

2020 **ANNUAL REPORT**

WAO

Women's Aid Organisation



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CONTENTS

From The President	4
We Impact	6
#TeamWAO	8
Smells Like Team Spirit	10
A Better Country For Women	12
The Challenge	13
The Opportunity	14
Our Methodology	16
Our Values	18
The Shadow Pandemic	20
Post-Pandemic Pivot	25
WAO SOP For MCO	26
Lived Realities	27
WAO Hotline	30
Safe Shelter	33
Reopening of The Refuge and Child Care Centre	35
Shelter Network	36
Empowering Resilient Women And Children	37

Children's Resilience Programmes	44
WAO Aftercare And Relief Programme	47
Level Up To Gender Equality	48
Advocating For Change	50
Shifting Cultural Mindsets	56
Girls, Takeover!	58
Community Engagement And Public Education	60
Breaking Barriers: Where Advocacy Meets Content	61
Activism In Art	62
Addressing Issues With WAOZINE	63
Highlighting Controversies:	64
Speaking With Good Intentions	67
The Forgotten: Seeking Refuge In Malaysia	67
Rebuilding of the Child Care Centre	69
Core Humanitarian Standards Alliance	70
The New Norm	71
Thank You	77
Behind the Scenes	81
Financial Highlights	82
Jessie Ang, Social Worker Extraordinaire!	84
Services Statistics	85
Hotline Statistics	107
FFC Consultation	110
Legal Aid Center - Pupils Chambering	113

From the President

Dear Friends and Colleagues,

2020 has been a year like no other. It is arguable that in WAO's 39-year history, there has rarely been a time where we have been called to understand, respond and adapt as quickly to the needs of our clients and community as much as this year. The arrival of COVID-19 stretched and tested our resources like never before.

Our traditional ways of providing services had to change radically in a short space of time. Standard operating procedures had to be changed and modified to ensure that we could operate safely and responsibly in the context of COVID-19. We set up a quarantine centre to support our shelter, and to keep in line with the current SOPs on COVID-19.

Thankfully with technology, we were able to adopt a work-from-home model, and conducted meetings, activities and training online whenever possible. We also adopted rerouting technology so that our Hotline officers could receive calls at home. Our hotline hours were also extended to twenty four (24) hours and seven days a week, to provide more help to those in crisis as a result of the pandemic.



Despite the many challenges, the team pulled together and continued to deliver critical services to women and children in need. In this Annual Report, you will read more about capacity building engagements and outreach through workshops and programmes; advocacy campaigns for much needed policy reforms; services providing mental and financial support to those who were hard hit by the pandemic; and the partnerships built to collaborate on programmes and to help fundraise much needed funds.

On behalf of the WAO team, we thank all of our donors and supporters. Your support has been invaluable particularly during these trying times, and we look forward to partnering with you in new ways in the year ahead. To those just getting to know us, we invite you to learn more about our impact and how you can partner with us to continue our work towards a more gender equal Malaysia free from violence.

Special thanks, too, to every staff member and Executive Committee member, who have each worked tirelessly as WAO navigated through these uncharted times.

Yee Pek Mei
**PRESIDENT OF
WOMEN'S AID ORGANISATION**



WE IMPACT

2020 was intense. The pandemic challenged us, and we anticipated, learnt and adapted. Our Lesson No. 1 was this: In times of hardship, social justice and social protection must be given prime position in government, community and individual action. Now, we can see our way ahead, into post-pandemic recovery. WAO is encouraging all Malaysians to think about the best ways to build back stronger than ever before.

We are advocating for a **post-pandemic pivot to gender equality**. Let's turn to Lesson No.2: Making Malaysia a better country for women benefits all of us in the country. Moving forward into 2021 and beyond, we must keep our focus on the end goal of guaranteeing gender equality and eliminating violence and discrimination against women and girls. Everyone stands to gain from this. For instance, according to World Bank estimates, if Malaysia were to eliminate the gender gap in labour force participation, income per capita could increase by 16%.

Harms faced by women to their rights and bodies were exacerbated during the struggles around the COVID pandemic. Work done and awareness raised by WAO and other women's groups in Malaysia brought this into the spotlight throughout the year.

We need to confront the starkly obvious truth. In Malaysia, women are not equal and violence against



women and girls is rife. We must fill gaps and reduce the harms that women and girls face as a daily reality. This means focusing on three main areas: safeguarding women's safety from violence, preserving and promoting women's employment, and enhancing women's and girls' access to healthcare.

The need for social justice, and support for social justice is more critical during times of social and economic hardship, as we all experienced in 2020. In response to this, WAO's work expanded in 2020. In recognition of the excellent work we do, in view of the "hidden pandemic" of gender-based violence that we shed light on throughout 2020, and as endorsement of our impact and integrity, we received tremendous support from international agencies. Through new funding partnerships with multilateral organisations like UN agencies, Women's Fund Asia and Global Fund for Women, we have pushed forward with our agenda for positive change.

There is always opportunity in crisis. The opportunity is that we build back better, stronger and more equal. WAO will always work to make Malaysia a better country for women and girls. If at all there was an opportune time to press for a pivot towards gender equality, it is now.

Sumitra Visvanathan
**EXECUTIVE DIRECTOR OF
WOMEN'S AID ORGANISATION**



#TeamWAO

Coming From All Corners

The current Executive Committee (EXCO) is in the second year of the 2019 - 2021 term. The WAO EXCO consists of women from different walks of life and work experience. Together, its nine members contribute their time, experience, knowledge and contacts in support of WAO. This includes individual fundraising efforts, engaging with potential funders, being involved in WAO advocacy programs and services, while executing their governance and oversight roles and duties as the WAO EXCO.

The various restricted movement control measures taken due to the COVID-19 pandemic required the EXCO along with the WAO staff to quickly adapt and deal with operational matters. The provision of services was challenging in such uncertain and unprecedented contexts. As the restrictions were in place for most of 2020, EXCO had to move all its meetings online. The EXCO met a total of 18 times in 2020, not including smaller committee / ad hoc meetings. Different EXCO members also participated in numerous webinars, press conferences with WAO staff and volunteers. In August 2020, we reached a milestone when WAO held its first online AGM with 56 members participating.

EXCO members represented WAO on the advocacy agenda of national human rights NGO platform such as the Trade Unions and Trafficking networks which addressed amendments to the Employment Act and the Anti-Trafficking in Persons and Smuggling of Migrants Act (ATIPSOM), respectively and the ASEAN Peoples' Forum.

When the restrictions were temporarily lifted in November 2020, some EXCO members walked 25km to fundraise for WAO's child programmes. The walk was in collaboration with Purvaiz Alam, senior copy editor for Twentytwo13 and Joanne Melissa Wong - WAO's Head of Program. Purvaiz and Twentytwo13 also pledged monetary support. EXCO members provided strategic guidance for the virtual media event held in October that launched the "Voices of Malaysian Women On Discrimination & Harassment in the Workplace" survey findings.

Due to the “new normal” and fast paced environment, EXCO members have availed their time to provide support on operational, finance, tax and other matters relevant to the running of a non-profit organization, to support women survivors as its core service. The EXCO has been fortunate to have committee members who come with a wide range of experience to share. Besides monthly EXCO and financial meetings, work around the CCC rebuilding, policy review and grievance panels also make up the other aspects of WAO work which members of the EXCO performed jointly with WAO staff.

As volunteers and members, the EXCO members always have the best interest of the organisation and its sustainability in mind. 2020 was the year WAO implemented its new strategic plan and despite the challenges the year brought, the entire WAO team – EXCO, WAO staff and WAO volunteers – pushed ahead with determination and resilience. EXCO acknowledges the hard work and commitment that all the staff and volunteers have put in throughout 2020 and thanks each and everyone in #TeamWAO.



Smells Like Team Spirit

2020 was the year we were all waiting for, the year whereby Vision 2020 from the 90s was realised. We did not get the memo on the unprecedented pandemic along with the domino effects it came with: the increase of violence in the home, escalating unemployment rate, financial burdens and a slew of mental health issues. It was as though we were all caught in the eye of the storm out in the middle of the sea. Torrential rain, strong winds, choppy waves and in a daze of uncertainty of what's next to come.

"All hands on deck! All hands on deck!"

That was the way in which #TeamWAO had operated and lived throughout 2020. United in our purpose to serve the community; yes, we were frontliners. We, too, had risked our lives to provide services for families in need of shelter from violence - heading out to communities to raise awareness while providing food aid, support and hope to families in times of uncertainty; while advocating simultaneously for clear SOPs to be provided regarding women and child protection during the movement restrictions.

I finally understood the true meaning of team, that there is no 'I' in the word team. It is a group of people coming together with one common goal. For us, our goal was clear and simple: to eliminate violence against women and children and promote gender equality in Malaysia.

“All hands on deck! All hands on deck!”

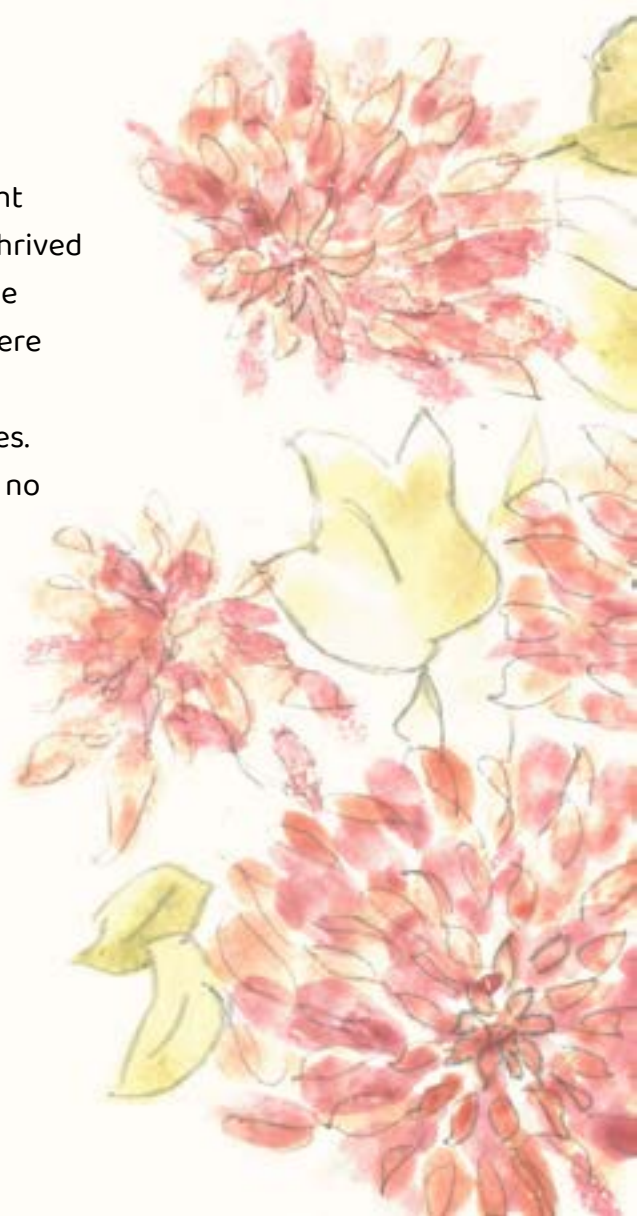
We fully trusted in the leadership and commitment that each of us brought to the table in overcoming the challenges of the shadow pandemic. It was that trust which kept us afloat when WAO had extended our crisis support Hotline to 24 hours, mobilising our volunteers and migrating staff from different divisions taking on roles as Crisis Support Officers. It was that trust in our networks and partners, too, that we could provide crisis support throughout Malaysia alongside the Ministry of Health and MERCY Malaysia as part of the Crisis Preparedness and Response Centre and set up temporary shelters overnight.

All hands on deck.

That belief that everything was going to be alright was the spirit that #TeamWAO moved with and thrived on. There was no time to worry. There was no time to hesitate. There was no time for inaction. We were clear on our purpose and objectives to continue the work we do no matter what the circumstances. Rain or shine, MCO or CMCO, new government or no government, we push on.

All hands on deck.

Amnani Abdul Kadir
**DIRECTOR OF PARTNERSHIP &
DEVELOPMENT**



A BETTER COUNTRY FOR WOMEN: WAO'S STRATEGY 2020 – 2030

Over 38 years, we have grown to become Malaysia's foremost provider of crisis support services. As change advocates, our path is determined by the end goal of achieving gender equality and eliminating violence and discrimination against women and girls in Malaysia.

We have an "All of WAO" approach. This means our work is synergised, rights-based, and aims for sustainability. We deliver standard-setting shelter and support services for women and girls survivors of gender-based violence and discrimination. We strengthen the state's response to survivors through legislative and policy reforms, and by monitoring the implementation of the legal framework. We build communities' capacity to identify and respond to gender-based violence and discrimination, and reform mindsets through tailored training, awareness programs, and extensive media engagement.

With the voices of women and girl survivors inspiring and motivating us, we work for substantive, structural, and cultural change to make Malaysia a better country for women.



Our VISION through sustainable social impact is to create **an equal and inclusive Malaysia in which all forms of gender-based violence and discrimination are reduced and eventually eliminated**, and where women's and girls' rights in all aspects of life are protected, recognised, and celebrated.

Our VISION is for all women to have complete access to support services, justice, and protection needed for sustainable freedom from gender-based violence and discrimination, facilitated by a strong legal framework and sensitised state actors;

Our VISION is for gender equality in the workplace, and an environment that is conducive to women's full political, economic, and social participation;

Our VISION is for cultural norms and mindsets to have shifted to embrace gender equal institutions at every level of society, and to reject gender-based violence and discrimination.

The Challenge

The World Economic Forum's Global Gender Gap Report 2020 ranked **Malaysia 104 of 153** countries, while we ranked 13 of 20 among East Asian and Pacific countries. Clearly, much work is yet to be done to bring about gender equality in Malaysia— whether in the area of gender-based violence, women's economic participation, women's rights related to family and marriage, or women's political representation.

WAO is up to taking on this challenge head-on, and we plan to do so by:



Continually **improving** the legal framework around gender- based violence and discrimination so it's more protective of survivors, and to improve the implementation of this framework by building the capacity of enforcement officers and communities to respond to such violence and discrimination.



Bringing about gender equality that will require collaboration by and the cooperation of many different stakeholders, and we will **interact** with all of these stakeholders—from policymakers, to the police, to hospitals, to Members of Parliament, to welfare officers—while always keeping the voices of survivors at the forefront.



Continue to work to **inspire** survivors, communities, and society at-large with the vision of a life free from violence and in which every person is equal, the same inspiration which drives WAO.



Continue to **innovate** so that we can continually identify and implement the best ways to serve survivors of gender-based violence, build the capacity of enforcement officers and communities to respond to survivors of violence, advocate effectively for stronger laws and protections against gender-based violence, and succeed in changing attitudes and perceptions around gender-based violence.

The Opportunity

Change for equality requires a multi-fold approach that addresses:

Substance: changing the legal framework to make laws and policies more gender equal in their impact and effect on women and girls.

Structure: addressing the implementation of laws and policies and the procedures of institutions so that women and girls have practical access to justice and protection.

Culture: changing attitudes at both the individual and community levels, whether through media campaigns to raise awareness around gender-based violence and discrimination or on-the-ground capacity building to inform and educate.

Our actions need to bring transformative change. Next, our Change Framework:

WAO 2020-2030 GOALS: SIX TRANSFORMATIVE CHANGES

Strengthened legal framework to prevent and address gender-based violence and discrimination (GBVD)

Malaysia's laws, policies, and implementing guidelines and procedures reflect international best practices and standards. They comprehensively address and provide redress for all forms of gender-based violence and discrimination across every sector and every aspect and phase of women's lives.

Women's access to justice and protection from GBVD is guaranteed and facilitated by state actors

First responders tasked with responding to incidents of gender-based violence and administering justice understand their duties and responsibilities under the law, and are trained to respond and interact with survivors in a way that minimises the risk of further trauma to the survivor as they navigate the process of accessing support, protection, and justice.

Adequate public and private resources are devoted to addressing and eliminating GBVD

Through a collaborative process of gender responsive budgeting, decisions around resource allocation are made to facilitate the elimination of GBVD, and to ensure the access of survivors to support services both in the immediate aftermath of their crisis and in the longer term for sustained freedom from violence and discrimination.

Women and girls GBVD survivors know their rights and are empowered, supported, and resourced to claim them

Women and girls facing risk of GBVD are empowered to take steps to void the harm. This includes ensuring that communities are capacitated to identify and respond to GBVD, and that resources are available in languages and mediums that make them widely accessible to all who need them.

Gender equality in the workplace is protected by law and continuously advanced and promoted by public and private actors

Gender equality in the workplace must be realised for women to fully achieve economic empowerment. This includes the implementation of laws and policies that respond to and prevent GBVD—which can push women out of the workforce— as well as policies and programmes introduced by both the government and the private sector to reduce the unpaid care burden on women, which may also force them out of the workforce.

Society demonstrates increasing intolerance for GBVD against women and girls within an environment conducive to women's full political, economic, and social participation

Gender equality and a cultural intolerance for GBVD will permeate every level, from the individual, to families, communities, private companies, government representatives, religious institutions, and the media. This will involve society speaking out against GBVD, supporting efforts to end GBVD, and compelling the government to act to bring about change.

NOTE: A full monitoring and evaluation framework for these goals is available on request

Our Methodology

Substance

How WAO will work to improve the legal framework for women in Malaysia

WAO's proven approach has been evidence-based advocacy. Through our provision of direct shelter and crisis support services to women and girls survivors of violence and discrimination, we collect critical data—further supported by WAO's research — on the realities faced by women and girls. We directly engage policymakers and build campaigns to educate the public on the need for law and policy reform. We garner support, and we drive real change towards making Malaysia a better country for women.

Structure

How WAO will work to improve women's access to justice and protection

WAO simultaneously undertakes individual case advocacy along with working to build the capacity of enforcement officers and first responders. Such case advocacy ensures access to justice and protection for individual survivors, and also serves to reinforce WAO's strategic lobbying and advocacy for more macro-level changes. At the same time, WAO works to tackle barriers to women's access by engaging with enforcement officers and first responders. Using proven training methods, we will continue to build their knowledge around gender issues and their capacity to better respond to women survivors of violence and discrimination.

Culture

How WAO will work to shape attitudes and perceptions on gender equality

We need change in attitudes at both the individual and community levels. WAO engages in impactful and award- winning public awareness campaigns through traditional and social media, curated collaborations with artists, and targeted partnerships with companies and influencers to shape perceptions and stereotypes.

We bravely address all forms of gender-based violence and discrimination, including everything from domestic violence, to pregnancy discrimination, to child marriage.

WAO goes into communities at the grassroots level to provide tailored training and capacity building geared at both changing attitudes and equipping communities to identify and respond to gender-based violence.

Over the next 10 years, WAO plans to concretise our existing engagements with the private sector through the roll-out of a programme aimed at the corporate sector. This programme called Level Up aims for tangible results, through initiatives and metrics to track progress and help corporations mainstream gender equality. We believe we can positively impact and improve women's economic empowerment and create an enabling business environment for women in Malaysia.



OUR VALUES: STRONG, SUSTAINABLE, AND IMPACTFUL

Our team needs to be fully capacitated to achieve this. Over the past five years (2015- 2019) we have achieved our goals and saw impact.

We know what we need to be to achieve our goals in the next 10 years.

Here is what we strive to be:



Value: WAO's workforce is diverse and inclusive, appropriately skilled and supported, consulted, appreciated, and well- resourced with measurable performance that is regularly reviewed based on agreed targets.



Value: WAO is internationally certified and sustainable, wisely managing resources and utilising innovative streams to drive partnerships for support, collaboration, and funding.



Value: Our work is survivor-focused, feminist, and collaborative, capacitating and advocating with all stakeholders to ensure knowledge, prioritisation and realisation of gender rights



Value: We are guided by feminist principles, our Core Values, Core Humanitarian Standards, and SOPs, motivated to improve and deliver work that is relevant, efficient, accountable, and equally accessible to women and girls in need of support.

We drive change.

We recognise the criticality of connections, synergy, and continuity. WAO has worked to expand our reach nationally. Our WAO Hotline is widely accessed by women throughout the country, and our extensive network of partners spans east to west, north to south. We push forward evidence-based campaigns and share our data widely.

Our achievements to date have been significant. For example, WAO was instrumental in bringing about key changes to the Domestic Violence Act, including the recognition of financial and emotional abuse as domestic violence and the strengthening of protection orders. We have provided critical insights into proposed amendments to numerous other laws, from the Penal Code to the Employment Act. Our award-winning and impactful media campaigns have helped change and shape public attitudes and perceptions. We have a robust media presence (more than 600 media mentions in 2019) and strong brand recognition in Malaysia.

With the voices of women and girls survivors inspiring and motivating us, we work for substantive, structural, and cultural change to make Malaysia **a better country for women.**

Join us on this journey.



THE SHADOW PANDEMIC: COVID-19 AND ITS IMPACT ON WOMEN AND GIRLS IN MALAYSIA

Well before the outbreak of the COVID-19 virus, it was estimated that one in 10 women in Peninsular Malaysia currently are or have previously been in situations of domestic violence. In today's context, domestic violence has become a pandemic within a pandemic. Following the alert from the World Health Organisation (WHO) on a potential global pandemic in January 2020, WAO mobilised immediately to conduct contingency planning and subsequently deployed emergency staff and volunteer resources to address the anticipated increased rates of violence against women during the movement restrictions. It soon became clear that the need was **outpacing our capacity to respond** and more resources were urgently needed.

The Movement Control Order (MCO) instituted by the government in various forms from 18 March to year end 2020 had led to a spike in domestic violence and disrupted existing gender-based violence response systems. The Talian Kasih hotline operated by the Ministry of Women, Family, and Community Development (KPWKM) observed a 57 per cent increase in calls after an initial shut-down during the early stages of the MCO. Although not all of these calls were related to domestic violence, it is likely that domestic violence was one factor contributing to this sharp increase. WAO's own telephone and SMS/WhatsApp helplines had seen a tremendous spike in activity during the MCO period, amounting to a 278 per cent increase in distress calls and a 116 per cent increase in SMS and Whatsapp enquiries in the first two months of the MCO.

During the current crisis, survivors of gender-based violence (GBV) have not only been forced to face being isolated with their abusers, they have also had to deal with increased tensions and uncertainty resulting from financial stressors, reduced social support, and a diminished protection and justice framework as a result of many services and resources being reduced during the MCO period. Domestic violence survivors face much uncertainty over how to obtain

protection while the MCO was in effect. For example, in WAO's recent experience, some police stations have successfully carried out rescues of survivors from their abusive homes. However, WAO had handled other cases where survivors were turned away at police stations and told to return after the MCO. In one case, a survivor in Melaka lodged a police report on the abuse she was experiencing, which was followed by a distress call to the police emergency line; ultimately, the police informed the survivor that they would not be able to take any action until the MCO had ended.

In addition to restricted access to justice and protection for GBV survivors, life-saving care and support (e.g. clinical management of rape, as well as mental health and psychosocial support) had been disrupted. At the One Stop Crisis Centres (OSCCs) in tertiary level hospitals, health service providers were overburdened and preoccupied with handling COVID-19 cases, and resources were increasingly being allocated away from healthcare services specific to the needs of women.

COVID-19 and WAO's Response to Domestic Violence

Extension of the Hotline Service

WAO had seen the urgency and need to provide accessible services to survivors of domestic violence at all hours due to the alarming rise of cases worldwide. Our 24-hour Hotline commenced on 20 March 2020 to be in line with the already 24-hour Think I Need Aid (TINA) WhatsApp/SMS helpline; both still operating the same way till today. During the MCO period, our Crisis Support Officers (CSO), who managed crisis calls daily, took up 8-hour shifts to support our social workers and survivors.

Setting Up Emergency Temporary Shelters (ETS)

WAO had established two Emergency Temporary Shelters (ETS) and secured hotel rooms which were to provide a safe space for survivors during the MCO in Kuala Lumpur. This decision was made following the increased demand of shelter support from Hotline calls received. As the ETS was managed remotely, the Services team checked-in on clients through WhatsApp groups for each ETS.

Case Management Adaptations

Abiding by the standard operating procedures (SOPs) put in place by the government and to ensure the safety and health of survivors and our staff, we had continued working remotely. Social workers worked with survivors to ensure their needs were addressed and supported at all times; throughout the various movement restrictions.

Social workers had continued case management via phone during the MCO, where survivors reached out as and when they needed support and assistance. Social workers advised survivors on their next steps and possible options, as well as engaged with respective agencies to best support a survivor's case. However, when sudden crises emerged through the cases managed, such as language barriers or security risks, our social workers physically assisted survivors, whilst adhering to COVID-19 SOPs. The risks to safety and health of our staff was part and parcel of the commitment we have to providing support to our clients.

With the increase of cases from WAO's crisis support helplines: Hotline and Think I Need Aid (TINA), the Services team expanded its workforce to include a team of Interim Social Workers made up of experienced social workers who had worked with us in the past. They commenced duties after a training session, and several WAO staff from the Capacity Building and Advocacy team were also onboarded to provide crisis support.

Interventions on Malaysia's Response to Domestic Violence

During the initial stages of the MCO, we found that the movement restrictions and COVID-19 pandemic disrupted the existing government's response systems for domestic violence.

While in some instances survivors were able to access government services, in other instances some were not that fortunate. A notable example was a case

where the police had successfully rescued a survivor from a violent home in record time; however, there were instances where survivors were asked to return to their homes despite desperately seeking an escape from their abusers.

In response, WAO shifted focus towards improving the government's response and increasing public awareness on domestic violence, in the context of COVID-19, by carrying out an urgent public outreach campaign on domestic violence.

Between March and May 2020, WAO published 15 press statements and numerous social media posts: covering WAO's services, government's response to domestic violence, domestic violence awareness, and the economic response to COVID-19. WAO staff and spokespersons also appeared on various webinars and provided numerous media quotes.

Additionally, WAO had conducted policy research and analysis on domestic violence and COVID-19, as well as produced a policy paper highlighting gaps in the government's response and recommending policy solutions. A submission on domestic violence and COVID-19 was also produced to the United Nations Special Rapporteur on Violence Against Women; and WAO had collaborated with UNDP on a research project regarding the livelihoods of women during the MCO.

In ensuring that the voices of survivors were heard, we had engaged with policymakers – including the Ministry of Women, Family and Community Development (KPWKM), the police, Ministry of Health (KKM), the courts, welfare department, and other policymakers – through meetings, letters, and other means.

These interventions – along with efforts from the community at large – led to several outcomes.

- All WAO statements were covered widely, which resulted in a large increase in the number of survivors contacting WAO: enquiries to WAO's Hotline and TINA increased from 250 in February 2020, to 361 in March 2020 and 898 in April 2020.

- The National Security Council (MKN) released public messaging on domestic violence: two statements to the media, and one mass SMS.
- Royal Malaysia Police (Polis Diraja Malaysia) Bukit Aman issued two statements to the media to clarify that survivors can contact the police, and survivors can leave the house to escape abuse.
- Key protection mechanisms were clarified by government agencies, including that One Stop Crisis Centres (OSCCs) located at all government hospitals were operational, police investigations will carry on as normal, and interim protection orders (IPOs) can still be issued.
- KPWK set up a taskforce to coordinate public messaging on domestic violence, which WAO is a part of.
- WAO also provided reten stats on domestic violence to KKM
- WAO received an influx of food aid and donations from individual donors and corporations which were channelled to those female headed households in the B40 community.

Post-Pandemic Pivot: Public Funding for Domestic Violence Response for Budget 2021

Throughout 2020, the COVID-19 pandemic has shown us the major gaps in systems, where funding is crucial to provide better responses to survivors of domestic violence. WAO with ENGENDER Consulting launched a project to increase federal funding for domestic violence response, through the federal budget.

We produced and launched a report **“Budget 2021: A Better Country for Women”**, presenting recommendations to safeguard women’s employment, safety from gender-based violence, and health. Our recommendations were presented to policymakers including the Ministry of Finance (MOF), KPWKM, and others.

Following this, the government allocated RM21 million towards domestic violence support centres in Budget 2021. Other recommendations were also included in Budget 2021, including increased government social workers through the MySTEP program, and financial support for childcare.

Budget 2021: A Better Country for Women

Recommendations to safeguard women's employment, safety from gender-based violence and health in post-pandemic Malaysia

WAO
WOMEN'S ADVOCACY ORGANIZATION



WAO Standard Operating Procedures for Movement Control Order

The organisation had established the need to adjust and adapt efficiently and quickly to the movement restrictions. Our Executive Director along with our Executive Committee members had developed new internal operating procedures and processes with immediate effect to ensure frictionless continuity of WAO operations. All public engagements, programmes and resident outdoor activities were temporarily suspended, while only selected staff involved in case management work were authorised to travel. Travel documents for essential services were requested for staff and prepared by management in line with SOPs.

WAO premises - WAO Headquarters, Services Centre, the Child Activity Centre - were closed to visitors and the Child Care Centre was converted to become a quarantine centre for new clients and a food distribution centre during MCO.

All WAO premises were equipped with sanitisers, facial masks, digital thermometers, a log book for attendance and the MySejahtera App QR code for check-ins. WAO staff were also given their own personal sanitisers and masks. Premises were sanitised and wiped down regularly to ensure WAO premises were clean and free of viruses. Our staff was well informed on COVID-19 SOPs and what to do should there be a breach in health safety.

Although our regular programmes had been temporarily suspended, our fundraising initiatives and campaigns had gone fully digital. We had signed on to six digital fundraising platforms and launched the WAO Emergency COVID-19 Fund throughout the MCO period. It was necessary for us to strategize a way to continue fundraising efforts in order to sustain the organisation in the midst of a pandemic and economic recession.

LIVED REALITIES: ACCESS TO JUSTICE AND PROTECTION

Crisis Support: Hotline and TINA, Social Work, and Crisis Management

WAO serves ALL women and children affected by gender-based violence. We view our wide-ranging initiatives through the eyes of women survivors based on their lived experiences within the diverse communities they are from. Our Foundation is a gender-progressive approach to our services and capacity building model, no matter what the survivor's background is. We are also actively linked to intersecting and wide-reaching civil society networks to ensure the rapid and tailored responses required for the survivor and or designated communities.

Towards making these principles a consistent reality, we had taken the initiative to allocate more temporary staff and volunteer resources as of 20 April 2020, including conducting in-depth participatory training for staff and volunteers to carry out quality social work and efficient case management remotely during the MCO period. Despite this, and even after further contingency planning and response, WAO has been experiencing such a sharp increase in cases that we required an injection of additional emergency resources in order to continue providing the volume and quality of services the situation demands.

WAO is also the focal point on domestic violence (which is grouped with child abuse) at the national and state level. We are the primary NGO in the Selangor Taskforce on Health and Welfare entrusted with ensuring women and children survivors' rights to protection from domestic violence and child abuse. Through the Selangor Taskforce, a woman survivor and her child who are residents of Ampang Jaya would be able to call or text us to break the cycle of violence in their home. The Selangor state government has offered to support minimal costs for survivors, only for those already registered as residing in Selangor. At the same time, through the Selangor Taskforce, women and children can access assistance related to their other needs, such as healthy food and a daily stipend, so that the children are not malnourished. If necessary, WAO is also able to link

the mother or child to mental health support in a location most accessible to them to treat anxiety due to the MCO.

WAO was approached by the Ministry of Health and the Crisis Preparedness and Response Centre (CPRC) to be a part of a cluster addressing MHPSS (Mental Health and Psycho Social Support) hotlines. WAO's contribution was to alert on the prevalence of domestic violence cases received through our Hotlines, and subsequently WAO was able to share critical information with the Ministry of Health. Recognising the effectiveness of our response, beginning mid-April 2020, the Ministry of Health listed WAO's Hotline through the Ministry of Health's CPRC which is part of the National Security Council, or Majlis Keselamatan Negara (MKN). All domestic violence related calls received on their Hotline number, 03 239359935, were diverted to the WAO Hotline. This was a tremendous development, as this meant that WAO was given the immense task and responsibility as the national focal point of responding to domestic violence calls throughout Malaysia during this pandemic. This also resulted in a **progressive exponential increase in the volume of cases requiring WAO case management** in the weeks and months ahead.

We are also very mindful that post-MCO, the cases coming to us will continue and will require follow up, as well as support from our post-crisis resilience programmes. Our learning from survivor lived realities will continue to be shared with our advocacy, law and policy makers, as well as communities. Additionally, we will learn about the gaps in the systems and knowledge of government responders and community stakeholders, and this will also further drive our capacity building engagement moving forward.

From our learning this year and for our future planning, we have addressed the current pandemic in three distinct phases: (1) Immediate, which is during the period of the MCO; (2) Intermediate, post-MCO and (3) Long-term, post-MCO.

In our efforts we recognise that:

- WAO will need to fundamentally change our mode of operation to ensure that we reach and upscale our response models throughout the whole country

- WAO's strategy to leverage technology will become more integral to whatever we do
- In order to ensure the long-term recovery and resilience of survivors, WAO will need to maintain a keen focus on our economic and emotional post-crisis empowerment programmes
- WAO will continue to identify and inform survivors, communities and government of the gaps and solutions.
- WAO must continue to advocate with all stakeholders from the ground up, to ensure solutions are being implemented consistently and that capacity is simultaneously evidenced, to ensure its correct implementation within the communities and localities identified.

A note about the need for tech support

In October 2019, as part of our strategy development, WAO conducted design thinking workshops for staff. The result was a series of tech-based initiatives that are now poised to move from concept stage to development and testing. These needs are:

- A tech platform to link survivors with community organisers, information on support and services available in their localities, as well as to connect survivors and supporters nationwide. From the survivor self-help perspective, we are developing the parameters for this tool that will enable the survivor to assess her own risk and find the support she needs depending on her local area of residence.
- For survivors post-crisis, and linked to our emotional and economic resilience, we aim to develop a self-assessment tool that will empower the survivor to track and measure her own progress over time with regards to her emotional and economic well-being.

- We also require an upscaling of the simple technology that we currently use to manage the numerous calls and case management for individuals we support.
- Finally, we need to develop a learning toolkit and platform where simple and accessible messaging and how-to videos can be shared to enable better service on Gender Based Violence (GBV) by government actors.

WAO Hotline

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 have helped women learn about and access social work support, legal protection and rights, counselling, shelter, and other options available.

In 2020, WAO provided a total of **7,682 consultations (3,748 consultations in 2019)**. Specifically, 3,140 phone consultations through the Hotline, 4,032 WhatsApp/SMS consultations through TINA, and responded to 286 email and social media enquiries. Additionally, WAO conducted face-to-face consultations with 224 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. 116 survivors had also enquired about shelter support.

General information, like requesting information on divorce and custody processes, as well as contacts of counselling providers, was the largest specific need. It was followed by requiring information on reporting to the police and obtaining protection orders. Our social workers were supported by volunteer Crisis Support Officers (CSOs) and legal aid chambering students to provide these consultations and other services.

The WAO case management team comprises the Case Manager & Social Workers. In 2020, **12 social workers** walked alongside survivors, helping them to navigate the justice system and access services from various agencies, such as the police, hospitals, welfare department, and courts. Case management by the team also included assisting survivors in obtaining protection orders and access to medical help, engaging with lawyers to hold watching briefs, liaising with court officials, as well as following up on investigations. We also advocated and intervened for survivors when they faced obstacles in the process of seeking justice, in spite of social distancing measures and movement control orders which were put in place.

In 2020, we conducted a total of **5,609 case management** interventions. Of this, 1,350 case management interventions were made on behalf of women and children survivors that were staying in The Refuge (WAO's shelter) and 4,259 case management interventions were made on behalf of Face-to-face Clients (FFC), who were women and children survivors that did not require shelter support from WAO.

Survivors of domestic violence, sexual assault, sexual harassment, stalking, and other forms of gender-based violence and discrimination experience a range of emotional and psychological trauma and stress. This can cloud decision-making and has adverse long-term effects on survivors. The fear, lack of self-esteem and sense of identity, and severe depression are just some of the effects they experience as a result of the abuse endured. As such, WAO recognised the importance for women & children survivors to receive psychological support due to the immense trauma they had experienced, while their cases are being managed. In 2020, WAO provided counselling via SOLs health organisation and independent contractors to **74 women and 8 children**.

With the new WAO strategy, the Services team evolved into a division with three departments. All are interlinked to provide comprehensive support, crisis & post-crisis. Shelter, case management, & programs proved to be the best way forward in providing a holistic gender-based violence intervention program. This program ensures that survivors would receive premier psychosocial care and support which will empower them to live a life free of violence and start their journey of being self-sustainable once more.

**Social Work and Case Management was made possible by Selangor Properties Sdn. Bhd. and UNHCR.*

Our Impact	2018	2019	2020
Telephone hotline consultations	1,770	1,163	3,140
SMS/WhatsApp (TINA) consultations	1,652	2,067	4,032
Case management interventions	2,102	2,285	5,609
Email & social media enquiries	247	336	286
Face-to-face consultations	132	185	224
Counselling sessions (women)	113	215	74
Temporary refuge (women)	59	59	37
Temporary refuge (children)	81	54	38
Counselling & therapy sessions (children)	19	203	8
Education sponsorship for children	67	15	0
CCC residential/daycare children	14	11	13

Table 1: 3-year Comparison of Services Delivery

Note: Education Sponsorship for Children was ceased in 2019 and instead directed towards Children's Programmes.

Safe Shelter: The WAO Refuge and Child Care Centre

Crisis Support: Hotline and TINA, Social Work, and Crisis Management

Critical to breaking the cycle of domestic violence is ensuring survivors' access to shelter. When a survivor has made the decision to leave her abusive household, oftentimes her ability to do so depends entirely on the availability of shelter, as the survivor may not have the financial independence or social network to be able to sustain herself; thus having a safe place to stay and receive critical support becomes a prerequisite to escaping the abuse. Survivors' need for shelter demands urgent attention, as domestic violence shelters are sorely lacking in Malaysia. 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. WAO's 2019 study on shelter availability in the Klang Valley 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 over capacity. Since the start of the MCO, survivors have contacted WAO, asking for shelter, and we have been unable to place them anywhere. Some survivors have resorted to sleeping in their cars, and in one instance the survivor was caught by the police and sent back to the abusive home.

The reality, as highlighted by the study undertaken by WAO and Institut Wanita Berdaya in 2019, that there is not only a lack of shelters dedicated to meeting the needs of domestic violence survivors, but also that existing government facilities are often not meeting the needs of survivors, is a stark one. 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.

The WAO Refuge is a model shelter for women survivors and their children. In addition to assuring safety for a survivor and her children, the Refuge also facilitates case management, psychosocial support, empowerment programs, and other activities that contribute to the well-being of survivors. We have developed the Domestic Violence Shelter Standards (in 2015), which were endorsed by the Malaysian Government. Pandemic-related restrictions greatly reduced our ability to provide safe shelter when it was needed. Nonetheless, the team adapted in various ways.

In the beginning of 2020, urgent renovation and rewiring work were required at the refuge as a result of wear and tear over the years. The roof was leaking and some electrical wiring needed to be upgraded. As the rewiring and renovation work was in progress at the end of February 2020, the residents were transferred from the refuge to the Child Care Centre (CCC). On 16 March 2020, the renovation work at the refuge was halted as the Government announced a nationwide lockdown with the MCO. As such the residents continued to stay in the CCC throughout the MCO period.

With the ongoing closure of the Refuge and the capacity limitation of the CCC it was necessary for WAO to source for other venues to be set up as a temporary shelter during the MCO period. We had successfully secured two venues in Kuala Lumpur, one residential property (bungalow) and one commercial property (serviced apartment) to be used as Emergency Temporary Shelters (ETS). The ETS which were fully furnished and equipped with essential household items for survivors were located respectively in Bangsar and in Bukit Bintang, Kuala Lumpur. Apart from these temporary shelters, the Selangor State Government also supported WAO with funds for hotel rooms to be used to shelter those survivors in the Selangor region.

In total, five women and five children were sheltered at the ETS and two women were sheltered at the hotel. The ETS were made available from 15 April to 16 June 2020.

Food aid was provided and distributed to WAO's clients and to women headed households from the B40 income group. Food distribution of the items were conducted on Wednesdays and Saturdays by WAO staff and volunteers.

After the transition from the Movement Control Order to the Conditional Movement Control Order (CMCO), renovation work at the Refuge commenced in June and July 2020.

Reopening of The Refuge and Child Care Centre

In August 2020, the Refuge reopened and the residents were transferred back to the Refuge from the Child Care Centre (CCC).

Several clean up activities involving volunteers were held at the Refuge which included a post renovation clean-up, and also to clear out old donations and broken items.

In September 2020, WAO became an implementing partner for UNHCR and hence began to accommodate refugee clients. Interpreters were also contracted to help with case management language support for refugee clients.

In total, WAO provided shelter for 37 women and 38 children in 2020. Most of the Refuge residents were Malaysians, however we also supported residents of foreign nationalities and refugees. The vast majority of residents lived in Selangor and Kuala Lumpur. The residents' lengths of stay ranged between less than a week to more than three months.

The CCC resumed intake of residential and day care children in June 2020 after the MCO was lifted, but was reinstated with the CMCO.

Entering October 2020, the Government announced the start of the CMCO and all child care centers in Malaysia were ordered to temporarily close. The residential children (those child survivors who stay with WAO while their mother is re-entering the workforce) and daycare children returned to their mother's care full-time.

The CCC remained as a quarantine facility as at 31 December 2020. In total, there were eight residential children and six day care children at the CCC in 2020.

** Funding for our Emergency Temporary Shelters was made possible by Berjaya Vacation Club, Selangor State Government and Eng Lian Enterprise and Individual Donors - Vivienne Lee and Friends*

**Funding for our shelter operations was made possible by MCEF, YTL Hotels and Properties and UNHCR*

Shelter Network

The Shelter Network was established by WAO in 2015 under the Canadian Fund for Local Initiatives with the purpose of empowering NGOs and communities to improve existing shelters and establish new shelters for domestic violence survivors, through shelter standards and a local shelter network. WAO took the lead in setting the standards for domestic violence shelters in Malaysia with the publication of a Shelter Standard toolkit and the establishment of a nationwide network of women's shelters.

Inspired by providing safe and supportive shelter for women survivors of domestic violence and their children and after rigorous consultation with all stakeholders; survivors, government agencies and civil society shelter or domestic violence service providers, WAO produced a Domestic Violence Shelter Standards and Toolkit in 2016. Survivors, as the most important stakeholder, highlighted the critical need for accessible, meaningful and holistic survivor support, which extends to the post-shelter stage, when they head back to their respective communities.

This ground-up approach dovetails perfectly with the CEDAW Committee's General Recommendation No. 19 and the development of the due diligence standard for prevention and response to gender-based violence, including domestic violence, through "services to ensure the safety and security of victims of family violence, including refugees". A more specific framework that the Shelter Standards is guided by, is the Council of Europe convention on preventing and combating violence against women and domestic violence, 'the Istanbul Convention'.

Subsequent to its launch in 2016 by the then Malaysian Women's Minister, WAO's Shelter Standards and Toolkit was submitted to the Special Rapporteur on

Violence against Women, its Causes and Consequences, Ms Dubravka Simonic. The Shelter Standards was briefed to her in an Expert Group Meeting on shelters and protection orders. This consultation in 2017 was woven into the Human Rights Council Thematic Report titled "A human rights-based approach to integrated services and protection measures on violence against women, with a focus on shelters and protection order.

In 2020, we were able to build capacities on a few Safe Community workshops and provide shelter standards mentorship with key Civil Society Organisations (CSO). One such engagement supported the setting up of a newly operating domestic violence shelter by IKRAM in Selangor. Not only did we provide training for IKRAM but we also provided best practices and shadowing to further their comprehension in the operations behind managing a shelter. One other groundbreaking engagement in terms of language and the target beneficiaries was a Tamil-language Safe Communities workshop we carried out with Persatuan Sahabat Wanita Selangor. We ensured that the medium of communication to empower and raise awareness within communities are in languages that the target beneficiaries can understand.

Keeping in line with our Strategy for 2020-2030, we practice inclusivity in our processes and work plans, weaving inputs of our beneficiaries into the programs that we roll out for these communities. A clear example is where we included inputs from our refugee mobilisers into our Gender Based Violence processes which we incorporated for 3 refugee communities in four locations.

EMPOWERING RESILIENT WOMEN AND CHILDREN

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. Although this support, both in the direct form of counseling as well as the indirect form of a ready social network, help prepare the survivor to live independently, 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.

RESILIENCE PROGRAMMES

WAO offers resilience programmes for **all our clients** as part of the holistic gender-based violence intervention programme. This programme allows survivors to recover from the traumas of violence while focusing on rebuilding self confidence, upskilling them with life skills and other skills such as financial literacy, good parenting and, bookkeeping. This programme is essential for them to not only prepare them to re-enter the workforce but to live an independent life away from the abuse.

Child survivors benefit from this programme too as they learn about their rights early on and on life skills to support the family dynamic, such as being responsible and helping the mother out with house chores, or being helpful in the kitchen amongst other skills. It also gives them some sense of normalcy and helps them in socialisation with friends to reintegrate into society better.

For sustainable freedom from violence, **EMOTIONAL RESILIENCE** and **ECONOMIC RESILIENCE** are critical. Emotional Resilience covers the areas of self esteem, understanding the cycle of violence and breaking the chains of subservience, establishing a strong support group and developing a positive mindset. Economic Resilience is designed to support survivors in learning new skills for income generating activities such as baking, home food catering, home daycare and so on as many of these women are homemakers or have work positions that do not provide enough funds to sustain their families. We hope that this programme enables survivors to have an additional steady stream of income to support their families.

Children's resilience relates to arming them with the necessary academic knowledge, such as academic, sports & recreation, arts & creativity and living skills. These programmes support and facilitate child development and learning along with providing a nurturing space for them to live out their childhood and right to play.

Emotional Resilience

WAO runs a series of programs which allow a survivor to find the emotional healing method that works best for her. These programs are therapy and counseling, peer support groups, creative writing, performance art such as dance classes and physical activity like aerobics and yoga. WAO 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.

Developing, conducting and delivering these programs is a resource-intensive activity for WAO, often also done via the medium of leveraging WAO's extensive network of volunteers. Programmes must be tailored to survivor needs, including taking into account the special needs of B40 women, refugee, stateless and migrant women.

Counselling and Psychosocial Support

Survivors of gender-based violence are burdened with trauma, anxiety and fear that can be debilitating at times. Crisis Counselling is the first intervention step that WAO provides to alleviate post traumatic stress disorder (PTSD). Our Counselors are qualified, skilled and experienced in providing support to gender based violence survivors assisting them to explore their innermost thoughts and emotions in a non-judgemental and safe space. Our social workers and crisis support officers who are trained volunteers also support survivors in their journey of healing.

We realise that it takes an entire community to provide strong support to survivors to leave their abusive situation successfully. Depending on a case-by-case basis and on the urgency and needs of the survivor, we ensure that all sessions are kept private and confidential. All counselling and therapy sessions are to provide support to empower and heal survivors on their journey to live a life free from violence.

Group therapy sessions are all conducted within the Refuge by trained facilitators who come from our social work unit and shelter operations unit. These key staff personnel have already built rapport with our survivors to conduct these sessions and encourage group sharing to build the bond and trust between residents within the Refuge. As all residents live together and

Children, too, experience the abuse as they are witnesses to the violence and sometimes abused as well. Therefore, Child Therapy and Therapy with Play is to assist child survivors to share and open up about what they had witnessed and to allow for healing to occur. Child survivors are also encouraged to channel pent up frustrations and anger in a healthy way during these sessions.

WAO Peer Support

WAO Peer Support is a support group program of up to 15 women and their children consisting of current and ex residents of WAO's Refuge. This program was set up to empower women and child survivors to connect and share knowledge, experiences, emotions, social and practical help to one another within a group setting. It is important for them to feel confident and independent, and at the same time to have support when necessary.

Meetings were held at a strategic and safe location in Kuala Lumpur. However, with the onset of MCO, we took the Peer Support program online. This gave us an opportunity to teach the women how to use digital devices for meetings and further access learning online. Subjects such as self care & hygiene, healthy eating, basic first aid and effective parenting were conducted during the Peer Support Group.

WAO Kid's Circle

Relationships between children can be difficult at times. Children are developing social, communication and emotional relationships that is hoped to lead to support positive relationships amongst themselves. Circle Time activity aims to smoothen out their development journey in this respect, providing them with necessary tools to engage and listen to each other respectfully. This weekly activity enables children to discuss moral and social issues and to express themselves with confidence in their understanding of right and wrong and their sense of justice.

Yoga

Yoga's positive impact on psychological and physiological wellness makes this a very important WAO programme. Yoga cultivates mindfulness through breathing exercises, intentional relaxation, and body movement. In addition to helping certain medical conditions and somatic dissociation, yoga has also been shown to alleviate symptoms of anxiety, depression, schizophrenia, ADHD, and eating disorders. Yoga classes for children are held once a week for an hour and are also open for the mothers in order for them to have bonding activities together.

The women and children come together every Thursday for a one-hour long yoga session with an experienced yoga instructor.

Economic Resilience

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.

GBV survivors 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 in 2019 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-

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, "The Good Folks" aims to not only provide entrepreneurship training for women, but to also provide access to a digital platform and market for the goods and services developed through this programme.

The social entrepreneurship model works best for GBV survivors as formal employment is often out of their reach (many have not worked for long periods and face other challenges to obtaining stable formal employment). Additionally, for refugee, stateless and migrant women, formal employment is often not a viable option except in the informal sector, with its attendant risks and challenges.

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.

Baking Programme - The Good Folks

The art of baking was introduced to shelter residents to equip survivors with necessary baking skills as well as introducing them to good baking ingredients for making excellent and delicious baked goods. The baking skill is to help elevate the women both emotionally and economically as it's not only an income generating activity but was to be stress relieving and therapeutic.

The programme goals were to give the beneficiaries a platform opportunity utilising WAO's social media to launch their product and career in entrepreneurship, instill creativity and precision while creating a harmonious activity together as a community in the shelter.

Beneficiaries also learned basic entrepreneurship skills. Aside from teaching how to start the business, other aspects like market study, identifying a unique or niche product, costing and vendor opportunities were also discussed along with branding of the product.

WAO – SOFY Malaysia – Sun Life Malaysia Assurance Berhad (Corporate Social Responsibility Initiative)

This three-month program participated by 30 ex-residents of the WAO Shelter combined entrepreneurship skills by SOFY Malaysia and financial literacy by WAO to help women attain financial stability in light of COVID-19 pandemic impact on economic struggles of the B40 women. The program is also supported by Sun Life Malaysia Assurance Berhad who cushioned the impact of the financial burden of these single mothers during this course of training by providing RM300 assistance for food, transport and telecommunication aid. This support is important as many of them have suffered loss of income due to the pandemic and now realise the importance of having a secondary income to supplement their primary income.

Stitching Forward

Stitching Forward is a sewing skill program that provides a platform for survivors to acquire the necessary skills as a possible entrepreneurship opportunity. We hope to develop a community of women who positively encourage each other using sewing skills as a tool on their journey towards recovery, independence and reintegration into society.

The first batch of participants comprising three Malaysians, a migrant woman and a UNHCR refugee completed the three stages of sewing skills by November 2020. They produced six handicrafts, a blouse, a skirt and a set of baju kurung in three months despite the challenges of the COVID-19 pandemic. They also had their first corporate order of 80 pieces of pouches. All participants received a brand-new sewing machine and certificates accredited by the local government college.

WAO envisions to have a fully equipped sewing hub to facilitate this program and to provide a safe and comfortable space for women to develop their sewing skills. Community sewing and coaching by facilitators and volunteers will help beneficiaries to be more confident and motivated to reach their goals.

**This Stitching Forward Program was made possible from the support of the High Commission of Canada in Malaysia under the Canada Fund for Local Initiatives (CFLI).*

Stitching Forward (Phase II) - WAO - UNHCR - UNIQLO Malaysia

Phase II uses a fun and stimulating activity of craft & sewing skills to create an in-demand product during COVID-19 pandemic -- hand-made cloth face masks. Using the primary material of recycled material is a perfect upcycling project to teach the Refugee women entrepreneurship at a low production cost and yet high in demand. The possibility to use creative design and customizing it to unique measurements gives this project a possibility of developing innovation as well.

This program consists of basic entrepreneurship skills and providing resources and guidance throughout the entire process of developing and producing the face masks and mask extender products. The participants were given the opportunity to learn how to hand sew as well machine sew the face masks under the supervision of an established trainer.



CHILDREN'S RESILIENCE PROGRAMMES

WAO – UNHCR Children's Resilience Programme

WAO and United Nations High Commissioner for Refugees (UNHCR) Children's Program is a collaborative programme for children from the Somali and Rohingya community held in November 2020.



The Children's Resilience Programme was specially curated with feedback from the community. The holistic programme included introduction to basic English language, music, art and emotional resilience. These key topics acted as a catalyst for generating a sense of unity, cultural assimilation, and the ability to adapt to stressful situations.

The components of each programme are as follows:

Basic Language Course

The children were introduced to the English language vocabulary through a thematic approach (e.g. body parts, food, animals, etc.) using a colorful pictorial

dictionary and interactive games. The language vocabulary knowledge helps the children with better communication skills and also increases their confidence in communicating with others in English. The class also teaches them to understand the meaning of the words and its application in their daily lives. Through basic language understanding, we hope the children are able to integrate into the community better.

Art & Creativity

The objective batik painting activity introduced children to Malaysia's art culture. This helped the refugee children demonstrate a cultural understanding of textile art through an ability to appreciate work from a distinctly different culture. This was achieved through this fun batik painting activity.

Emotional Resilience

Children enjoyed a movie screening 'Inside Out'. The movie illustrates five emotions, Joy, Sadness, Anger, Fear and Disgust, which are mainly situated in the mind of an 11-year-old girl named Riley. The said emotions help Riley in navigating her life. The animated movie has embedded lessons that could be discussed with the children. The objective of the program is to acknowledge and understand their own feelings and emotions. Aside from that is to respect other people's feelings and emotions.

Unity Drum Circle

The music program aimed to nurture humanitarian values which transcends race, religion and culture as a unity tool to foster better communal values. The unity drum circle also promotes and supports collaborations among children via performances, which encourages diversity among the children despite cultural differences.

The Unity Drum Circle was a special program that combined UNHCR Refugee children with Malaysian children as a program to foster unity and solidarity. A grand total of 74 children participated in the entire program.



The unity drum circle instructors Mohd Haiqal Hermanshah Bin Rahman and Loo Chang Siang lead the Unity Drum Circle Program and piqued the children's curiosity in music. A tutorial and performance video was produced and launched in conjunction with the UN Women's 16-days of activism against gender-based violence and is available for viewing on WAO's YouTube channel.

WAO Programmes for Shelter & CCC Beneficiaries (Internal)	Total Sessions	Total Individuals	Total Head Count
Children: Academic (English, Malay, Mathematics & Science)	157	20	622
Children: Activity (Art & Craft, Music, Baking/Cooking, Living Skills)	52	24	335
Children Group Therapy (Kid's Circle & Team Sports)	48	18	296
Women Empowerment Programme (Language, Baking)	9	6	32
Women's Group Therapy (Peer Support & Team Sports)	14	37	72
WAO Aftercare & Relief Programmes (Food Aid, Start-Up Fund)	4	146	444
Other Programmes (Festival Events, Malaysia Day)	3	33	42
WAO Programmes for Communities (External)	Total Sessions	Total Individuals	Total Head Count
WAO-UNHCR Children Refugee Community Empowerment Programme	16	75	139
WAO-UNHCR Women Refugee Community Empowerment Programme	3	65	65
WAO-SOFY-SunLife Resilience Programme	3	15	45
WAO Stitching Forward Programme	15	5	50
Total	324	444	2142

Table 2: WAO Programmes Overview

WAO AFTERCARE & RELIEF PROGRAMME 2020

WAO Aftercare & Relief Programme is one of the most important interventions. The programme was curated for the purpose of empowering and enabling survivors to live an independent life free of abuse post crisis. The Programmes team engaged extensively with each client's social worker, ensuring synergy and relevance. This programme was incorporated into each individual case management of each client who received support from WAO.

This programme ensures social workers refer every client who needs post-crisis support to the Programmes team for an assessment of areas they need assistance in to ensure a fully functional life after leaving the shelter setting/ safe placement. Types of WAO Assistance and Relief include the provision of startup funds towards tenancy for rental deposits, assistance in job searches, physical relocation assistance, aid in business startups and mentorship in this regard, the identification and procurement of basic assets to furnish a livable home, food aid, children's educational/school assistance and assistance to apply for external aid made available/funded by other NGOs. Each recipient will be carefully assessed and screened of their needs before the listed assistance above is made available to them



WAO's Services for Women and Child Survivors are made possible by the support of UNHCR, Selangor Properties Sdn. Bhd. and YTL Hotels and Properties.

Level Up to Gender Equality



Level Up is a WAO initiative to create enabling corporate ecosystems for gender equality. We at WAO have worked towards bringing about good laws and policies in Malaysia. It's now time for us to apply our expertise and deep understanding of the local context in collaboration with the private sector to achieve real gains for women, especially in the workplace. With nearly four decades of practical experience with and institutional knowledge of the on-the-ground realities of women in Malaysia, WAO understands the cultural context within which Malaysian companies operate and that women in the private sector must, at times, overcome.

Over the years, WAO has increasingly recognised the criticality of collaborating with a wide variety of stakeholders towards the realisation of a gender equal Malaysia. Not only have we consistently engaged policymakers and first responders from government agencies including the police and welfare department, in recent years we have greatly expanded our efforts to engage communities as well as the private sector; these efforts were developed in response to our evolving understanding not only of the immense potential of engaging these stakeholders, but of the necessity of engaging them in order to achieve gender equality.

We are moving Level Up forward by building on our extensive knowledge of international norms and best practices enshrined in CEDAW, the Sustainable Development Goals, the UN Guiding Principles on Business and Human Rights, and the Women's Empowerment Principles. We also understand the obstacles to applying these norms to the Malaysian context, including those posed by attitudes and stereotypes grounded in a patriarchal culture. We are also armed

with the benefit of having participated in the drafting of key legislation, including sexual harassment and gender equality bills, and of responding head-on to criticisms and resistance. With our knowledge of the everyday realities of working women in Malaysia, our understanding of international gender norms and how to apply them to the local context, and our familiarity with the relevant existing and forthcoming legal structures, we have developed and begun implementation of Level Up with several corporate partners. We have further sharpened the content into a realistic framework that contextualises the Women's Empowerment Principles--and anticipates and overcomes potential challenges.

With Level Up, WAO envisions bringing about an enabling environment for women at work and for women returning to work. We hope to report more on Level Up in 2021.



Advocating For Change

Learning from the lived realities of women – we campaign, produce research, and engage with policymakers – to end gender-based violence and achieve gender equality in Malaysia.

WAO advocates for improved public policies relating to gender-based violence and gender equality – through engaging with policymakers and the public. In 2020, WAO initiated new campaigns as well as ensured that on-going policy reform campaigns continued, following the change in government. WAO's campaigns resulted in or significantly contributed to increased federal funding to combat domestic violence, two cabinet papers drafted, and two government policy commitments.

WAO produces impact-oriented research, to improve public understanding of gender equality issues and to inform of WAO programs. This includes producing reports, research papers, policy briefs, and other publications. In 2020, we further developed our research arm, employing two research and advocacy staff. WAO completed two public surveys, produced four reports and policy briefs, and initiated two research consultancy projects. Our publications are available at www.wao.org.my.

WAO's advocacy and research work is supported by Yayasan Sime Darby and other partners.

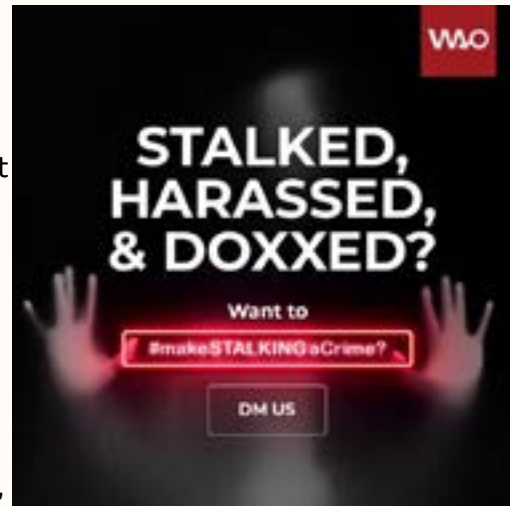
Make Stalking A Crime

We continued campaigning to make stalking a crime in Malaysia. Stalking is harmful and often precedes more serious harm, and more and more countries are enacting anti-stalking legislation.

In 2020, we engaged with the new Government to ensure the work of the Committee continued, through working with Members of Parliament to submit Dewan Rakyat questions, directly engaging the Government, and public advocacy.

The Government publicly committed to prepare a cabinet paper on the offence of stalking. The Committee agreed to a final draft law, and the Prime Minister's Officer (Legal Affairs Division) prepared a cabinet paper – proposing the creation of the offence of harassment and stalking.

With Vase.ai, WAO also produced a public survey on stalking "Understanding Malaysians' Experiences Of Stalking" – which estimated the prevalence of stalking in Malaysia for the first time. We also launched a public pressure campaign on stalking, including preparing a petition and organising media stories.



Sexual Harassment Bill

WAO, with other women's rights organisations, continued working with the Ministry of Women, Family and Community Development to introduce a sexual harassment bill. In 2019, the Ministry formed the Sexual Harassment Bill Special Projects Team – consisting of government agencies, academics, and NGOs including WAO – which prepared draft legislation. COVID-19 and the MCO have exacerbated sexual harassment concerns – digital harassment and challenges getting help

In 2020, we engaged the new Government to ensure the Bill would continue, through working with Members of Parliament to submit Dewan Rakyat questions, directly engaging the Government, and public advocacy. The Government committed to tabling the Bill.

Tracking Domestic Violence Data

Malaysia does not track nation-wide data on domestic violence prevalence and behaviours – data that is needed to measure and guide policy and response.

In 2020, WAO engaged with the Public Health Institute (IKU) and the Ministry of Health to include domestic violence in the National Health and Morbidity Survey – a periodic nationwide survey. Domestic violence had not been included in prior surveys.

Following this, IKU agreed to include domestic violence in the 2022 Survey. WAO is also working with the National Domestic Violence Committee to coordinate data collection and sharing.

Multi-stakeholder Response to Domestic Violence

WAO had also worked with the Ministry of Women, Family and Community Development to produce interagency guidelines on domestic violence, which were published in 2015.

In 2020, WAO worked with the Ministry on updating the guidelines. This is particularly relevant as the Domestic Violence Act was updated in 2017. The process of updating the guidelines had been delayed due to COVID-19, but a draft guideline has been produced by the Ministry.

Improving Employment Conditions for Women

WAO continued our advocacy on improving the Employment Act, in collaboration with our Communications Partner, Perspective Strategies. In 2019 and prior, WAO had advocated successfully to introduce paternity leave, protection against discrimination on the basis of gender, and protection from being terminated on the basis of pregnancy – in the proposed law amendments.

In 2020, we engaged the new Government to continue with the proposed amendments – through working with Members of Parliament to submit Dewan Rakyat questions, and directly engaging the Government. The Government confirmed that the amendments were still being planned.

In addition to the proposed amendments already drafted, WAO is still advocating for further improvements – including a 7-day paternity leave (not 3 days), ensuring discrimination protection applies to job-seekers (not just employees), and that discrimination on the basis of disability status is prohibited (in addition gender, race, and religion).

With Vase.ai, WAO produced a public survey, "Malaysian Perspectives on Discrimination in the Workplace" – which found that more than half of women in Malaysia have experienced at least one form of gender discrimination at work.

Advocating for Refugee Survivors of Gender-based Violence

Refugee survivors of gender-based violence face additional challenges due to their documentation status. In 2020, WAO worked with UNHCR to better understand challenges faced by refugee survivors and advocate for improved policy response.

WAO produced a policy brief, "Sexual Gender Based Violence Among Refugee Communities in Malaysia", highlighted issues and recommendations to policymakers, and conducted public advocacy initiatives.

Advocating for Clients

Supporting case management, WAO advocates for individual clients by directly raising issues with enforcement agencies. In addition to supporting individual survivors, this acts as a feedback mechanism to improve enforcement overall.

Public Healthcare Response to Domestic Violence

Many survivors first seek help at a public healthcare facility. While government hospitals have guidelines on responding to domestic violence, government clinics do not have such guidelines.

WAO published a policy brief, "Strengthening the Primary Healthcare Response to Domestic Violence", outlining recommendations to strengthen Malaysia's primary healthcare response to domestic violence.

WAO published a policy brief, "Strengthening the Primary Healthcare Response to Domestic Violence", outlining recommendations to strengthen Malaysia's primary healthcare response to domestic violence.

Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)

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 2020, the Coalition drafted an NGO shadow mid-term report, and engaged with the government to submit the government's mid-term report. Through various campaigns, we engaged with the Government to implement the CEDAW Committee's Concluding Observations to Malaysia. The government submitted its mid-term report in December 2020.

Community-led Advocates

WAO's strategy towards achieving a better country for women begins with an individual's realisation of their responsibility in creating a more gender equal and safer future for all. It is with the efforts of a single person that a community can shift and change. That one person can make a difference to progress and elevate an entire community and, it is this very belief which gave rise to WAO's community-led advocates.

TeamTINA is an engagement strategy of community leaders who are embedded and able to respond and push for change within their own contexts and space on gender-based violence and how to get help. These community leaders learned the basics of 3R (Recognise, Respond and Refer), equipping them with living skills that will support them and enable them to create a safer space within their own communities. TeamTINA has successfully completed the first phase of the introductory workshop and will commence the second phase workshop in 2021 as part of the UNFPA program.

Under our UNHCR Resilience Program, we were able to develop and train facilitators from among the Refugee interpreters. This is to equip them with the necessary training to be facilitators for the WAO & UNHCR Junior and Senior Children's Programs of their respective communities. The goal of the training and experience is to **empower them to be community leaders**, where they will continue to conduct enrichment activities within their community. A total of 5 interpreters, three from the Rohingya Refugee Community and two from

#TeamWAO Volunteers

Since the spread of COVID-19 in Malaysia, WAO has taken precautionary measures and moved all volunteer engagements online. As such, 62 new volunteers were inducted virtually in 2020 despite the pandemic.

During a crucial period, where WAO faced a drastic increase in domestic violence reports, our volunteers had stepped up to assist WAO in various ways. More support was needed, and as such, our Crisis Support Officers (CSOs) -- trained WAO volunteers who manage crisis calls -- worked 8-hour shifts during the movement restrictions to manage Hotline calls coming in nationwide.

Our volunteers had also helped disseminate important information, such as WAO's crisis support helplines (Hotline and TINA) and ways to seek support for gender-based violence, through social media platforms and their own networks. It was extremely critical for WAO to provide emergency response to survivors during a time when resources were scarce; throughout 2020, fundraising efforts were doubled in order to sustain our free services to survivors of domestic violence, including setting up emergency temporary shelters for women leaving their abusive homes.

Project 60.1

An individual's initiative to raise awareness on domestic violence and raise funds towards our children's programmes as part of his birthday led to RM14,000 to be raised. This initiative not only involved Purwaiz Alam, the individual who's birthday celebration it was but also brought awareness among his peers and the general public through social media engagements and via the digital news media www.twentytwo13.my.

Shifting Cultural Mindsets

Building Safe Communities

WAO engages and builds capacities utilising diverse and dynamic methodologies and activities. These programmes are designed to develop knowledge prioritisation and realisation of gender and child rights which are reflected into the various communities and stakeholder engagements.

- Developing participatory and innovative content development and delivery strategies that are accountable to each community's diverse and unique needs and their agency
- Ensuring all our work is consistently guided by intersectional feminist principles that are rooted in grounded realities
- Synergising our on-ground community experience and direct engagements with WAO's other teams for diverse, inclusive, and collaborative internal knowledge sharing and capacity building
- Building all our work on the foundation of Core Humanitarian Standards, international human right standards, feminist principles and supported by a monitoring and evaluation framework

Our 2020 programmes are built on our thematic focus areas: Engaging with Government and bridging them with the input and lived realities of Grassroots Communities and Girls and Youth, gathered through direct and indirect capacity building engagements, and collaborating with and capacitating Corporations, Colleges and Civil Society Organisations.

In 2020, we engaged **25,925** individuals through various activities with capacity building components (workshops, trainings, consultations, panels, events), achieved an online reach of **2,934,122** through our Girls and Youth Empowerment programmes, and reached a further 224 individuals through supplementary activities such as self-care bag deliveries. This is a huge increase from the 4,284 individuals we engaged with in 2019.

“So far, I’ve been enjoying it! The random fun chats and all the really useful info really helps!”

Sasha, 15 years old on the GirlsTakeover! Network

I am representing all women here and in my community to suggest to WAO to increase the frequency of having programmes like this and to collaborate with us to educate women out there on the importance of participating in programmes like this to help all women and children to know of the proper referral channels for GBV survivors to get help.



WAO's building capacity with grassroots community work was made possible by Yayasan Sime Darby, UNHCR and UNFPA

Girls, Takeover!

The 'Girls Takeover!' network is a girl-led, tech-based community platform which aims to build child participation and peer-centric discourse. An initiative under WAO's #GirlsForGoals Campaign, the network was started in April 2020, during the nation-wide Movement Control Order (MCO) to provide an online safe space for girls to connect with each other, share experiences and issues with their peers, and support one another.



In June 2020, we had provided goodie bags which contained essential items for health and hygiene (vitamins, sanitary napkins, deodorant etc), WAO Teddy Bear and the 'Love Your Body' book. Our team had hand delivered these goodie bags to girls from the lower B40 demographic group and invited them to join the Girls Takeover Network. We discovered while in the distribution of the goodie bags, the girls we engaged with had experienced some form of gender-based violence.

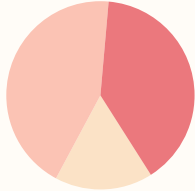
Not only was the Girls Takeover network pivotal in providing an avenue for the girls to engage with political, social and economic discourse (e.g., gender-based violence, child sexual abuse, refugee and migrant rights) and in developing their own opinions on these issues, but it had become crucial for their physical and mental well-being. We had bridged the gap and linked child survivors to the right support services and social work intervention.

**WAO's Girls4Goals program was made possible by the support from The Embassy of the Kingdom of the Netherlands and other partners.*

#GIRLSFORGOALS

A TOTAL OF 66 GIRLS PARTICIPATED

45% OF
THEM USE
THEIR
PARENTS'
PHONE

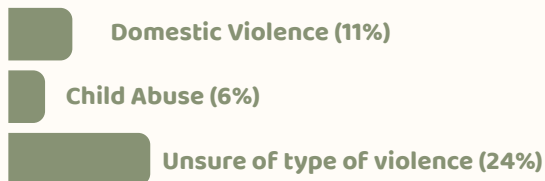


44% OF
THEM HAVE
A MOBILE
PHONE
THEY CAN
USE

11% No mobile phone



TYPES OF VIOLENCE IN THEIR COMMUNITY

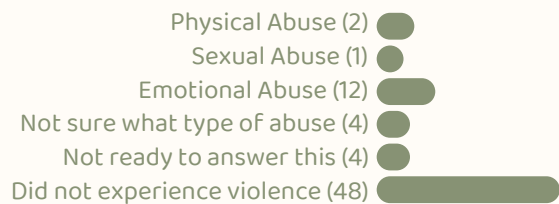


ONLY **36%** OF GIRLS HAVE
SUFFICIENT CREDIT AND
INTERNET DATA

ONLY **8%** HAS ACCESS TO
THE INTERNET BY USING
PUBLIC WIFI

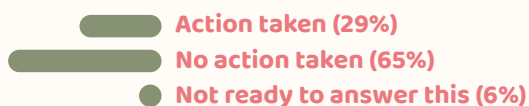


VIOLENCE BY FAMILY EXPERIENCED BY GIRLS



*Total of number of recipients may be more than 66 as some recipients picked more than 1 answer

65%
OF GIRLS REPORTED THAT
THERE WAS NO ACTION
TAKEN ON THE ABUSER



**15% OF GIRLS KNOW
SOMEONE WHO HAS BEEN
ABUSED IN THEIR
COMMUNITY**

**15% OF GIRLS ARE
AWARE OF WHO THE
PERPETRATORS ARE IN
THEIR COMMUNITY**

METHODS SUGGESTED BY THE GIRLS ON HOW THEY COULD HELP A SURVIVOR OF VIOLENCE

- Make a police report
- Help them rebuild their life/provide support
- Give advice to the survivor

HOW THE GIRLS THINK THEIR SAFETY CAN BE IMPROVED IN THEIR COMMUNITY?

Most common answer was an increase in police patrol in their community

**MOST GIRLS REPORTED THAT THEY WOULD LIKE THE
COMMUNITY TO BE EDUCATED ON VIOLENCE**

Community Engagement and Public Education

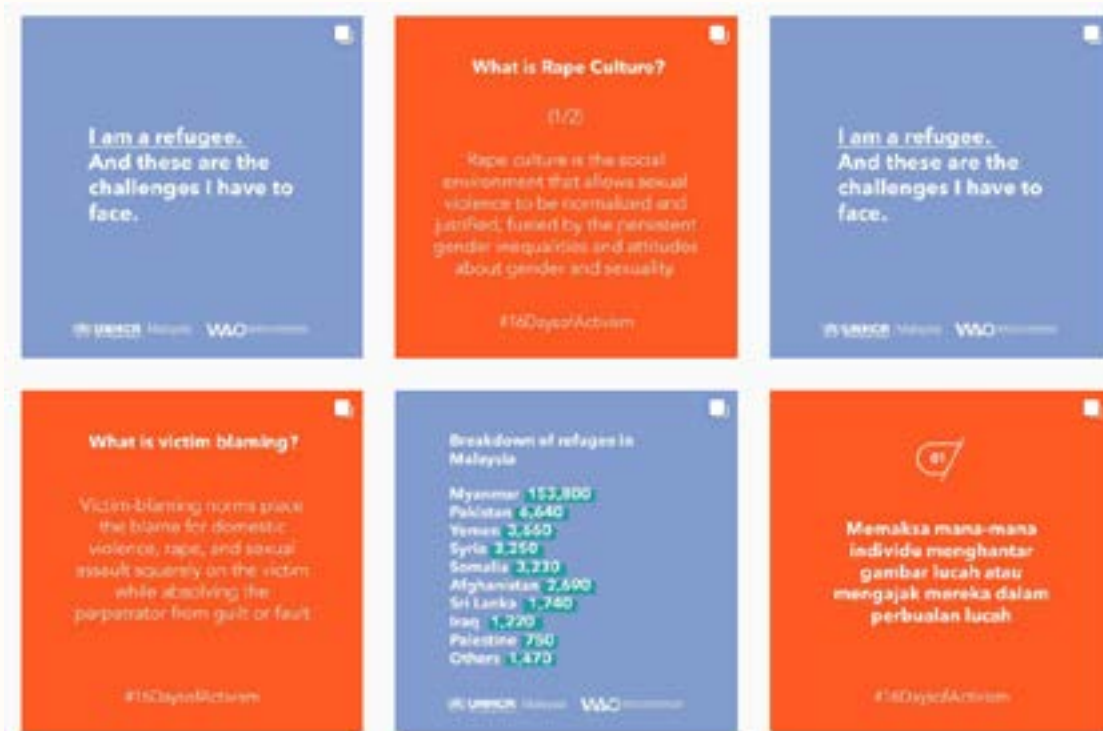
Another key role of WAO's work is to educate the public on gender-based violence, human rights, and gender equality. We have engagements with different communities and sectors with the purpose of changing mindsets, broadening perspectives, and building a better country for women -- one where violence against women is not tolerated.

Public education with WAO can range from setting up booths to speaking at university and corporate events. In 2020, WAO had engaged in 38 talks/forums, three corporate talks, six media interviews/talks, as well as featured in seven podcast episodes and four news articles. Four event booths were set up in total for 2020; three were done before the Movement Control Order (MCO) came into effect while the fourth was held in August 2020 during the Recovery MCO.

In order to amplify WAO's services and advocacy efforts, we had worked with secondary school and university/college students on their projects and assignments, which is another form of WAO's community engagement and public education. They were fundraising and/or creating awareness campaigns on gender-based violence, specifically domestic violence. In 2020, we had worked with students from SMK Sri Aman, Brickfields Asia College, International Medical University, INTI International University & Colleges, Sunway University, Tunku Abdul Rahman University College, and Universiti Malaya.



Breaking Barriers: Where Advocacy Meets Content



We strive to develop inclusive merchandise that celebrates the diversity and uniqueness present in Malaysia. To celebrate Malaysia's independence day in August, WAO had designed t-shirts, which captured the full spectrum.

Activism in Art

Some things are best expressed creatively, through art. From 16 to 23 September 2020, WAO participated in a virtual art exhibition, "Pameran Impak Covid Terhadap Kebebasan Bersuara", which was hosted on craftora.com. Represented by Ieda Mazlan, WAO's Marketing Communications Officer and artist, the art pieces submitted depicted the realities women faced due to gender stereotypes and societal expectations of being a 'superwoman' and placing the needs of others before their own.



More of her art can be found
on her Instagram:
Ieda Mazlan
www.instagram.com/thetinkercat

Addressing Issues with WAOZINE

The WAOZINE started with the focus on discussing relevant and prominent issues that are rarely addressed in mainstream publications. It was a collaborative effort between WAO and our audience to collectively expand the insights of readers through selected art and written public submissions.

In 2020, we published two issues: Love, Consent and We Have Rights, Right? The first issue Love, Consent included topics on understanding and respecting boundaries, as well as conversations on consent with children. Meanwhile, We Have Rights, Right?, launched in conjunction with Human Rights Day, included the celebration of our rights, lived realities of refugee communities and youth with limited access to the internet, and the impact of COVID-19 on human rights.




Highlighting Controversies: #WanitaBukanDoraemon and Mugshot Challenge

As an organisation whose mission is to challenge norms and break stereotypes, we are quick to address problematic and harmful behaviours. On 30 March 2020, a representative from KPWKM had given several tips to avoid arguments between married partners and went on to advise women to “mimic the tone of Doraemon” along with coy feminine laughter to follow.

Our immediate response to this statement was clear to take down posters that stereotype women as naggy and bossy and messaging that puts the burden on women to behave a certain way in order to be safe from abuse at home. Our social media campaign #WanitaBukanDoraemon went viral and reached a wide audience through several platforms.




Platform	Type of Engagement	Number of Audience Reached
Facebook	Likes	5,700
	Comments	649
	Shares	5,200
Twitter	Impressions	229,142
	Total Engagements	17,451
	Retweets	1,425
	Quote Tweets	137
	Likes	1,666
Instagram	Likes	1,388
	Comments	29
	Shares	879
	Saves	69



Public Service Announcement

The "Mugshot" challenge is harmful and massively problematic. Participating in the challenge is insensitive and ignorant, as marginalized communities are already subjected to racial profiling and police brutality. **Glorifying that injustice, even if others are doing it, is wrong.**

This is also a poor attempt at creating awareness on domestic violence, as this challenge mocks survivors instead. Survivors go through real experiences and life threatening situations where they experience PTSD (Post-traumatic stress disorder) and some of them are life-and-death situation. **Please do not do this.**



womensaidorg

womensaidorg Are you doing the "Mugshot" challenge? #MugshotChallenge

50w

alita_rides @bryan_njh wow is this you who wrote this?

40w Reply

poopingwonders it's not ab being a snowflake but ab yall glorifying it but when it happens to yall yall go home crying to ur mummies and daddies

Liked by amber_glow and 6,593 others

APRIL 18, 2020

Add a comment...

Following the increase of domestic violence globally, in April 2020, several Malaysian influencers who had adopted the 'mugshot challenge' that had gone viral in the western beauty community. The challenge in Malaysia was skewed to raise awareness on domestic violence, as influencers created fake bruises on their faces with makeup. Consequently, WAO was tagged and mentioned excessively by these influencers.

In response, we addressed this via a public service announcement (PSA) that the 'mugshot challenge' was harmful and massively problematic. Not only did it glamorise the injustice faced by marginalised communities, who are already subject to racial profiling and police brutality, it had also mocked survivors of domestic violence who go through real and life-threatening situations. Our PSA had sparked further discussions on the issue, both in traditional media and on social media platforms.

Platform	Type of Engagement	Number of Audience Reached
Facebook	Likes	115
	Comments	0
	Shares	109
Twitter	Impressions	539,071
	Total Engagements	73,361
	Retweets	73,361
	Quote Tweets	212
	Likes	3,329
Instagram	Likes	6,594
	Comments	139
	Shares	7,277
	Saves	790

WAO's public awareness and social media advocacy work was made possible by UNHCR.



Speaking with Good Intentions

WAO had launched the Good Intentions podcast to speak with individuals from all walks of life who work towards building a better country for women. It also seeks to create awareness on the current status of women's rights and gender equality in Malaysia.

The Forgotten: Seeking Refuge in Malaysia

At WAO, we provide services to support survivors of gender-based violence to all who reside in Malaysia regardless of their nationality and migrant status. We strongly believe that everyone deserves the right to access justice and services, including the right to protection and access to education and healthcare.

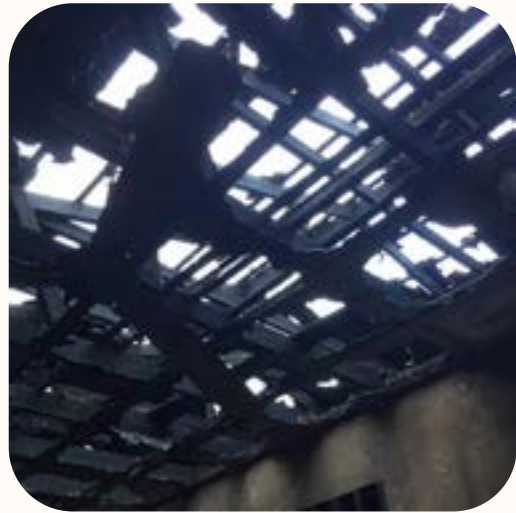
In partnership with UNHCR, we had raised awareness about the refugee community, who faced extreme xenophobia and even more criticism during the pandemic. Refugees are also more susceptible to sexual and gender-based violence (SGBV); this intersection was imperative to focus on due to the lack of recognition and awareness of their lived realities. Therefore, during the 16 Days of Activism against Gender-based Violence, an international campaign to challenge violence against women and girls, WAO shared the challenges that refugees faced and risks of SGBV experienced during the different phases of their process to seek asylum, as well as busting myths.

REBUILDING OF THE CHILD CARE CENTRE

WAO's Child Care Centre was struck by lightning, caught fire, and burned down in December 2016. Fortunately, no one was harmed in the devastating event, as we had volunteers and neighbours who came in and immediately evacuated 12 of our child survivors. However, the damage to the Child Care Centre from the fire was substantial, and we were unable to recover anything from it.



The Child Care Centre is used as a daycare and boarding for children to help our survivors when they return to work. As childcare is expensive, it was a sensible development for WAO to provide this service for survivors as part of our holistic women's resilience program to assist women in rebuilding their lives to become financially stable and independent. Child programmes such as tuition, art, and music as well as a stable and safe environment free from violence was established to support child survivors of domestic violence. With this, child survivors are able to heal, perform better in school and re-integrate back into society more seamlessly.



The rebuilding of the Child Care Centre, which will be a green building, is expected to cost approximately RM2.25 million. The project has been undertaken by Rehda Youth. The rebuilding of the CCC was affected by the MCO and all work was halted. It only resumed construction in the middle of 2020 and is now expected to be ready in the 3rd quarter of 2021.

The rebuilding of the centre will have a huge impact in the lives of many women and children -- by ensuring them access to a safe space to heal and grow into empowered individuals.

**Rebuilding of our CCC was made possible by REHDA Youth and its members and various other donors.*

Core Humanitarian Standards on Quality and Accountability (CHS)

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. Creating a safe space and ethical process for feedback, complaints and grievances to be submitted and heard is a priority for WAO.

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 end of 2021.

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.

The New Norm: Contributing towards a better country for women

As we faced head on the challenges of COVID-19 and the increase of domestic violence while continuing to provide services under lockdown, we were met with another challenge to overcome -how do we keep the organisation sustainable through a deteriorating economy?

We were forced to rethink and strategize new ways of operating and fundraising within 2 weeks into MCO, migrating all fundraising activities and campaigns online. We had partnered up with various online crowdsourcing platforms (SimplyGiving, GlobalGiving) and e-commerce platforms (Shopee) with fundraising elements and linked up with partners who promoted charity fundraisers on their internal platforms such as Maybank Heart. WAO had gone fully digital in our fundraising by April 2020.

Though we have migrated as an organisation to working fully online via online meetings (Zoom, Google Meets, Team Meets), WhatsApp chats, Telegram, emails and calls, the human element was still much needed especially in times of uncertainty. We recognised the need for human connection and reached out by emails and calls to connect with previous donors and partners to check in on their wellbeing and seek assistance in our sustainability. Many of those partners we reached out to had shared their anxiety and stress in adjusting to the "New Norm". The vulnerability shared between us and our partners in everyday life under the "New Norm" with working from home, children to care for, the inability to head home during holidays and so forth had not only brought us closer but revealed the reality of how much we needed to rely on each other embodying fully *Kita jaga kita*.

We had launched our 2 main fundraising campaigns - Emergency COVID-19 Relief Funds in April and Emergency Post COVID-19 Relief Funds in September. Both funds were to cover services such as food aid, medical aid, social work and

case management, counselling, crisis hotline and TINA 24 hours service along with programs for women and children (refuge residents). Alongside these 2 campaigns we had worked on 23 grants and project proposals to cover and support COVID-19 domestic violence relief and response. We had successfully secured 16 funding applications that were for projects and COVID-19 relief work.

Though the impact of COVID-19 had affected the economy, we found that Malaysians genuinely care about the community. We had received more donations in kind and more offers to do fundraisers for us to help WAO continue the work we do. We recognise that it takes an entire community to make Malaysia a better country for women.



WAO

Emergency Recovery Fund

We are preparing for another spike in domestic violence with the increase of Covid19 cases.

Help us support survivors and continue our life-saving work.

**WOMEN'S AID ORGANISATION
CIMB BANK BERHAD
80-0238299-7**

All donations of RM 50 and above will receive a tax exempt receipt. To get a tax-exempt receipt, email your proof of transaction, name, IC No., contact number, & mailing address to info@wao.org.my.

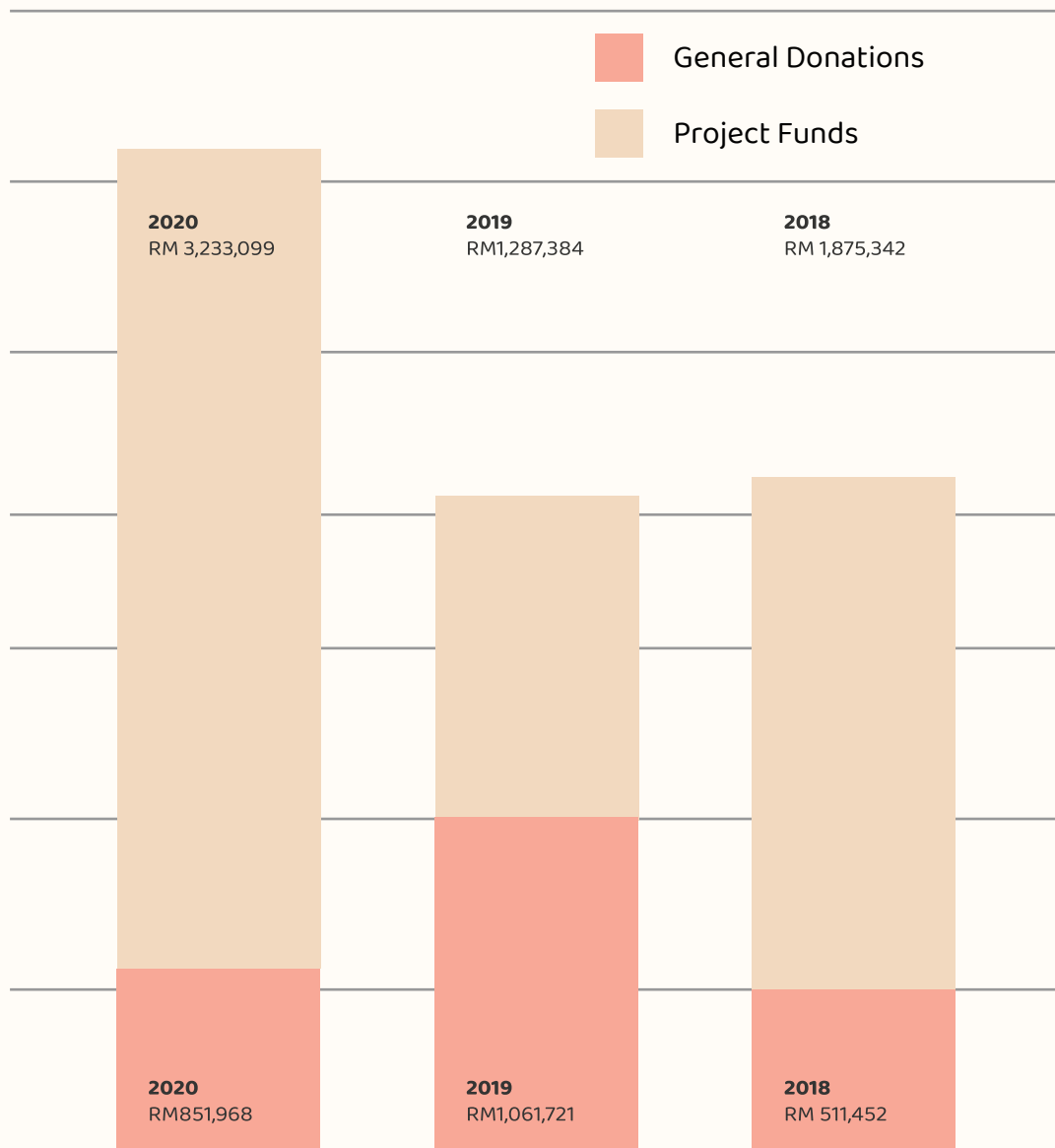
Income by Donor Summary	Amount
The UN Refugee Agency (UNHCR)	RM100,000 and above
Yayasan Sime Darby	
Selangor Properties Sdn. Bhd.	
REHDA Selangor	
REHDA Youth	
Malaysian Community and Education Foundation	
Rothschild Malaysia Sdn Bhd	
REHDA Wilayah Persekutuan Kuala Lumpur	
International Labour Organization	RM20,000 to RM99,999
Women's Fund Asia	
Bendahari Negeri Selangor	
Chan Boon Kheng	
RCE Marketing Sdn Bhd	
Sun Life Malaysia Assurance Berhad	
Fei Architect	
Pusat Khidmat Adun	
United Nations University	
Mathews Hun Lachimanan	
Jason Crimson	
Duopharma Marketing Sdn Bhd	
HARLOW'S & MGI SDN BHD	
Hong Leong Foundation	
Kuok Foundation Berhad	
PPC Glomac Sdn. Bhd.	
Regal Edge Sdn Bhd	

Income by Donor Summary	Amount
UK Online Giving Foundation	
Anonymous	
Jabatan Kebajikan Masyarakat Negeri Selangor	
Alliance Bank	
Lim Cheng Bock	
UOA Development Bhd	
Affin Hwang Asset Management Berhad	
Kyochon Sdn Bhd	
Popfolio Sdn Bhd	
United Nations Population Fund	
Malaysian Cricket Association	
Steven Thiruneelakandan	
Lavinia Lim Fang Mei	
Chan Kin Meng	
Iskander bin Ismail Mohamed Ali	
George Samuel	
Selangor State Economic Planning Unit	
Connie Tong Mei Kwei	
Yong Jing Ting	
Pelitawanis TNB Kebidanan	
DBS OB Givola Pte Ltd	
Datin Rose binti Ismail	
Australian Embassy Jakarta	
Boh Plantations Sdn Bhd	
IWB Consultancy Sdn Bhd	
UNICEF Malaysia	
Karina Kim	
Ong Liang Heng	
Shirley Ken Tzu Ting	
SMK (P) Sri Aman	
Steven Lim Tze Siang	
Tan Ching Wern	

Up to RM19,999

Fundraising Volume

Given the increase in the needs of survivors and the exponential rise in workload for our team, WAO was compelled to respond. The Partnerships team got to work and brought in more funding than ever before. This is what we do best. We have a clear strategy and direction, the teams plan, anticipate, respond and execute. Partnerships recognises the need and supports by bringing in the funding support. Even during lockdown, the entire team WAO worked in collaboration to keep us sustainable and our doors open to women and children in need. The chart below is the volume of Fundraising between 2018 and 2020.



Graph 1: Fundraising volume 3-year comparison

Thank You Collaborators!

Strategic Partners

WAO strategic partners are institutions and organisations that provide support for groundbreaking initiatives that drive our strategic goals forward in a fundamental way. In 2020, WAO benefitted from collaborations with the following partners for our work in Advocacy, Capacity Building and Services.

Cummins Inc

Embassy of the Kingdom of the Netherlands

Engender Consultancy

Perspectives Strategies

Safe and Fair Programme (UN Women & ILO)

Selangor Properties Sdn. Bhd.

UNFPA

UNHCR

UNICEF

Vase.ai

YTL Hotels and Properties Sdn. Bhd.

Yayasan Sime Darby

Agencies and Bodies Engagement

All Party Parliamentary Group Malaysia (APPGM)
Anti-Sexual Harassment Bill Reform Committee
Attorney-General's Chambers (AGC)
Bahagian Hal Ehwal Undang-Undang (BHEUU), Jabatan Perdana Menteri (JPM)
Canadian Fund for Local Initiative
Committee on the Elimination of Discrimination against Women (CEDAW)
Embassy of the Kingdom of the Netherlands
Human Rights Commission of Malaysia (SUHAKAM)
Ibu Pejabat Polis Daerah (IPD) Petaling Jaya
Institut Wanita Berdaya (IWB)
Jabatan Kebajikan Masyarakat Kajang
Jabatan Kebajikan Masyarakat Langkawi
Joint Action Group for Gender Equality
KRYSS Network
Kementerian Pembangunan Wanita Keluarga dan Masyarakat (KPWKM)
Majlis Mesyuarat Kerajaan Negeri Selangor Darul Ehsan
Malaysian Bar
Ministry of Finance (MOF)
Ministry of Health (MOH)
Ministry of Human Resource (MOHR)
National Domestic Violence Committee
Penang Institute
Persatuan Sahabat Wanita Selangor (PSWS)
Pertubuhan Pergerakan Wanita Johor (JEWEL)
Polis Diraja Malaysia (PDRM)
Pusat Wanita Berdaya (PWB)
Reproductive Health Association of Kelantan (ReHAK)
Sabah Women's Action Resource Group (SAWO)
Sarawak Women for Women Society (SWWS)
UTAR Faculty of Medicine & Health Sciences
Wanita IKRAM Malaysia

Capacity Building Partners

Beyond Borders Malaysia
 Cahaya Surya Bakti (CSB)
 Kelab Sri Anggerik Langkawi
 Malaysia Women's National Cricket Team
 Malaysian Cricket Association (MCA)
 Rohingya Women Development Network (RWDN)
 Somali Women's Association Malaysia (SWAM)
 The Paradox Studio
 The Rumah Roy Podcast
 UNDI18
 Universiti Malaya Medical Society (UM MedSoc)
 ZilLearn Pte Ltd

Services Partners

A&A Cooling System
 Acewash Laundry
 Aik Huat Tyre & Battery Service
 Coway Malaysia
 Dance Blaze Academy
 Eat, Shoots & Roots
 Elite Optical
 Food Handler - Hana
 Gardener - Raja
 Gardenia Bakeries (KL) Sdn Bhd (GBKL)
 Growing Space KL Psychology Center
 K Letter Electrical Enterprise
 Kebun-Kebun Bangsar
 Klinik Shalini & Lee
 LLT Auto Service

Magtechnic Alarm & Automation
 Mawar Cleaner Sdn Bhd
 Ms. Felicia Shamala Visvanathan (Counsellor)
 Ms. Loh Sit Fong (Counsellor)
 Ms. Tai Yoon Fong (Counsellor)
 Nubitel
 Pn. Atikah (Sewing Instructor)
 Rentokil Malaysia
 SOLS Health
 Sports Barn Sdn Bhd
 The Lost Food Project (TLFP)
 Top Tree Services
 United Key Specialist

Digital Fundraising Partners

Benevity
 Global Giving
 Simply Giving
 Fave
 Shopee
 Touch 'n Go
 Grab Malaysia
 MaybankHeart
 GIVE.asia

Thank you for contributing to continue the work that we do to make this country a better country for women!

Accenture Malaysia
Affin Hwang Asset Management Berhad
Ai Lin Yeow
Aisya Eleesa Erni Firdaus
Artisan Coffee Bar Sdn Bhd
Astro Awani
Australian High Commission Malaysia
BERNAMA
BFM
Berjaya Vacation Club Berhad
Block by Block
Bock & Partners
Boh Plantations
Brightstar Pictures Sdn Bhd
Carrie Fong
Cezars Kitchen Sdn Bhd
Chan Boon Keng
Chan Kin Meng
Chew Weng Hong
Chin Oy Sim
CHS Tan & Co.
Datuk Nicol Ann David
Dignity for Children Foundation
Dunkin' Donuts Malaysia
Duopharma Biotech Berhad
Elvira Arul
Empangan Ehsan (The Morning After)
Endie Shazlie Akbar
Enfiniti Academy of Performing Arts
Eng Lian Enterprises Sdn Bhd
For Goodness Cakes
Global Giving
Global Property Sdn Bhd
Grab Malaysia
Heart of Athena
Herlovito
Hey Bootiful Sdn Bhd
Hong Leong Foundation
Isentia
Iskander Ismail Mohamed Ali
Ivy Josiah
Jason Crimson
Joyce Vasudevan
KPMG
Keshika Subbarao
Kimberly Clark Community Reach
Kooshboo
Leo Burnett
LexisNexis Malaysia
Lion Legion (Asylea Malaysia)
Lululemon

MAHSA University
MMK Spices Sdn Bhd
Magdelyn Simon
Mah Sing Foundation
Malaysia Community & Education Fund (MCEF)
Malaysian Cricket Association
Malini Vijayarajah (Promeritus)
Marrybrown
Matthew Lachamanan
Maxis Broadband Sdn Bhd
Melodiya Recordings
Michael Fu
MyKolektif
Nando's Malaysia
Natalie Hussin
NatureCo
Netflix
PERMA
PUAK Payong
PWB DUN Bukit Gasing
PWB DUN Kinrara
Pelitawanis (TNB)
PlusVibes
Primer Kenrich Sdn Bhd
Publicis Malaysia
Purwaiz Alam
PwC
QUNIE Corporation
Qhouirunnisa Wahyudi
RCE Marketing Sdn Bhd
REHDA Youth
Reyna Movement
Rothschild Malaysia Sdn Bhd
Salesforce
Sazzy Falak
Scholastic Asia
Selangor Government
Sephora Malaysia
Serviceplan Malaysia
Shell Malaysia
SilkFairy
Sun Life Malaysia
Takahara Suiko
Tatler Malaysia
Taylor's University
Tehmina Kaoosji
Teo Chui Ping
Tharumalingam Kanagalingam
The Body Shop Malaysia
The Malaysian Current Law Journal
Touch'n Go

Tricor Services (Malaysia)
Sdn Bhd
Twentytwo13
Twitter (Twitter for Good)
Unicharm Corporation Sdn Bhd (SOFY Malaysia)
Universiti Putra Malaysia
VVE House Sdn Bhd
Valerie Jaques
Vivienne Lee
YB Dato' Sri Nancy Shukri -
MP Batang Sadong
YB Lau Weng San - ADUN
Banting
YB Maria Chin Abdullah - MP
Petaling Jaya
YB Mohd Najwan Halimi -
ADUN Kota Anggerik
YB Rajiv Rishyakaran - ADUN
Bukit Gasing
YB Siti Mariah, EXCO Wanita
Selangor
Yoke & Theam Sdn Bhd

Not forgetting our very own Executive Committee Members

Carol Chin
Jacqueline Tegjeu
Joyce Segajantham
Meera Samanther
Mok Chuang Lian
Shanthi Dairiam
Tan May Lee
Tashia Peterson
Yee Pek Mei

WAO membership numbered 222 persons as at 31 December 2020.

Volunteers of 2020

Alison Grun	Kayelvili A/P Balraj	Norafiqah Syrene Binti
Alvin Chia	Kelvin Ang Teck Jiang	Tajularipin
Amanda Gan Munn-Ee	Kimberly Veronica Bartolome	Nur Aqilah Rahasnan
Anita Stephen	Kirthiga A/P Mathiyalagan	Nur Effa Qamariani Binti Abdul
April Lee	Kulaseraran Ajitha	Kalam
Au Leng Wai	Kyla Wong	Ophelia Fay G. Cabrera
Calley Cristal Cheah Tsui Yen	Lee Ke Xin	Priya Dashini
Cassandra Lew Wye Han	Leia Inanna Binti Azizuddin	Priyadharshini Chinnasamy
Chew Siew Hoe	Leong Kah Chun	Marimuthu
Chow Jo Yi	M-bibi	Richa Kumar
Ellisa Fatehah Binti Kamarul Arrifin	Magaswari Ramasamy	Sagarika Swain
Emma Lisa Noorazmi	Maria Joseph	Sarmela Nadarajan
Evonne Teo	Marsha binti Madzli Tasrin	Sharveena Jeganathan
Georgina Lim Ern Ling	Maryam Moradi	Sia Bee Geok
Hyacinth Ho	Mathangi Devindran	Tai Yoon Foong
Jade Khoo Lian Ke	Melika Karki	Tan Huey Fern, Caroline
Jennifer Gail Anthoa	Mikaela Rona Villacorta Filoteo	Tania Anis
Jessica Yong Fu Qwen	Muhammad Muhaimin Bin Mohd Hisham	Thivansree Sreetharan
Kaberi Dutta	Muthukrishnan Vaishnavi	Wooi Joo Ying
Kavina Rajendran	Nadia Syariza Binti Abdul Aziz	Yaashini Anamalai
Kaviscyna A/P Balakrishnan	Nikkita Seth	Zainee Fairuz Bin Mohd Yusof
Kavitha Shaikar	Nishwant Kaur Dhaliwal	

Crisis Support Officers 2020

Isabelle Tan Min Hsi
 Munirah Binti Mohd Nazri
 Rachel Tan Mei Chien
 Marilyn Raj
 Revathy Krishna Moorthy
 Marilyn Raj Saysoo
 Jennifer Gail Anthoa
 Melina Packiam Iyadurai Peter
 Jessica Shailini A./P A. Rajandram
 Kavita Gopalan
 Joanne Melissa Wong (WAO)
 Nazreen Nizam (WAO)
 Daphne (WAO)
 Jaskirath Sohanpal(WAO)
 Quek Ju-Lynn (WAO)
 Aida Binti Anis
 Tan Yih Jiun (Jean)
 Tan Qin Ru (Grace)
 Alice Yow Lee Chin
 Alicia
 Ng Yi Ran
 Dr Nalini Velaitham
 Puveshini Rao Subaramanian
 Shahnaz Sheikh Salleh
 Jane Peris
 Malligah Suppiah
 Mogana Chinnathamby

Behind the Scenes : Powering WAO

Powering WAO behind the scenes is our operations team – finance, people and culture (human resource management), and administration.

The team oversees financial accounts, supports project budget management, handles procurement, manages recruitment and talent development, manages facilities, and ensures compliance with standards and obligations, among other responsibilities.

In 2020, the operations team helped enable and facilitate WAO's organisational growth and power through challenges.

WAO experienced the largest growth in our history in 2020. This growth was driven by the urgent need to respond to increasing domestic violence brought about by COVID-19 and the MCO.

Our staff body grew by 77% – from 30 to 53 staff within the year, including contract staff. We opened a new Services Centre. Additionally, COVID-19 and the subsequent MCOs changed the way we operated on a day-to-day basis – including relating to workplace safety, staff and stakeholder welfare and health, and legal compliance with government SOPs.

Ensuring we had a strong operations structure was essential to enabling this growth and continued high quality services and output during a uniquely challenging year.



Financial Highlights

Statement comprehensive income for the financial year ended 31 December 2020

INCOME	2020	2019
Donation - General	851,968	1,061,721
Donation - Child Sponsorship Programme	-	9,742
Donation for Projects / Programmes	3,263,099	1,287,384
Income from Public Education	7,990	12,277
Interest Income	132,036	44,585
Members' Subscription	4,080	5,540
Merchandise Sales	28,157	4,362
Other Income	90,051	49,949
	4,377,381	2,475,560
EXPENDITURE		
Child Care Centre Expenses	318,212	485,346
Refuge Centre Expenses	1,367,884	812,179
WAO Centre Expenses	1,845,716	1,150,178
AGM Expenses	5,390	1,858
Audit Fee	5,000	5,565
Bank Charges	397	770
Bad Debts Written Off	9,660	-
Depreciation Charges	29,215	40,166
Fine and Penalty	156	25
Fixed Assets Written Off	73,262	-
PayPal Charges	-	573
Meeting Expenses	-	3,805
Organisational Brochure	-	580
Project Expenses	234,896	158,783
Staff Retreat	-	11,276
	3,889,788	2,671,104
Net Surplus / (Deficit) for the Financial Year	487,593	(195,544)

Statement of financial position as at 31 December 2020

	2020	2019
PROPERTY, PLANT AND EQUIPMENT	1,121,964	734,185
CURRENT ASSETS		
Stocks	6,161	3,234
Sundry Receivables, Prepayments and Deposits	32,954	111,618
Fixed Deposits with Licensed Banks	2,228,308	2,637,089
Cash and Bank Balances	986,874	902,537
	3,254,297	3,654,478
CURRENT LIABILITIES		
Sundry Payables and Accruals	72,782	572,777
	72,782	572,777
NET CURRENT ASSETS	3,181,515	3,081,701
	4,303,479	3,815,886
ACCUMULATED FUND		
Surplus for the Financial Year	4,303,479	3,815,886

Jessie Ang WAO Social Worker Extraordinaire!

Jessie Ang joined WAO as a young social worker in 1993. At this time, women's groups in Malaysia, including WAO, were advocating for the Domestic Violence Act. WAO had been running our Refuge and social work services for a decade. Jessie stepped into Team WAO as one of the pioneering crisis supporters for women survivors of domestic violence and their children.

She kept in touch with many of her ex-clients, never ever saying that a case was closed. Even out of her capacity as a social worker, she could assist clients to find jobs, ensuring the kids had opportunities and checking in on their mental well-being.

In case management, she was fearless, she would go all out to ensure her clients were assisted every step of the way. We were all mesmerised by her stories of success and strife. For instance, Jessie had so many experiences of putting herself at personal risk to get women out of abusive homes to safety. She was a feminist WAO warrior and her spirit embodies everything that we need to be, to struggle for equality and safety from violence for women and children.

Dearest Jessie, we thank you so much. You are always in our hearts since you retired in February 2020.

We are delighted that a woman who spent 26 years caring for other women's children, is now raising a child of her own.

May he bring you the greatest joy, and grow to become a feminist ally!

Love,
#teamWAO





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Malaysia

For assistance:

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SMS/WhatsApp (TINA): +6018 988 8058

For general enquiries:

+603 7957 5636 / 7957 0636
info@wao.org.my
www.wao.org.my

Women's Aid Organisation is a not-for-profit organisation,
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Eligible donations to WAO are tax-exempt.