

2025 ANNUAL REPORT



WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA

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1. President's Message - Lee Jia Ping

Every number in this report represents a person. A phone call made in fear. A message sent at midnight. A door walked through for the first time. In 2025, WAO recorded nearly 8,000 points of contact with women and children seeking safety and support. Each one of those moments matters, and each one reminds us why this work cannot wait.

When I stepped into the role of President in early 2025, I did not fully anticipate what I was walking into. Like many who serve in voluntary leadership, I came with commitment and conviction — but the reality of parachuting into an organisation in crisis, while carrying the full weight of my own professional life, was something I had to learn to navigate in real time. The workload was immense, the learning curve was steep. The challenges were immediate. And the stakes — for the women and children we serve, and for the wellbeing of our staff — could not have been higher.

What carried us through was the passion and commitment of the Executive Committee (ExCo). Together, we worked tirelessly with staff and volunteers, through long hours and difficult decisions to stabilise the organisation — its systems, its culture and its foundations. We did not just manage. We strategised, we supported our staff, and we held the line while also looking ahead. I am deeply grateful to each member of the ExCo for their tireless commitment during what was, by any measure, an extraordinarily demanding year.

One of my priorities from the outset was to ensure that this stabilisation was not merely short-term. So 2025 also became the year we began building something more durable: a coaching culture. I introduced a deliberate focus on leadership development, working first to equip our Executive Director with the skills, confidence, and mindset needed to work through the crisis and carry WAO forward. Turning any ship around takes time, and it takes a strong and just leadership. That investment is one I believe will define WAO's trajectory for years to come.

This has not been an easy year in other ways either. The demand for our services has grown. The cases we encounter have become more complex — perpetrators actively challenging legal protections, survivors navigating coercive control and technology-facilitated abuse, and a legal framework that still struggles to recognise harm that leaves no visible bruise. Our team of 20 staff — social workers, shelter staff, advocates, trainers, and communicators — carried this weight with extraordinary dedication, and I want to name that plainly: what they do is difficult and they do it with compassion and skill, day in and out.

And yet, 2025 also gave us genuine cause for hope.

We sheltered 87 women and children, an increase from the previous year. We reached 1,702 people through our capacity-building programmes. We saw more Malaysian survivors reaching out for help — a signal, perhaps, of a slowly shifting culture around breaking the silence. We deepened our volunteer base, enriched our shelter programmes, and launched email tracking that revealed a reach extending even beyond our own borders. These are not small things.

What strikes me most, reflecting on this year, is the courage that underpins every single statistic. Leaving — or even questioning — an abusive situation is rarely a single decision. It is a long, uncertain, often frightening process. Every contact WAO receives is a thread of trust extended toward us. We do not take that trust lightly.

As we look ahead, we carry forward the lessons of 2025 with clarity and purpose. We remain committed to our core strengths — delivering service and care to those who need it most. At the same time, we will continue to strengthen from within by nurturing a culture of learning and prioritising staff well-being. Staff well-being is not a secondary concern; it lies at the heart of the quality of care we provide. As the Hermetic principle reminds us, “As within, so without” — we must ensure that our organisation is healthy, resilient, and well-supported in order to sustain excellence in care.

WAO exists because the need exists — not just to provide emergency and shelter care but to also educate schools, institutions, communities and corporation on Gender Based Violence (GBV). We will continue to show up — for every call, every case, every campaign — and, we will continue to advocate persistently, for a Malaysia where no woman or child has to seek refuge in the first place.

To our ExCo, our team, our volunteers, our donors, and our partners: thank you for making this work possible. And to every survivor who reached out to us in 2025 — thank you for your trust. You were heard, and you were not alone.

2. Executive Director's Message - Nazreen Nizam

2025 was a year that demanded both resilience and clarity from WAO. Across our services, advocacy, capacity building, partnerships and operations, we were called to respond to growing needs while navigating limited resources, staff transitions and an increasingly complex landscape of gender-based violence in Malaysia.

At the frontline, more women and children reached out to WAO for help. Through our hotline, WhatsApp line, email, face-to-face consultations, counselling support and shelter services, we saw once again that gender-based violence remains an urgent and deeply entrenched reality. Survivors continue to face not only violence at home and in intimate relationships, but also systemic barriers when seeking safety, justice, healthcare and long-term stability.

Yet, 2025 was not only a year of challenge. It was also a year of courage, adaptation, and impact.

Our Services team continued to support survivors with care, consistency and determination. Our Advocacy team sustained WAO's public voice and policy engagement, ensuring survivor-centred perspectives remained visible in national conversations. Our Capacity Building team reached diverse communities across Malaysia with critical education on gender-based violence, despite reduced team capacity. Our Partnership, Finance, HR and Administration functions strengthened the organisation's broader ecosystem, from public engagement and fundraising to staffing and internal coordination.

This report reflects the breadth of WAO's work and the values that ground us. We remain committed to a feminist, survivor-centred, trauma-informed approach that recognises violence against women as both a personal and structural issue. Supporting survivors and ending violence requires more than emergency response. It requires stronger institutions, better laws, sustained public education and communities that are equipped to respond with care, accountability and justice.

I would like to thank our staff, Executive Committee members, volunteers, members, partners, funders, and supporters who stood with us throughout the year. Your contributions made this work possible.

As we move into 2026, WAO remains committed to building empowered communities, strengthening systems, and advancing meaningful change so that more women and children can live free from violence.

3. About WAO

Women's Aid Organisation (WAO) is a feminist organisation working to end gender-based violence (GBV) against women and children in Malaysia.

WAO's work spans direct services, public education, capacity building, advocacy and organisational strengthening. We provide crisis support, shelter, case management, counselling coordination and referrals for survivors of violence. We also work with communities, institutions and policymakers to improve laws, strengthen responses, challenge harmful norms and promote gender equality.

WAO believes that ending violence against women requires both immediate support for survivors and long-term systemic change. Our work is grounded in survivor-centred, trauma-informed, rights-based, and feminist principles.

Mission

To promote and create the respect, protection and fulfilment of equal rights for women and to work towards the elimination of discrimination against women, in particular the elimination of violence against women.

Vision

To create a society that upholds the principles of substantive equality, where all women enjoy their human rights in every sphere.

Objectives

1. To provide, upon request, temporary refuge services to women and their children suffering from mental, physical and sexual abuse, in ways that empower and enable them to determine their own future.
2. To offer emotional and social support to women and their children who request it, resident or otherwise, and to provide support and aftercare.
3. To undertake and encourage research into factors that contribute to the inequality and subordination of women.
4. To undertake advocacy with government and non-government organisations for the eradication of factors that contribute to the inequality and subordination of women.
5. To create awareness and better understanding among individuals, the public, and relevant agencies on violence against women and the underlying inequalities that sustain it.

Core Values

1. We act with respect and compassion.

To be part of WAO means I

- Respect boundaries and choices made by the women
- Respect each other's privacy, workspace and belongings
- Resolve conflict in a positive and constructive manner

2. We are inclusive, non-judgemental and open minded.

To be part of WAO means I

- Seek opinions before making any decisions
- Recognise and respect each person's individuality
- Am open to ideas from others

3. We take personal and organisational accountability.

To be part of WAO means I

- Take pride in producing good quality work
- Acknowledge and learn from mistakes
- Reduce, reuse and recycle

4. We are a team of fun loving and passionate professionals

To be part of WAO means I

- Approach my work with a sense of fun and creativity
- Support everyone in the team by going extra mile
- Think out of the box
- Dress appropriately at all times
- Am always punctual

5. We strive to be courageous

To be part of WAO means I

- Take risks for the best interest of our clients
- Always speak the truth
- Give constructive criticism to encourage improvement
- Exercise my rights to influence positive social change

WAO at a Glance

In 2025, WAO continued to provide essential support and advocacy for women and children affected by gender-based violence.

- **7,975** total points of contact through hotline calls, WhatsApp TINA messages, emails and face-to-face consultations
- **1,711** hotline calls received
- **6,093** WhatsApp TINA contacts recorded
- **171** email enquiries recorded from April to December 2025
- **105** face-to-face consultations conducted
- **48** women and **39** children admitted to shelter
- **3,782** case management interactions carried out
- **246** counselling sessions supported
- **1,702** participants reached through WAO capacity building programmes
- **53** training engagements conducted in 2025
- **37** social media posts produced by the Advocacy and Campaign Department
- **6** press statements issued
- **12** advocacy campaigns implemented
- **156** media mentions across print, online and broadcast media
- **20** staff in total
- by the end of this reporting period

These figures represent not just numbers but trust in WAO. Every call, message, training, campaign and intervention reflects a moment when someone turned to WAO for support, partnership, knowledge or change.

4. Services Report

Key Achievements in 2025

In 2025, the Services Department demonstrated both growth and resilience across all areas of service delivery. The department provided **105 face-to-face consultations** and sheltered **87 women and children (48 women + 39 children)** in crisis, showing a rise of 22 consultations and 14 shelter intakes from the previous year. This was achieved by a dedicated team of **5 social workers** and **3 shelter staff**, managing a shelter with a comfortable capacity of up to 30 residents.

A significant achievement of the year was the team's ability to effectively manage limited resources during a period of funding constraints. Despite reduced capacity, the department prioritised critical tasks, optimised workload distribution, and maintained service quality, demonstrating the resilience and strategic adaptability that define WAO's work even in the most challenging circumstances.

Equally meaningful was the expansion of the volunteer base to better support programmes within the shelter. With greater volunteer involvement, the department enriched its offerings for children through structured academic support, creative arts and crafts, and practical life skills development, creating a more holistic and nurturing environment. For the women, economic empowerment initiatives were strengthened alongside mental well-being programmes, ensuring that residents received both practical tools and emotional care. This collective effort not only improved the quality and reach of services but also fostered a stronger sense of community and shared purpose within the refuge.

Across the year, the team delivered comprehensive case management, reflecting the depth and consistency of support provided to each client. In 2025, the department also tracking incoming emails related to service and case management requests; a reach that extended beyond Malaysia's borders, with enquiries received from other countries as well. These are a stark reflection of the ongoing and pervasive reality of domestic violence and gender-based violence in Malaysia. Despite the significant rise in demand, the department structure remained stable throughout the year and the quality of service continued to improve, a testament to the team's commitment and capability.

Statistics and Outputs

In 2025, the Services Department recorded a total of **7,975 points of contact** with women and children seeking help, spanning hotline calls, WhatsApp TINA messages, emails and face-to-face consultations. The crisis hotline received **1,711 calls**, while WhatsApp TINA, WAO's 24-hour messaging support line, recorded **6,093 contacts**,

underscoring the growing preference for accessible, digital-first help-seeking. Following the introduction of email tracking in April 2025, an additional **171 email enquiries** were recorded over nine months, pointing to an even broader reach that had previously gone unmeasured.

Of the **105 face-to-face consultations** conducted, **87 individuals were admitted to the shelter**, comprising **48 women** and **39 children**. The team provided **3,782 case management interactions** across the year, with **1,504** supporting shelter residents and **2,278** extending to non-resident clients in the community. A total of **246 counselling sessions** were also conducted, **96** for residents and **150** for non-residents; reflecting the department's commitment to psychological support both within and beyond the shelter walls.

These figures collectively speak to a service that is not only high in volume but also wide in reach, meeting survivors wherever they are, in whatever form of contact feels safe for them.

What Changed - Impact of Our Achievements

The achievements of 2025 brought about meaningful, tangible change, both in the lives of the women and children served and in the way the department operates.

Leaving an abusive situation is rarely a single moment of decision. It is a process, often long, non-linear and fraught with fear, financial dependency, cultural pressure and the very real risk of escalating danger. Many survivors remain trapped in abusive relationships not because they lack courage, but because the barriers they face are immense and systemic. This is a reality the Services Department holds with deep awareness every single day.

And yet, 2025 offered genuine cause for hope. The significant rise in individuals reaching out through the hotline, WhatsApp TINA, emails and face-to-face consultations. This reflects a growing willingness among survivors to seek help, to ask questions and to begin exploring what safety might look like for them. Not all of them were ready to leave. Not all of them had that option. But every contact made is a thread of connection; a signal that someone knows they are not alone, and that support exists when they are ready.

For those who did take that step, the department walked alongside them with sustained, holistic support, from safety planning and legal guidance to counselling and shelter. By managing limited resources effectively and expanding the volunteer network, the team sustained and enhanced programme delivery despite significant constraints. Children residing in the shelter benefited from consistent learning opportunities, creative engagement, and life skills development, offering stability and normalcy during deeply

disruptive times. Women gained access to economic empowerment initiatives and mental wellbeing support, building the practical and emotional foundations needed to begin life anew.

The cumulative effect was a more stable, supportive and empowering shelter environment, one where resilience could take root and where pathways toward long-term independence became not just possible, but real.

The Child Care Centre premises continued to be used to accommodate shelter residents while the Shelter premises underwent renovation. WAO successfully secured funding for these renovations from Yayasan Sime Darby and the Ministry of Finance, and was also grateful to receive pro bono advisory support from Agnes Chen from Jimmy Lim Design throughout the process.

Key Challenges Faced

The Services Department navigated a demanding year in 2025, facing challenges that were both internal and systemic in nature.

Internally, understaffing remained one of the most pressing concerns. With only 5 social workers and 3 shelter staff managing a growing caseload, the team was consistently stretched thin. Operating in a sector that is heavily reliant on donor funding and grant cycles also meant that targets and expectations were set high, often disproportionate to the team's actual capacity. Over time, this created a compounding cycle of overwork, compassion fatigue and burnout, a reality that the department takes seriously and continues to address with care.

On the case complexity front, 2025 saw a notable and concerning pattern of perpetrators actively challenging Interim Protection Orders (IPOs) and Protection Orders (POs) granted to survivors. This is an emerging threat that places clients in prolonged legal uncertainty and fear, while simultaneously increasing the emotional and administrative burden on the social work team managing these cases. The significant rise in intimate partner violence (IPV) cases further underscored a sobering truth, that even with robust case management and safety planning, survivors continue to face a legal system in Malaysia that too often results in minimal or no consequences for perpetrators, leaving women and children in a state of sustained vulnerability.

Systemic gaps in inter-agency coordination also persisted throughout the year. Inconsistencies in collaboration with the police and Jabatan Kebajikan Masyarakat (JKM) continued to hinder timely and effective responses for survivors. Similarly, the One Stop Crisis Centre (OSCC) did not always provide consistent medical and psychosocial support, with experiences varying significantly depending on the personnel

involved. While there are dedicated and compassionate individuals across all these agencies, a significant proportion still lack trauma-informed training, continue to dispense misinformation and approach survivors without the empathy and sensitivity that their situations demand.

Finally, the department's reliance on volunteers to support shelter programmes. While invaluable, it also brought its own challenges. Volunteer availability was unpredictable, and differing perspectives and approaches among volunteers at times led to inconsistency in programme delivery, requiring careful coordination to maintain a coherent and safe experience for residents.

Taken together, these challenges paint a picture of a team doing extraordinary work under pressure and highlight the urgent need for stronger resourcing, systemic reform and sustained investment in the people who show up for survivors every single day.

Key Lessons and Reflections

The challenges of 2025 were not without their lessons and the Services Department emerged from the year with a deeper understanding of what sustainable, survivor-centred work truly requires.

One of the key reflections from the year is the strong connection between staff wellbeing and the quality of care we provide to survivors. When our team is supported, resourced, and well, they are able to show up with the consistency, empathy, and strength that trauma-informed work requires. The experiences of 2025 highlighted the deep commitment and compassion of our team, who continue to give so much in supporting survivors. We see investing in staff wellbeing not as an added extra, but as an essential part of strengthening our services and ensuring we can continue this work sustainably.

The growing trend of perpetrators legally challenging IPOs and POs has reinforced the importance of proactive legal literacy within the team. Social workers need to be equipped not only with emotional and psychosocial support skills, but also with a working understanding of the legal landscape so they can better prepare and accompany clients through prolonged and complex legal processes.

The persistent gaps in inter-agency coordination point to a lesson the sector has long known but must continue to advocate for: trauma-informed, survivor-centred practice cannot remain confined to NGOs alone. It must be embedded across every institution that a survivor encounters on her journey toward safety and justice. WAO's role in advocating for systemic change, beyond direct service delivery, remains as critical as ever.

2025 also reinforced the value of structure and clear communication, particularly in an environment that relies significantly on volunteer support. Setting clear expectations, defined roles and consistent guidelines proved essential to maintaining programme quality and alignment. The year highlighted the need to build more sustainable systems through better delegation, volunteer training and leadership development.

Equally important was the lesson of adaptability in the face of constraint. Resource limitations required the team to continuously adjust plans and priorities without losing sight of the core mission. This balance between what is ideal and what is possible is one that the department navigated with growing skill throughout the year.

2025 was a year that reminded the department of the power of consistency amid complexity. Despite the volume, the pressure and the gaps, the team showed up every single day, for every client. These reflections have helped sharpen a collective understanding of how to balance compassion with structure and how to grow more intentionally and sustainably in the years ahead.

Emerging Trends and Issues

The patterns observed across the Services Department's caseload in 2025 point to a shifting and increasingly complex landscape of domestic violence and gender-based violence in Malaysia, one that demands both attention and urgent response.

A notable rise in intimate partner violence (IPV) continued to define the year, with a particularly visible trend among survivors in their early 20s to 30s; suggesting that abuse is occurring earlier in relationships and adult life than previously recognised. Alongside this, there was also a growing number of survivors aged 40 and above seeking help, reflecting that abuse does not discriminate by age and that older survivors who may face additional barriers such as financial dependency, longer relationship histories and social stigma are increasingly finding the courage to reach out.

One of the most meaningful shifts in 2025 was the rise in Malaysian survivors accessing WAO's services. In the past few years, a significant proportion of shelter residents and clients have included migrant and refugee women. While WAO remains committed to serving all women regardless of nationality, the increase in Malaysian survivors reaching out signals a growing awareness of available support and perhaps a slowly shifting culture around help-seeking and breaking the silence.

Technology-facilitated abuse and harassment also emerged as a growing concern. From non-consensual sharing of intimate images to digital surveillance, online stalking, and harassment through social media platforms, tech-based abuse is becoming an increasingly common tool of control and intimidation, one that does not always leave visible scars but causes profound psychological harm.

Perhaps one of the most challenging trends of the year was the marked increase in emotional and psychological abuse as a primary or sole form of violence. While physical violence remains a stark and undeniable reality for many survivors, a growing number are presenting with experiences of coercive control, manipulation, gaslighting and sustained emotional harm. This presents a significant challenge within Malaysia's current legal framework, where proving abuse without visible physical evidence remains deeply difficult. Survivors of psychological abuse often find themselves dismissed, disbelieved, or unable to meet the evidentiary thresholds required to access legal protection; a gap that not only denies them justice, but can leave them trapped in dangerous situations for longer.

Collectively, these trends are a call to action for more nuanced legal definitions of abuse, stronger digital safety frameworks and a public discourse that recognises violence in all its forms.

Case Studies

Case Study: Rising from Shadows — XP's Journey of Courage and Renewal

Who would have imagined that beneath the composed and professional exterior of XP, a doctor in her early 40s working in the OSCC department, lay 12 years of silent suffering? XP endured relentless domestic violence: physical, emotional, financial, social and sexual, while her husband maintained a respectable public image. Despite appearing successful and in control of the outside world, XP and her children faced hardship behind closed doors. Although XP was her husband's second wife, she maintained a close and supportive relationship with his first wife, who had also suffered abuse.

Over the years, XP filed multiple police reports, but her husband's manipulations repeatedly thwarted justice. A turning point came in late May 2025, when XP reached out to the Women's Aid Organisation (WAO) for help. This marked the beginning of her courageous journey. With the support of a dedicated social worker, XP and her children were moved to a safe shelter, received medical examinations and filed a police report. Despite challenges, including false reports and manipulated witnesses from her husband, XP remained steadfast in her pursuit of justice. The social worker accompanied her through processes at the Social Welfare Department and the courts to secure protection orders, safeguarding the rights of XP and her children.

Beyond the struggle for justice, XP focused on emotional healing. She diligently attended counselling sessions provided by WAO, demonstrating extraordinary discipline, resilience and a commitment to rebuilding her confidence and reclaiming her

sense of self. XP also completed the divorce process, opening a new chapter in her life. Professionally, the social worker liaised with her department head to explain her situation and her employer provided full support, allowing her to continue her work without compromising her career.

With this support, XP reorganised her life, prioritising her education and her children's well-being, gradually building a safe and meaningful future. XP's story is a testament to the power of courage and support. Even after years of trauma and oppression, it is possible to rise from the shadows. Today, XP is not merely a survivor, but she is a beacon of strength, resilience and hope for all those facing domestic violence.

Case Study: From Love to Courage — NL's Journey to Justice

NL, a survivor of domestic violence, once believed wholeheartedly in the power of love. She married a man who worked as a police officer and sacrificed everything for their relationship. Out of love, NL left her job, gave her savings to her husband and even distanced herself from her own family. Every sacrifice was made in the hope of preserving the marriage she believed in. However, the love she gave so completely was met with continuous violence.

Behind closed doors, NL endured repeated abuse from the very person she once trusted to protect her. The turning point came in early 2025 when the perpetrator violently assaulted her, leaving NL with a broken finger. In that painful moment, she realized that she could no longer face the situation alone. She knew she needed support and guidance to understand the steps she needed to take to protect herself and her child. Gathering her courage, NL reached out to WAO for help. This marked the beginning of a new chapter in her life. With the support of WAO's social workers, NL and her child were assisted in filing a police report, obtaining medical treatment and receiving counseling support to begin their emotional healing journey.

The path to justice was not without challenges. The perpetrator attempted to misuse his authority as a police officer by filing a false report accusing NL of abusing their child. However, after thorough investigation, NL was fully cleared of the allegations due to the absence of any supporting evidence. Despite the intimidation and obstacles she faced, NL remained determined to reclaim her safety and dignity.

With unwavering determination and continuous support from WAO, she successfully obtained a protection order. After nine months of perseverance, justice was finally served when the perpetrator was sentenced by the court. Today, NL stands not only as a survivor but also as a symbol of courage and resilience. Her story is a powerful reminder that even in the face of violence, manipulation, and abuse of power, seeking

help and standing firm can lead to justice, healing and the opportunity to rebuild life with dignity.

Case Study: Client ZL – Navigating Intimate Partner Violence, Stateless Barriers, and the Journey Home

Client ZL is a 29-year-old woman from Madagascar and a survivor of severe intimate partner violence. In 2024, during a short visit to Malaysia, she met a Sierra Leonean man who later became the perpetrator of her abuse. After she later travelled to Indonesia in search of employment opportunities, they remained in contact. Over time, he convinced her to return to Malaysia by promising a job and assistance with a work visa. Trusting his assurances, she accepted his offer when he purchased her flight ticket to Malaysia, unaware that this decision would lead to the most traumatic period of her life.

Upon arrival, the perpetrator took possession of her passport and visa, claiming they were needed for visa processing. Her documents were never returned. What followed were months of isolation, confinement and escalating abuse. The client endured repeated physical, sexual, emotional and financial violence within the home they shared. During this time, she became pregnant but later suffered a miscarriage. Medical professionals indicated that the prolonged stress and abuse she endured likely contributed to the loss.

After months of suffering, a compassionate neighbor heard her cries for help and alerted the authorities. With police assistance, the client was finally able to leave the premises. However, the perpetrator fled before police arrived and has since remained uncontactable despite ongoing investigation. At the police station, the client contacted WAO's Hotline and was subsequently placed under the care and protection of WAO's shelter services, where she received safety, support and care.

However, new challenges soon emerged. As a foreign national without access to her passport, the client faced significant barriers. Attempts to recover her documents were unsuccessful and her immigration pass expired during this period. Without valid documentation, she was unable to work or live independently. Overwhelmed by uncertainty and emotional distress, the client expressed a strong desire to return home to her family in Madagascar. Repatriation proved to be a complex process. Madagascar does not have an embassy in Malaysia or neighboring countries, requiring coordination with the Malagasy Embassy in China, which then referred the matter to the Madagascar Embassy in Tokyo. Extensive documentation was required to confirm her nationality before emergency travel documents could be issued.

Despite confirmation that the client was a victim in an ongoing investigation and under NGO care, immigration procedures still required overstay penalties to be settled. She was also advised that her departure might be restricted due to the active case. Faced with prolonged uncertainty, the client made the difficult decision to withdraw her police report so she could proceed with returning home. With financial assistance from WAO and an independent funder, the client was able to settle the penalties and secure a flight ticket back to Madagascar.

However, another unexpected challenge arose. Her travel route required a transit through Mumbai, India and she needed a transit visa with only three days remaining before departure. Despite reaching out to the Indian consulate, there were no assurances the visa could be processed in time. Out of urgency, her social worker wrote directly to the Visa Department in New Delhi explaining the client's situation and requesting urgent assistance. Her flight was scheduled the following day.

Two hours after receiving confirmation that the request was being reviewed, we received another email saying the transit visa had been approved. The moment was filled with relief, tears and laughter. After months of hardship and uncertainty, there was finally nothing standing between the client and her journey home.

Today, Client ZL is safely back in Madagascar, reunited with her family and beginning her healing process. This case reflects the complex realities faced by survivors of violence who are undocumented, displaced and without diplomatic representation where the pursuit of safety, justice and survival often collide. Yet it also shows how persistence, compassion and collaboration can ultimately help survivors reclaim their lives.

Testimonies

1. **CC:** *WAO was there for me when I was at my most helpless and in need of support. They accompanied me throughout the process of getting a medical examination and making a police report and they also offered to arrange safe accommodation out of concern for my safety. They were mindful of the possibility of trauma, so they arranged for a counsellor to support me. They also checked in on me from time to time, which helped me get through one of the most difficult periods of my life with peace of mind. Now, my life has returned to normal. In fact, I am doing even better than before and I feel much happier. I am truly grateful for WAO's unconditional dedication and care for survivors.*
2. **Rina:** *When I felt lost and afraid, WAO was the safe haven I needed. Thanks to their support and guidance, I regained my strength and began building a new life*

filled with safety and peace. I have transformed from a victim into a strong, independent survivor. I am deeply grateful to WAO for not only providing physical protection but also giving me a voice after years of silence. Through their counselling and emotional support, I learned that I deserve respect and a life free from fear. Today, I look toward my future with a sense of confidence and hope I never imagined possible." My case with the authorities was treated as a joke because I told them my husband wanted to sexually assault me and beat me and my children if I didn't comply. Their laughter filled the air. I felt humiliated by them. During the investigation, they didn't care about the bruises covering my body with my clothes. Instead, the investigator asked me who would provide for me and my children, as if dignity and freedom were worth a piece of bread. I insisted they remove him from the house. They told me he would leave once I calmed down, but every time he tried to return, I refused. He threatened to kill me. I lived in constant fear and anxiety. I went and filed a second report that he was trying to break into my home. The authorities told me they couldn't do anything for him. I contacted the WAO organisation and told them everything I was going through. They helped me with support. My psychological and legal support was invaluable. They were my only pillars of support after my closest relatives abandoned me. Miss Jiun, the unsung hero of my story, was always there for me. I would send her any inquiry and she never hesitated to reply. She helped me answer many questions and directed me to places where I could find free food, as I was completely penniless. She helped me get my daughter's school fees paid and assisted me legally with the last police report I filed against my husband when he tried to kill me by burning me alive. She completed all the legal procedures, proved I was a victim of the authorities here, and defended me with all her might, speaking the truth on my behalf. All words of thanks and appreciation fall short of expressing my gratitude to her and the organisation she works with. Thank you, Jiun. Thank you, WAO.

3. **DA:** *I came to WAO at the lowest point of my life. I had worked hard to build something I was proud of. Then, in ways I could not have anticipated, everything I had built was threatened — not once, but twice. By the men in my life — my ex-husband and someone I believed I would spend the rest of my life with. I had trusted both completely. All the signs pointed to safety. But my world fell apart regardless. I experienced abuse in every form; mental, emotional, physical, financial and sexual. Everything. Things I never imagined I would ever go through. I was left feeling exposed, ashamed and utterly alone. They say the first time you get hurt, it's a life lesson. But when the second blow comes before you have even recovered from the first when most women in my shoes would not*

have had the strength to continue. I reached out to the friends closest to me. They tried, but they couldn't reach me. Some told me to move on. Some made me feel, without meaning to, that I had brought this upon myself. That loneliness on top of everything else was its own kind of pain. Then I found WAO. And I found Azreen. From the very first conversation, she made me feel safe. She didn't judge. She didn't minimise what I had been through. She simply showed up with honesty, with warmth and with an openness that I had stopped expecting from anyone. She connected me with professional support and checked in on me long after she was required to. I knew that whenever I needed her, she was only a message away. The pain I carried was not just emotional. It had made itself known in my body too. Azreen understood this. She never made me feel like I was too much, or that my wounds were inconvenient. She helped me believe that what happened to me was not my fault. She helped me take steps toward justice. She made sure I did not face any of it alone. Because of Azreen, I did not fall. On the days I came close, she was there. She is the reason I can write these words today and say: I am still standing!!! I am still on this journey ; slowly rebuilding my strength and seeking justice. I know Azreen will be there with me, every step of the way. WAO is fortunate to have her. And I am fortunate to have found WAO.

4. **ZL:** *My deepest gratitude goes to all of you in this shelter for taking care of me and welcoming me here. I truly do not know how to express my joy and my great appreciation in a way that is special and worthy of you, but here I am writing this message from my heart. Tears fall from my eyes as I write this because I am so truly grateful to have found this shelter. What I went through here in Malaysia was not easy. The way I lived during that time is something beyond imagination. And yet, you were there. You never gave up on me. You cared for me sincerely and wholeheartedly. I will never forget that. May God continue to bless this shelter and may all of you who work here be blessed with good health and financial abundance. Thank you for your help. Thank you for giving me a place to stay. Thank you for the food and for everything that was provided for me here. You gave with love and may God give you back joy and the desires of your hearts. It was not easy living together with many different people from different backgrounds. But here, I learned what unity and love truly mean. You told me I was the most difficult case here, yet you never gave up on me. You fought alongside me until the very end. I am sad to leave this shelter, but I must. This is the place where we are shaped and rebuilt, and then we must go out and continue our lives again. A special appreciation to Azreen. Thank you so much for being patient with me and for understanding my emotions deeply. You never*

gave up; you kept moving forward with me. Goodbye until we meet again Azreen, Nazreen, Eswari, Jiun, Noraini, Joanne, Mona, Nisha, Sister Aisha, Sister Saras.

5. **RH:** *With sincere respect, before I leave this shelter, I would like to express my heartfelt gratitude and appreciation to all the shelter staff. During my time here, your support, care, and dedication meant a great deal to me and helped me find comfort and stability during a very important period of my life. You did far more than fulfill your professional duties. Your kindness, patience and compassion created a safe and supportive environment that helped me move forward with hope and confidence. I will always remember and appreciate everything you have done for me. I would like to extend my special thanks to Miss Eswari. Your respectful attitude, understanding, patience and genuine care made a meaningful difference in my experience at the shelter. Your support helped me feel seen, supported and never alone during difficult moments. I sincerely wish all of you good health, continued success and happiness in both your personal and professional lives. I will always be grateful for your kindness and support.*

6. **SY:** *Dear all!!! I am writing to express my deepest gratitude for the support and care I received during my time at your shelter. Your kindness, professionalism and compassion made a difficult period in my life much easier to bear. The safe space you provided and the respect I was shown meant more to me than words can express. Thanks to your help, I am going to move forward. Thank you again for everything you do for people in need. I will never forget your generosity*

Priorities for 2026

As the Services Department looks ahead to 2026, the priorities are clear: to build a stronger, more sustainable foundation that allows the team to serve survivors with consistency, quality and care without burning out the people who make that work possible.

A central focus will be on strengthening staff well-being and capacity. This means taking deliberate steps to address compassion fatigue and burnout through structured supervision, reflective practice spaces, and ensuring that the on-call system is implemented in a way that is fair, transparent, and genuinely supported by the team. Where budget allows, the department will prioritise hiring to better distribute the

workload and will explore engaging paid interns as a cost-effective and meaningful way to build capacity while developing the next generation of GBV practitioners.

The department will also work toward clearer operational structures across all programmes; including establishing more consistent schedules, defined roles, and improved onboarding and training for volunteers. This will reduce reliance on informal arrangements and ensure that every client receives a reliable, high-quality experience, regardless of who delivers the programme on any given day.

In response to the emerging legal challenges faced by survivors, particularly around perpetrators contesting IPOs and POs and the difficulty of evidencing psychological and emotional abuse the team will invest in strengthening legal literacy and case documentation practices among social workers. Better documentation not only supports survivors in court; it builds an evidence base that can inform WAO's advocacy work at the policy level.

Improving inter-agency coordination remains a priority. The department will continue to engage with police, Jabatan Kebajikan Masyarakat (JKM) and One Stop Crisis Centre (OSCC) counterparts, advocating for trauma-informed responses and working to close the gaps that survivors continue to fall through. This includes identifying allies within these institutions and building relationships that translate into better outcomes on the ground.

Monitoring and evaluation will also be enhanced in 2026, with stronger, more effective data-tracking systems to measure not just outputs but outcomes, moving beyond counting sessions and intakes toward understanding the impact of the department's work is making in survivors' lives.

The direction for 2026 is to create a more stable, well-coordinated and resilient Services Department; one that is built to last, responsive to the evolving needs of survivors and worthy of the trust that women and children place in WAO when they reach out for help.

6. Advocacy Report

In 2025, WAO's Advocacy and Campaign Department maintained a strong public presence and policy engagement through a combination of campaigns, media work, strategic communications and stakeholder engagement.

Key Achievements

Among the department's major achievements in 2025 were:

- 16 Days of Activism campaign, including a series of podcasts
- Continuous involvement in the National Committee for Domestic Violence (JKRT) under KPWKM
- Engagement with the Legal Affairs Division (BHEUU) on several legal reform processes
- Consultation on the Special Guideline for Handling Sexual Offences Against Children
- Participation in the Criminal Law Reform Committee (CLRC) discussions relating to the Penal Code, Criminal Procedure Code and Evidence Act
- Engagement on the Anti-Bully Tribunal
- Launch of the RE:CARE Project report, *Towards a Resilient Care Workforce*

Public Engagement and Visibility

A total of **37 social media posts** and **6 press statements** were produced, focusing on key issues related to gender-based violence and gender equality. The department also collaborated on **11 advocacy initiatives** with other partners, addressing priority areas such as legal reform, survivor protection and public awareness.

These efforts contributed to significant visibility, with the organisation achieving **156 media mentions** across print, online and broadcast platforms, amplifying advocacy messages to a broader national audience.

Press Statements:

- Role of Parents and Families in Preventing Bullying
- Hari Pembasmian Kemiskinan Antarabangsa
- RE:CARE Report Launch Highlights Urgent Need to Strengthen Malaysia's Care Workforce
- WAO Welcomes Compulsory Secondary Schooling Bill
- Horror in Digital Spaces: AI-Generated Pornographic Images as a Form of Online Gender-based Violence (OGBV)

- Women's Aid Organisation (WAO) Condemns Policing of Women's Attire in Public Institutions
- WAO Condemns Gender Based Violence and Ongoing Impunity of the Israeli forces
- WAO Melaka school rape case

Advocacy Collaborations:

1. Advancing Gender Equality In Health: Expanding Voices, Evidence, And Time Horizons For Change (UNU)
2. Female Genital Mutilation (FGM)
3. SUHAKAM's Institutional Reform To Combat Gender-Based Violence In Malaysia: A One-Stop Center To Justice And Equality
4. Jawatankuasa Semakan Dan Kajian Pembaharuan Kanun Keseksaan [Akta 574], Kanun Tatacara Jenayah [Akta 593] Dan Akta Keterangan 1950 [Akta 56]
5. ASEAN Women, Peace, And Security (WPS)
6. SRH - GBV Issues Affecting Myanmar Refugees with UNFPA
7. Technological Facilitated Gender Based Violence (TFGBV)
8. Jawatankuasa Menentang Keganasan Rumahtangga (JKRT) under Ministry of Women, Family, and Community Development
9. Empower 30%
10. Tribunal Antibuli: *#GenerasiTanpaBuli Anjuran Bahagian Hal Ehwal Undang-Undang, Jabatan Perdana Menteri*
11. Breaking The Silence: Violence Prevention In Sarawak

Female Genital Mutilation (FGM)

The FGM Stakeholder Meeting convened by the United Nations Population Fund (UNFPA) Malaysia represents a critical step toward addressing Female Genital Mutilation/Circumcision (FGM/C) as a pressing human rights issue in the country. Recognising that FGM/C remains deeply rooted in cultural and religious beliefs often perpetuated through medicalised practices, the initiative adopts a multi-sectoral, evidence-based and rights-centred approach to drive change. The meeting brought together key stakeholders, including government agencies, healthcare professionals, civil society organisations, religious leaders and academics, to review the current landscape of FGM/C in Malaysia, identify strategic advocacy priorities and develop a coordinated action plan to eliminate the practice. WAO participated in this engagement, contributing our expertise and perspective as part of a broader collective effort to advance gender equality and protect the rights of women and girls.

ASEAN Women, Peace, and Security (WPS)

In 2025, our advocacy team were involved in the ASEAN Women, Peace and Security (WPS) mission. We joined several online meetings and actively contributed in discussions about how Malaysia can be more involved in the process, especially by integrating the voices of grassroots communities. Our advocacy and capacity building department also attended the WPS Summit organised by the Canadian embassy. This was a knowledge sharing session and also created an opportunity for us to be involved in the plenary session for the Ministry of Women, Family and Community Development's WPS Initiative.

Technological Facilitated Gender Based Violence (TFGBV)

In 2025, our advocacy team collaborated with KRYSS Network, All Women's Action Society (AWAM) and Malaysian Centre for Constitutionalism and Human Rights (MCCHR) to strengthen our work on TFGBV. We held a 2-day workshop to discuss our common aims and what we would like to see, not only for our respective NGOs but also as a collective. We, then held follow up meetings to discuss on how we can assist with case management and work together with AWAM as service providers, MCCHR can provide pro bono legal assistance and KRYSS can work on documentation. The collective also launched two press statements on the issue of deep fakes in Malaysia.

EMPOWER 30%

Persatuan Kesedaran Komuniti Selangor (EMPOWER) led Projek30%, which calls for the enactment of the proposed Gender Parity in Political Representation Act (GPPRA) or Akta Projek30%. This landmark initiative seeks to establish a binding legal framework requiring at least 30% women candidates in national and state elections, beginning in phases from the 16th General Election (GE16). By introducing mechanisms such as a Gender Parity Committee and an Incentive Fund to support and encourage political parties, the proposal represents a critical step toward addressing systemic gender imbalance in Malaysian politics. WAO stands in solidarity with EMPOWER and its coalition partners in advocating for this reform, recognising that equitable political representation is essential to achieving gender equality and strengthening democratic governance.

16 Days Of Activism

In conjunction with the global 16 Days of Activism against Gender-Based Violence, WAO partnered with Goodcast Podcast to produce a compelling 9-episode podcast series tackling urgent and often overlooked issues surrounding gender, violence and societal norms. The episodes explored critical themes such as male suicide and stigma, digital abuse, youth violence, women in leadership, misogyny and accountability, with titles including “Men Are Killing Themselves And Nobody Wants to Talk About Why”, “Trapped by Technology: Digital Abuse Is Destroying Lives” and “Holding Men Accountable”. The campaign achieved significant digital reach, with over 62,000 views on YouTube alone. Complementing the podcast, 16 Instagram Reels were published that garnered more than 31,600 views, alongside 32 TikTok videos adapted from the series, which collectively reached over 92,000 views demonstrating strong public engagement and amplifying vital conversations on gender-based violence across multiple platforms.

Breaking The Silence: Violence Prevention In Sarawak

The “Breaking the Silence: Violence Prevention in Sarawak” programme is a key initiative by the Kementerian Pembangunan Wanita, Kanak-Kanak dan Kesejahteraan Komuniti Sarawak through the Majlis Pembangunan Sosial Sarawak, aimed at addressing the growing concern of domestic violence in the state. Designed as a two-way dialogue platform, the programme brings together government agencies, educational institutions, NGOs and local communities to share experiences, analyse grassroots challenges and propose practical, collaborative solutions. WAO actively engaged with the Sarawak government in this programme, contributing two key sessions: “A Study on Malaysian Public Attitudes, Perceptions Towards Violence Against Women,” presented by our Executive Director, Nazreen Nizam, and “Community-Based Solutions to Domestic Violence,” delivered by our Advocacy Manager, Gandipan Nantha Gopalan. WAO’s participation underscores its continued commitment to raising awareness, sharing expertise, and strengthening multi-stakeholder efforts to prevent and respond to violence against women in Malaysia.

Impact of Advocacy Work

These efforts strengthened the organisation's role as a credible and consistent voice on gender equality and gender-based violence in Malaysia. Increased media engagement and visibility helped shape public discourse, ensuring that survivor-centred perspectives and systemic policy gaps remained part of national conversations.

Importantly, the department's advocacy contributed to improving access to justice for survivors, particularly by pushing for better implementation of existing laws and policies. By consistently highlighting gaps between legal provisions and on-the-ground enforcement, the organisation supported greater accountability among duty-bearers and reinforced the need for survivor-centred responses within institutions.

At the same time, sustained campaigns and communications played a key role in shifting public narratives and attitudes around gender-based violence. By challenging harmful norms such as victim-blaming and stigma, the organisation helped reframe GBV as a societal and structural issue rather than an individual failing. This contributed to a more informed and empathetic public discourse, which is essential for enabling survivors to seek help and for building broader support for policy and social change.

Collectively, these efforts enhanced engagement with key stakeholders including media, policymakers and the public while reinforcing the organisation's influence in advancing systemic reforms and a more just, survivor-centred response to gender-based violence.

Emerging Issues and Trends

In 2025, Malaysia's gender landscape is defined by a persistent "structural bottleneck" where significant progress in education fails to translate into equal socio-political power. As the nation navigates its National Women's Policy 2025–2030, three interconnected issues: domestic violence, the unpaid care burden and political underrepresentation remain the most critical trends to watch.

First, domestic violence continues to be a pervasive crisis. In the first half of 2025 alone, the Royal Malaysia Police recorded 3,768 cases, with women making up 73% of victims. Beyond physical harm, a rising trend of "digital abuse" and technology-based harassment has emerged, complicating recovery for survivors. Many remain trapped in abusive cycles due to social stigma and, crucially, financial dependence.

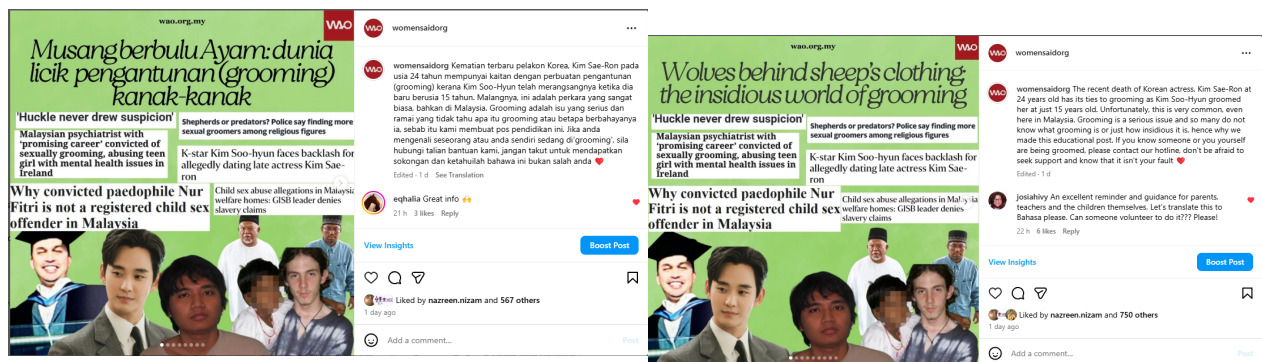
This financial vulnerability is rooted in the unpaid care burden. Approximately 3 million Malaysian women remain outside the workforce specifically due to "housework and family responsibilities." This "double burden" of managing childcare and a rapidly ageing

population means women spend 63.6% more time on unpaid work than men. Without a formal "care economy" or widespread Flexible Work Arrangements (FWA), Malaysia loses billions in potential GDP and women lose the economic autonomy needed to escape domestic instability.

Finally, these private struggles are mirrored by a stark political underrepresentation. Despite a decades-old 30% target, women hold only 13.5% of seats in Parliament (Dewan Rakyat) and roughly 12% in State Legislative Assemblies (DUN). States like Terengganu lag as low as 3.13%. Without reaching a critical mass in decision-making, legislative reforms for childcare subsidies and survivor protection remain slow.

Addressing these issues is an economic and national security necessity for Malaysia's future stability, not just a matter of equity.

Case Example: "Wolves in Sheep's Clothing"



When our single Instagram post titled "Wolves in Sheep's Clothing" which talk about child grooming, went live on 23rd April 2025, it cracked open a long-standing wall of silence in Malaysia. Within hours, the post became a digital catalyst for truth-telling, garnering over 600 shares and transforming the comment section into a space for discussion. The impact was felt most deeply in how it moved from the screen into real-world action.

One follower, *5139_fitri*, reported taking the post's insights directly into a classroom forum, using the content to dismantle the "baffling ignorance" surrounding "consenting" relationships between adults and minors.

The most significant impact of the post was the courage it gave advocates to name the “untouchable.” In a bold act of whistleblowing, user *fairyfairuz* used the platform to alert the community to an ongoing grooming case involving an ex-national athlete, explicitly calling out the “cronyism and nepotism” that often shields predators in elite circles. By providing a clear framework for identifying the stages of grooming, the Advocacy Department didn't just educate, it empowered. The post shifted the national conversation from private suspicion to public accountability, proving that when people are given the right vocabulary, they are no longer willing to look the other way.

Key Challenges

In 2025, the WAO Advocacy Team navigated a period of transition marked by changes in staffing and internal restructuring. The departure of several experienced team members initially presented challenges, particularly in maintaining continuity and specialised expertise. However, the team demonstrated resilience and adaptability, with existing staff stepping in to take on expanded roles and responsibilities. While the transition was demanding at first, it also created opportunities for learning, growth, and strengthening internal capacity.

At the systemic level, there remains a continued need to strengthen trauma-informed responses among frontline agencies. While there have been ongoing efforts and engagement in this area, gaps in consistent training and implementation persist. WAO continues to advocate for more structured and sustained approaches, including dedicated funding and institutionalised training for police, healthcare workers, and social welfare officers. Strengthening these systems is essential to ensure that survivors receive consistent, empathetic, and effective support, and to reduce instances where violence may be misunderstood or minimised.

Key Reflections

In 2025, WAO's advocacy work underscored the importance of organisational stability and sustained engagement. The transition within the team highlighted how continuity and institutional memory are critical to maintaining momentum in long-term policy reform efforts. Investing in team stability and knowledge transfer is therefore essential.

The year also reinforced that consistent and strategic engagement with policymakers is key to advancing change. One-off efforts are insufficient; rather, ongoing dialogue and relationship-building are necessary to ensure that issues of violence against women remain on the policy agenda.

In addition, identifying and cultivating allies within Parliament proved to be an important strategy. Supportive Members of Parliament can play a crucial role in championing reforms, raising issues in legislative spaces and applying pressure for institutional change.

Finally, the growing importance of digital advocacy became evident. Strengthening WAO's social media presence offers an opportunity to amplify key messages, shape public discourse and build broader support for policy reforms. Moving forward, a more proactive and strategic use of digital platforms will be essential in complementing on-the-ground advocacy efforts.

Priorities for 2026

In 2026, WAO will focus on strengthening both its advocacy impact and public engagement. A key priority is enhancing our digital presence through more strategic and consistent use of social media to amplify our messaging, shape public discourse and build broader support for ending violence against women. We will also prioritise the successful advancement of our campaign to recognise Intimate Partner Violence (IPV) within the law, working towards stronger legal protections and clearer frameworks for enforcement.

Deepening engagement with key stakeholders remains critical. WAO aims to expand targeted engagement sessions with the Royal Malaysia Police (PDRM), healthcare providers, and parliamentarians to promote trauma-informed responses and strengthen institutional accountability. In addition, we will bring greater visibility to our Male Allies Project by elevating it to the public sphere. By encouraging broader participation and support, we aim to foster shared responsibility and challenge harmful gender norms that perpetuate violence.

Collectively, these priorities reflect WAO's commitment to advancing systemic change through a combination of policy advocacy, stakeholder engagement and public mobilisation.

Research

The launch of the **RE:CARE Project** report, *Towards a Resilient Care Workforce*, marked a significant research milestone for WAO in 2025. The project contributed to national conversations on the resilience of Malaysia's care workforce and the need for a gendered, feminist approach to care systems.

7. Capacity Building Report

WAO 2025 Training Statistics

Number of Persons Trained

Focal Areas	In-Person Training (Pax)	Online Training (Pax)	Supplementary Activities ¹ (Pax)
Government	83	219	0
Grassroots (including Girls and Youth)	567	84	80
Educational Institutions (Schools, Universities)	314	70	17
Corporations	54	214	0
TOTAL	1702		

Detailed List of WAO Training / Engagements in 2025

Government Engagements

No.	Date	Training	Duration	No. of Pax	Location
1	24 June	WAO x Klinik Kesihatan Presint 18, Putrajaya	1 hour	23	Putrajaya
2	14 October	Webinar Kerja Sosial Perubatan PPUM	1 hour	219	Online
3	24 November	OSCC In-House Training Programme, UMMC	1 hour	60	Kuala Lumpur

¹ Supplemental activities refer to non-training programme initiatives conducted by the Capacity Building team which support and enhance overall capacity-building objectives. These include, but are not limited to, key stakeholder consultations, gender advisory, and relationship-building efforts, which, while not classified as formal training, play a critical role in strengthening partnerships, informing programme design, and ensuring the effectiveness of training outcomes. Activities included in the statistical reporting are typically those implemented as components of individual training programmes.

Grassroots Engagements

No.	Date	Training	Duration	No. of Pax	Location
1	26 January	MCCHR Legal Lab on Internet Freedom	4 hours / Half day	20	Petaling Jaya, Selangor
2	13 February	MCCHR OGBV Zoom Panel Discussion	2 hours	17	Online
3	22 March	RC Deaf Missions Workshop	30 minutes	30	Kuala Lumpur
4	15 – 16 March	ARROW x WAO Workshop on GBV & SRHR	2 days	28	Kuala Lumpur
5	9 March	Women's Day Forum Pergerakan Belia Baju Hitam	2 hours	50	Klang, Selangor
6	3 April	WAO Volunteer and Member's Induction	2 hours	13	Online
7	17 April	WAO Volunteer and Member's Induction	2 hours	14	Online
8	22 – 23 April	Sexual Harassment Training, Gibbon Conservation Society (GCS)	2 days	22	Pahang
9	3 – 4 May	ARROW x WAO Workshop on GBV & SRHR	2 days	18	Ipoh, Perak
10	14 – 15 May	ARROW x WAO Workshop on GBV & SRHR	2 days	30	Kota Kinabalu, Sabah
11	17 May	SIS Forum Telenisam Mobile Legal Clinic	1 hour	28	Kuala Lumpur
12	20 June	WAO Volunteer and Member's Induction	1 hour	24	Online
13	21 June	Hong Leong Foundation's Whispers of Protection	4 hours / Half Day	50	UKM, Bangi, Selangor

14	29 June	WAO Volunteer and Member's Induction	4 hours / Half Day	13	Petaling Jaya, Selangor
15	28 July	Safe Touch Workshop for Shelter Residents and Children	2 hours	15	Petaling Jaya, Selangor
16	10 August	SIS Forum Telenisam Mobile Legal Clinic	1 hour	30	Kuala Lumpur
17	22 August	WAO Volunteer and Member's Induction	1 hour	16	Online
18	6 September	SIS Forum Telenisam Mobile Legal Clinic	1 hour	34	Melaka
19	4 – 5 October	WAO x PWOAM 2-Day GBV Training	2 days	30	Tawau, Sabah
20	11 October	WAO Volunteer and Member's Induction	1 hour	9	Petaling Jaya, Malaysia
21	18 October	"Who Owns My Womb? Investigating Bodily Autonomy and Gender-based Violence through Art, Research, and Alliance" by lěi lěi	1 hour	20	Kuala Lumpur
22	26 October	YES x WAO Half Day GBV Workshop for Refugee Community Members	4 hours / Half day	30	Setapak, Kuala Lumpur
23	7 November	Pegasus Trust Scholar Attachment	2 hours	1	Petaling Jaya, Selangor
24	9 November	WAO x Akses Bersama, MADEO	2 hours	33	Brickfields, Kuala Lumpur
25	22 November	YES x WAO Half Day GBV Workshop for Refugee Community Members	4 hours / Half day	30	Gombak, Selangor

26	23 November	YES x WAO Half Day GBV Workshop for Refugee Community Members	4 hours / Half day	30	Gombak, Selangor
27	25 – 26 November	Relationship Building GERAk 2025, Sg. Sireh, Kuala Selangor	2 days	40	Kuala Selangor, Selangor
28	2 – 5 December	GERAK Workshop 2025	4 days	40	Kerling, Selangor
29	14 December	GERAK Community Project 2025	1 day	39	Kuala Kubu Bharu, Selangor
30	19 – 21 December	PWOAM x WAO: GBV Workshop	2 days	45	Lahad Datu, Sabah

Educational Institutions Engagements

No.	Date	Training	Duration	No. of Pax	Location
1	6 January	Gender-Based Violence Training for UTAR Medical Students	4 hours / Half day	7	Petaling Jaya, Selangor
2	2 January	WAO's Role in Managing Domestic Violence Cases	2 hours	30	Universiti Malaya, Kuala Lumpur
3	27 February	Sexual Harassment Panel Discussion, Nacho Problem Talk	2 hours	20	University of Nottingham, Malaysia, Semenyih, Selangor
4	10 March	Gender-Based Violence Training for UTAR Medical Students	4 hours / Half day	7	Petaling Jaya, Selangor
5	13 April	Justice4All, UCSI	4 hours / Half day	30	Kuala Lumpur

6	13 May	Gender-Based Violence Training for UTAR Medical Students	4 hours / Half day	7	Petaling Jaya, Selangor
7	3 June	WLRC BAC x WAO: GBV & Law	1 hour	14	Brickfields Asia College, Petaling Jaya, Selangor
8	26 July	HER SHIELD: Medical and Self-Defense Training Workshop	1 hour	20	Jenjarom, Selangor
9	28 July	Gender-Based Violence Training for UTAR Medical Students	4 hours / Half day	7	Petaling Jaya, Selangor
10	4 August	UPNM x WAO: Taklimat Secara Atas Talian Tentang WAO Kepada Pelajar Perubatan Tahun Tiga Sesi 2024/2025	1 hour	38	Online
11	14 September	OWLS: Workshop on Unpacking Violence Against Women	1 hour	20	Online
12	22 September	Gender-Based Violence Talk, HELP University	1 hour	43	HELP University, Bukit Damansara, Kuala Lumpur
13	27 September	OWLS Essay Competition on Women and Social Issues	4 hours / Half day	17	Online
14	30 October	Rape Culture Talk	2-hour	60	UNIKOP University College, Cyberjaya, Selangor

15	10 November	Gender-Based Violence Training for UTAR Medical Students	4 hours / Half day	8	Petaling Jaya, Selangor
16	17 December	UM Lecture on DVA and IPV (for Gender and Law undergraduate class)	2 hours	6	Online
17	19 December	Sekretariat Sukarelawan India (SSI) USM Online Talk	2 hours	6	Online

Corporate Engagements

No.	Date	Training	Duration	No. of Pax	Location
1	19 March	Kimberly-Clark's International Women's Day Talk on Gender Equality	30 minutes	50	Petaling Jaya, Selangor
2	4 March	Volunteer Induction for Encora Staff	2 hours	4	Petaling Jaya, Selangor
3	9 July	Premier Integrated Rehab Sexual Harassment Workshop	1 hour	214	Online

Key Summaries

56 Engagements delivered, **1702** persons reached,

a **6.8%** increase from 2024.

Overview

In 2025, the Capacity Building team continued to deliver impactful Gender-Based Violence (GBV) awareness and prevention programmes across Malaysia, reaching a total of 1,702 participants through a mix of in-person, online and supplementary engagements.

This was achieved despite a significant reduction in team capacity, with the team operating with only three Capacity Building trainers, compared to a much larger team of six trainers since the start of 2024. As a result, the team adopted a more strategic and focused approach, prioritising high-impact engagements, long-term partnerships and sessions with the potential for wider reach.

While the total number of engagements was lower than in 2024, the team continued to expand WAO's reach in 2025 by engaging new and diverse audiences, including increased work with persons with disabilities and minority communities, while maintaining consistent engagement across grassroots, education and government sectors, despite operating with a reduced number of trainers.

Success Stories

In 2025, the Capacity Building team continued to deliver meaningful training and outreach despite operating with a significantly reduced team of three trainers. This constraint led to a more collaborative internal approach, where colleagues from the Advocacy, Services and Operations teams supported training delivery. This not only ensured continuity of programmes, but also revealed and strengthened a broader pool of facilitation and training talent within WAO that can be further developed and mobilised in the future.

The year also marked important progress in expanding WAO's reach to new and underserved audiences. The team deepened engagement with persons with disabilities, refugee communities through continued collaboration with YES (a refugee-led organisation) and indigenous women in Sabah through partnerships such as Persatuan Wanita Orang Asal Malaysia (PWAOM). These engagements reflect WAO's commitment to ensuring that GBV awareness and support reach communities that are often underserved or face additional barriers to access. In addition, the team also managed to double the number of engagements with youths and students, where 2025 saw 17 training sessions were held with universities and colleges, compared to just nine in 2024.

During WAO's GERAK 2025 programme, a capacity building project for young girls which utilises the arts as an empowerment tool, the impact of the girls' training was visible in several confidential, individual-level outcomes. In one case, a participant was able to recognise that her menstrual pain was not something to dismiss as "normal" and, after revisiting the issue with her parent, she sought further medical attention. In another case, a child who had reached out to WAO for support was connected to help and is now in a safer situation. A third parent shared that their child had become noticeably more confident after the training. These outcomes were strengthened by the cohort's public arts presentation on sexism and gender stereotypes, which was shared with a community audience and the local ADUN of Kuala Kubu Bharu, Pang Sock Tao, showing how the GERAK workshop model helped participants translate learning into confidence, expression and community engagement

At the same time, WAO's relationship with other women's rights organisations remained strong, enabling continued collaboration on training and outreach efforts. This included sustained partnerships with ARROW and SIS Forum's Telenisa, reflecting the importance of collective action and knowledge-sharing within the women's rights circle. In addition, 2025 saw the introduction of WAO Volunteer and Member engagement initiatives, creating new pathways to involve volunteers and members as key stakeholders in outreach and awareness efforts. This is a significant step toward building a more sustainable ecosystem of support beyond the core team.

Overall, in 2025, the team conducted 53 training engagements compared to 62 in 2024. Despite the lower number of sessions, total participation increased by 6.8%, reaching 1,702 participants versus 1,594 in the previous year (excluding media reach). While fewer sessions were conducted due to reduced capacity, the team was able to reach a larger number of participants, reflecting a shift toward more strategic, higher-reach engagements.

Key Learnings

The 2025 experience reinforced that awareness gaps around domestic violence, GBV laws and available support services remain significant. Many participants shared that they had not previously understood what constitutes domestic violence or were unaware of the legal protections and services available to survivors. This underscores the continued importance of WAO's role in providing accessible, accurate and community-based GBV education.

A recurring theme across engagements was also the question: "Where are the men?" This reflects a growing recognition among participants that GBV prevention must also involve engaging men and boys. In response, WAO will be strengthening its efforts in

this area, including through the planned Male Allies initiative under Yayasan Hasanah, to address the demand for more inclusive and preventive approaches.

Challenges

The team also observed persistent structural and access challenges, particularly in remote areas such as parts of Sabah. Participants highlighted gaps in response systems, including limited police action, lack of nearby shelters and the long distance to One Stop Crisis Centres. Additionally, awareness of existing services remains low in some communities, indicating the need for stronger outreach and systems-level improvements.

From a training perspective, participants consistently responded well to visual and survivor-led materials, particularly the *Survivors Speak Up* video. However, the video is now over a decade old, indicating a need to refresh and update training tools to ensure continued relevance and engagement.

Operationally, 2025 highlighted that training delivery was slightly challenging with limited human resources. The reduced team size meant that the team had to be selective in taking on engagements and was not always able to pursue longer-term or larger-scale programmes simultaneously, despite continued high demand.

Priorities for 2026

Looking ahead, there is a clear need to expand capacity beyond the core team. This may include:

- Developing a pool of trained facilitators or volunteers
- Conducting Training of Trainers (ToT) programmes
- Strengthening internal cross-team facilitation capacity
- Designing more scalable and structured training models

These approaches will help WAO meet growing demand while maintaining the quality and integrity of its training work. Overall, 2025 was a year of adaptation, collaboration and strategic focus for the Capacity Building team. Despite operating with reduced capacity, the team was able to sustain its work, expand into new communities and deepen engagement with key partners.

The year demonstrated that while fewer trainings were conducted, the team was able to optimise reach, strengthen internal collaboration and prioritise high-impact engagements. The lessons from 2025 provide a strong foundation for future growth, particularly in building a more scalable and sustainable training model that can respond effectively to the continued demand for GBV awareness and prevention.

2025 Training Photos







8. Partnerships Report

In 2025, WAO continued to strengthen public engagement, member and volunteer participation, fundraising efforts and strategic collaborations through its partnership-related work.

Members and Volunteers Sessions

WAO conducted **four sessions** with members and volunteers in 2025, focusing on key issues affecting women and girls. Topics included:

- Policy Advocacy in Malaysia
- Online Gender-Based Violence (OGBV)
- Psychological First Aid (PFA) and GBV
- Facts on Violence Against Women and How You Can Help

These sessions helped deepen understanding, strengthen relationships with WAO's wider community and build a stronger foundation for ongoing public engagement and volunteerism.



Public Engagement and Booth Invitations

WAO participated in a number of booth engagements organised by agencies, corporations, and civil society groups, including:

- Pesta Right-Yat: A Festival of Rights
- Astro Hari Wanita Kebangsaan
- Bengkel Kesedaran dan Pertahanan Diri Wanita (MBPJ)
- Mega Career & Study Fair 2025
- WE Leadership Conference 2025
- Pesta Perlawanan Anak Muda 2025
- Colloquium and Book Launch: *Remembering Uncle Idris – Renewing the Spirit of Civic Activism*



These engagements increased public awareness of WAO's services and advocacy work and created more opportunities for interaction with volunteers and the wider public.

In-Kind Donations

In 2025, WAO continued efforts to receive in-kind donations of groceries and essential goods to support the shelter and meet the needs of residents. Organisations and corporations involved included:

- Australian High Commission
- Kelly OCG
- Taylor University
- Motorbike Selangor
- Wing Tai Fashion
- Wyny Pool Shah Alam

Fundraising Event

In September 2025, WAO organised *Art & Soul*, an exhibition featuring artworks by the renowned artist Eng Tay, as a fundraising initiative. Visitors were able to purchase selected pieces, with 100% of proceeds from the donated artworks going directly to WAO in support of our work to end violence against women and advance gender equality.

More than an art exhibition, *Art & Soul* was a meaningful coming together of art, community and purpose. The event created a space for reflection, dialogue and solidarity, bringing together supporters, partners and members of the public around a shared commitment to challenging violence and inequality.

WAO is deeply grateful to Eng Tay for his generosity and for contributing his work to support the movement. His artworks, which explore themes of tenderness, struggle and hope, resonated strongly with the spirit of the event and the work that WAO carries out.

The success of the exhibition was made possible through the support of many individuals and partners. We extend our appreciation to Agnes Chen for initiating the collaboration, Kenneth Tan and his team at Robb Report for their role in bringing the event to life and The Ritz-Carlton Kuala Lumpur (YTL Corporation) for hosting the exhibition and supporting the experience for guests. We also thank James Lee from WL Framing & Art, as well as our partners, Panerai, Patchi, Volvo, Evian and Hendrick's, for their support and collaboration.

Through *Art & Soul*, the exhibition not only raised funds for WAO's programmes but also strengthened connections between art, advocacy and community, demonstrating the power of collective action in advancing a more just and equal society.





Collaboration with Women Footballers

In 2025, WAO started a collaboration with the **Selangor Women's Football Fan Club**. The partnership includes plans for awareness training for the fan club and players, social media advocacy and WAO's presence at football match days.



8. Donor Appreciation

WAO is deeply grateful to the individuals, institutions, corporations and foundations who supported the organisation in 2025.

Based on the donor list of contributions above RM5,000, WAO recorded support across three contribution bands:

- **RM5,000 – RM19,999:** 43 donors
- **RM20,000 – RM99,999:** 9 donors
- **RM100,000 and above:** 4 donors

Donors contributing RM5,000 – RM19,999

Aishop Online Solution (M) Sdn Bhd
Cheo Kar Key
Datin Sri Chop She Yang
Lost Control Sdn. Bhd.
Dr Pasupathy Sivapragasam
Yip Lai Ying
Lesley Anne Lim (Panerai)
Suen Holdings Sdn Bhd
Quah Seng Chit
Caroline Joan Gomez
Choo Suit Ling
Pauline Tong Yen Chien
Connie Go
Kenneth Koh Beng Hoc
Suridah Binti Jalaluddin
Boutique Fine Wines
Nor Rejina binti Abdul Rahim
Ong Ee Voon
Selvamalar S. Alagaratnam
Stone Forest Malaysia Sdn. Bhd.
Dr Geetha Kandavello
Colour Image Plastic Compound Sdn Bhd
Dato Michael Foong
Chin Oy Sim
Bukit Jambul Hotel Development Sdn. Bhd.
7 Autospa (M) Sdn. Bhd.
Cheah Kim Choo
Excel Force Innovations Sdn Bhd

Pejabat Pembangunan Negeri Wilayah Persekutuan
Chua Lett Woi
Asian-Pacific Resource and Research Centre for Women (ARROW)
Datin Usha K Narayanan Kutty Nair
Nur Khaliesa
Iskander bin Ismail Mohamed Ali
Lim Koon Huan
Cheeng Kam Mun
KOSÉ (Malaysia) Sdn Bhd
Lim Chao Liang
Foong Choong Heng
Lim Cheng Bock
The Wesley Methodist Church
Datuk Chan Kin Meng
Ng Chok Tung

Donors contributing RM20,000 – RM99,999

Dato Lim Chee Wee
St. Jude BEC (Sec. 12 PJ)
Lamborghini Community Malaysia
Lim Thiam Suan
Chee Hsiao Ching
Andrew Khoo Chin Hoc
Royal Selangor International Sdn Bhd
Manulife Shariah India Equity Fund
RCE Marketing Sdn Bhd
Manulife Shariah Asia-Pacific Ex Japan Fund

Donors contributing RM100,000 and above

Women's Fund Asia
Yayasan Sime Darby
Late MS V. Ambigapathy V Bavanandam
International Development Research Centre (IDRC)

We extend our sincere appreciation to every donor for your generosity, trust and solidarity. Your support has helped WAO continue providing critical services, strengthening advocacy, building community awareness and sustaining our work to end violence against women and children.

9. Human Resources and Administration Report

The Human Resources and Administration (HR & Admin) function continued to play a critical role in supporting WAO's operational and strategic objectives in 2025.

Workforce Overview

At the end of the reporting period, WAO maintained a total workforce of **20 staff members**.

During the year, HR & Admin managed a range of staffing transitions, including terminations, resignations, new hires, promotions and internal role changes. These reflected both project-based staffing requirements and broader organisational development needs.

Staff Movements

Resignations

- **Two** staff resigned to pursue other career opportunities

New Appointments

- **Four** new staff were recruited to support operational needs and service continuity

Promotions and Role Changes

- **Two** staff members were promoted with salary adjustments:
 - o CB Officer to CB Manager
 - o Advocacy Officer to Advocacy Manager
- **One** internal progression:
 - o Admin Assistant to HR and Admin Officer
- **One** revision of Terms of Reference:
 - o Finance Officer to Partnership Officer

These changes reflected WAO's commitment to internal talent development, capacity building and role optimisation.

Performance Management

HR & Admin coordinated the annual staff appraisal process for all employees.

- **18** staff appraised
- **16** staff recommended for salary increments

The appraisal process provided a structured way to assess performance, recognise contributions and support decisions relating to remuneration and career progression.

10. Staff List

OPERATIONS DEPARTMENT

NAZREEN NIZAM	Executive Director
YAP LIP SUE	Operations Manager
CAMELIA TENGKU	Partnership Officer
SARAH HO MEI LENG	Finance Officer
KAVITHA MALAR KANDASAMY	HR and Admin Officer

SERVICES DEPARTMENT

ESWARI VARANARASAMMA	Services Manager
MOGANA DEVI NADESAN	Senior Social Worker
NORAINI BINTI ABDUL RAHMAN	Social Worker
AZREEN MUBARAK ALI	Social Worker
YAP WEN JIUN	Social Worker
NISHA BALACHANDRAN	Shelter Officer
SARASWATHY BALAKRISHNAN	Child Care Provider
AISHA BIBI BINTI SHAHUL HAMEED	Cook & Cleaner
JEROME CHRISTOPHER	Driver (Part-time)

CAPACITY BUILDING DEPARTMENT

AHMAD AMIR AZFAR SHAHIDAN	Capacity Building Manager
ANNIESSARA SUKCHA	Capacity Building Officer
NUR AINA FATIAH BINTI MOHD AMIN	Capacity Building Officer

ADVOCACY DEPARTMENT

GANDIPAN GOPALAN	Advocacy Manager
ZATI HANANI BINTI ZAINOL ABIDIN	Senior Advocacy Officer
TAMYRA SELVARAJAN	Advocacy Officer

Resigned Staff

ILAIYA BARATHI PANNERSELVAM

Senior Research Officer

NUR SYAZWANI HAMZAH

Senior Research Officer

ALICIA LEE SYIN SYIN

Senior Research Officer

NUR FATIHAH BINTI JUNAIDI

Project Officer

NUR ANIS FASIEHAH

Research Project Manager

SHARIFAH SHAZANA

Head Of Research

SOH HAN HUI

Social Worker

11. Executive Committee List

LEE JIA PING	President
MUSFIZA BINTI MUSTAFA	Vice President
MAJIDAH BINTI HASHIM	Secretary
SUBBALAKSHMI A/P SANKARARAMAN	Assistant Secretary
DIVVYANANTHINI MANOHARAN	Treasurer
CAROL CHIN YUET YOONG	Assistant Treasurer
PREMALATHA A/P GOVINDASAMY	Committee Member
YEOW AI LIN	Committee Member
MEERA SAMANTHER	Committee Member (co-opted)
IVY NALLAMAH AHC JOSIAH	Committee Member (co-opted)

12. Volunteer List

General Volunteer

1. YASMINE LOW
2. FARAH TENG
3. ESTHER BOEY TAN LING
4. DANEA BINTI MOHD FADZLI
5. MICHELLE
6. AISYAH SYAFIQAH
7. SHARLENE OONG
8. TENGKU SHAHNAZ
9. IMAD ALATAS
10. LINYA
11. HANIS AB HANNAN
12. MALINA
13. PRIYA
14. RUTH NAVINA
15. AHMAD AL- ATTAS
16. SHARLENE
17. ESTHER NG ZI EN
18. CASSANDRA CARMEN NGIAW

19. MICHELLE CHEE

20. SHANTHNI KANAGASABAI
21. AMIRA FARHANA BINTI SHAFUL
22. GOH POH KHIM

Crisis Support Officer

1. AISHAH HAMDAN
2. BEATRICE YEOW SOOK CHAN
3. DARSHINI MUGUNAM
4. JEAN TAN YIH JIUN
5. JOANNE WONG
6. P'NG YI TING
7. PAMELLA LIM YIN YIN
8. POLINA MATHEOU
9. QUEK WAI FONG
10. RUBY CHOW
11. SARA RIJALUDDIN
12. SHANGARI SUBRAMANIAM
BEAMES
13. SIVEENA SIVANANTHAN

13. Looking Ahead to 2026

WAO enters 2026 with a clear sense of purpose, shaped by both the challenges and the lessons of 2025. The year ahead calls not only for continued responsiveness, but for stronger systems, deeper collaboration and sustained investment in the people and structures that make this work possible.

A key priority will be strengthening frontline service capacity and staff wellbeing. As demand for support continues to grow, WAO must ensure that survivors receive timely, quality and trauma-informed care, while also recognising that sustainable service delivery depends on adequately supported staff. This includes improving internal systems, strengthening team capacity and paying closer attention to workload, burnout prevention and staff care.

WAO will also continue working to sustain a shelter environment that is safe, structured and empowering. Beyond offering immediate refuge, the shelter must remain a space where women and children can begin to recover, rebuild confidence and move toward greater stability and independence. Strengthening shelter programming, daily operations and long-term support pathways will remain an important focus.

In 2026, WAO aims to deepen its public and policy engagement on gender-based violence. This means continuing to speak out on urgent issues, contributing to national conversations and ensuring that survivor-centred perspectives remain visible in public discourse and policymaking spaces. WAO's advocacy will continue to push for stronger accountability, better implementation of laws and policies and more effective institutional responses.

Strengthening digital advocacy and campaign visibility will also be a growing priority. As more public engagement and awareness-building happen online, WAO will invest in strategic communications that are timely, accessible and impactful. Digital platforms offer important opportunities not only to raise awareness, but also to shape narratives, challenge harmful norms and reach new audiences with clear, feminist, survivor-centred messaging.

At the legal and policy level, WAO will continue advancing reforms that respond more meaningfully to survivors' realities, including reforms relating to intimate partner violence and other gaps in protection and access to justice. This work will require sustained engagement with policymakers, public institutions, allies and other civil society actors.

WAO also sees the need to expand community education and prevention work. Violence against women cannot be addressed only at the point of crisis. Prevention

requires sustained efforts to build awareness, strengthen community capacity, challenge gender inequality and equip more people to respond appropriately and compassionately to violence.

Another important area for growth is building broader facilitation and volunteer capacity. As demand for trainings, public education and outreach continues, WAO will explore ways to widen its pool of trained facilitators, strengthen volunteer engagement and create more sustainable models for programme delivery without compromising quality or values.

Internally, WAO will continue strengthening organisational systems, stability and sustainability. This includes improving coordination, documentation, knowledge-sharing and planning processes, while also building a stronger foundation for long-term financial and operational resilience.

WAO remains committed to a future where women and children are free from violence, where institutions respond with accountability and care and where communities are better equipped to prevent harm before it happens.

In 2026, we move forward with this commitment firmly in view.

11. Acknowledgements

WAO extends its heartfelt appreciation to everyone who stood with us in 2025 and made our work possible.

To our staff team, thank you for your dedication, compassion, professionalism and resilience. Across services, advocacy, capacity building, operations, administration and partnerships, you carried out this work with commitment and care, often under significant pressure. Your labour, insight and persistence have been central to WAO's ability to support survivors, engage communities and push for meaningful change.

To our Executive Committee members, thank you for your time, leadership, guidance and stewardship. Your support, strategic oversight and continued belief in WAO's mission have been invaluable in helping the organisation navigate challenges, remain accountable and move forward with clarity and purpose.

To our volunteers and members, thank you for your generosity, energy and solidarity. Whether through programme support, public engagement, outreach, events, or simply showing up consistently for the work, your contributions have strengthened WAO's community and extended our reach in important ways.

To our donors and funders, thank you for your trust and support. Your contributions have enabled WAO to continue providing critical services to women and children, sustain our shelter, strengthen advocacy efforts, expand public education and invest in the systems and people behind this work. Your support is not only financial. It is an affirmation of the importance of feminist, survivor-centred efforts to end violence against women and children.

To our partners, collaborators, and allied organisations, thank you for working with us in the shared pursuit of justice, safety, and equality. Through trainings, referrals, campaigns, consultations, events and collective advocacy, your partnership has helped strengthen both immediate responses to survivors and broader efforts toward systemic change.

We also extend our appreciation to all individuals and communities who supported WAO in ways seen and unseen - through donations, referrals, professional expertise, opportunities for engagement, collaboration and public support. Every consultation, training, campaign, intervention, donation and act of solidarity contributed to WAO's ability to continue this work.



The work of ending gender-based violence cannot be carried by any one organisation alone. It requires collective effort, courage, and commitment. We are deeply grateful to all who walked with us in 2025 and helped sustain WAO's mission of building a more just, equal and violence-free society.

12. Appendices

Appendix A: Financial Report 2025

Appendix B: WAO Services Statistics 2025