key elements of existing humanitarian standards and commitments.



Resilience

Women survivors face tremendous challenges in recovery from trauma and building resilience.

WAO has been supporting survivors post-crisis since 1982. This vast experience has led to our learning that delivery of case management service is insufficient to ensure the sustainability of the survivor's future free from violence. On-going support is critical to not only address the emotional and physical traumas, but also to address her financial independence.



Emotional Resilience

A survivor's journey towards resilience begins when she has not only the peace of mind of knowing that she and her children are safe and no longer have to live under the constant threat of violence, but also the reassurance that the continued support she requires is immediately available. This support is both in the direct form of counselling as well as the indirect form of a ready social network to help prepare the survivor to live independently. In addition to this, the survivor's need for support will be ongoing as she encounters various obstacles to re-establishing her life, and to developing both emotional and economic resilience.

WAO runs a series of programmes which allow a survivor to find the emotional healing method that works best for her. These programmes are therapy and counselling, peer support groups, creative writing, performance art such as dance classes and physical activity like aerobics and yoga. WAO's emotional healing programmes give the survivor the space and time to understand her own emotions, to commence her journey on a path towards healing physical or psychological traumas, thereby building resilience to survive the violence.

WAO is also in the process of developing a self-help tool to equip the survivor to assess her risk from violence and abuse, to motivate the survivor, provide resources for her emotional health and enable her to measure the change in her emotional outlook over time.

Economic sustainability

Through advocacy efforts led by WAO, some forms of financial abuse have been recognised as domestic violence under the law. From our knowledge and experience of working with survivors, we know that financial concerns are at the forefront of a survivor's mind while on her path towards a violence-free future.

WAO has planned for a series of programmes, including upskilling women in financial management, knowledge and abilities. By building these basics, we aim to ensure survivors have the confidence and expertise to ensure a sustainable future free from violence and abuse.

Survivors of gender-based violence normally leave abusive situations with no financial resources. Often, they may have left jobs, been out of work long-term or become seriously financially constrained as part of the abuse. WAO has found that financial abuse occurs in 80 per cent of the cases we handle. Economic hardship is one of the top reasons women return to abusive homes, and, in turn, domestic violence often compels survivors to remain in cycles of poverty, as highlighted by a policy brief produced by WAO on the links between poverty and domestic violence in conjunction with a visit to WAO by Special Rapporteur on Extreme Poverty - Philip Alston.

WAO's approach towards building survivor resilience is to ensure the survivor is aware of and able to access various avenues of social welfare support. WAO intends

to build a tool that will enable women to confidentially conduct a self-assessment on whether, and which form, of social welfare support she can access. We are also in the process of developing a finance knowledge and skill-building initiative with volunteers from the corporate sector. This will focus on a coaching model to build financial confidence through understanding banking, budgeting and saving for the future. Finally, WAO is in the process of seeking partnerships to develop a platform to drive women's social entrepreneurship. Our project aims to not only provide entrepreneurship training for women, but to also provide access to a digital platform and market place for the goods and services developed through this programme.

By creating a diverse platform for sharing opportunities, we aim to not only provide skills and business acumen through training and education, but to create employment and enable survivors to generate income for their families; this will narrow the income gap and promote learning and education, thereby elevating living standards and eventually breaking down the twin challenges of violence and poverty.

Case Consultation

Access to information can help women better understand their situation, choices, and rights – to live a life free from violence. WAO provides this information, and support, through various forms of case consultations. These consultations help women learn about and access social work, legal protection and rights, counselling, shelter, and other options available.

In 2019, WAO provided 1,163 phone consultations through the WAO Hotline, provided 1,652 WhatsApp/SMS consultations through TINA (TINA stands for “Think I Need Aid”), and responded to 336 email and social media enquiries. Additionally, WAO conducted face-to-face consultations with 182 women.

The vast majority of consultations were about domestic violence; other cases involved sexual harassment, child abuse, rape, and other forms of gender-based violence and discrimination. Most people wanted to know more information. Shelter was the largest specific need, followed by legal information, and police reports.

WAO social workers are supported by trained volunteer Crisis Support Officers and Legal Aid Chambering students to provide support for these consultations and other services.



WAO Staff at Sime Darby International Women's Day Celebration

We Serve

Women's Programmes

In addition to crisis intervention, WAO's Refuge organises women's programmes to help survivors move on from trauma and live independently. This includes programmes to improve livelihood (including weekly English and BM classes) and leisurely and healthy-living activities (including gardening, dancing, body weight exercises classes, and yoga classes). Most of the activities were organised with the help of volunteers.

WAO also offers programmes like financial support for women starting their careers (Back-to-Work Fund, Tun Tan Siew Sin Memorial Fund), financial support for child care and children's education expenses, and financial literacy courses.

In 2019, WAO also launched a social enterprise called the Henna Project. Over the course of a few weeks, the women not only learned the art of henna, they also learned about business planning, management, marketing, accounting and finance (budgeting and accounting procedures) – skills needed to set up and sustain a small business that could supplement their income.

We also approached state assemblymen (ADUNs) to provide affordable, low-cost housing for residents, to facilitate their transition to independent living.

The WAO services team also organized several movie screenings, swimming outings, visits to Kebun-Kebun Bangsar, and celebrations of Malaysia Day, Deepavali and Christmas.

Case Management & Advocacy

WAO supports survivors through case management and case advocacy – empowering survivors to make informed decisions at every stage of their journey, and advocating their rights as they face obstacles in the system. This process also helps WAO identify systemic gaps which need improvement. Case management processes in WAO focuses largely on helping survivors access legal justice services through supporting survivors in lodging police reports on the abuse, applying for protection orders, following-up with police investigations, and taking other relevant measures to ensure protection of survivors are optimized.

Besides legal justice interventions, case management also extends to supporting survivors through court processes, to seek justice and remedies for the survivor. WAO prepares survivors for court matters, provides emotional support, monitors and helps survivors understand the proceedings, engages lawyers to hold watching briefs, as well as liaises with court officials and other authorities to ease the process. Through case management, WAO assists survivors' access to medical help, welfare support, immigration services, economic opportunities, and other social and legal support. In 2019, 2,285 case management interventions were made on behalf of women and children survivors.

2019 also presented WAO with the opportunity to work with older children (teenagers), as these were the children who stayed at our shelter for longer periods of time. This had an impact on the direction of our case management and helped us re-evaluate our case management strategies, as we realized the importance of having separate social workers dedicated to represent the children's needs. In 2021, the services team aims to include a child social work division.

WAO Refuge

The WAO Refuge is a safe haven for women and their children who are survivors of gender-based violence in periods of crisis, to escape abuse and domestic violence.

In addition to ensuring the security of a survivor, the WAO Refuge is also a space where case management, psychosocial support, empowerment programmes, and other activities are facilitated, and all these contribute to the well-being of survivors.

In 2019, 59 women and 54 children stayed at the WAO Refuge. Our clients included Malaysians and non-Malaysians, regardless of status.

The vast majority of residents originated from Selangor and Kuala Lumpur and their lengths of stay varied according to their needs and crisis management.

Women's Counselling

Domestic violence, sexual assault, sexual harassment, stalking, and other gender-based violence and discrimination causes emotional and psychological trauma and distress. This often clouds decision-making abilities and have adverse long-term effects, both psychologically and emotionally.

To help manage these adverse effects and help women make informed decisions about their lives, WAO supports women in accessing counselling and psychotherapy.

In 2019, WAO provided psychosocial support to 215 women.

We Serve

Child Care Centre (CCC)

Women face various challenges when moving on from an abusive event. The many challenges includes sustaining independently from a financial and emotional perspective, while finding reliable and safe childcare for their children.

WAO's Child Care Centre (CCC) aims to fill this gap by providing free live-in and daycare services for mothers ready to leave shelter settings. The CCC provides a comprehensive care structure for children, including protection, nutritious meals, emotional and psychosocial intervention, education aid, and recreational activities. Through this period, WAO also supports mothers and children emotionally to promote family unity and deeper meaningful relationships.

In 2019, 17 children (seven mothers) utilised live-in or daycare services at the CCC, and an additional 24 children (13 mothers) received support services, including case management and ad-hoc child care.



WAO Staff and volunteers during the annual gathering at Starling Mall

| Our Impact | 2017 | 2018 | 2019 |
|---|-------|-------|-------|
| Telephone hotline consultations | 2,056 | 1,770 | 1,163 |
| SMS/WhatsApp (TINA) consultations | 1,698 | 1,652 | 2,067 |
| Case management interventions | 977 | 2,102 | 2,285 |
| Email & social media enquiries | 162 | 247 | 336 |
| Face-to-face consultations | 182 | 132 | 185 |
| Counselling sessions (women) | 69 | 113 | 215 |
| Temporary refuge (women) | 63 | 59 | 59 |
| Temporary refuge (children) | 70 | 81 | 54 |
| Counselling & therapy sessions (children) | 34 | 19 | 203 |
| Education sponsorship for children | 90 | 67 | 15 |
| CCC residential children | 1 | 14 | 11 |

Refuge for Children

Children from homes where domestic violence occur, witness the abuse or are directly abused themselves. As a consequence, child survivors have needs and traumas that also require interventions, separately from their mother. These events result in adverse short- and long-term effects on the child if unaddressed.

An abusive home is an unsafe environment for a child. Therefore, in a crisis situation, women bring their children while fleeing from the abusive situation. WAO provides a variety of services to cater to the specific needs of children in domestic violence situations.

In 2019, 54 children, accompanied their mothers stayed at the WAO Refuge, and received essential services from WAO.

In the WAO Refuge, WAO facilitates physical safety, legal protection, and provides holistic living condition for the children.

Child Activity Centre (CAC)

As WAO continues to explore how to meet the needs of children who had left abusive situations, it became clear that we needed to have a conducive learning space for children that was not in a maximum-security location. This would also allow non-resident children to access activities as well.

In May 2019, the WAO Child Activity Centre became operational. Since then, 68 counselling sessions have been conducted in the CAC. The CAC also hosts weekly BM, English, Science, and Mathematics tuition; as well as ukulele, musicianship, and engineering classes. This range of classes allows the children to develop academically and express themselves creatively.

| Education | Counselling | Fun |
|---|---|--|
| We work to ensure the child's education is uninterrupted during this crisis period. Where possible, WAO facilitates the child to continue formal education. Depending on a child's situation, an alternative arrangement may be needed. | Exposure to domestic violence can have long-term emotional impact on children. Children may experience sleep disturbances, headaches, and delayed cognitive skills, among other challenges. | In addition to expanding the range of services to child survivors of abuse, services also worked closely with external service providers on regular development programmes for survivors and their families. |
| We do home schooling, tutoring, and other educational activities. WAO also facilitates financial assistance for women who have left the shelter, to support educational expenses for their children. | WAO facilitates counselling and therapy for children, to help them manage emotionally. | WAO's resident children had the opportunity to attend futsal and badminton classes, to encourage them to live healthy and active lives. We partnered with Care2Run to help the children develop through team sports. |
| In 2019, 15 children (11 mothers) benefited from our child sponsorship programme. | In 2019, 203 children received counselling or therapy sessions at WAO. | With the assistance of some of these programmes, some of the resident children went on to excel at school sports. |

Case Studies

Abhi (39) & Hari (9), survivors of domestic violence

Client Abhi came to WAO’s shelter from Kedah in January 2019 with her nine year old son, Hari, to escape their abusive situation. She had endured physical and emotional abuse by her husband throughout her 14 years of marriage. Abhi had made multiple police reports against her husband for domestic abuse, but the police chose not to take any action.

In November 2018, her husband hit her multiple times with a metal pipe and threatened to kill her. She filed a police report, but the police dismissed the abuse as a household matter. They encouraged her to talk things out with her husband amicably. In December 2018, he held a knife to Hari’s throat and threatened that he would take his life if she refused to give him her money. A police report was made but again, the police did not take any action.

Abhi and Hari then came to WAO’s shelter in January 2019. With help from her social worker and the advocacy team in WAO, the police in Kedah finally opened their investigations in February 2019.

Abhi’s husband was finally arrested and charged in court for domestic violence in May 2019. Abhi and Hari had also requested for a Protection Order however this was refused by the Welfare Officer. WAO’s social worker assisted the client to proceed with the self application process.

At WAO, Abhi and Hari got to attend counselling sessions, where they learnt healthy coping mechanisms and worked on their fears and traumatic past. Hari also actively participated in programmes conducted by WAO such as tuition classes, sports, and music classes. This enabled him to expand his knowledge, interest and increased his social interaction positively.

Abhi enrolled in English language classes that helped her speak more confidently;

she also participated in dance, yoga and exercise classes that improved her mental and physical well-being; as well as makeup, henna and food handling classes. Abhi was eventually able to develop a side income through her new skills.

Abhi enjoys cooking; her dream is to open a restaurant someday. She was enrolled as a kitchen apprentice in a café, and eventually she was given a permanent staff contract. She has started preparing dishes for customers, and reports that she is happy to be working there.

With the assistance from the social worker, Hari was also successfully transferred to a school nearby and resumed formal schooling.

Abhi has found a place to rent, and in December 2019 she moved out from the shelter together with Hari to begin their new lives together.

Anna, (38), survivor of stealthing and rape

Anna is a survivor of rape and stealthing perpetrated by an acquaintance. When Anna realised that her perpetrator had intentionally removed protection (despite the fact that he had agreed to it), Anna felt violated. Stealthing is the act of removing a condom during sex without the consent of the partner. It’s illegal in many countries, and is a form of sexual assault. WAO brought to the attention of Hospital Kuala Lumpur the lack of support and follow up to Post-Exposure Prophylaxis (PEP) which is the anti-retro viral medicine after potential exposure to HIV.

Anna immediately went to seek help at the One-Stop Crisis Centre (OSCC). However, she was denied treatment from the staff, and faced hostility from the authorities based on the circumstances of her case. Anna contacted the WAO Hotline and informed the social worker of her situation. WAO social workers went to the hospital with Anna to give her emotional support, as well as to advocate for her right to receive treatment and respect. They requested for police and hospital staff to follow official procedures.

Despite their efforts, treatment and reporting was not made accessible, and Anna felt helpless as she could not easily access timely assistance from these institutions. As it was very late on a weekend night, WAO social workers then assisted Anna by working out alternative ways in which Anna could still access justice and the treatment she needed. They re-drafted her police report, and referred her to an appropriate medical service provider. Though she managed to overcome the obstacles towards lodging a police report and obtaining medical treatment, Anna was very much mentally affected by the treatment from police and hospital staff.

To add insult to injury, Anna’s police report and personal details were leaked to the public. She received an overwhelming number of anonymous messages and calls. In response, WAO social workers arranged safety plans and counselling sessions for Anna to cope with the harassment. Anna decided to lodge formal complaints on the conduct of police and hospital staff towards her, as well as the leak of her personal information to the public.

The WAO social workers and advocacy team worked together to arrange a joint meeting with the hospital staff. The outcome of the joint meeting was that the hospital staff apologized for their mistake.

Anna’s case is still under investigation by the authorities. She is also still recovering from her experiences, but she has made significant progress in her counselling sessions. Anna also knows she is able to consult WAO and receive support in her journey towards justice and recovery.



Jennifer (48) and Samuel (3), survivors of domestic violence

Client Samuel came to the WAO shelter when he was three years old. His mother, Jennifer had been in an abusive relationship for 10 years with her ex-partner. When Jennifer finally decided to break her silence, her family supported her until her ex-partner started harassing them in their homes. The perpetrator would also harass her at her workplace and threaten to take Samuel from his kindergarten in an attempt to cause distress to Jennifer.

Samuel witnessed the abuse that his mother was put through. The 3-year-old would wake up in the middle of night and start crying.

When Samuel first came to the WAO shelter, he could not return to his taska as it posed a security risk. We offered therapy with play for him. The therapist also engaged Jennifer in the therapy sessions. With the intervention of a social worker, Samuel also eventually obtained an interim protection order (IPO) and was able to go to a kindergarten.

To this day, Samuel continues to attend daycare at the WAO CCC, and participates in all the programmes that are suitable for him. Jennifer, who could not work for some time due to an illness, was happy that Samuel has got back his childhood and finds our programmes to be very essential for his development.

educational programmes and sports. She was appointed the leader of weekly football sessions with other daycare children, giving her leadership opportunities.

Eventually, Yanti was able to make the decision to leave WAO to stay with her extended family.

Yanti, (16), child survivor

Yanti was a 16-year old unaccompanied minor who had experienced both abuse and neglect from her immediate family. She had many adverse childhood experiences, including sexual abuse. When she was placed under the care of WAO, she was given private home-schooling as she had not had any form of formal education since the age of 12.

WAO tailored specific assistance for her in terms of education, sports and recreation so as to restore structure to her life. She was also given mental health support to help her develop healthier coping mechanisms.

Under WAO’s intervention, Yanti bloomed. She started off as a shy child, but was soon able to converse in English. She became very confident and active in both

Case Studies

Reena’s Story: WAO Children Academic and Child Well-Being Programmes

Reena, her mom and four other siblings came to seek refuge at the WAO shelter in 2019. Her mother endured more than 15 years of abuse. Reena’s mother had stayed on in the marriage believing it to be in the best interest of the children and with hopes that ther husband would change someday. But it only got worse and to a point that Reena and her siblings did not attend school regularly as the situation at home was volatile. One day, the abuse was so bad that it drove her mother to attempt suicide. Her mother was referred to WAO by a doctor in the hospital after a week of recovery in hospital. Reena, her mother and siblings became WAO shelter residents soon after her mother’s discharge from the hospital

After being absent from school for four months, Reena was transferred to a secondary school in Petaling Jaya. The adjustment was not easy, as she was in a new environment and was burdened by the stress of the crisis her family was facing. She struggled in class as she had missed many months of class. What worried her most

was knowing she had to take her PT3 examinations in September.

WAO arranged tuition classes in English, Bahasa Malaysia, Science, Mathematics and History. Reena was determined to do well although it was tough having missed four months of school. Although she was disappointed with her trial results, WAO continued to motivate her to study smart. Closer to the examinations we arranged for more tuition classes with intensive classes for her weakest subject, History.

Her hard work paid off with much improved results in her PT3 examinations. She was very motivated and realised that she needed to continue to work hard to achieve better results. She knew that being the eldest of five siblings, she had to set an example to them. Reena is determined to do well in her SPM, especially after seeing how difficult it has been for her mother to find a job without the SPM qualifications.

Reena also participated in all the other extra-curricular programmes for the clients of WAO. With only four months of ukulele lessons at WAO, Reena was proud to perform for a live audience on two occasions. She also actively participates in all WAO sports programmes like futsal, badminton, yoga and body weight exercise classes. One of her favourite programmes was

Care2Run, a 10-week motivation programme.

She also attended the several WAO events for girls: Dream Big workshop with The Body Shop Malaysia, Love Your Body partnership project and book launch with Scholastic Asia, and Child Rights Coalition Malaysia (CRCM) report launch at Rumah Tangsi, Kuala Lumpur.

Reena has come a long way. She is diligent and very caring. She dotes on her siblings and is very organised. We are very proud of her achievements and the amazing personality she has.

Reena’s testimony: “I am now more confident and am able to come out from depression thanks to WAO. I have improved in my school work.....before I could not do mathematics and could not speak English, but now I can, thanks to all the tuition and programmes and activities I have attended. I am now a happier me. Thank you WAO for helping my mother and us (children) from our abusive father and for helping me to go to school again..... for giving me a second chance to improve in my academics. Because of WAO, I will continue to study harder and help my mother”.



Henna Art Project – Programmes for Women Survivors

experiencing domestic violence for many years. A sergeant from a police station referred her to the WAOfor shelter on 2nd February 2019. After staying for a week at WAO Shelter, Sally went back to her husband as her children were with him and because she did not come with her children, she was emotionally drawn to return to care for the children.

In July 2019, Sally left the abusive situation again and came to WAO for shelter. During our evaluations, we realized that Sally was really artistic and had interest in henna art. We enrolled her to the WAO The Henna Art Project.

The Henna Art Project is a WAO Social Enterprise Initiative for Women. The objective of this Henna Project is to teach and develop the artistic skill of henna art to women and help them grow their entrepreneurial skills. This empowerment project is open to all women; our clients and women from the community in general. The inclusion of the women from the community will help the sustainability of this project and help bridge women back into society better and through a healthy environment.

During her three-month stay at the WAO shelter, Sally attended five classes by a trained henna artist and received a certificate upon completion of the structured lessons by Amu’s Academy of Bridal Beauty. She also participated in the WAO Social Enterprise initiative where we introduced and coached her on various

areas of business i.e. business planning, management, marketing, accounting and finance (budgeting and accounting procedures) etc.

During Deepavali, Sally used her talent and skills, for the first time in Malaysia, she earned her own money. Feeling really proud of her achievements her entrepreneurship as a henna artist, she went on to develop several YouTube tutorial videos on henna art. She is now a successful henna artist and takes on customers by appointment.

WAO is indeed very happy for Sally and wishes her the best in her new endeavours.

“Thank u miss... thank u for u and everybody ... W.a.o... Today i can earn myself. like this because of u all... I happy”. Thank u mis... To teach me... I at home kids sleep drow drow practis. Now i can draw verry beutifull...Thank u mis teach me lot of good things to me.... I really learn lot of things that 3 months ... And i stay verry happy with u all Thank u mis for everything.... Becouse of u all i can drow henna like this and i do beading also....”

We are glad that we were able to enhance her talent and empower her to be a successful entrepreneur with her own talent and skills despite being a foreigner in Malaysia.

Since the launch of the Henna Art Project, we have had two batches of henna art graduates. The ten proud graduates are all WAO survivors; Malaysians, non-Malaysians and UNHCR refugees. Their first debut was the Deepavali Henna Project in Bangsar where the 10 survivors set up several booths and offered their henna art services over two weekends before Deepavali. The venue sponsors were very supportive and the project was a success. At the end of the project, we reviewed and assessed the project individually and as a group. Some broke down in tears of joy after calculating their earnings for the day. One survivor in her sharing with the group at the end of the project shared how happy she was to hold the cash in her hands which she was going to use to buy her four-year-old son his first set of new clothes for the festivities. They also provided free henna art services during the WAO Annual Gathering in December 2019 at Starling Mall as a pay-it forward effort for other WAO survivors and to share their talent so that more women will join them in this project.

| Subject | Trial Results | Actual PT3 Results |
|-----------------------|---------------|--------------------|
| English | B | A |
| Bahasa Malaysia | E | C |
| Matematik | E | D |
| Sains | Fail | E |
| Reka Bentuk Teknologi | Fail | E |
| Geografi | Fail | D |
| Sejarah | Fail | C |

We Advocate

Learning from women's experiences – we campaign, produce research, and engage with policymakers, to end gender-based violence and achieve gender equality in Malaysia.

Public Policy Reform Campaigns

WAO advocates for improved public policies relating to gender-based violence and gender equality – through engaging with policymakers and the public. We collaborate with women's group networks including the Joint Action Group for Gender Equality (JAG), and the National Council of Women's Organisations (NCWO).

In 2019, WAO's campaigns resulted in two new government policies, two law reform commitments, the formation of three government-NGO law reform committees, and one government standard operating procedure improvement.

WAO worked with the Ministry of Women, Family and Community Development to establish the **National Domestic Violence Response Committee** (Jawatankuasa Menangani Keganasan Rumah Tangga) in 2019.

This is a major development in domestic violence policy in Malaysia – in line with international good practice. As multiple stakeholders are involved in domestic violence response, an institutionalised platform is needed to improve coordination.

The Committee consists of government agencies and NGOs, including WAO. It is a platform for relevant stakeholders to coordinate, share information, and recommend policy improvements to improve domestic violence response. Chaired by the Ministry's Secretary-General, the Committee convenes at least twice a year. The inaugural meeting was held in November 2019.

WAO also worked with the Ministry of Women, Family and Community Development and state-level stakeholders to set up **state-level platforms** to coordinate and improve domestic violence response.

Through the National Domestic Violence Response Committee, each State / Federal Territory Working Committee (Jawatankuasa Kerja Tindakan Negeri /

Wilayah Persekutuan) has been requested to include domestic violence as part of their meeting agendas.

In Selangor, the Welfare Department continues to organise interagency meetings on Domestic Violence twice a year, which includes state-level government agencies and WAO.

WAO also worked with state-level partners to organise multi-stakeholder dialogues in Kelantan and Sarawak.

WAO continued campaigning for **anti-stalking laws**. Stalking is harmful and often precedes more serious harm. More and more countries are enacting anti-stalking legislation.

In 2019, we reached significant milestones. WAO engaged with the Minister in the Prime Minister's Office (Law), who committed to introduce anti-stalking laws.

An Anti-Stalking Committee (Jawatankuasa Kerja Bagi Mengkaji Dasar Berhubung Keperluan Untuk Mewujudkan Undang-Undang Mengenai Anti-Stalking) was formed, consisting of government agencies, WAO, and the Bar Council. The Committee prepared draft legislation.

WAO continued advocating for improved employment standards for women workers, with #Rights4Parents as the overarching message. WAO campaigned for **paternity leave** for working fathers in the private sector. Paternity leave benefits families, and helps change mindsets around gender roles.

We engaged with the Ministry of Human Resources, and the Ministry eventually proposed including a three-day paternity leave in the Employment Act 1955.

WAO launched a campaign for a seven-day paternity leave in 2019, which is more in line with global standards. We engaged further with the Ministry of Human Resources and other policymakers, and organised a petition-drive collecting over 40,000 signatures.

The Minister committed to propose a seven-day paternity leave to the Cabinet.

Another employment standard WAO campaigned for in 2019 was for **anti-**

discrimination protection for job seekers. Women face multiple forms of discrimination during recruitment, for example due to pregnancy, motherhood, and wearing or not wearing a head-scarf – yet this discrimination is not prohibited.

WAO worked with the Malaysian Human Rights Commission (SUHAKAM) and with more than 30 NGOs to engage the Ministry of Human Resources to include this protection.

Though anti-discrimination protection for employees and prohibition of discriminatory contracts have been included by the Ministry, protection for job-seekers has not yet been included.

WAO, with other women's rights organisations, continued working with the Ministry of Women, Family and Community Development to introduce a **Sexual Harassment bill**. A 2019 survey by YouGov found that 36% of Malaysian women have experienced sexual harassment.

In 2019, the Ministry formed the Sexual Harassment Bill Special Projects Team, consisting of government agencies, academics, and NGOs including WAO. The Team has prepared draft legislation.

WAO and other women's rights organisations also continued working with the Ministry of Women, Family and Community Development to introduce a **Gender Equality bill** or anti-discrimination against women bill. In the World Economic Forum's Global Gender Gap Report, Malaysia ranked a low 105th out of 153 countries in gender equality.

In 2019, the Ministry set up the Anti-Discrimination Against Women Bill Special Projects Team, consisting of government agencies, academics, and NGOs including WAO. Team has prepared draft legislation.

WAO engaged the National Registration Department on **divorce procedures involving domestic violence**. Spouses are required to attend marriage tribunal sessions before getting a divorce; requiring domestic violence survivors to meet their abusive spouse put survivors at risk.





As a result of WAO's engagement, the Department adapted its standard operating procedures to improve the safety of domestic violence survivors seeking divorce.

WAO continue to be part of the movement to end child marriage, and contributed to the campaign for equal nationality rights for women.

To improve collective response to domestic violence and gender-based violence, WAO engages with various government frontline entities. These engagements aim to build better working relationships, improve mutual understanding, and work out obstacles.

In 2019, WAO engaged with 35 frontline entities, including 17 state agencies, nine hospitals, four elected representative offices, three federal entities, and two clinics.

Public Engagement & Media Mentions

WAO conducts public engagement through news media. Exposure in newspapers, online news, TV, radio and magazines enables WAO to reach a wide audience. This informs the public on domestic violence, gender equality, and WAO services – and galvanises support for WAO campaigns.

In 2019, WAO earned 619 media mentions – reaching millions of persons (compared to 385 media mentions in 2018).

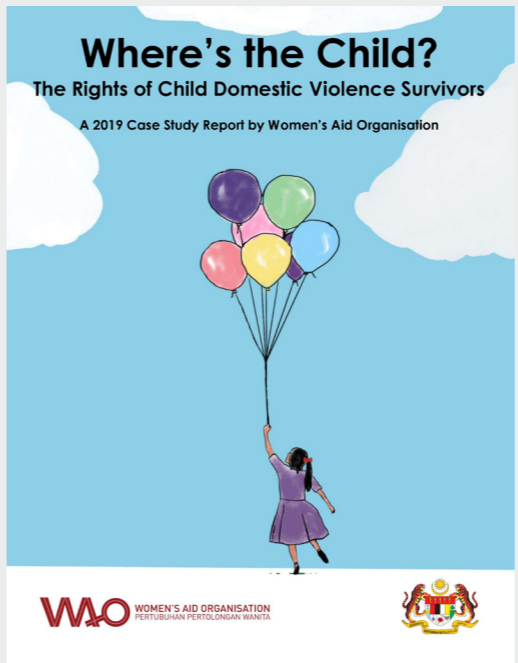
Notably, we continued to increase our radio presence (86 media mentions in 2019, compared to 36 in 2018), and Bahasa Malaysia news media presence (113 media mentions in 2019, compared to 57 in 2018).

WAO also engages the public through social media. At the end of 2018, WAO's social media reach was: Facebook: 21,775 likes; Instagram: 4,407 followers; and Twitter: 7,538 followers.

The WAO website is an important source of information on domestic violence and women's rights.

At the end of 2019, WAO's website had 153,000 visits (110,000 unique visits).

We Advocate



Research & Publications

WAO produces impact-oriented research, to improve public understanding of gender equality issues and to inform WAO programmes. This includes producing reports, research papers, policy briefs, and other publications. We do this in partnership with researchers and other NGOs.

In 2019, WAO produced two reports, one research paper, and two policy briefs.

WAO continued to lead the CEDAW Coalition – 37 Malaysian civil society organisations advocating for women's rights through the CEDAW (Convention on the Elimination of All Forms of Discrimination Against Women) review process.

In 2019, the Coalition published the report: **“The Status of Women's Human Rights: 24 Years of CEDAW in Malaysia”**.

The report provides an overview of women's rights in Malaysia, using CEDAW as a framework. It covers topics like discrimination against women in the law, trafficking of women, women in politics, women in employment, violence against women, and other issues. The report provides recommendations to the government in these areas.

WAO also published **“Where's the Child: The Rights of Child Domestic Violence Survivors”**. This 2019 case study report highlights the experiences of children in domestic violence situations, drawing from experiences of survivors who sought support from WAO and other NGOs.

WAO produced the research paper: **“The Shelter Needs of Domestic Violence Survivors and the Availability and Accessibility of Shelters and Related Services in Selangor and Kuala Lumpur”**.

This research paper examines existing domestic violence shelters and service providers to identify gaps in availability and quality. The paper makes several recommendations to policymakers to improve shelter provision for domestic violence survivors.

WAO published two policy briefs in 2019: Domestic Violence and Poverty and The Role of Schools in Protecting Child Domestic Violence Survivors.

The report provides recommendations to government and other service providers on improving domestic violence response for children.



We Partner



WAO is a non-profit organisation functioning and operating from funds raised by way of generous public and private donations, sponsorships and grant applications. As WAO's core work in advocacy and services developed progressively over time requiring more funds to be utilised, it was clear that the way in which WAO had operated before in raising funds needed to be expanded to meet the demands. The initial work of fundraising needed to include elements of branding and brand management, due diligence, social media engagement and content development, and most importantly, community engagement and partnerships with other organisations.

It was a natural and necessary transition as WAO was making way to level up in its impact work and move forward with its three-year strategic planning (2020 - 2023).

The Partnerships division was formed officially in 2019 with a team of five individuals with backgrounds in psychology, public relations, social media, content development, sales and design. The team is led by the Head of Partnerships who is supported by the Digital Content Developer, the Community Engagement Officer, the BM Corporate Communications Liaison and the Social Media Strategist.

The aims and objectives of the division is to increase awareness of WAO in its entirety. This includes not only the work we do in advocacy and services but the brand itself. This serves three functions – 1) to be recognized as the leading women's organisation with regards to providing top tier services for survivors of gender-based violence, 2) to be recognized as a credible source of information, research and data when lobbying for law reforms and changes in policy, 3) to establish that other organisations who collaborate and partner with WAO share the same core values and uphold the Core Humanitarian Standard.

Community Engagement and Partnerships

2019 was a refreshing year filled with events and enriching partnerships from students, corporations to fabulous fashion designers. The goal for the work we do in community engagement is be present at events (public or private) and create a space for the public to learn more about their rights and how to play an active role in promoting gender equality and in ending violence against women and children. Through WAO's #SafeCommunity campaign – WAO had engaged with Cummins Inc. Malaysia organizing Brown Bag sessions in their Selangor branch and also coordinating talks with their East Malaysia offices in Tawau and Kota Kinabalu, Sabah.

Through WAO's #SafeCommunity campaign, it was essential for us to reach out and engage with various demographic groups ranging from children and students to adults working in SMEs and the larger corporations. WAO had undertaken and participated in 13 event exhibitions and presented in 48 public talks. The total number of attendees were estimated to be more than 480 people who had learned about the dangers of domestic violence and how to respond and support survivors. This is the impact that WAO strives to create everyday in our engagements with the community, for every one person who is equipped with information on getting help and supporting survivors, it changes lives and builds a #SafeCommunity.

WAO's #SafeCommunity campaign had opened up doors for us to engage more strategically with the private sector to incorporate awareness talks, crisis response training and volunteering activities in our WAO Brown Bag sessions which run between 1.5 - 3 hours. As we provide very rich content on gender equality and important information in crisis support for domestic violence to employees, we discovered that companies are more than willing to partner up with WAO and invest in our work for the community. Cummins Inc. is one such partner who had invested in WAO's #SafeCommunity programme. We had engaged with them by organising our Brown Bag sessions and talks in their Selangor Branch, Tawau and Kota Kinabalu offices and also in their CSR volunteer activities. The Selangor Branch of Cummins Inc. Malaysia had organised as part of their internal CSR programme ukulele painting sessions which were then gifted to our resident kids who learnt to play the ukulele under our Child Enrichment programme.

RCE Marketing is another partner that WAO engaged with to provide trainings on #SafeCommunity to their employees. They believe in the work we do and had taken a step further to come on board to invest in WAO's counselling sessions for our survivors. Not all partnerships are about investing in WAO, our Brown Bag session with Fossil Malaysia inspired their staff to volunteer and assist in shuttling our resident children to and fro to attend their Child Enrichment programmes. In 2019, we had a total of 569 new volunteer registration which show that our engagements had inspired the public to want to give back to the community and volunteer their time to our cause.

We continuously look out for enriching partnerships with the private sector as we recognise that through our community engagement efforts with corporates, domestic violence survivors are identified among the staff body, or the close relation or friend of a survivor is identified.

In one instance where WAO was asked to train staff on #SafeCommunity and on domestic violence, the CEO was the main influencer who felt the need for awareness among staff as one of the employees was experiencing domestic violence. He saw WAO's #SafeCommunity talk and training as a way to unpack what was going on with the survivor, who was considered a valued staff member. The talk had deeply impacted this particular community.

The private sector encompassing corporations and SMEs play a pivotal role in setting standards and accountability within their own work community to recognise gender equality and the need to put an end to domestic violence. The ripple effect from WAO's community engagement programmes through #SafeCommunity extend beyond the corporate walls into the individual lives of the employees. They then re-create and build a #SafeCommunity within their own spheres of influence; family, friends, neighbours and neighbourhood.

We have seen the effectiveness of these engagements as it also transcends into cyberspace, with more individuals from partner organisations following WAO on social media and speaking out.



Social Media

Throughout 2019, Partnerships worked hard in creating content that is informative, thought provoking, delightful and speaks to a general audience. Since we began, WAO had developed more content in dual languages which not only increased our followers but also expanded WAO's reach in advocacy to a wider audience. Pushing forward to changing mindsets through social media



WAO Merchandise and Pre-Loved Items

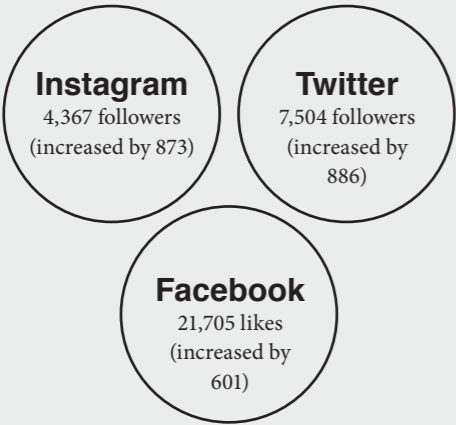
In 2019, Partnership focused on selling pre-loved items. Total sales for WAO Merchandise in 2019 is RM2,205. Pre-loved items sold in 2019 amounted to a total of RM2,030. The combined total sales from WAO merchandise and pre-loved items in 2019 was higher than the sales in 2018. Total sales from WAO merchandise and pre-loved items for 2019 is RM4,362.

Social Media Reach

WAO is on five different social media platforms: Instagram, Twitter, Facebook, YouTube, and LinkedIn.

Content on our social media is increasingly more engaging and vibrant. Generating creative advocacy content that is more relatable has gotten our audience more engaged.

30% of our posts between July and December 2019 were in Bahasa Malaysia (BM), which attracted more BM speaking audiences. Moreover, the Rights4Parents campaign has increased our male audience by 8%.



advocacy, we recognize that creative content using simple language and content that is relatable creates accessibility for all Malaysians to be aware and learn more about their rights and gender equality and how to get help from domestic violence.

Community Engagement

We undertook 16 mobile booths, 48 talks/panels and 20 student interviews.

Volunteers

Number of volunteer forms received between January to December 2019 was 569.



Partner List

As WAO is largely dependent on public donations, we are eternally grateful for all our donors - both corporate and individuals. Over the years, we have developed a kindred relationship with our regular donors and supporters. They have never failed to come to our rescue when we put out a call for donations in bad times.

We would like to thank everyone who has donated in kind. Groceries and sundries are always welcome as this lessens our expenditure. Our operations have grown to two houses and an office, a far cry from the days when we first started in one location.

Annually, WAO organizes a few fund raising events such as movie premiers, walks and dinner.

| Amount (RM) | Donor |
|-------------------|--|
| 300,000 - 500,000 | 1. Yayasan Sime Darby |
| | 2. Selangor Properties Berhad |
| | 3. The Melium Group & Malaysia Tatler |
| 100,000 - 299,999 | 1. YTL Hotels & Properties Sdn. Bhd. |
| | 2. Westports Malaysia Sdn. Bhd. |
| | 3. Johor Darul Ta'zim Football Club |
| 50,000 - 99,999 | 1. Richard Alexander John Curtis |
| | 2. Datin Sri Teh Ban Nee |
| 20,000 - 49,999 | 1. Sin Heap Lee Holdings Sdn. Bhd. |
| | 2. Ong Kook Liong |
| | 3. Selangor State Economic Planning Unit |
| | 4. RCE Marketing Sdn Bhd |
| | 5. OEM Autoseats Malaysia Sdn Bhd |
| | 6. Kuok Foundation Berhad |
| | 7. International Catholic Migration Commission (ICMC) |
| | 8. GlobalGiving |
| | 9. Envico Travel Retail Sdn. Bhd. |
| | 10. Dato Simon Foong Choong Heng |
| | 11. Daniel Yong Chen-i |
| | 12. BMMB J Kuasa Projek |
| | 13. Hannah Yeoh, MP |
| 10,000 - 19,999 | 1. Worley Shared Services Sdn Bhd |
| | 2. United Nations High Commissioner for Refugees (UNHCR) |
| | 3. Marco Ronaldo Mario Caramella |
| | 4. Lim Kuan Gin |
| | 5. Sheranjiv Sammanathan |
| | 6. IWB Consultancy Sdn Bhd |
| | 7. Fitness First Malaysia |
| 5,000 - 9,999 | 1. Saadiah Binti Aziz |
| | 2. Low Thien Hoe |
| | 3. Lai Voon Hon |
| | 4. Kyochon Sdn Bhd |
| | 5. English Hotbread (SEL) Sdn. Bhd. |
| | 6. David Matthew |
| | 7. Dani Sdn Bhd |
| | 8. Bock & Partners |

Girl Empowerment and Partnerships

Another enriching programme we organized was the Girl Empowerment series which WAO had the pleasure of partnering up with the Body Shop Malaysia and Scholastic Asia. The Girl Empowerment series is a collaboration between WAO and selected corporate partners to bring forth programmes focused on the empowerment of girls. For each Girl Empowerment session, WAO had exposed and introduced our girl participants to strong empowered women leaders such as YB Hannah Yeoh – the Former Deputy Minister for Women, Family and Community Development, YB Teo Nie Ching – the Former Deputy Minister for the Ministry of Education, Tom Abang Saufi – Malaysia’s Fashion Designer and so on so as to create great role models in Malaysia for our girl participants to look up to.

The latest programme is the WAO Shop, which was set up to help with fundraising efforts in the sales of pre-loved items donated by generous donors. We had also extended our WAO Shop fundraising reach to Carousell and worked to push our WAO merchandise on our social media platforms too. We had a lot of fun with this endeavor as our volunteers worked together to push out items and raise funds. It was not easy but the idea was to connect with the public and get them involved in community work. We hope to further push the WAO brand and content out far and wide so we may reach those women and children who are experiencing violence and in need of WAO’s services. Raising awareness is the first step to creating impact and changing lives. Partnerships is committed to this goal.



Youth Empowerment

University and college engagements are part of our main Community Engagement activity. In 2019 we had received 20 interview requests from undergraduate and master’s students. We allocate specific time for these students as not only does the information that we share raise their awareness on the subject and assists them in their thesis, but it also means that the data and statistics collected from our services and advocacy team on survivor’s lived realities are recognised as credible sources of information. We have been mentioned in 36 number of international journals elevating WAO’s work and brand to new scholarly heights. WAO’s social media has increased in its number of followers on average a minimum of between 60 - 120 organic new followers per month. This

is a great indication that more people are aware of the WAO brand and the services we provide. Latest marketing trends have shown that people follow their interests and want to engage with those who share similar interests on social media with the idea of belonging to a ‘tribe’, a group of people who share the same beliefs and values. WAO social media strategy is to expand the #TeamWAO - which is the ‘tribe’ of those who share in WAO’s Core Values, Mission and Vision. We notice a stark increase in new followers when we create content in dual languages. The aim is to reach out and impact as many people as we can on ground, offline and online.

We Build Capacity

Beginning January 2019, WAO's newly formed Capacity Building team delivered training to a total of 4,218 individuals in seven states in Malaysia. Starting from just staff from advocacy, this team has grown tremendously with four dedicated staff in total.

The Capacity Building team strives to work in ways that are relevant, accountable and equally accessible to women and children in their unique communities. The team is motivated to improve and deliver work that is relevant, efficient, accountable and equally accessible to women and children in need of support.

Guided by intersectional feminist principles that are rooted in ground realities, the Capacity Building team delivers our work guided by core values which are survivor focused, feminist & collaborative, capacitating and advocating with all stakeholders to ensure knowledge prioritisation and realisation of gender and child rights.

The objective of the methodology employed to build capacities, whether they are trainings, workshops, or interactive forums, is to create awareness and better understanding among individuals, public and relevant agencies, to act on the issues of violence against women and the underlying inequalities. The programme works with policymakers, corporations, lawmakers and law enforcement to bring about gender equality, end gender-based violence in Malaysia and observe children's human rights and empowerment.



Building culture and practices based on women's and children's human rights

796

Reached in
Local Communities

2,712

Reached in
Corporate Sector

776

Reached in
Government
Trainings

Communities taking action against GBV

Safe Community Workshops

The Safe Community model is a holistic approach towards community engagement and prevention. Following a model that has proven to be impactful, the project aims to help communities learn what gender-based violence is, identify its root causes, how it affects a community and just how critical it is for community members to take responsibility: to not be mere passive bystanders.

This comprehensive project features collaborations with locally relevant NGOs and identified allies in a community, to help them prevent and respond to gender-based violence, and know where to refer survivors, family, friends and abusers for help and support. Our Safe Community

facilitators and eventually, trained community trainers, provided tailored training to women towards creating critical grassroots allies on all fronts and all circles of a community.

By empowering and strengthening the community in this way, the Safe Community’s overarching aim is to gradually reduce gender-based violence occurrences within the community. The objectives targeted from the implementation of Safe Community Model are:

a) Empower B40 communities with ‘3R’ skills: to be able to Recognise violence, to know how to Respond, be able to Refer survivors to the support they need, as well as to support community shelters.

b) Ensure survivors of domestic violence particularly children benefit from

systematic practices and policies that are focused on preventing and responding to the incidence of domestic violence, thereby achieving a progressive increase in the number of survivors receiving protection and recovery, as well as a progressive overall reduction in instances of violence in homes and the community.

c) Encourage attitudinal shifts in the targeted communities: building rejection of violence against women, awareness of gender-based violence and how it negatively impacts an entire community, and in the longer-term, increasing concrete supportive action towards survivors.

Safe Communities Against Domestic Violence

WAO’s outreach efforts under ‘Safe Communities’, mainstream and implement the roles and responsibilities outlined in the Garis Panduan Pengendalian Kes Keganasan Rumah Tangga, has been critical in enhancing the outcomes of both the cases of individual survivors of domestic violence, as well as improving the overall multi-agency response to gender-based violence, particularly domestic violence.

In addition to helping promote uniform standards for all domestic violence shelters, WAO has also engaged in efforts to build a network of existing and potential service providers in order to expand access to critical services for domestic violence survivors across the country.

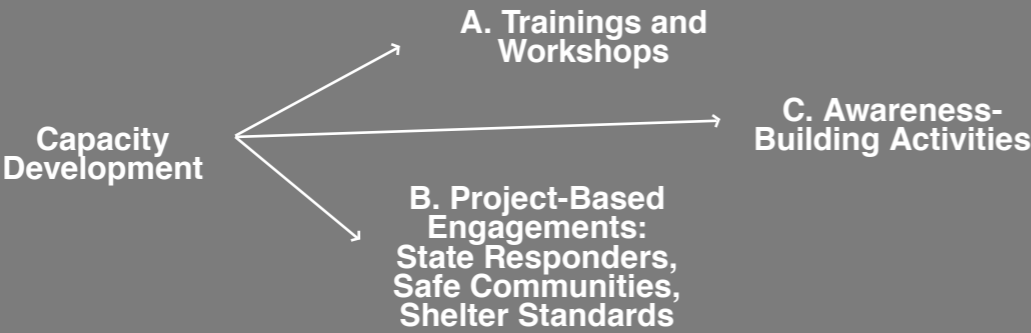
Connecting Stakeholders

In November 2019, WAO was invited to a dialogue with the Sarawak state Government agencies and NGOs to discuss how we can work together for the improvement of domestic violence response mechanisms in the state. WAO shared about the on-going local initiatives in Peninsular, including the setting-up of the multi-stakeholder committee on the federal level and the Safe Community training for the frontliners/first responders.

We also shared best practices examples from other countries that may be adopted locally. This received Sarawak state buy-in and is contingent upon active collaboration with the local community stakeholders including Sarawak Women for Women Society (SWWS)

| | | |
|---|---|---|
| ★ | ★ | ★ |
| Trained and supported by WAO to strengthen the knowledge and ability of Communities to recognise and respond to and refer (3R skills) incidents of GBV. | Supported the community with WAO’s awareness initiatives on preventing and responding to violence against women and children. | Built good practices of service providers and state first responders operating in the community on the laws and policies that serve the rights to be protected against GBV. |
| ★ | ★ | ★ |
| Supported Safe Community advocates in fostering community link and response networks. Safe Community Advocates demonstrated engagement and worked to cascade and amplify 3R skills that they have learnt to benefit their own communities | WAO’s follow-up support were made available for women survivors of violence and their children to enhance their access to justice and protection of their rights. | WAO’s long-term support to guide community advocates in setting up standards-based crisis referral and shelter systems for women and child survivors of violence. |

The Model



Phase 1

Workshop

Participants are introduced to handling gender-based violence concepts and scope

Phase 2

Training of Trainers

Selected graduates are given Trainer skills on how to get immersed in and facilitate Phase 1 content and activities (participatory approach)

Phase 3

Trainers Tryouts

Trained Trainers practise what was learnt in Phase 2 by conducting a Pilot Phase 1 workshop with fresh participants, mentored by WAO trainers

Integrating Public Health, Criminal Justice and Human Rights Frameworks in Practice: Safe Communities Against Gender-Based Violence



WAO's efforts under 'Safe Communities', is framed upon three systemic and systematic guidelines; the Garis Panduan Pengendalian Kes Keganasan Rumah Tangga, the One-Stop Crisis Centre (OSCC) Guidelines and WAO's Shelter Standards.

WAO is instrumental in its role to mainstream the implementation of the crucial roles and responsibilities spelt out in the three SOPs above, which in turn has been critical in enhancing the outcomes of both the cases of individual survivors of domestic violence, as well as improving the overall multi-agency response to gender-based violence, particularly domestic violence.

Overview : Impact of Engagements

4,218 Diverse Beneficiaries

Individuals trained and supported by WAO to strengthen the knowledge and ability of communities to recognise and respond to and refer (3R skills) incidents of GBV.

796 Local Community Network

Rooted in ground realities, we look at each district's gendered realities in a holistic, ecosystem manner. We listen and center all activities in each district upon the local grassroots women and their mobilisers (whether local or otherwise). Participation in rural or urban areas involve community stakeholders such as the single mothers network, male allies such as village heads and religious leaders, and active NGOs in the local area. Supported Safe Community advocates in fostering community link and response networks. Safe Community Advocates demonstrated engagements and worked to cascade and amplify 3R skills that they have learnt, (Recognise, Respond, Refer GBV), to benefit their own communities.

48 Community Advocates

WAO's long-term support to guide NGOs and Community advocates in setting up standards-based crisis referral and shelter systems for women and child survivors of violence.

In addition to helping promote uniform standards for all domestic violence shelters, WAO has also engaged in efforts to build a network of existing and potential service providers in order to expand access to critical services for domestic violence survivors across the country.

The Action Plan to inculcate good practices whether in government agencies, grassroots communities, or the corporate sector is designed in three phases for each category of beneficiary. Phase 1 is applied in the short or immediate term, Phase 2 in the mid-term, and Phase 3 is for the longer term whenever the opportunity is agreed on between WAO and the beneficiary.

2,712 Worker-Allies

Changing approaches centred on how business could be framed on human rights, we nurture collaborations with the corporate sector that emphasises how industry practices could ensure a gender equal and a harassment and violence-free workplace. Plantation and manufacturing factories' staff, particularly women workers shaped their work-life experiences.

Supported the corporate community with WAO's awareness initiatives on preventing and responding to violence against women and children.

776 State Support Network

The Malaysian government and the people working in its institutions are fundamental components to the realisation of women's and children's rights. We made inroads to 'norming' the multisectoral approach; where the health, criminal justice, welfare and religious affairs arms of the government joined hands towards service providers' actions that upholds the rights of each survivor. Built good practices of service providers and state first responders operating in the community on the laws and policies that serve the rights to be protected against GBV.



WAO Nationwide Footprint 2019: Seven States in One Year

While maintaining our core strengths as one of the expert NGOs in Klang Valley, the Capacity Building Team's outreach extended across Malaysia with a regional or zonal action plan ; activities were conducted in selected States in the North, South and the East Coast of the Peninsular, and the two East Malaysian states. In all these seven states, the Capacity Building Team utilised a multi-pronged strategy : in between carrying out the training activity, we conducted meetings, participated in dialogues and visited potential sites for shelters or potential funders. The strategies were adapted to the lived realities in each State, in terms of creating social impact towards freedom from gender-based violence.

Sarawak: Connecting Stakeholders via Local Advocates

In November 2019, WAO was invited to a dialogue with Sarawak state government agencies and NGOs to discuss how we can work together for the improvement of domestic violence response mechanisms in the state. WAO shared the on-going local initiatives in Peninsular, including the setting-up of the multi-stakeholder committee on the federal level and the Safe Communities training for the frontliners/first responders.

We also shared best practices examples from other countries that may be adopted locally. This received Sarawak state buy-in and is contingent upon active collaboration with the local community stakeholders including Sarawak Women for Women Society (SWWS).

In terms of Shelter Standards and Network, we presented via SWWS, a comprehensive proposal for DV-specific shelters to the Sarawak state government.

Selangor: Integrated Safe Community Approaches

Safe Community Selangor YB Dr. Siti Mariah binti Mahmud's office (Selangor Women's EXCO) and the Selangor Economic Planning Unit have funded Gender-Based Violence workshops in four districts in 2019, including Klang and Petaling. The groundbreaking approach to these 'Komuniti Selamat Bersepadu' Workshops is the practical emphasis on ascertaining actual safe spaces which include shelter locations as part of the workshop content.

Shelter Standards Workshop in Selangor

Together with WAO's Services Team, WAO held a workshop with 33 IKRAM volunteers nationwide. Action plans with clear timelines were developed by NGO towards having a shelter network (per zone in Malaysia), was owned and designed by the participants. A designated capacity building coordinator is following up on the action plans and to update the shelter network.

The Impact So Far

Action plans with clear timelines towards having GBV referral pathways starting from hospitals (or the One-Stop Crisis Centre), located in each main district. Current information emphasises the possibility of temporary safe spaces and/or shelters (per

DUN in Selangor). These action plans were owned and designed by the participants who are DUN or MPs' staff. In total, we trained 120 participants in these four locations (31 in Hulu Selangor, 32 in Petaling, 29 in Kuala Selangor and 28 in Klang).

Kelantan : Multi-pronged strategies Safe Community

Workshop in Kelantan

For the first time ever, WAO had been asked to design and conduct two sets of gender-based violence GBV workshops organised by the state office of the Women's Development Department (under the purview of the Women's Ministry or KPWK). The two workshops were conducted in Tanah Merah (rural area) and Pengkalan Chepa (semi-rural) in Kelantan, focusing on specific areas of (GBV) and child sexual abuse for 72 participants.

The workshop was tailored to the context of Kelantan lived experiences (based on the participants' learning needs assessment and other available information on survivors of GBV that WAO had received). Uncertainty for the referral and reporting of violence process were acknowledged and flagged while highlighting the specific support required by the survivor, and possible access to the survivors' rights at every step of the referral to the criminal justice process. CEDAW and CRC standards were weaved into the application of Malaysian laws and sexual harassment Code in the workplace.

WAO received the privilege of being included in an interagency Dialogue on its One-Stop Crisis Centre operating in Kota Bharu, via the local NGO, Reproductive Health Association of Kelantan (ReHAK). We made great strides in terms of shelter standards and networks, and are informed that the State Women Development Department has set-up a shelter in Kota Bharu while ReHAK that we supported has set-up another in Tanah Merah.

Impact

Generated capacity to recognise, respond and refer effectively to gender-based violence cases within selected Kelantan communities, and refreshed the memory of government personnel of their interlinking work for violence survivors. The participants gained familiarity with existing referral pathways and were walked

through the existing survivor-centric and multi-sectoral systems that exist in theory, and could be revived in practice in Kelantan.

Sabah : Domestic Violence as a Public Health Issue

Organised by Sabah Women and Children's Hospital One-Stop Crisis Centre Symposium WAO together with our local NGO partner Sabah Women's Action-Resource Group (SAWO), jointly presented to 150 doctors and medical staff on how to implement the OSCC guidelines using a survivor-centric approach, with an emphasis to NGOs role in a larger women's rights context.

Healthcare Response to Domestic Violence Workshop, Queen Elizabeth Hospital, Kota Kinabalu.

WAO trained 34 Queen Elizabeth Hospital staff consisting of doctors, nurses, counsellors and medical social workers, on implementation of OSCC guidelines and processes through a survivor-centric perspective and approach.



Capacity Building Workshops



Creating Survivor-Centric Practices within Government Institutions and Personnel



Universiti Kebangsaan Malaysia Hospital Training: One-Stop Crisis Centre Handling of Domestic Violence cases

WAO trained 54 doctors on how to implement the OSCC guidelines using a survivor-centric approach.

Impact

Generated capacity to recognise, respond (treatment) and further refer effectively for doctors and nurses who receive domestic gender-based violence cases and to integrate their work with other agencies responsible for domestic violence survivors.

The participants gained familiarity with existing referral pathways and were walked through the existing survivor-centric and multi-sectoral systems that could be practised in terms of domestic violence as a public health issue.

Gender Progressive Corporate Culture

Cummins Inc.

Business and Women’s Human Rights Narrative Advocating for a Safe Working Environment

Since December 2018, WAO has been working in collaboration with Cummins Inc’s management towards gender equal workplaces and to disseminate advocacy messages aimed to change patriarchal attitudes and ultimately, to end violence and discrimination against women.

In conjunction with this year’s International Women’s Day that was themed “Balance for Better”, WAO and Cummins had organised a Brown Bag Session on 8 April 2019, to generate awareness with 25 Cummins employees as the participants in a forum-style session.

The session was sandwiched with the participants’ lunch hour, with an emphasis on participatory, active-learning approach. It delved into the context and lived realities of employees in terms of gender-based violence such as violence, evidence-based data was presented, for example on sexual harassment in factories.

Objectives of the Brown Bag Advocacy

The central theme of the session was on violence against women, and to raise awareness of the applicable rights related to workplaces in the Klang Valley as a primary example. This awareness activity is geared towards real change in rejecting gender-based violence, and to obtain staff’s collective and individual buy-in for the ‘safe from violence workplace initiative’. While doing so, WAO also aimed to



inspire individuals in Cummins Inc to step forward to become WAO volunteers in our joint struggle towards safe communities.

Impact

70 Cummins Employees joined the Safe Community Workshop

1. Primarily, the sessions underlined the message that violence against women and children will not be tolerated. It was impressed upon management and staff alike that here is a critical need to empower our workplace environment to not just identify problems, but to be able to do something about it.

2. Clear calls for strong protective responses from the workplace community when faced with situations of harassment and violence, was emphasised. This is the crucial response due to a culture of inequality and an absence of women’s equal access to the appropriate response, where women are continually placed at risk of harm.

3. Finally, this project flagged the critical need to bring about change in attitudes, systems and in making possible better access to justice and protection for women and children at risk of harm.

Muhibbah Alliance Training

WAO trained 27 Muhibbah Alliance staff on what is domestic violence and how to respond to survivors of domestic violence.

Impact

Participants learnt and actively carried out the 3R skills (Recognize, Respond and Refer) taught during the session. For instance, one participant approached us and shared that they will be relaying the various services that WAO provided in helping DV survivors and explaining the cycle of violence to a fellow colleague who is affected by DV.

RCE Marketing Training

WAO trained 104 RCE Staff on domestic violence and sexual harassment at work.

Impact

Participants showed understanding of how DV affects survivors. A participant approached us after the session and shared their interest in volunteering for WAO to help other survivors after having personal experience of DV.

Inspiring Learners

At a plantation workshop in East Malaysia, while exploring the topic of gender equality and women's rights, the participants applied the issue of discrimination to how their fellow migrant workers are not permitted to be employed while pregnant. This was a mutually beneficial learning session and led to a gender lens being applied to the rest of the workshop centred on GBV.

At other workshops, when discussing the challenges faced by survivors, one of the participants shared that their sibling was a DV survivor. In accessing help, it was shared that protection and justice were very difficult processes. The participant opined that the safe communities workshop made them feel empowered to help someone going through a similar situation.

“The key takeaway that is most useful to me is on managing stress and on violence against women”.

“The most useful topic is how to help and assist to reach out to the correct person (reporting procedure channels).”

“Domestic violence is serious and it is not easy to be prevented and eradicated. It involves complex situation(s) in order to achieve the desirable result.”



Yayasan Sime Darby's Gender-Based Violence Workshops in Plantations

Starting from April 2018 and ending in July 2019, WAO together with Yayasan Sime Darby (YSD) and Sime Darby Plantation (SDP) had conducted a series of workshops focusing on specific issues of gender-based violence (GBV), applied specifically to the context of plantation communities.

The workshops covered all zonal areas nationwide; the latest being the East Coast of the Peninsular where Phase 1.5 (a 'lab' workshop functioning as a Pre -Training of Trainers) had just been conducted. The total amount of participants reached is estimated to be 338 Sime Darby staff.

Impact

Generated capacity to recognise, respond and refer effectively to gender-based violence within selected Kelantan communities, and refreshed the memory of government personnel of their interlinking work for violence survivors. The participants gained familiarity with existing referral pathways and were walked through the existing survivor-centric and multi-sectoral systems that exist in theory and could be revived in practice in Kelantan.



Girls Empowerment: Intersecting Gender and Children’s Rights

Workshops

WAO conducted four Girls Empowerment workshops in 2019, in collaboration with the Dutch Embassy, The Body Shop Malaysia, Scholastic Asia and the England Women Cricket Team, respectively.

The workshops are designed to initiate institutionalised and consistent child participation and girls, as human rights advocates, intersected with a gendered perspective.

We trained 66 girls in these four workshops. We also built programmes that introduced the aspects of children’s human rights with direct engagement with girls from diverse and marginalised communities, including families with disabilities and refugee groups. The workshop has the following impact:-

1. Direct the voice of the children addressed to two Malaysian Deputy Ministers (Ministry of Women, Family & Community Development as well as the Ministry of Education) and the Children’s Commissioner.

2. Positive reinforcement and bonding activities (group discussion and speaking, reading circle, sports mentoring by the women’s cricket team (England and Malaysia)).

The Need

Upon entering adolescence, girls face new challenges, such as less incentive to develop sports skills, less autonomy over their bodies, and the almost exclusive responsibility to avoid early pregnancy. In contrast, their male counterparts enjoy privileges reserved for men, including autonomy, mobility and power. In addition to the exclusion of the participation of young women and girls through sports,

this indirectly leads to the reality where they are prevented from achieving their full potential in life as well.

This initiative was designed to empower girls to build leadership skills through quality sports programmes, improving their ability to influence decisions which impact their lives at all levels. It creates safe spaces for girls to break social barriers, empowers them, and equips them with increased knowledge of their bodies, and the confidence to defend their rights and access services in the event of violence.

Components

1. Training and support by WAO to strengthen the knowledge and ability of young girls and women to recognise and seek help in incidences of gender-based violence.

2. Educating young girls and women on life skills such as; gender equality and empowerment, leadership skills, sexual education for their future.

3. WAO support for young girls and women survivors of violence is to enhance their access to justice and protection of their rights.

4. Creating safe spaces during the project to ensure girls and young women can express their views, thoughts and feelings willingly and without any fear

5. Ensuring the girls and young women in this project receive specific, comprehensive & accurate knowledge and information regarding their rights as children so they are able to express their opinions and take part in all levels of decision-making processes.



Impact

Girls expressed a deeper interest in sports by wanting to watch the team play in their next game. The girls also felt empowered and excited to get involved in sports themselves after one of the England Women Cricket players gave a speech on how women should be able to, and how they can flourish in sports, as quoted by one of the girls;

*“I really want to play football in school next time after this!
I never thought I could play cricket!”*

Impact

The girls were able to identify the challenges and gender discriminatory barriers faced by them in their daily life (e.g. being teased in school for playing male-dominated sports such as football) and were able to engage and discuss these matters to reach a positive conclusion and ways to move forward. They felt their problems heard and validated by the supportive and positive adult figures.

“ For example, the World Cup when it was the men’s world cup, everybody followed it, we put up the flags of all the countries etc., but the women’s world cup, most people didn’t watch it, no flags were put up in my school, no one asked you who you were supporting. No one knew because there was no coverage in the media. And people were more interested in other things because it was women playing football and not men. “

Impact

Participants raised a range of issues including the lack of safe spaces at home, in school, public spaces, particularly when using public transport and in cyberspace. They called for the need to create safer spaces for girls through more awareness programmes and facilities such as CCTVs, better sidewalks and an end to domestic violence and sexual assault.

“Teach kids how to protect themselves... people can take your picture and could harm you without you knowing. They can put it on social media and say bad things about you.”

“We refugees have no right to go to proper school. So our community leaders set up a community school so that we can learn something that can help us in the future. Every time we see refugee student going to the school with the uniform, it makes us very sad because we don’t have the right to go to school like others.”

#teamWAO Volunteers

WAO thrives as a community driven organisation, where volunteers play a significant role in making an impact in the work that we do. They begin their journey as volunteers by going through a mandatory orientation to have an in-depth understanding of the organisation and our ecosystem, the survivor’s perspective and their role within a community.

In 2019, we had 43 volunteers join us. Our volunteer community is diverse, as students and members of the public and corporate sectors join us in an effort to raise awareness and contribute to the greater good with WAO. We had student volunteers from International Advertising, Communication Technology (IACT) College and Multimedia University (MMU), who contributed through their coursework projects. Corporate companies, such as Fossil Malaysia and Cummins Inc., also joined our volunteering programme in 2019.

An important aspect of WAO’s mission is to educate the public on gender-based violence and gender equality. We welcome volunteers who seek to engage with members of the public on these important issues. As such, our community engagement volunteers have managed WAO education booths and WAO shop. They have helped WAO raise awareness

through surveys and advocacy work too, such as through the Parents’ Rights campaign.

WAO also engages with private sectors for corporate social responsibility (CSR) projects, which include these organisations providing pro-bono services. For example, Archetype Kuala Lumpur had supported us in CEDAW collaterals, while Perspective Strategies Sdn. Bhd. in public relations campaigns. Fossil Malaysia, on the other hand, has provided support in transporting our children to and from for their activities. It is always a great way for WAO to do outreach by having organisations in private sectors engage with us on such a personal level to better understand the work we do and create greater awareness as well.

Other than engaging with private sectors, we believe that volunteer engagement with students is extremely important, as working with them gives us greater insight to the youth today. We are able to learn and understand more about their current challenges, particularly with regards to human rights issues within their age group. These insights have definitely aided us to advocate better to this target group and to empower the younger generations to be activists for women’s rights.

Crisis Support Officers (CSOs)

In March 2015, WAO had conducted a 10-month para-counselling training programme, which consisted of six months theoretical training and four months practical training. Over 60 volunteers had participated in this training. Later, WAO ran a few more CSO trainings in 2016 and 2018.

Dedicated volunteers from the 2015, 2016, and 2018 CSO training programme had been managing the Hotline calls. They have provided support to callers seeking assistance during one of the most crucial and vulnerable points in their lives. It is no easy feat, as it takes tremendous levels of empathy, dedication, and self-awareness to be a CSO.

Jane Peris, a CSO since 2016:

“I’ve volunteered as a CSO since January 2016. I’m still excited to volunteer as I know my contribution to the community via WAO hotline is needed. I’ve grown personally through my work as a CSO. Have had opportunities to learn more



through workshops and other training opportunities from WAO and others. I also feel very appreciated by the team at WAO and it’s been very fulfilling doing this work.”

Alice, a CSO since 2016:

“I chose to continue to support WAO because of its unbiased and non-judgmental approach in dealing with the public. The crisis hotline is a good channel for me to reach out to members of the public who are confused in facing life challenges and want to know what to do. As a CSO, I am able to lend a listening ear to these individuals and at the same time support them emotionally. Providing them essential information and resources has indeed greatly helped them to be more empowered and focused in making their decisions rationally. It has been about a year now as a CSO in WAO, and

it has been tremendously beneficial as this role has helped me to utilise my skills and knowledge which I have acquired in my psychology major programme. I am blessed to be of help (great or small) to individuals who are facing life crises. To all members of the public who are facing crisis in their lives, do not despair but to seek help and support from others. I believe that every suffering soul needs faith, hope and love to carry on and make necessary changes in his or her life, especially when the going gets tough.”

Dr Nalini, a CSO since 2018 and WAO volunteer since 2016:

“Being a CSO with WAO has taught me a lot about all the types of struggles women go through in Malaysia. Being able to help just a little, gives me a mental boost and great ‘feel-good’ sensation, which drives me to be a CSO. I’m happy that I get to do my part in helping women in Malaysia.”

Members

In 2019, WAO had 191 members.

WAO believes in having a diverse community of activists who believe in the importance of elevating the rights of women and children in Malaysia and achieving a gender equal society.

Members are an important part of WAO, as they take part in important decision making processes that impact the organisation and its direction.

Members of WAO also participate in our annual general meeting, where we honour our beneficiaries and have discussions on the organisation’s directions.

Our Executive Committee members are selected from the memberships, and they volunteer their time with us to better our organisation.

Interested individuals can apply to be a member by submitting an application on our website. All applications will be reviewed by the Executive Committee.

Thank you to all who continued to support us in providing the best service for our women & children.

Yayasan Sime Darby
Selangor Properties Berhad
YTL Hotels
The Netherlands Embassy
Cummins Inc
The Body Shop Malaysia
Scholastic Asia
Fitness First Malaysia
KyoChon Sdn. Bhd.
Perspective Strategies Sdn Bhd’
Leo Burnett Malaysia
Archetype Kuala Lumpur (Formerly Text100)
Messrs Steven Thiru & Sudhar Partnership
Messrs Bock & Partners
Gananathan Loh Advocates and Solicitors
Joint Action Group for Gender Equality (JAG)
National Council of Women’s Organisations (NCWO)
Coalition of NGOs in the UPR Process (COMANGO)
CEDAW NGO Coalition
Institut Wanita Berdaya
Tan Law Practice
Real Estate & Housing Developers Association (REHDA)
SOLS Health
Dance Blaze Academy

Sports Barn Sdn. Bhd.
SP Sports Forum 19 Sdn. Bhd.
Amu’s Academy of Bridal & Beauty
Danem’s Yoga
Care2Run
City Youth Academy - Coach Mohd Sulaiman
We Love, We Care, We Share
Quota Club International Kuala Lumpur
Eat, Shoots & Roots
Ilmu Asasi Sdn. Bhd.
Kebun-Kebun Bangsar
Mind Faculty
Sarawak Women for Women
Reproductive Health Association of Kelantan
Pertubuhan IKRAM Malaysia
Make It Right Movement
BAC Education Group
IACT College
Fossil Malaysia
The Melium Group
Tatler Magazine
Johor Darul Ta’zim Football Club
LexisNexis



Financial Highlights

STATEMENT OF INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

| | 2019 RM | 2018 RM |
|--|------------------|------------------|
| INCOME | | |
| Donation - General | 1,061,721 | 511,452 |
| Donation - Child sponsorship programme | 9,742 | 33,300 |
| Donation for project / programs | 1,287,384 | 1,875,342 |
| Income from public education | 12,277 | 10,880 |
| Interest income | 44,585 | 90,336 |
| Members subscription fees | 5,540 | 3,470 |
| Merchandise sales | 4,362 | 3,844 |
| Other income | 49,949 | 67,035 |
| | 2,475,560 | 2,595,659 |
| EXPENDITURE | | |
| Child Care Center expenses | 485,346 | 382,127 |
| Refuge Center expenses | 812,179 | 765,153 |
| WAO Center expenses | 1,150,178 | 955,839 |
| AGM expenses | 1,858 | 822 |
| Audit fee | 5,565 | 2,300 |
| Bank charges | 770 | 833 |
| Charitable contributions | - | 13,200 |
| Depreciation charges | 40,166 | 43,803 |
| Fixed asset adjustment | - | 266,536 |
| Fine and penalty | 25 | 361 |
| Gift | - | 1,195 |
| Paypal / Ipay88 charges | 573 | 315 |
| Meeting expenses | 3,805 | 2,663 |
| Organizational brochure | 580 | - |
| Project expenses | 158,783 | 108,260 |
| Staff retreat | 11,276 | 14,305 |
| | 2,671,104 | 2,557,712 |
| (Deficit) / Surplus of Income over Expenditure | (195,544) | 37,947 |

BALANCE SHEET AS AT 31 DECEMBER 2019

| | 2019 RM | 2018 RM |
|--|------------------|------------------|
| PROPERTY, PLANT AND EQUIPMENT | 734,185 | 750,557 |
| CURRENT ASSETS | | |
| Stocks | 3,234 | 3,108 |
| Sundry receivables, prepayments and deposits | 111,618 | 113,348 |
| Fixed deposits with licensed banks | 2,637,089 | 2,393,105 |
| Cash and bank balances | 902,537 | 838,453 |
| | 3,654,478 | 3,348,014 |
| CURRENT LIABILITIES | | |
| Sundry payables and accruals | 572,777 | 87,141 |
| | 572,777 | 87,141 |
| NET CURRENT ASSETS | 3,081,701 | 3,260,873 |
| | 3,815,886 | 4,011,430 |
| ACCUMULATED FUND | | |
| Surplus for the financial year | 3,815,886 | 4,011,430 |

The Executive Committee



PRESIDENT: YEE PEK MEI

An accountant by training, Pek Mei has over 25 years work experience in the financial services sector, having worked in Ernst & Young, Amanah Merchant Bank Berhad and Sime Darby Berhad, amongst others. She also co-founded a boutique corporate finance advisory company, which she operated for more than 10 years before exiting a few years ago. She currently freelances doing finance related work, and has been a volunteer with WAO since 2014.



DEPUTY PRESIDENT: SHANTHI DAIRIAM

Mary Shanthi Dairiam, a women's rights advocate, has been involved in the promotion of women's right to equality and non-discrimination for the past 40 years, and was elected as a member of the UN CEDAW Committee from 2005-2008. Her work has focused on building capacity for the domestic application of international human rights norms and standards in law and policy in Malaysia and in several countries around the world. She is a volunteer and has been a member of Women's Aid Organization since 1984.



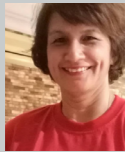
SECRETARY: TASHIA PETERSON

Tashia has been involved with WAO for 15 years in various capacities: as staff, member, volunteer and EXCO member. A lawyer by training, her involvement with women's rights began with law reform work and while that remains a strong area of interest, it has expanded over the years to now include research and training on gender equality.



TREASURER: CAROL CHIN

Carol began as a volunteer by organising fun activities for CCC children about 20 years ago. Needless to say that Carol was drawn to WAO's principles and she has been entrenched in the executive committee since, holding various positions. 'I have learnt so much from WAO and have also been able to provide alternative views with my Marketing background.' Carol works in the Hospitality industry.



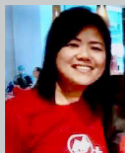
ASSISTANT SECRETARY: JACQUELINE TEGJEU

Jacqueline qualified as a Legal Secretary from the Association of Legal Secretaries, U.K. in 1989 and is currently a Fellowship Member of The Institute of Legal Secretaries and P.A., U.K. She also holds an Executive Diploma in Human Resource Management. She has worked in various industries, locally and overseas. She is currently an Office Manager of a law firm in Kuala Lumpur. She has been a volunteer with WAO since 2014, starting off as a Crisis Support Officer and later an EXCO member in 2019.



ASSISTANT TREASURER: MEERA SAMANTHER

Meera read Law and also completed her Masters in Law in Intellectual Property and Shipping Law. She worked as a Commercial Litigator for around 12 years at Messrs Shearn Delamore & Co. In 1995, Meera became a member of WAO. Meera rejoined practice solely to work on Human Rights cases for WAO and the women's movement in Malaysia. Some of the cases she handled were on domestic violence, rape, statutory rape, migrant worker's abuse, and infringement of constitutional rights, such as conversion cases and the right to profess one's faith.



COMMITTEE MEMBER: MOK CHUANG LIAN

Chuang Lian is an active member and volunteer of WAO since 2003. She has had previous working experience as a Consultant for corporate companies and SMEs in improving their Quality Management Systems and 15 years working in the Quality Control field for various manufacturing companies. She now considers herself semi working and manages her own small business.



COMMITTEE MEMBER: TAN MAY LEE

With two decades of experience in the Communications and Public Relations industry, May Lee is currently the Partner and Executive Director of Perspective Strategies, a boutique agency which specialises in corporate reputation management. She founded the Gadget-free Kids (Malaysia) Facebook page, advocating for parents and caregivers to enrich the lives of children through experiential-based activities that facilitate the positive growth and acquisition of cognitive, social and language skills. Currently, she is serving her second term as an EXCO member in WAO.



COMMITTEE MEMBER: JOYCE SEGAJANANTHAM

Joyce is a lawyer with experience in legal practice, student development and rights based advocacy. She also served the UN Refugee Agency (UNHCR), in Malaysia and Egypt. She is currently a senior counsel for Asia in an MNC. Joyce has volunteered with WAO since 2015 and is an EXCO member since 2019.

2019-2021 EXCO Members

The nine members of the Executive Committee contribute their cumulative vast experience, skills and contacts in various ways, including drafting policies, fundraising and contributing to advocacy by working closely together with WAO staff.

Throughout the year 2019, the Executive Committee was very involved with the WAO team to review and streamline WAO policies, systems and processes to fulfill the requirements of the Core Humanitarian Standard (CHS) and to ensure that WAO's work and services are on par with international standards.

The Executive Committee also participated in the development of WAO's Strategic Plan for the next three years along with the WAO staff. This strategic plan that charts and shapes WAO's work is called 'I am WAO' which will bring WAO's work to new heights.

The Executive Committee, as WAO members, volunteer their time for monthly EXCO meetings, management and financial matters and other aspects of WAO work. Some members of the Executive Committee work together



with different departments on various advocacy projects, including law reform work and campaigns. For example, a few of the Executive Committee members together with the Communications and Advocacy team conceptualised WAO's #Rights4Parents Campaign to raise awareness about parental rights at the workplace to tackle issues of paternity rights and parental discrimination in Malaysian workplaces.

The Executive Committee remain fully committed to WAO's work and principles and to contributing time and resources as much as possible to the organisation. It has been important that the Committee members bring different capabilities to WAO and that the camaraderie between WAO staff and the Executive Committee continue to grow stronger with each term.



We had a fabulous 2019.

Our work covers every stage of a survivor's journey, from providing direct support services and shelter throughout the survivor's immediate crisis; to advocating for the survivor by understanding the obstacles and challenges faced by her in accessing the protection and justice to which she is entitled to under the law; to working to inform law and policy based on the survivor's experience to improve the legal framework both for her and for future survivors; to educating and empowering communities, first responders, and the public to become active rather than passive bystanders, so that eventually no survivor has to face domestic violence alone.

It's critical work. We could not have done it without you.

Thank you!

