



**Annual
Report
2021**



WAO's mission

Our mission is to end violence and discrimination against women and girls

WAO's 2030 vision

Through sustainable social impact 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.



WAO's 2021 Goals

Safe from Harm

Women have full access to support services, justice and protection for sustainable freedom from gender-based violence and discrimination, provided by the legal framework and state actors.

Non-Discrimination

There is gender equality in all spaces including the workplace, and an environment exists that is conducive to women's full political, economic, and social participation

Gender Equality Culture

Cultural norms and mindsets have shifted to embrace gender equal institutions at every level of society, and to reject gender-based violence and discrimination


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President's Letter

The impact of COVID 19 continued unabated in the country in 2021, affecting the operations of WAO, and our modus operandi. All personnel had to continue to make adjustments to respond to exigencies as well as having to cope with anxiety levels and sense of insecurity our clients as survivors faced. The high intensity level of work this required was compounded by the availability and the need for constant sourcing of funds. All of this demanded increased commitment from workers and volunteers, innovation, resilience and flexibility. I am happy to report that all at WAO rose to the occasion.

In 2021, WAO supported 8,111 women empowering them to transform themselves from victimhood to becoming survivors with hope that they can be in control of their lives. A multi- faceted programme was implemented including support services that helped the women deal with the abuse , give them the space to regain their self- esteem born out of a realisation that their rights have been violated and that they are rights holders while their physical needs were provided for in the interim and assistance provided to seek remedies and re- establish the processes that will enable them to seek independence and control over their lives.



We see first- hand the synergy between the reality of women's lives and the need for social change and social justice.

This was accomplished while maintaining COVID mandated SOPs and virtual case management was the order of the day along with where possible in -person support. In spite of the challenges, the social workers along with crisis support officers were able to ensure the safety of the survivors while supporting them through their recovery and moving beyond crisis support.

WAO is also mindful that the societal environment and mind set has to embrace the principle of equality between women and men leading to the reduction of women's vulnerability to abuse. Advocacy to raise awareness of the manifestations of inequality such as the gender division of labour where women have sole responsibility for child upbringing and

family responsibility has been embarked on. Along with this, capacity building of community groups enabling a process for zero tolerance for gender-based violence in their communities has been an aim.

In support of such efforts, advocacy for the fulfilment of equality and the elimination of discrimination against women through effective law and policy measures and the fulfilment of the obligation of the government under the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) has been an important offshoot of the programme.

But central to such needed diversification of the programme is the constant reinforcement that the work of

uplifting and rebuilding of women's lives torn apart by the abuse in the intimacy of their relationships takes primacy. It is their stories that remind us of the flaws in the social environment that legitimises gender-based violence and we see the gaps in law and policy and its enforcement that provides impunity to perpetrators and encourages the repetition of abuse. We see first-hand the synergy between the reality of women's lives and the need for social change and social justice.

The rebuilding of the lives of women who come to WAO is a primary concern as this leads to the rebuilding of their future and the future of their families and through this eventually a better society.

Shanthi Dairiam, WAO President

From the Executive Director

Achieving equality and non-discrimination is more critical during times of social and economic hardship. Women struggle to be heard, to make a living and to live a life free from violence and discrimination. Society and government should function to ensure women not only have rights but also the power to claim and enjoy them.

We have been much challenged by the orthodoxy and inequality that surrounds women's and girls' lives. Never has it been more pronounced than in the face of the barriers put in our paths by the pandemic. At WAO, we worked to support, to advocate, to build capacity and the partner for impact. Our work and reach expanded tremendously

despite restrictions and challenges. We are powered by our collective determination to march towards gender equality, non-discrimination and a future free from violence. Our work in 2021 gives us more accurate and full understanding of what needs to change now, so Malaysia can progress to a better future and be a better country for women and girls.

*Sumitra Visvanathan,
Executive Director*

This is the story of our 2021 journey

As we work to rebuild and reshape our society, culture and the economy post-pandemic, it is a fundamental imperative to address gender inequality, and recognise the indelible link between inequality and violence against women and girls. This recognition is mainstreamed throughout WAO and drives us to move forward as one.

COVID-19 has had a tremendous impact on survivors, our operations and the WAO team, from how we work, what we focus on, to what needs to change so that we can achieve our goals.

(Pictured is volunteer WAO Ambassador, Isma Husein)



The COVID-19 pandemic has exposed and intensified vulnerabilities of women in our society, at home and at work, evidenced by the sharp increase in incidences of domestic violence and pronounced economic inequities. Gender inequality breeds violence and discrimination as it casts women as lesser than men, and less deserving of rights.

Since the start of the COVID-19 pandemic in March 2020 until the end of 2021, WAO served almost 15,000 women survivors of violence and discrimination. This means crisis calls, emergency shelter, case support and programs to build emotional and economic resilience. It is crucial to focus on the ways women can be supported as we move towards national recovery. Women have been hit hard by the pandemic. Already prevalent violence is more widespread as shown by WAO and data from various government agencies.

We need better accountability for the prevalent inequities faced by women and girls. Reform is critical and must address the formal (laws and policies) and as well ensure equality of opportunity and that the implementation of laws and policies indeed result in gender equality. Equally critically, we need societal transformation – a change within institutions, systems and structures that cause or perpetuate discrimination and inequality, as well as challenge and transform harmful norms, prejudices and stereotypes.

In all WAO action areas, we set clear objectives that are bold, ambitious but progressively achievable and sustainable, as this Annual Report will demonstrate. For each action, we continuously assess what is and is not working, deciding what to continue with and what to stop on the basis of its potential for impact at scale. We know our baselines and ground realities, target our actions to the changes we want to see, then measure our outcomes across all WAO actions areas like services, advocacy, capacity building, partnerships and the operations that underpins all.

We were skeptical of achieving positive impact from prolonged virtual engagement with partners and survivors. We found creative ways to engage and interact online with the women we support and the partners whom we work with. And we believe we got the impact we wanted. We were faced with funding crunches but found creative ways to energise our fundraising. As a result, WAO was able to fully cover our 2021 costs.

The team was challenged by the consecutive work from home instructions, where we didn't share the same physical space for months at end. At times, our ability to relate and engage with each other was strongly shaken. Yet we continue to learn from each other's experiences and views, listen to worries and concerns with compassion, and improve. Improvement is a living process that always continues.

We prevail by renewing our trust in each other, holding on to our vision and the impact we want to achieve together.

As always, our excitement comes from seeing how the lives of women and girls change positively when we are free and able to access rights and pursue our dreams.

This keeps us all moving forward towards our goals as one team

We are ambitious. We aren't risk averse and we learn from our mistakes. We address conflict bravely as we learn rapidly and change to improve. We know that a better Malaysia is within reach, and that WAO can drive us all towards a better future for women and girls in our country.

Transformative Change

We have an “All of WAO” approach. This means our work is synergised, rights-based, and aims for sustainability. We work hard to keep our work jointly planned, efficiently coordinated and executed holistically.

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 — around the realities faced by women. Through this evidence-based advocacy, we directly engage policymakers and build campaigns to educate the public and garner their support for law and policy reform.

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. While case advocacy ensures access to justice and protection for individual survivors, it also serves to reinforce WAO’s strategic 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 build their knowledge around gender issues and their capacity to better respond to women survivors of violence and discrimination.

We need change in attitudes and perceptions on gender equality at both the individual and community levels. To address this, WAO conducts ground-breaking research, engages in public awareness campaigns through traditional and social media, curates collaborations with creative workers, and targeted partnerships with companies and influencers to shape perceptions and stereotypes.

In 2021, we took steps to concretise our existing engagements with the private sector through the roll-out of a program aimed at the corporate sector. This program (Level Up) aims for tangible results, through initiatives and metrics to track progress and help corporations mainstream gender equality. We did this as we believe we can positively impact and improve women’s economic empowerment and create an enabling business environment for women in Malaysia.

This is what we do as one cohesive Team WAO.

Services: standard-setting shelter, social work and support services for women and girls survivors, both immediate crisis and long term resilience.

The team makes possible survivor access to rights, justice and protection, limiting the adverse consequences of violence and discrimination. Recognising sustainable recovery and independence as critical, post-crisis work empowers and supports women and their children.

Advocacy: campaigns and research to make systematic change towards ending gender-based violence and achieving gender equality.

Learning from the lived realities of women, the team strengthens state and community responses to survivors through legislative and policy reforms, by monitoring their implementation and by advocating reform of gaps identified in the legal frameworks.

Capacity Building: Survivor-focused, feminist, intersectional and collaborative training for prioritisation and realisation of gender and child rights.

Whether through trainings, workshops, or interactive forums, the team creates awareness and better understanding among individuals, the public and relevant agencies, to act on the issues of gender-based violence and the underlying inequalities that cause them.

Partnerships: increase awareness of WAO and her work, resourcing WAO with funds and building impactful partnerships with all stakeholders who align with our values.

Positioning WAO to be recognized as the leading women's organisation providing top tier services for survivors, as a credible source of gender-based information, research and data, as well as fundraising for WAO's future sustainability.

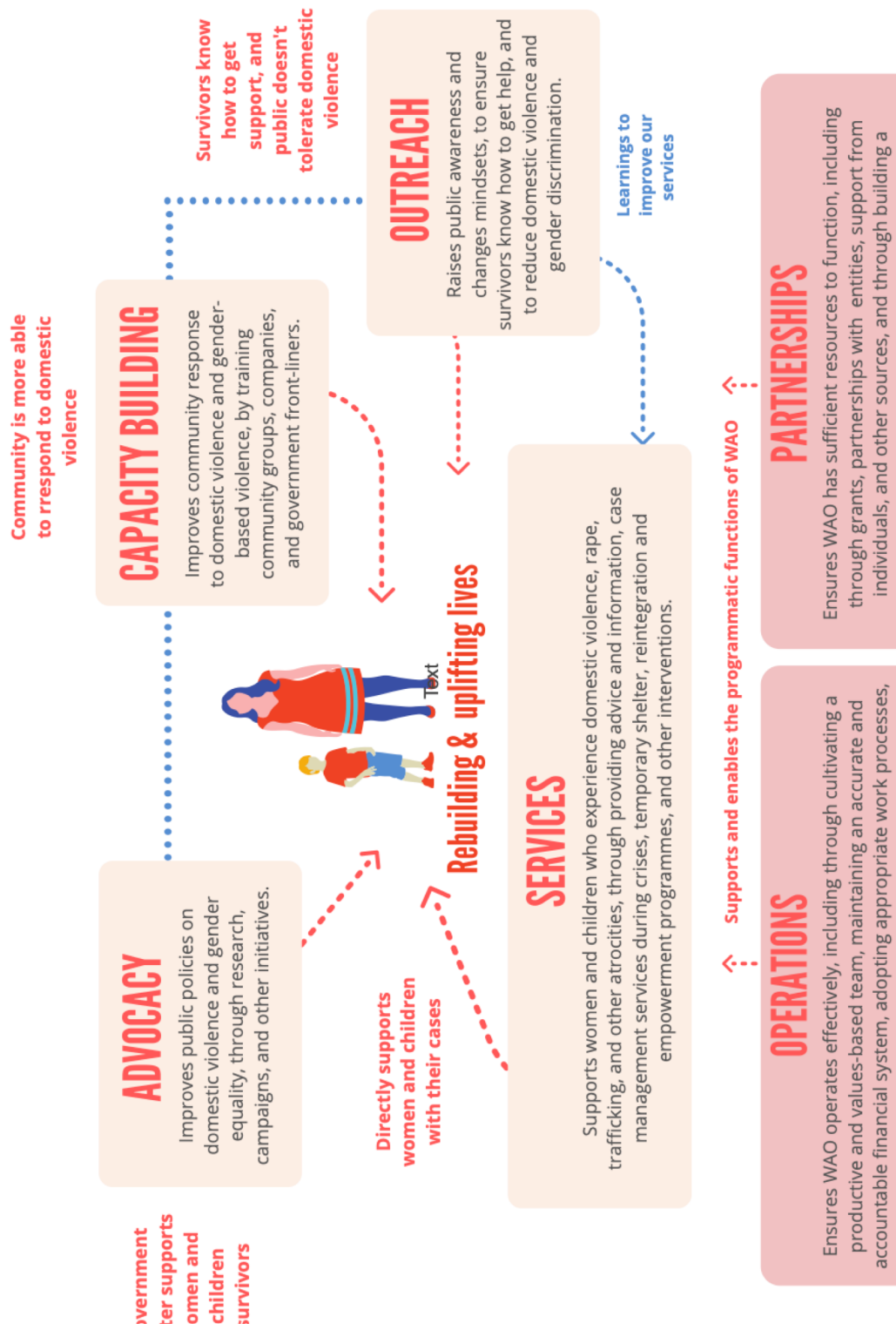
Operations: For WAO to work in a healthy, sustainable and accountable way The team comprises Finance, Administration, Accountability and Human Resources. The team works to ensure not only that transactional work in these areas are efficient and accurate, but also integrity of processes, sound policies and whilst promoting a healthy culture within WAO. The team is critical for the alignment of quality, integrity and accountability standards within WAO.


Executive Committee: Governance, guidance and oversight

Comprising nine women elected by the WAO membership every two years, the Executive Committee (EXCO) oversees WAO's work, guides and mentors the staff, co-develops strategy, policy and processes with the staff and maintains oversight on WAO finances, integrity and culture.

Volunteer teams: Crisis Support Officers, Ambassadors, Fundraisers and CSR volunteers

Our volunteer community is diverse, as students and members of the public and corporate sectors join us in an effort to raise awareness and contribute to the greater good with WAO. Our Crisis Support Officers enable WAO Hotline to be 24/7, working on rotation. They provide support to callers seeking assistance during one of the most crucial and vulnerable points in their lives. It is no easy feat, as it takes tremendous levels of empathy, dedication, and self-awareness to be a CSO. An important aspect of WAO's mission is to educate the public on gender-based violence and gender equality. Our WAO Ambassadors undertake public talks and forums and engage with members of the public on these important issues. We recently put together a team of volunteer fundraisers who make calls to our donors to seek repeat support. Finally, we have scores of corporate volunteers through our Jump Start program, as part of corporate CSR efforts in support of WAO.





**The
Team's
Work in
2021**

In line with our transformative change strategy, we worked for substantive, structural, and cultural change to make Malaysia a better country for women.

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In Service to Survivors

In 2021, the work of the Services was impacted by the COVID-19 pandemic. Services to women and children were always timely, personalized and hands-on. However, with close to two-thirds of the year being locked down and the pandemic's effects at their worst, WAO worked to develop models that remained available 24/7, relevant and time sensitive.

We conducted virtual case management, balancing the crisis needs of women with the well-being of our services workforce. With our volunteer Crisis Support Officers, WAO was able to ensure survivors were supported throughout their journey of recovery from gender-based violence despite limited physical interactions.

For WAO Refuge and non-WAO placements, we strove for survivors to access safety, as well planned, organised rescues were facilitated by the police with the urgency needed. With the Child Care Center being closed most of the year, the shelter operations team at WAO ensured children of survivors in our Refuge had the care and support for psychosocial assistance, health and education. The roles of our Child Care Providers were expanded to provide comprehensive care for the children.

WAO maintained her highest service standards despite myriad COVID-19 challenges and roadblocks. We developed a winning formula for continuing holistic service for sustainable freedom from violence, stretching beyond crisis response.

We took our service into working with survivors for economic and emotional resilience for sustainable freedom from violence. We supported activities and projects with B40 women, ex-clients of WAO and other women in need.

While end-2021 was truly a challenging year. The weariness and reduced opportunity for human socialization within the team and between us and survivors was wearisome and stressful. However, we are confident that by end 2021, we have the rhythm and means modus for virtual support and engagement that can indeed achieve what we strive for.

Services focus: Case Management Highlights

**7,486 WAO
Hotline & TINA
WhatsApp/SMS
consultations**

WAO case management team comprises social workers who walk alongside survivors, helping them to navigate the justice system and access services from various agencies, including the police, hospitals, welfare department, courts, etc. We also advocate for survivors when they face obstacles in the process of seeking access to justice.

**339 email and
social media
enquiries.**

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

**286 in-person
interactions**

In 2021, WAO provided 3506 phone consultations through the WAO Hotline, 3980 WhatsApp/SMS consultations through TINA, and responded to 339 email and social media enquiries. Additionally, WAO conducted face-to-face consultations with 286 women. The vast majority of consultations were about violence consistent with previous years; other cases involved sexual harassment, child abuse, rape, and other forms of gender-based violence and discrimination. Most survivors wanted to also know about shelter. General information, such as wanting information on divorce and custody processes, counseling providers contacts etc was the largest specific need, followed by wanting assistance from social workers, and emotional support. WAO social workers are supported by volunteer crisis support officers to provide these consultations and other services.

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

Case management includes assisting survivors access police services, to ensure survivors obtain protection. This includes supporting survivors to lodge police reports on the abuse, apply for protection orders, follow-up with investigations, and take other relevant measures.

Case management also involves supporting survivors through the court process, to seek justice and remedies for the survivor. This includes obtaining protection orders, going through criminal proceedings, seeking divorce and custody, and other cases. WAO prepares survivors for court dates, provides emotional support, monitors and helps survivors understand the proceedings, engages lawyers to hold watching briefs, and liaises with court officials and other authorities.

WAO also helps survivors access medical help, welfare support, immigration services, economic opportunities, and other social and legal support. In 2021, 1,793 social work case management interventions were made on behalf of women and children survivors that were staying in the refuge and 9,736 case management interventions were made on behalf of women and children survivors that were Face-to-face Clients (FFC).

Domestic violence, sexual assault, sexual harassment, stalking, and other gender based violence and discrimination can cause emotional and psychological trauma and stress. This can cloud decision-making and has adverse long term effects. To help manage these adverse effects and help women make informed decisions about their lives, WAO supports women to obtain counseling.

In 2021, WAO provided counseling to 274 women and 92 children with a total of 551 sessions for women and 172 sessions for children. With the increase of counseling sessions, WAO also engaged and partnered with two new counselors to support the increased needs.

11,529 social work interventions for survivors to access medical help, welfare support, immigration services, economic opportunities, and other social and legal support.



Case Management during Covid-19

During the Covid-19 lockdowns, staff continued working remotely and conducted case management via phone. Survivors continuously update social workers while in the police station, in hospital, or anywhere else as they need their support and assistance in going through this process. Social workers then advise the client on the next steps and possible options relevant for the case or engage with the respective agencies based on the case needs via phone.

During the Covid-19 CMCO, staff started working from the Services centre on a rotation basis (two social workers from 9am to 5pm and two more social workers from 2pm to 10pm) while the rest of the team continued working remotely. Social workers advise the client on the next steps and possible options relevant to the case or engage with the respective agencies accordingly based on the case needs via phone.

Only if there is a language barrier or security risk, would a social worker go out physically to assist the survivor.

Services focus: Case Management Extras

Workload Management Methods

Gender-based violence is the pandemic within the pandemic. We had to review our workload to better support the WAO social workers. We developed a traffic lights system so each social worker can take on only a set number of cases Red, active case, Yellow, less active case, and Green, as needed only. A strategically organized database was created to ensure social workers easily update information on their cases so our reporting is in real time and consistent.

Civil Society Engagements

Social workers also actively participated in conducting training and developing learning modules for two organisations to establish their own case management teams. WAO conducted the first session on November 20th, 2021 with Monsters Among Us (MAU) and will be conducting a few more sessions to establish a well-maintained case management team themselves. WAO was also actively involved in creating a case management module for a possible opening of a new GBV response team in Miri.

Government Engagement

We were active participants in the Government's Jawatankuasa Menangani Keganasan Rumah Tangga (JKRT) with multiple agencies such as Kementerian Pembangunan Wanita, Keluarga Dan Masyarakat, Polis Diraja Malaysia, Kementerian Kesihatan Malaysia, Jabatan Kebajikan Masyarakat, Jabatan Peguam Negara etc. and women's CSOs.

Statistics and reality of the challenges on-ground faced by the social workers and survivors were fed into these meetings. Moving forward, Services will continue our active engagement with three sub-working committees: Jawatankuasa Kerja Advokasi dan Kesedaran, Jawatankuasa Kerja Perlindungan and Jawatankuasa Kerja Data.

WAO Crisis Support Officer Volunteer Program

In 2021, WAO conducted a mass training to recruit more CSOs to keep up with the rising demands of hotline calls. There were 178 participants that attended the online workshops on SGBV and law processes in Malaysia, making this our biggest CSO recruitment drive to date. After the online training, 88 of them continued with their practicum sessions, where they listen to past hotline calls and engage in deep discussions and role playing cases with social workers. They then had their final qualifying interview with our Head of Programmes. Their eligibility to qualify as a CSO was further assessed by social workers, Director of Services, and EXCO members. In the end, 42 participants successfully passed their interview and joined as CSO.

CSOs further attend monthly meetings and case discussions with the Services Outreach Coordinator to improve their skill sets and seek debriefing. Some of these CSOs have gone beyond the call of duty by taking up extra duty slots, volunteering in other aspects of WAO's services, and even involved friends and family into partnering and volunteering with WAO too.

Crisis Support Officers (CSO) are trained volunteers who answer hotline calls and triage cases to social workers. CSOs are a fundamental part of WAO's services outreach as they act as our frontline; having to respond to crisis calls and queries pertaining GBV issues or other general enquiries.

55 active CSO members are on rotational duty 24/7 to attend to WAO Hotline calls.

Services focus: Safe Shelter

Shelter operations in 2021 required tremendous flexibility and innovation. There was a constant need to adapt in order to protect our survivors, not only from the violence but also from the COVID-19 virus. Fortunately, the experience we gained in the year 2020 prepared us to understand the steps necessary to keep everyone safe in the midst of the pandemic.

Other than the limits in traveling, Hospitals and One Stop Crisis Centres (OSCC) were not a safe space for survivors to take shelter temporarily due to the risk of COVID-19 exposure. The GBV shadow pandemic was overlooked, neglected and almost dismissed. It seemed to us that there was insufficient recognition by the authorities that compulsory stay-at-home orders don't only increase the rate of domestic violence but also limit the survivors' chances of reaching for help safely.

The WAO Refuge and Child Care Centre sheltered **38** women during the COVID-19 and GBV pandemic

Despite the challenges, our goal for 2021 was to have the Refuge up and running as usual; our mission to be the constant reliable safe space for survivors despite lockdowns as well as the strict COVID-19 Standard Operating Procedures (SOPs).

We see changes as a chance to improve, as all changes were focused on the best interest of WAO's shelter residents.

The Movement Control Order (MCO) that continued for months restricted our clients to travel and reach out for shelter. It was difficult for the survivors to escape as the perpetrators were at home. Moreover, police roadblocks and travel restrictions made it even harder for survivors to run away from abusive situations. The challenges increased as no public transport operated past 10 pm during the lockdown.

In order to tackle both COVID-19 and the difficulties for survivors to seek shelter, WAO's Refuge provided separate spaces for self-isolation and care before transferring the residents into the Refuge itself to embark on their healing journey.

In 2021, the changes in SOPs helped in successfully preventing two possible outbreaks when our residents in self-isolation tested positive. The improvement in our operating measures protected everyone against the virus while ensuring continuation of our services to women and children in need.

Shelter operational costs increased due to our precautionary measures against COVID-19. During this challenging time, we actively sought donations for groceries. We were really fortunate to receive support from various communities and individuals. The parties who generously donated groceries were The Lost Food Project (TLFP), Food Aid Foundation, Yayasan Sime Darby, Strip, Accenture, Iman Insani, CWM, Cheetah, Sephora, Australian Embassy, Dr. Suba, Shaaira Siras, Joni Ferrier and more. These engagements are not only critical for our operations, but allow for building awareness within the community. Our donors also learn about the critical function of a shelter like the WAO

Refuge and the struggles of our resident survivors. The interaction has inspired more individuals and groups to join our fight to end violence against women.

Other than improving the intake process, we made major improvements in maintaining and repairing the infrastructure, as well as smoothing out processes so it will be more efficient to manage the Refuge. The Shelter Operations team conducted three major maintenance projects alongside the numerous ad-hoc repairs needed in the Refuge:

1. Roof Repair and Maintenance,
2. Plumbing maintenance and,
3. CCTV monitors replacement.

We are pleased to hear feedback from returning residents that the environment in the shelter was more comfortable and peaceful than before.

Given the prolonged shutdowns, we felt it prudent to close our Child Care Center operations and move the workforce there to the Refuge. We used the Child Care Centre as a self-isolation space for Refuge residents. Our Child Care Providers are more than cooks and cleaners. They plan academic classes and activities. Most children from abusive situations face the double barrier of violence and reduced educational opportunities. While living with abuse, they often missed school and could not focus on academic work. Study plans were tailored to the individual child's needs.

The biggest obstacle that our child care provider faced in 2021 was having children who don't understand any common languages such as English, Bahasa Malaysia, even Tamil. The difficulties in communication were gradually overcome by our staff who patiently tutored them for months. Children who were only able to converse with visual cues finally learnt to speak in simple phrases. It was all credited to the interaction and bond formed between the children and Child Care Providers.

Besides having academic classes, the shelter operations team planned enhancement activities since residents were home-bound in the Refuge due to COVID-19 restrictions. The activities ranged from creativity skills such as cooking/baking classes to living skills such as health & hygiene classes, sex education classes, physiotherapy session etc. We prioritized mental health anger management classes and tools to acknowledge emotions. We aimed to inspire residents to practice self-care and prioritise their children's and their own mental wellbeing.

We adopted trauma-informed care. We recognized the importance of meaningful interventions to relieve trauma. The trauma-informed approach impacts the survivor's perspective. Instead of fearing and rejecting their trauma, they recognise it as only one part of the whole life journey, thereby empowers them to move forward. The time spent in the Refuge is time to heal and unpack the trauma. We wish for them a new beginning, the moment they step out from the Refuge into an empowered future life.

We are proud to say we innovated new ways to provide care and support for our residents.

Services focus: Resilience Programs

Women's Empowerment Programs (WEP): Power Up and Jump Start

Financial insecurity keeps women trapped in violent and abusive relationships, WAO's WEP hopes to break the cycle by economic empowerment through the **Power Up** platform. Power Up is a holistic program for WAO clients, who own or aspire to own their business. We support women to initiate, sustain and/or expand by equipping them with the necessary skills, knowledge and resources for managing their businesses. Power Up by WAO is a grassroots-driven initiative supported by the larger community and corporations via **Project Jump Start**. Jump Start supports and complements Power Up by sourcing and providing volunteers to support to the women throughout the journey of economically empowering their lives.

The Power Up is dual aspect: **developing emotional resilience** and **enabling economic empowerment** among women. The combination of stronger emotional resilience and financial knowledge allows women to stand up for themselves and exit the cycle of abuse with confidence. In addition, Power Up provides women a safe space to interact and support one another, increasing their social support system.

The **Stitching Forward** program gives women sewing and crochet skills to create artisanal handmade products, such as handicraft and garments. The specially curated sewing course gives them not only sewing skills but encourages freedom of expression through design and creative ownership. Meanwhile, **The Grub Hub** is a program that uses artisanal food preparation as a tool to empower marginalized grassroots women and equip them with skills for economic empowerment. This platform allows women to develop entrepreneurship skills and to create their unique delicacies besides building confidence towards being financially independent.

There are currently two Power Up projects: **The Grub Hub and **Stitching Forward**. Both teach women technical skills as well as entrepreneurship, communication skills, financial literacy, and technological literacy skills.**

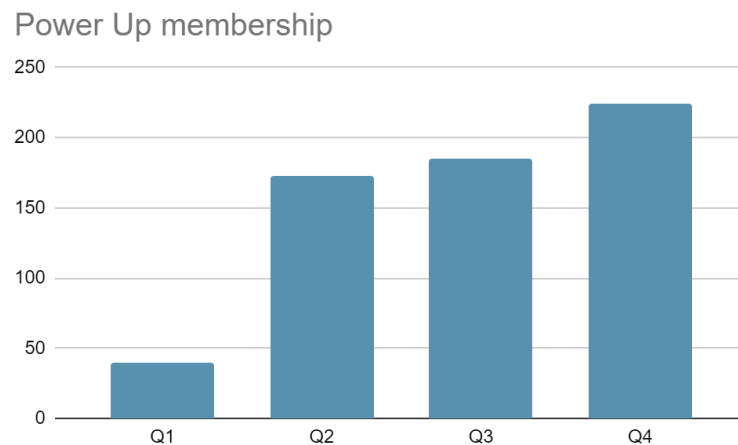
Independent self-learning is key in the project as women journey through hardships and beyond to an empowered life, building independence and ability to progress without reliance on WAO. Power Up encourages women to take ownership of their learning, experience success and develop confidence and self-motivation. Women are encouraged to complete their assignments and share their achievements with the mentors, teachers, and WAO staff. The community of women also encourage each other positively in their ventures, thus fostering close relationships and a sense of sisterhood. Coaching sessions by the WAO Team and volunteers ensure the women feel supported and motivated during their journey aside from ensuring that they produce quality artisanal handmade products.

We also run a monthly **peer support activity** to help build the participants' emotional resilience. The peer support activity fosters a safe place for these women to share their struggles and receive support and feedback from other participants. A psychologist leads the sessions to facilitate the discussions, in addition to also sharing mental-health related information and skills with the participants to allow for better coping and mental health awareness.

The **COVID-19 pandemic** and government's announcements on lockdowns created unique opportunities for our Power Up participants to demonstrate their acquired skills and talents on new platforms.

WAO had to adapt from physical learning to digital learning in response to the lockdowns, this includes altering mode of teaching, content materials, and changing the product creation to reflect the ever-changing demands from society (e.g. participants learnt how to make hand sanitizer holders instead of coasters). The swift adaptation towards digital platforms have demonstrated the participants' strong level of adaptability and willingness to learn. Participants had to quickly learn how to navigate through different digital platforms and applications, then having to learn the contents and participate online. Trainers and WAO staff too had to curate their lessons and plan sessions online that do not compromise learning quality and outcome. The transition to online learning has demonstrated the participants' resilience and strong willingness to learn as attendance for each online session remains high.

Our dream is to develop a community of women who encourage each other positively in their journey of self-enrichment. With this skill set, women are able to generate extra income from the comfort of their own home and may even venture into an enterprise. Through training and mentorship, the participants have improved their quality of life by skilling up to increase their employability and venture into entrepreneurial opportunities. The products created by Power Up participants have been featured in many bazaars to allow for the general public to purchase and promote. The support shown from the public has been very encouraging so far; demonstrating a collective awareness of hardships faced by economically vulnerable women and increasing intolerance towards violence against women. The women's empowerment have also served as an inspiration for other survivors to reach out to WAO and WAO's empowerment programs, allowing for the cycle of financial insecurity to be continuously broken down and encouraging more survivors to stand up for themselves.



POWERHOUSE (Teen Engagement)

Powerhouse is a safe platform for teen participants to understand the importance of mental health and keeping safe and emotionally well especially during a health pandemic. The content during the sessions include learning about effective coping strategies, emotional awareness, being assertive, consent, and gender-based violence knowledge. Powerhouse also aims to build a safe community for refugee teens to be better peer supporters for each other.

Throughout 2021, WAO and UNHCR collaborated to provide 90 refugee teen participants with two modules; Stay Happy and Stay Safe Programs. Stay Happy modules focus on sharing mental health related information and coping skills, while the Stay Safe modules focus on boundaries, consent, and GBV awareness.

The participants were from the Myanmar, Afghanistan, Somali, Pakistan, and Sri Lanka communities. In sessions, the teens were very engaging, in addition to bringing up real life scenarios and struggles they face to seek guidance and solutions. In their feedback, some of these teens were very appreciative of how the Powerhouse platform and WAO's teachings have made them more aware of mental health and GBV issues including the referral pathways when they want to report a GBV case.

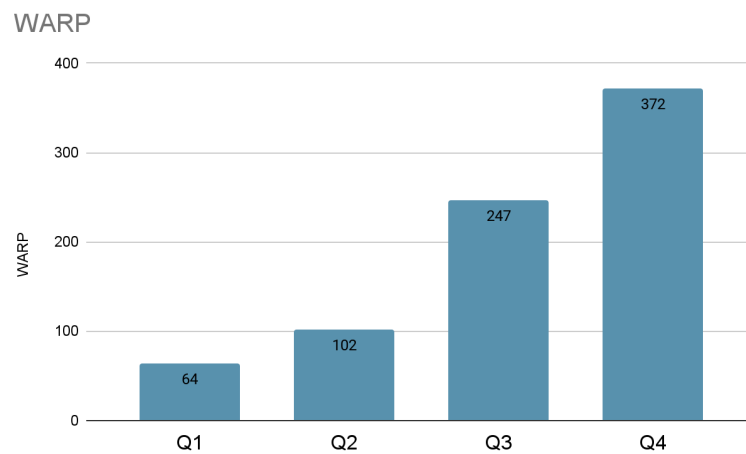
The program ended with 30 active teen participants receiving a back-to-school kit from UNHCR and Christmas gift from the High Commission of Australia upon completion of their poster advocating against violence against women.

Overall, 100% of refugee teen participants reported that they found the sessions helpful and beneficial. More than 85% of the teens further commented that they were able to incorporate the skills and techniques learnt to their day-to-day life.



WARP

WAO's Aftercare and Relief Program (WARP) is an initiative provide continuous economic and emotional support to WAO's survivors post-crisis. For every WAO survivor under WAO's case management, WAO provides an end-to-end support to ensure survivors' needs are met, especially in a post crisis situation so survivors feel empowered to continue building a life of their own choosing. For example, available services include food aid, job search and skills enhancement, residential search, other aid (e.g. household items, mobile phone data, mentorship and external referrals.)



WARP further incorporates supporting opportunities for volunteers and community members as they provide mentorship or donate items and goods to women in need in the WARP. Within the WARP project, survivors could be paired up with a WAO volunteer as part of the **MyBuddy** initiative, where the volunteer continues to provide emotional support and guide them towards independence and resilience.

The items and services provided through WARP aim to provide immediate relief to the survivors, which will in turn allow for a better emotional state to think about other pressing concerns such as financial security, job security, and the care of their dependents.

For example, a beneficiary of the WARP program received food aid and groceries as she was retrenched during the lockdown, which relieves part of her pressing concerns as she continues to look for another job. She then had the capacity to continue attending WAO's empowerment programs to increase her employability skills. In two months, she found a new job, and expressed a great sense of appreciation for WAO's support of her needs during a trying time.

Advocating for change

Challenges from 2020 – political uncertainty and the pandemic – persisted in 2021. We adapted by ensuring we responded to COVID-19’s effects on gender equality, developing projects that were less affected by uncertainties, and continuing to pursue policy reform campaigns where possible.



Nonetheless, we achieved several highlights in 2021. We further developed our research function, including publishing a milestone research report on public attitudes on violence against women. With partners, we launched the Gender Budget Group, a coalition of organisations and researchers to make government budgets gender responsive. The coalition saw several of our priorities reflected in the government’s 2022 budget. Additionally, two bills advancing our public policy reform goals were tabled in the Dewan Rakyat.

Advocacy focus: Engendering the Budget

Together with the Konrad-Adenauer-Stiftung and ENGENDER Consulting, we continued our advocacy to make the government budget gender responsive. We formed the Gender Budget Group, a coalition of organisations and researchers, organised workshops with civil society groups and government agencies, produced memorandums, and engaged with policymakers.

Several of our priorities were reflected in the government's Budget 2022, including the continuation of the PSSS (Pusat Sokongan Sosial Sehenti) program, RM10 million towards women's shelters, RM13 million towards PDRM's D11 unit (the unit handling domestic violence, sexual crimes, and child abuse cases), specific allocations for single mothers, and RM15 million for gender data. The budget also included allocations for childcare, hiring incentives for women workers, and increased funding for mental health.

In another highlight — following the Budget 2021 allocations for women's shelters — the Pusat Sokongan Sosial Sehenti (PSSS) program was launched, including seven mobile centres and three physical locations.

Advocacy focus: Women at Work and #Rights4Parents

We continued our advocacy on improving employment conditions for women and parents, a campaign we undertook with our Communications Partner, Perspective Strategies. Finally, this year, the Employment Bill 2021 was tabled in the Dewan Rakyat on 25 October 2021 — including many of WAO's campaign priorities.

The Bill introduces a 3-day paternity leave, increases maternity leave from 60 to 90 days, prohibits termination on the basis of pregnancy, creates a process to report discrimination, removes prohibition for women to work at night and underground, among others. Nonetheless, there were several shortcomings which WAO and other groups are continuing to advocate for, before the Bill is passed into law.

Malaysian public attitudes and perceptions towards violence against women

With the support of the Global Fund for Women, WAO published a research report on public attitudes of Malaysians on violence against women. This study, conducted with research firm Ipsos, is Malaysia's first nationally-representative study on public attitudes towards violence against women – covering domestic violence, rape, sexual harassment, stalking, and child marriage.

Insights from the study will help analyse current levels of public attitudes, to inform policy interventions. The study serves as a pilot which the government can replicate periodically. It is available on the WAO website.

Advocacy focus: The Sexual Harassment Bill

WAO, with other women's rights organisations, continued advocating for a law to address sexual harassment – a campaign starting in 2018 building off previous efforts by women's groups. In 2021, we continued to work as part of the Special Projects Team on the Anti-Sexual Harassment Bill (a committee coordinated by the Ministry of Women, Family and Community Development) and engaged policymakers and the public to make the Bill a reality.

Finally in December 2021, the Anti-Sexual Harassment Bill 2021 was tabled in the Dewan Rakyat for its first reading. This was a milestone in a decades-long effort, and the Bill contained several important elements. Nonetheless, some crucial elements were omitted, and we are continuing to advocate for an adequate Bill before it becomes law.

Advocacy focus: Multi-stakeholder response to domestic violence

We continued to work with the Ministry of Women, Family and Community Development and other government partners to improve collective response to domestic violence. In 2021, we worked to further strengthen the National Domestic Violence Committee — a committee set up in 2019 following collaboration between WAO and the Ministry. We engaged the Ministry, as well as the Parliamentary Special Select Committee on Women and Children Affairs and Social Welfare, on the importance of the National Domestic Violence Committee and how to improve it further.

The Committee continues to aid multi-stakeholder coordination and ensure domestic violence remains on the agenda. The Committee met three times throughout the year, including a special sitting following the introduction of the MCO in early 2021. Notably, we saw the establishment of three working committees under the main Committee, which also have convened.

WAO also continued to participate in the Selangor state interagency meeting on domestic violence.

Advocacy focus: #MakeStalkingACrime

WAO continued our campaign to make stalking an offence. In 2021, we engaged with the new Minister and Deputy Minister of Law to pitch the need to prioritise the anti-stalking offence. Following this, the Anti-Stalking Committee met to discuss final changes to the law amendments, and proposed a timeline to pass the law by March 2022.

Healthcare response to domestic violence

The public healthcare system is a crucial point of entry for domestic violence survivors. In 2021, WAO partnered with the United Nations University and researchers from Monash University to carry out an assessment of gender-based violence response at One Stop Crisis Centres (OSCC) in public hospitals.

We also engaged the Ministry of Health to provide input on the OSCC guidelines on domestic violence, and to work towards creating procedures in government primary healthcare clinics to identify, respond, and refer cases of domestic violence.

Other research projects

With the support of UNICEF, WAO with human rights consultancy Rights On completed a capacity building and assessment engagement to strengthen child rights and child-friendly practices of the Human Rights Commission of Malaysia (SUHAKAM) Office of the Child Commissioner.

With the support of the United Nations Development Program (UNDP), WAO also undertook a capacity building and research initiative on community leaders perceptions on domestic violence response, in three communities in Malaysia.

We have also initiated a research and advocacy effort to assess the needs of single mothers in Malaysia, including women who have left abusive relationships to live independently. This will be a key area of work for WAO in the coming years, towards improving support systems for women to be economically resilient to enable them to leave abuse.

Coalition work

WAO was part of a multi-NGO team that organised the **Women's Tribunal Malaysia**, in November 2021. The virtual tribunal – a historic first of its kind in the country – heard testimony from women affected by gender-based discrimination and harassment, and formulated recommendations to the government.

WAO with the CEDAW NGO Coalition submitted a joint report – the **Malaysia CEDAW Follow-up to Concluding Observations** – to the CEDAW Committee.

As part of the CSO Platform for Reforms, WAO with other women's groups contributed to **Manifesto Rakyat** – which will put forth recommendations to political coalitions prior to the next general elections.

Capacitating for Gender Equality

In 2021, we engaged with a total of **52,904** individuals, **44,853** of these individuals who were reached via online engagement through our **Girls and Youth Empowerment programs, the SAKSI Gender Progressive Journalism project and various other public engagement talks and activities.** **48** of these individuals were girls whom we connected via the supplementary activity of delivering self-care goodie bags.

This is a huge increase from the 25,925 individuals we engaged with in 2020.



In 2021, we strived to build capacities in ways that were relevant, accountable and equally accessible to women and children in their unique communities. We remained motivated to improve and pivot in response to the fluid and rapidly shifting ground realities.

Guided by intersectional feminist principles rooted in ground realities, we deliver our work guided by core values that are survivor-focused, feminist, intersectional and collaborative, capacitating and advocating with all stakeholders to ensure knowledge prioritisation and realisation of gender and child rights.

The objective of the methodology employed to build capacities - whether they're training, workshops, or interactive forums - is to create awareness and better understanding among individuals, the public and relevant agencies, to act on the issues of gender-based violence and the underlying inequalities that cause them.

Through our programs, we work with grassroots communities, policymakers, organisations, corporations, lawmakers and law enforcement to bring about gender equality, end gender-based violence in Malaysia and observe children's human rights and empowerment.

Capacity building focus: Grassroots

We continued to sustain outreach with the grassroots by expanding the engagement with B40 and refugee women. We also conducted more GBV training with NGOs/CSOs working with grassroots communities (e.g. Tenaganita, UNICEF implementing partners, MEWRO, ABIM, FRHAM).

Capacity building focus: Girls

Through GERAK: Suara Kami project with 18 girls from PPR Lembah Pantai, we built a network of girls advocates, empowered and armed with the knowledge of the 3Rs (recognise, respond, refer) to address and document GBV in their communities and demand policy change. Our girls from the #GirlsTakeover platform became advocates in their personal capacity by voicing out their opinion in civil society movements and networks (e.g Rights On, UNICEF, #MakeSchoolASaferPlace movement).

Capacity building focus: Government

Our engagement with government agencies is also deepened through collaboration with KKM and KPWKM to disseminate short videos to mainstream the use of the EPO and OSCC. This

year, we started the conversation and planned to conduct a series of GBV/OSCC training with KKM front liners and healthcare staff in 2022.

Capacity building focus: Corporates

In terms of our engagement with the corporations, we carried out comprehensive GBV trainings for Wilmar and Sime Darby Plantations and one-off training for companies like Maxis, UNIQLO, and British American Tobacco.

Through the various activities - workshops, training, consultations, panels, events - mentioned above in 2021, we have engaged with a total of 52,904 individuals, 44,853 of these individuals who were reached via online engagement through our Girls and Youth Empowerment programmes, the SAKSI Gender Progressive Journalism project and various other public engagement talks and activities. 48 of these individuals were girls whom we connected via the supplementary activity of delivering self-care goodie bags. These self-care bags include hygiene and health products which were greatly needed due to the current COVID-19 pandemic that is still ongoing in the nation. This is a huge increase from the 25,925 individuals we engaged with in 2020.

	Training and consultations	Online reach	Supplementary activities
<i>Girls and youth</i>	250	3,153	48
<i>Government</i>	64		
<i>Grassroots</i>	6,535	41,700	
<i>Colleges</i>	250		
<i>Corporations</i>	468		
<i>CSOs</i>	436		
TOTAL		52,904	

Partnering for Good

We had learned and adapted to the new norm of the COVID-19 pandemic and focused on improving our online presence and developing more online content to push out our mission to change mindsets with our advocacy campaigns and public education content.

In spite of the challenges with ongoing Movement Control Orders and COVID-19 Delta variant outbreaks, we amplified lived realities of women and girls on ground and escalated their experiences through storytelling and online public education in the form of webinars and talks.

Our social media posting frequency, varying languages and subject matter also improved our online engagement with new audiences who demand for changes that strengthen the legal framework and protect women and girls from gender-based violence.

We had garnered a total of 9,331 public education engagements and received 496 volunteer registrations of individuals who were inspired to commit to WAO's goal of creating a better country for women.

In the second year of the COVID-19 pandemic, with economic downturn and additional expenditures, we managed to fully resource WAO with **RM5,195,741. We achieved almost **600** media engagements and mentions. We conducted a total of **9,331** public engagements and had a total of **496** volunteer registrations.**

Our creativity did not sleep during the pandemic, we had improved our online campaigns and produced eight campaigns to push out our Hotline and TINA number and to raise funds for WAO.

The 'Not everyone is safe at home' and '#JustACallAway' campaign had put a spotlight on the shadow pandemic that continued on into 2021.

These two campaigns had created a wave of online engagement on twitter which produced the WAO Gender Based Violence Myth tweets and Myths on Abuse Infographics were shared on all our platforms. This was our way in changing public mindset and unlearning harmful cultural beliefs.

Achievements: Partnering for Good

Society demonstrates increasing intolerance for gender-based violence and discrimination against women and girls within an environment conducive to women's full political, economic, and social participation

- Increase of new followers and engagements online
- Increase in volunteers who sign up to help
- Increase in corporate partnerships
- Positive engagement through our campaigns (Not everyone is safe at home Campaign, iWALK2021)
- Engaged with more volunteers and conducted more corporate CSR partnerships to achieve WAO goals and aims.
- Created clear campaigns with direct messaging. (#iPledge365, Not everyone is safe at home)
- Mobilised volunteers and engage more with volunteers
- Utilised volunteers to conduct public education and community engagement, talks
- Utilised students and universities to host and conduct public education talks and fundraisers for WAO to raise awareness on GBV

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

- Period Poverty public information
- Goethe x International Day of The Girl Child Screening on Consent, Internet Safety, Body Shaming for girls under WAO Programs
- International Day of the Girl Child Girls Goodie Bags with essential items
- Corporate partnerships to support Services and Power Up Programs
- We connected volunteers with girl beneficiaries through delivery of goodie bags
- We connected corporate with beneficiaries through sponsorship of essential items
- We connected corporate sectors to impact the beneficiaries in creative ways through public engagement talks and deliveries of essential items

Achievements: Partnering for Good

Adequate public and private resources are devoted to addressing and eliminating gender-based violence and discrimination

- We onboarded more volunteers to support in the sustainability of WAO
- We trained volunteers as WAO Ambassadors to represent and advocate for women's rights through public talks and student engagements
- We inspired people to come together and join our fundraising efforts like #iWALK2021, iPledge

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

- We had engaged with a law firm to take the lead in fundraiser and advocacy campaign that is first of its kind to educate the public and the legal fraternity with CPD credit points on Creating a Gender Equal Workplace: Policies & Procedures
- We had engaged through strategic partnerships to support Advocacy for research on Sexual Harassment (Accenture)
- WePledge (Corporate Partnerships)
- WePledge "Creating a Gender Equal Workplace: Policies & Procedures" with STSP
- We developed corporate partnership and engagements to post public talks and to push out #WePledge

Women's access to justice and protection from gender-based violence and discrimination is guaranteed & facilitated by state actors

- Resourced WAO fully to work towards meeting our mission

Unrestricted Funds	RM 1,382,498
Merchandise	RM 4,853.85
Honorariums	RM 13,650
Restricted Funds	RM 3,794,740


Smooth Operations

Enabling WAO to carry out our work is our operations team, which handles finance, accountability, people, culture, administration, compliance, and other operational matters.

In 2021 we continued operating at a high capacity, in a challenging environment, following our rapid growth in 2020 – almost doubling our staff capacity to 50 staff – and the continued challenges of COVID-19 and the lockdowns.

While we needed to deliver high quality services, programs, and projects – we also needed to ensure we were operating in a healthy, sustainable, and accountable manner. Internally, we aimed to ensure health and safety, safeguard mental wellbeing, provide job security, and continue to maintain high accountability standards.

Towards these aims, we instituted a number of initiatives. We introduced mandatory mental health leave days, adopted processes to manage workload, provided leave days for vaccinations, instituted remote working arrangements, and carried out virtual internal trainings. We also ensured we continued to comply with audits, standards, and other requirements; and updated internal policies on finance, complaints, and other areas.



**WAO
people,
partners
and
donors**

WAO teams

Initiatives

Joint Action Group for Gender Equality (JAG)

Shanthi Dairiam, Majidah Hashim, Sumitra Visvanathan, Yu Ren Chung, Abinaya Dhivya Mohan, Rusni Tajari, Kiran, Nazreen Nizam, Ivy Josiah, Wathshlah Naidu, Tashia Peterson

Reproductive Rights Advocacy Alliance Malaysia (RRAAM)

Petra Gimbad

National Council of Women's Organisation (NCWO)

Malligah Suppiah, Anitha Ramakrishnan

Coalition of Malaysian NGOs in the UPR Process (COMANGO)

Majidah Hashim, Yu Ren Chung, Kiran Kaur

Coalition for Sexual and Bodily Rights in Muslim Societies

Majidah Hashim, Nazreen Nizam, Meera Samanther

Malaysian AIDS Council

Anitha Ramakrishnan

CEDAW Coalition

Shanthi Dairiam, Sumitra Visvanathan, Yu Ren Chung, Abinaya Dhivya Mohan, Rusni Tajari, Kiran, Nazreen Nizam, Ivy Josiah, Wathshlah Naidu, Tashia Peterson

Right to redress R2R Coalition

Shanthi Dairiam, Malligah Suppiah, Yu Ren Chung

Child Rights Coalition Malaysia

Sumitra Visvanathan, Kiran Kaur, Gaaya, Nazreen Nizam, Rusni Tajari, Amnani Fatin

Asia Pacific Forum on Women, Law and Development (APWLD)

Joyce Anantham, Yu Ren Chung

Join Hands Against Modern Slavery

Shanthi Dairiam, Amnani Fatin

Coalition for Free and Fair Elections (Bersih)

Jacqueline Tegjeu, Yu Ren Chung

CSO Platform for Reforms

Shanthi Dairiam, Rusni Tajari, Sumitra Visvanathan, Yu Ren Chung, Abinaya Dhivya Mohan, Rusni Tajari, Kiran, Nazreen Nizam, Isabel Chung, Ivy Josiah, Wathshlah Naidu

Labour Law Reform Coalition (LLRC)

Shanthi Dairiam, Yu Ren Chung

WAO Endorse Committee

Shanthi Dairiam, Joyce Anantham, Marica van Wynen, Sumitra Visvanathan

Enacting a Sexual Harassment Act

Abinaya Dhivya Mohan, Anis Farid, Yu Ren Chung, Melissa Mohd Akhir, Natasha Dandavati, Shanthi Dairiam, Meera Samanther

Enacting an anti-stalking offence

Abinaya Dhivya Mohan, Yu Ren Chung, Rusni Tajari, Kiran Kaur, Yap Lay Sheng, Melissa Mohd Akhir, Louise Tan, Manissha Kaur, Tan Heang-Lee, Honey Tan, Ivy Josiah, Kiran Dhaliwal, Meera Samanther, Dr. Wan Rosalili

Improve primary healthcare DV response

Abinaya Dhivya Mohan, Isabel Chung, Yu Ren Chung, Shazana Agha

Accessibility to Protection and Support Services for Domestic Violence Survivors: Perceptions from Kajang, Skudai and Langkawi (UNFPA report)

Shazana Agha, Yap Lay Sheng, Syar Alia, Melissa Mohd Akhir, Isabel Chung, Anis Farid, Tharaneer Gunasekaran, Sunitha Rengasamy

Strengthening child rights and child-friendly practices within SUHAKAM/OCC (UNICEF-Rights On)

Shazana Agha, Isabel Chung, Anis Farid, Melissa Mohd Akhir, Jaskirath Kaur, Syar Alia, Adila Ali

Enable national and state-level multi-stakeholder response

Shazana Agha, Kiran Kaur, Rusni Tajari

Assessing GBV response at OSCCs (UNU-UNFPA)

Isabel Chung, Heang Lee, Shazana Agha, Natasha Dandavati, Arthur Yeow, Rusni Tajari

Study on GBV prevalence and attitudes (GFW)

Isabel Chung, Shazana Agha, Anis Farid, Ayesha Sofia Faiz, Yu Ren Chung, Louise Tan, Mona Nadesan, Kiran Kaur, Melissa Mohd Akhir, Syar S. Alia, Rusni Tajari, Manissha Kaur, Joanne Wong, , Dr. Noraida Endut, Dr. Rashidah Shuib, Dr. Sajaratulnisa Othman, Dr. Shanthi Thambiah, Dr. Siti Hawa Ali, Keshia Mahmood, Rozana Isa, Syarifatul Adibah Mohammad Jodi, Mohamad Ibnu Mohamed, Dr. Nurzulaikha Abdullah, Zawir Amin, Yap Lay Sheng, Sara Rijaluddin, Jasmine Kuan, Ameera Najwa, Danial Abdul Rahman, Rachael Law

Gender-responsive federal budget

Abinaya Dhivya Mohan, Kiran Kaur, Anis Farid, Yu Ren Chung, Sumitra Visvanathan

Single Mothers project

Kiran Kaur, Abinaya Dhivya Mohan, Isabel Chung

Enact amendments to the Employment Act (#7DaysForDad, pregnancy discrimination, protection against discrimination, removing discriminatory provisions)

Abinaya Dhivya Mohan, Yu Ren Chung, Rusni Tajari, Amnani Fatin, Ames Sia, Sumitra Visvanathan, Tan Heang-Lee, Vash Perimbanayagam, Shanthi Dairiam, Tan May Lee, Meera Samanther

Make Parliament gender responsive/sensitive

Abinaya Dhivya Mohan, Rusni Tajari, Anis Farid

WAO Strategic Partners

*Asia Venture Philanthropy Network Limited
Hong Leong Foundation
Institut Wanita Berdaya Selangor
Jabatan Pembangunan Wanita
Konrad Adenauer Stiftung (KAS)
Ministry of Health, Malaysia
Selangor State Economic Planning Unit
Yayasan Sime Darby
Selangor Properties Sdn Bhd
RCE Marketing Sdn Bhd
Formtech Engineering (M) Sdn Bhd
Mah Sing Foundation
Kuok Foundation
The Canadian Fund for Local Initiatives
Women's Fund Asia
The Embassy of the Kingdom of Netherlands
UN Women
United Nations High Commission for Refugees (UNHCR)
United Nations Population Fund (UNFPA)
United Nations University (UNU)
United Nations International Children's Emergency Fund (UNICEF)
Malaysian Community and Education Foundation (MCEF)*

Fundraising

Adrian, Andrea, Henkjan, Lavinia, Hidayah, Sharry, Nadia, Marsha, Carmen, Carol Chin, Vivienne Lee, Steven Thiru, Sudhar & Partners, REHDA Youth

Ambassador

Isma, Joyce, Shih En, Kaberi, Sindhu, Yasmin

Zine

Raja Hidayah, Alicia Lee

Graphic Design

Jananie, Raja Hidayah

Trustees

Toh Puan Dato' Seri Hjeh Dr. Aishah Ong

Rashidah Abdullah

Dato' Noor Farida Ariffin

Puan Sri Chong Eu Ngoh

Membership

217 members

WAO Executive Committee 2019 - 2021

The following members of the Executive Committee (EXCO) were elected for a two-year term (2019 – 2021) at the 36th Annual General Meeting held on 28 April 2019 at Knowledgecom Corporation Sdn Bhd, B-10-05, 3 Two Square, No.2, Jalan 19/1, Petaling Jaya. This EXCO held 3 EXCO meetings in 2021.

President

Yee Pek Mei* (2)

Treasurer

Carol Chin *(3)

Vice President

Shanthy Dairiam* (3)

Assistant Treasurer

Meera Samanther *(3)

Secretary

Tashia Peterson *(3)

Committee Members

Mok Chuang Lian (3)

Assistant Secretary

Jacqueline Tegjeu* (3)

Joyce Segajantham (3)

Tan May Lee (3)

This EXCO's 2019 EXCO meeting attendance (out of 3 meetings) in brackets. Names with asterisks * are also on the Staff and Finance Committee.

WAO Executive Committee 2021 - 2023

The following members of the Executive Committee (EXCO) were elected for a two-year term (2021 – 2023) at the 38th Annual General Meeting held on 18 April 2021 online via Zoom. This EXCO held 7 EXCO meetings in 2021.

President

Shanthy Dairiam (7)*

Treasurer

Anitha Ramakrishnan *(6)

Vice President

Joyce Segajantham *(6)

Assistant Treasurer

Jacqueline Tegjeu* (6)

Secretary

Puveshini Rao * (3) (Resigned 14 Aug 2021)

Committee Members

Malligah Suppiah (6)

Petra Gimbad (7)

Assistant Secretary

Marica Van Wynen *(7)

Majidah Hashim (7)

Jasmine Kuan (1) (Co-opted Nov 2021)

WAO Staff 2021

Sumitra Visvanathan Executive Director

Yu Ren Chung Advocacy Director & Deputy Executive Director

Yap Lip Sue Senior Finance Officer

Charlene Fay Murray Services Director

Manissha Kaur Head of Case Management

Joanne Melissa Wong Head of Programmes

Daphne Low Wei Ing Shelter Officer (CCC) / Head of Shelter (from 15 Nov 21)

Quek Ju Lynn Head of Shelter (until 12 Nov 21)

Gunawathi Ramachandran Social Worker

Mankiran Kaur Social Worker / Advocacy Officer (from 15 Mar 21)

Louise Tan Min Yue Social Worker

Mogana Devi Nadesan Social Worker

Jean Tan Yih Jiun Services Outreach & Psychosocial Coordinator

Liew Hui Qi Social Worker

Wan Alyssa Liana Binti Wan Azhar Social Worker
Yoong Carmen Social Worker
Nurhamizah binti Md Social Worker
Saliman Social Worker
Rosmawati binti Yaacob Social Worker
Carolina Kathy Kesavan Social Worker (until 31 Dec 21)
Claire Chew Pei Lin Social Worker
Jasmine Lilian Loke Abdullah Social Worker (until 31 Mar 21)
Vichitra a/p P.Kalaiselvan Social Worker (until 28 Feb 21)
Rani Rajasekaran Social Worker (until 31 Dec 21)

Jean How Volunteer Coordinator (until 30 Apr 21)
Aliah binti Hisham Programme Coordinator
Grace Low Jia May Programme Assistant
Sim Ja Ling Programme Coordinator
Melissa Cheok Jia Xian Programme Coordinator (until 31 May 21)
Jerome Christopher Driver
Saraswathy a/p Balakrisnan Child Care Provider
Nur Amalina Syahmah Shaharudin Child Care Provider
Aisha Bibi binti Shahul Hameed Cook and Cleaner

Shuba Vashani Perimbanayagam People and Culture Manager
Sunitha Rengasamy Administration Specialist

Amnani Fatin Abdul Kadir Director of Partnership and Development
Ames Sia Digital Content Developer
Mohamad Ibnu Bin Mohamed Senior Corporate Communications Officer (until 15 June 21)
Alicia Lee Syin Syin Community Engagement Officer

Sharifah Shazana binti Syed Salim Agha Head of Research
Natasha Dandavathi Head of Campaigns (until 12 March 21)
Abinaya Dhivya Mohan Head of Campaigns (from 1 Apr 21)
Rusni Tajari Senior Advocacy Officer
Yap Lay Sheng Senior Advocacy and Research Officer (until 28 Feb 21)
Isabel Chung Yin Hooi Research & Advocacy Officer
Nur Anis Fasieyah binti Mohamed Farid Research & Advocacy Officer
Ayesha Sofia binti Mohd Faiz Research Officer (until 20 Aug 21)

Nazreen Nizam Capacity Building Coordinator / Director of Capacity Building (from 23 Aug 21)
Melissa Akhir Director of Capacity Building (until 28 Aug 21)
Jaskirath Kaur Sohanpal Capacity Building Officer
Gaayathrey Balakrishnan Capacity Building Officer
Nur Adila Md Ali Capacity Building Officer (until 30 Sep 21)
Syarifah Syaliza Alia binti Haji Said Halim Senior Capacity Building & Documentation Officer (until 29 Aug 21)
Hannah Reshma Jambunathan Capacity Building Officer
Aiman bin Mohd Misri Capacity Building Officer (until 31 May 21)
Lilian Tan Jin Lian Capacity Building Administrator (until 18 Mar 2021)

INTERNS

Tharane Gunasekaran Advocacy Intern (until 12 Feb 2021)
Grace Low Jin May Services – Programme Intern (from 1 Feb 2021 to 28 Feb 2021)
Shalini A/P Ravindranathan Capacity Building Intern (from 20 Oct 2021)
Quinn Tan Yi Wei Capacity Building Intern (from 11 Oct 2021)

WAO Crisis Support Officers 2021

*Aida Binti Anis
Melina a/p Packiam Iyadurai Peter
Jane Peris
Jennifer Gail a/p Anthoa
Revathy a/p Krishna Moorthy
Tan Qin Ru (Grace)
Yow Lee Chin
Lee Ke Xin
Isabelle Tan Min Hsi
Nalini A/P Velaitham
Munirah Binti Mohd Nazri
Marilyn Raj Saysoo
Rachel Tan Mei Chien
Jessica Shalini a/p A Rajandram
Kiranjeet Kaur
Kavitha Suriakumaran
Kavina Rajendran
Daarshini Ramesh
Priyatarshinni Jayaprakash
Aishah Madinah
Kathleen Khong Hor Yan
Lai Lih Yin (Joyce)
Natalia Vera Aw
Adrian Paul Lajium
Sanjeet Kaur Sidhu
Alya Aisyah Fadil Binti Norfadilah
Yamuna S*

*Pamella Lim Yin Yin
Tania Anis binti Mohtar
P'ng Yi Ting
Chloe Low Jo Yan
Kavita Gopalan
Alicia
Anna Tan
Ayesha Sofia
Calley Cheah
Chan Wei June
Charlie Tan
Christine Tee
Dharshini Mugunam
Eunice Bala
Harriet Annabelle
Jessie Ann
Cynthia Lauren
Joni Ferrier
Kevaldeep Kaur
Lim Tien Chia
Louise Manjaji
Sara Irina
Shangari Subramaniam-Beames
Thisha Vigneswaran
Wong Yen Ni
Beatrice Yeow Sook Chan*

WAO Miri Volunteers

*Sanjeet Kaur
Rapunzel
Devorah*

Amount**Income by Donor Summary**

RM5,000 to RM9,999

Boh Plantations Sdn Bhd
Chin Yee Fook
DrTanLM Architect
EMPLOYEES PROVIDENT FUND (EPF) of MALAYSIA
Excel Force Msc Berhad
Fairview Development Sdn Bhd
Jabatan Pembangunan Wanita
Kuan Siao Lee
Lim Ghee Keong
Pegawai Daerah Petaling/Bukit Lanjan
Pusat Wanita Berdaya Dun Kinrara
RPG COMMERCE SDN. BHD.
Star Reacher Adverti
Visithra A/P Manikam
Vivienne Lee Swee Lian (104)
Zubaid Akbar Mukhtar

RM10,000 to RM19,999

Accenture Solutions Sdn Bhd
Adun Klang
Beauty In Motion Sdn Bhd
Connie Tong May Kwei
Giveasia Pte. Ltd.
High Impact Marketing Sdn Bhd
Isma Hanum Binti Husein
Kevin Lim Jong Lin
Konrad-Adenauer-Stiftung
Mohanadass Partnership
Norazian Binti Ahmad Tajuddin
Obstetrical & Gynaecological Society of Malaysia
PERKAMA International
Phoa Su Sian
Pusat Khidmat Adun
Roslina binti Abdul Rahman
St. Jude BEC (Sec.12 PJ)
Steven Thiru & Sudhar Partnership
UNIQLO (MALAYSIA) SDN BHD

RM20,000 to RM99,999

Canadian Fund for Local Initiative
Chan Boon Kheng
Coach Malaysia Sdn Bhd
FormTech Engineering (M) Sdn. Bhd
GlobalGiving
GPAY NETWORK (M) SDN BHD
Golden Screen Cinemas
Hong Leong Foundation
Kenanga Investment Bank Bhd
KPMG PLT
Kuok Foundation Berhad
Lee Oi Loon
Lululemon Athletica
Mah Sing Foundation
Persatuan Soka Gakkai Malaysia (SGM)
PPB Oil Palms Berhad

Amount**Income by Donor Summary**

*Rampai-Niaga Sdn Bhd
RCE Marketing Sdn Bhd
Redha Youth
Reliance Optical Sdn Bhd
Rights On
Sunway South Quay Sdn Bhd
Tan Sri Dato R.V Nav
The Embassy of the Kingdom of Netherlands
Tokio Marine Insurance
Tokio Marine Life Insurance
UK Online Giving Foundation
Uni-Charm Corporation Sdn Bhd
United Nations Entity for Gender Equality*

RM100,000 to above

*Asian Venture Philanthropy Network Limited
Malaysian Community and Education Foundation
Selangor Properties Sdn. Bhd.
The Global Fund For Women
UNHCR
Yayasan Hartalega
Yayasan Sime Darby*

The background is a complex, multi-layered abstract painting. It features a rich palette of colors including magenta, purple, blue, yellow, and red. The composition is filled with various textures and patterns: large, stylized flowers in red and brown with yellow centers; horizontal bands of polka dots in blue and white; vertical stripes of green and red; and areas of solid color with visible brushstrokes and splatters. The overall effect is one of dynamic energy and visual complexity.

Financial Statement 2021

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2021

	Notes	2021 RM	2020 RM
PROPERTY, PLANT AND EQUIPMENT	6	1,680,217	1,121,964
CURRENT ASSETS			
Non profit Merchandise held for sale	7	16,914	6,161
Sundry receivables, prepayments and deposits	8	44,293	32,954
Fixed deposits with licensed banks	9	1,970,466	2,228,308
Cash and bank balances	10	1,697,013	986,874
		<u>3,728,686</u>	<u>3,254,297</u>
CURRENT LIABILITIES			
Sundry payables and accruals	11	13,572	72,782
		<u>13,572</u>	<u>72,782</u>
NET CURRENT ASSETS		<u>3,715,114</u>	<u>3,181,515</u>
		<u>5,395,331</u>	<u>4,303,479</u>
ACCUMULATED FUND			
Accumulated surplus	12	<u>5,395,331</u>	<u>4,303,479</u>

**STATEMENT COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

	Notes	2021 RM	2020 RM
INCOME			
Donation - General	13	1,498,537	851,968
Donation for projects / programs	15	3,624,740	3,263,099
Income from public education		13,650	7,990
Interest income		95,293	132,036
Member's subscription		7,820	4,080
Merchandise sales		3,349	28,157
Other income		88,094	90,051
		5,331,483	4,377,381

**STATEMENT COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021 - CONT'D.**

	Notes	2021 RM	2020 RM
EXPENDITURE			
Child Care Center expenses	16	380,005	318,213
Refuge Center expenses	17	1,606,142	1,367,884
WAO Center expenses	18	1,922,295	1,849,972
AGM expenses		1,346	5,390
Audit fee		5,000	5,000
Bank charges		731	397
Bad debts written off -			
Loan to residents written off (2021)		2,500	9,660
Depreciation charges		29,308	29,215
Expenses under taken up in prior year		17,845	-
Fine and penalty		483	156
Fixed assets written off		-	73,262
Project expenses		273,976	230,639
		4,239,631	3,889,788
Net Surplus for the financial year		1,091,852	487,593

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.

We look forward to having you join us as our journey continues in 2022.

“ To survive and even thrive in a changing world, nature offers another great lesson: the survivors are those who, at the least, adapt to change or even better, learn to benefit from change and grow intellectually and personally. That means careful listening and constant learning. ”

Frances H. Arnold.

(Nobel Prize for Chemistry, 2018)

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SMS/WhatsApp (TINA): +6018 988 8058*

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

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