

ANNUAL REPORT 2014



WAO is a well-established and well-known Malaysian non-profit organisation for women survivors of domestic violence and their children, helping them regain lives of safety and empowerment.

We aim to end violence and discrimination against women in Malaysia.

CONTENT

02	Foreword
03	What We Believe
04	Strengthening Survivors
15	Support Services for Ex Residents
20	Advocating for Change
25	Volunteers and Interns
26	Public Education
30	Fundraising
33	WAO People



FOREWORD

"We must all work together to protect, respond and help rebuild women's lives that have been shattered by domestic violence."

Domestic violence against women is devastating, leaving women and their children hopeless, isolated and at constant risk of serious harm. We believe every woman deserves a life that is safe, fulfilled and empowered, a life that is free from violence.

We help women rebuild their lives after experiencing domestic violence. In 2014, we assisted almost 3,000 women survivors and their children in various ways to regain their self-respect, independence and safety. We also advocated for policy change, legal reform and encouraged Malaysian society to become more aware and less tolerant of domestic violence and its debilitating effects.

We are determined to make positive change in Malaysia. We want to see a country where women are protected from violence, where laws, law enforcement, the judicial and public services are always available and meaningful. We must all work together to protect, respond and help rebuild women's lives that have been shattered by domestic violence.

We have worked for more than 32 years to achieve this. We will continue to work with survivors, people and groups in our community who believe, like us, that violence against women must end.

This Annual Report is all about our achievements in 2014 and the activities and people that made it possible. We have made good progress in key areas. Yet, there is much more that needs to be done.

We end the year reaffirming our Mission and Vision to end violence and discrimination against women in Malaysia and invite you to join us on this journey.

WAO Exco and Staff



WHAT WE BELIEVE

We want to see positive change within society, government and for the women and children we serve. We have a clear Vision to create a society that is free of violence against women. Our steadfast Mission is to promote and create respect, protection and fulfillment of equal rights for women, to work towards the elimination of discrimination against women, and to bring about equality between women and men.

We believe our Strategic Objectives will help us achieve this and guide us:

- To provide on request to women and their children suffering from mental, physical and sexual abuse, temporary refuge services that empower and enable them to determine their own future.
- To offer emotional and social support to any women who request for it, resident or otherwise, and offer support and after-care.
- To undertake and encourage research into any of the factors that contribute to the inequality and subordination of women.
- To undertake and advocate with government and non-government organisations the eradication of factors that contribute to the inequality and subordination of women through law, policy and institutional reforms.
- To create an awareness and better understanding among individuals, public and relevant agencies on the issues of violence against women and the underlying inequalities.

WAO strives to walk our talk. We have identified and are motivated everyday by our Core Values. In all that we do as a team, we always:

- Act with Respect & Compassion
- Ensure we are Non-judgmental and Inclusive
- Act with Accountability
- Are Courageous
- Are Fun-loving and Professional



STRENGTHENING SURVIVORS

The services provided by Women's Aid Organisation strengthens survivors.

Our services for women survivors and their children lie at the heart of WAO's work. It also shapes and directs WAO's advocacy in our quest to achieve substantive gender equality. There is a close link between the work done by our social workers and the immediate and long-term needs of women survivors of domestic violence and their children. The need is immense and our response in 2014 aimed to meet as much of the need as we could, both for women in crisis and in recovery.

In our service, we focus on critical interventions that limit the adverse consequences of domestic violence. We also empower and support women survivors of domestic violence and their children:

Our **Refuge** is a crisis shelter that provides a temporary home to almost 300 women and children each year, and offers comprehensive support services. In 2014, we sheltered 169 women and 131 children. The availability of our Refuge for these 299 individuals ensured that they were not made homeless following domestic violence or other crises they endured. The Refuge is managed by our social workers.

The **Child Care Centre** is a transitional home for children of survivors. On her request, we keep her children in the short-term, giving the survivor the time and support to viably re-establish a safe and independent life in the community of her choice. In 2014, we sheltered, counseled and ensured access to education for 64 children while their mothers prepared sustainable and independent lives for them.

Social Work provides for individual case advocacy which includes comprehensive police action, legal representation, access to health and other public services for almost 3,000 individuals each year. In 2014, our social workers followed the cases of 2,586 women and 194 children.

MEET ALIA*

Alia's husband, often under the influence of alcohol, abused her and her children for years. Aside from physical abuse, *Alia* was also locked up at home to prevent her from going to work. There were also many occasions when she and her children were left hungry and without food. *Alia* escaped from home and sought shelter with WAO after many serious incidences of abuse. She stayed for six (6) months at the WAO Refuge and received counselling throughout her stay.

After *Alia* exited the Refuge, her children remained at the WAO Child Care Centre while she rented a room elsewhere and found a permanent job. As she now earns a steadier income, she has purchased a home and she is now living with her children in their new home.

**Name has been changed to protect identity*

WAO Counselling is multi-platform and is conducted by our social workers. It comprises individual sessions (Face-to-Face, Hotline, SMS text and email). Our Hotline received more than 1,740 calls in 2014. In total, our counselling provided crisis intervention, safety planning and onward referrals for 2,306 survivors.

Aftercare support programmes offer follow-up support to all former Refuge residents and their children, in order to empower survivors to break the cycle of domestic violence and maintain their independence. Our support programmes benefited 60 women and 81 children in 2014. These programmes are run and coordinated by our social workers.

In 2014, our social workers impacted these numbers of women:

Service	Number
Refuge	169 women and 131 children
Face-to-Face Counselling (FFC)	111
FFC for Refugee Women	45
Telephone Counselling	1,740
Email Enquiries	242
TINA SMS Conversations	279
Child Care Centre (CCC)	64 children

The statistics are staggering. Domestic violence affects one in nine ever-partnered women in Malaysia (2014 study by *Universiti Sains Malaysia's Centre for Research on Women and Gender - KANITA*). It is, or has been, a daily reality for hundreds of thousands of women in our country, impacting women's right to life, right to safety, right to equality and right to development. Domestic violence creates a web of debilitating problems. It harms women physically, sexually, emotionally, and has a significant economic consequence. It unleashes inter-generational violence, when the abuse is either witnessed or experienced by children. The services provided by our social workers aim to address and unravel as much of this complex web as we can.

1. THE REFUGE

Our Refuge is one of the leading Malaysian emergency shelter for domestic violence survivors and survivors of other forms of violence. It provides a safe haven for an average of 90 days, during which time survivors receive intensive social work support and counselling.

It is a diverse and multicultural place as it hosts residents with different cultural backgrounds, nationalities, ethnicities and languages. Nevertheless, the women are able to connect with each other as they have undergone similar situations.

Out of the 169 women sheltered in 2014, 17 women were returning ex-residents and 152 were new residents. There were five (5) women who returned to the Refuge, seeking shelter for the same reason in the same year. The majority of our Refuge residents were Malaysians (76 women) while 18 women were from *Myanmar*. The rest were from *Indonesia, India, China, Pakistan, Iran, Iraq* and *Kenya*.

The Malaysian residents were mostly from Selangor and Wilayah Persekutuan. 130 residents were between the ages of 20 and 39, 26 residents were between the ages of 40 and 49, seven (7) residents were 50 and above and six (6) residents were below 20 years.

We have partnered with *United Nations High Commissioner for Refugees (UNHCR)* and *International Catholic Migration Commission (ICMC)* to provide shelter services for refugee survivors of violence. We also utilized *UNHCR* and *ICMC* interpretation services to enable effective communications with these refugees.



Our refugee clients numbered 31 women and 38 children in 2014.

110 of the 169 women sheltered were survivors of domestic violence. Our interventions ensured 84 domestic violence survivors were able to find new lives in safety and empowerment.

Service	Number	Percentage
Domestic violence	110	65.1
Single Pregnant Women	2	1.2
Rape Survivor	3	1.7
Abused Migrant Domestic Worker	3	1.7
Trafficked Women	41	24.3
No Place To Stay	5	3
Others	5	3
Total	169	100

Return to the Abusive Home

25 women returned to their former situation after careful consideration and weighing of options.

While ensuring appropriate counselling to help women heal emotionally and regain their self-confidence, WAO will always support our clients in whatever decisions they make regarding their futures. We aim to ensure that the decisions are informed and voluntary.

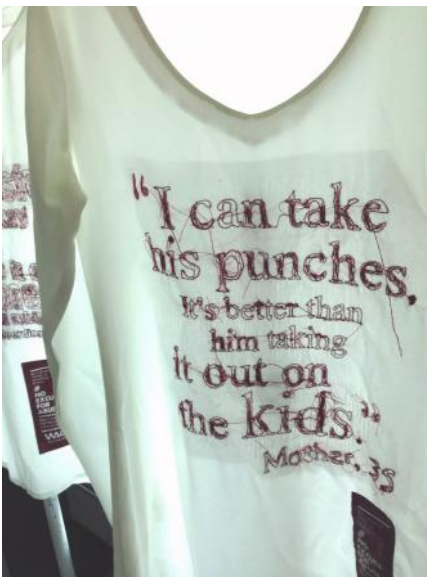
Women do decide to return to the abusive home for various reasons. It is quite common for women to make multiple attempts before finally leaving the abusive situation for good. The critical need is for WAO to stand ready to continue supporting women, in whatever choices they make, and to ensure access to protection and safety is always available.

In 2014, 65 residents informed that they have left their abusive situations at least once before. 21 left and returned to the abusive home more than five (5) times. They reconciled with their husbands for various reasons, especially after intervention by family members.

Why did these 25 women return?

- she wants to give her husband a chance
- she cannot afford to live on her own
- her husband has agreed to change
- she worries about her children's schooling
- her husband's attitudes improve after attending counselling
- she receives threats from the perpetrator
- her family member suffers with illness
- she was caught by her husband
- family members become the mediator and they had a discussion with her husband
- she hopes that her husband will change after UNHCR's intervention
- she was pressured by family members
- for the sake of her children's safety
- she wants to save her marriage and keep her family together

THE DYNAMICS OF DOMESTIC VIOLENCE



Throughout 2014, we listened to the testimonies and experiences of courageous women survivors. We have not just responded to the needs of these survivors, but we have also learnt from their experiences and recorded them. These stories inform us of important factors, trends and gaps. It helps us to not only understand the dynamics of domestic violence in Malaysia, but to also frame and propel our advocacy work.

In 2014, the most prevalent source of abuse was the intimate partner (husband or boyfriend). The most prevalent form of abuse was psychological. This mirrors previous years.

In 2014, women in our Refuge described multiple forms of abuse:

Psychological abuse (100%)

Physical abuse (95.4%)

Social abuse (56%)

Financial abuse (55%)

Sexual abuse (35.8%)

This year's data continued to demonstrate that psychological abuse is the most common form of domestic violence, impacting the survivors as adversely as physical violence.

Financial abuse was also rampant (55%). Women shared that their husbands would take their money while not providing them with the financial means to take care of the family. Abusive husbands also took financial loans in the woman's name and did not subsequently service those loans. This plunged women into debt and blacklisting by financial institutions. These women were severely economically disadvantaged even though gainfully employed, thereby restricting their financial independence even after leaving the abusive situation.

Approximately 24% of the women reported that the perpetrators abused them with no associated triggering issues. A large number, approximately 96.3%, cited various factors as being triggering factors for the abuse such as jealousy, suspicions and financial problems. Substance abuse by the perpetrator was also a factor, including alcohol (31.2%) and drugs (12.8% reported substance abuse involving mainly "ice", "shabu", "ubat batuk"). Most of the time, women reported a mix of triggering factors such as a jealous and suspicious husband, abusing them while under the influence of alcohol.

It is also important to highlight that 48.6% of the perpetrators and 33.3% of the survivors have a history of violence in their family. Only 22.9% of the women did not have knowledge on whether the perpetrators grew up in an abusive family environment. The husband or ex-husband perpetrated the abuse for 79.8% of residents, while parents, family members or boyfriends were the source of abuse for 16.5%. One woman reported her father-in-law as the perpetrator. 16.5% of the women also reported being abused by a second perpetrator such as parent, sibling, stepparent, in-law family member or relative.

Single Pregnant Women

WAO shelters women who get pregnant and do not have the support from their boyfriends, family or community.

There were two (2) single pregnant women sheltered in our Refuge throughout 2014 (compared to 7 in 2013). They were between the ages of 19 to 39. All of them were unemployed.

During their stay at the Refuge, we ensured the women received pre-natal check-ups on a regular basis and given information on nutrition, pre-natal and post-natal care. We carefully supported them through the entire process. Since they are first-time mothers, they were also given counselling on their rights and how to deal with the stigma and discrimination that they might face. They were also briefed about the options available to them and their babies.

The two (2) women said they had some knowledge about family planning, but none of them used contraceptives. One (1) of them believed that she would not get pregnant and one (1) informed that she were unaware of family planning options and did not know how to use a condom.

One (1) woman opted to give her baby up for adoption either to people whom they knew or to couples selected by the medical social workers at the hospital and welfare department. One (1) woman planned to keep their babies.

Abused Migrant Domestic Workers

Three (3) migrant domestic workers sought shelter in 2014 from *Indonesia* and *India*. The workers were physically and psychologically abused, their wages were not paid, their documents were withheld and they were deprived of food. We engaged with the respective embassies, police and immigration department to ensure the women received protection and care from the law and their own diplomatic missions.

Social workers successfully negotiated with the employers to retrieve unpaid wages and withheld passports. We worked closely with the *Indian High Commission*, who assisted our clients to return home safely. One (1) client was able to continue working in *Malaysia* with a different employer. Another client was transferred to the *Anti-Trafficking In Persons (ATIP)* shelter to enable prosecution under the ATIP Act (higher sentencing for the perpetrator is possible under this Act).

Trafficked Women

Trafficking for labour and sex work is a serious issue in *Malaysia*. Women enter the country legally but end up with no proper papers, deplorable working conditions and very low or no wages. All of them were deceived, led to believe that they will receive a good wage with their work permits organised. All paid agents in their home country to come to *Malaysia* to work, only to find themselves in a situation of

being trafficked.

In 2014, we assisted 41 such women. They were aged between 18 and 54 years. Most of them were referred by their respective embassies. Among them, 24 were brought in as domestic helpers, three (3) as labour workers and one (1) as a foreign bride. 13 were forced by the agent or multiple agents into sex work.

28 of the residents were safely repatriated back to their country of origin. Nine (9) of the residents received protection from *UNHCR* and they were granted refugee status. These women were waiting to be resettled in the third country. Others remained at WAO.

2. COUNSELLING

Telephone counselling

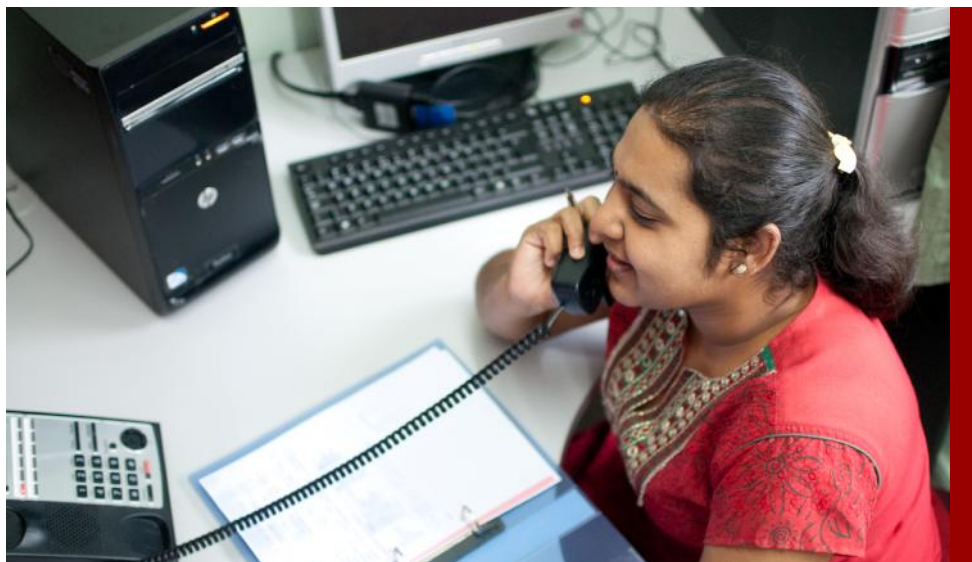
We attended to 1,740 calls in 2014. This was a reduction from last year's 1,964 calls, owing to capacity issues (which will be addressed in 2015). Most of the calls were about domestic violence issues while others called about legal matters, sexual harassment and pregnancy while some called to express their emotions to someone willing to listen. Most of the clients are from the *Klang Valley* although there were calls from other states including *Johor, Negeri Sembilan* and *Perak*. We also received calls from other countries, which we referred to the appropriate agencies abroad.

Face-to-Face Counselling

We counseled 111 women in individual, direct sessions (Face-to-Face) in 2014 (compared to 125 in the previous year). These sessions were held at the WAO Centre or the 3rd Centre as it is commonly known. Some of the clients required direct sessions as they were unable to speak openly over the phone (lack of privacy or to avoid being observed by the abuser). Some felt more comfortable in a face-to-face setting instead of talking on the phone. Their problems were similar to those who called in for telephone counseling.

Email Enquiries

There was an increase of four (4) email enquiries in 2014 compared to the previous years. We received an average of 20 emails per month and



a total of 242 emails by the end of 2014. Some of the emails were follow-up emails from the same person.

The public sends emails to request information about our services, procedures on getting birth certificates, welfare aid, shelter homes, housing and even crisis issues. WAO is currently a popular option for students researching on women's issues requesting for interviews and information on violence against women, women's rights movement in Malaysia, single pregnant women and sexual harassment among other issues.

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

TINA SMS Helpline

In March 2014, WAO launched a new SMS helpline service named as TINA "*Think I Need Aid*". TINA offers women the opportunity to reach out for help via SMS as some may not be comfortable, or able to call the helpline. TINA also serves as a 'friend' for women who need to talk about their problems before taking actions.

By end of 2014, TINA has attended to 279 unique SMS conversations from clients. Due to the publicity in June, TINA replied to 64 SMS conversations (32.9%) in that month alone. 50% or 169 SMS conversations were about domestic violence while 23.3% or 65 SMS conversations were on non-domestic violence issues such as financial or homelessness or issues that could not be identified due to lack of clarification by the clients.

Sentencing

A domestic violence case was initially opened under S325 (voluntarily causing grievous hurt) but dropped to S323 (voluntarily causing hurt) and the perpetrator was sentenced to RM1,000. Another perpetrator was charged under S323 (voluntarily causing hurt) and was instructed to do three (3) months social service and ordered to pay RM4,000 compensation to the victim. In another case under S323, the perpetrator was punished with a RM1,000 fine. In addition, a victim was asked to give a Victim Impact Statement (VIS), which resulted in a more severe punishment for the perpetrator.

The Penal Code provides for imprisonment for a maximum of 1 year, or fine of RM2,000, or both under S323. S325 carries a punishment of imprisonment of a maximum of seven (7) years and fine.

3. OBTAINING PROTECTION, SEEKING JUSTICE

Survivors and the Police

WAO advocates for better access to justice for survivors of violence. In this capacity, WAO social workers assist survivors to report domestic violence crimes to the police. Women are guided on how to make detailed police reports and how to give their statements.

This year, 65 residents reported that they had lodged police reports before approaching WAO. During their stay at WAO, social workers assisted 17 women to make police reports. Some of these reports were follow-up reports as they have made incorrect reports or needed to give additional information.

Out of those who made police reports, 28 women requested for an Interim Protection Order (IPO). 15 women successfully received their IPOs. The rest were unsuccessful because the police did not open investigation deeming their cases not serious enough. WAO continues to lobby for better police response for survivors of domestic violence.

Survivors in Court

2014 had been a busy year for WAO with frequent visits to the courts to ensure justice is given to survivors of violence. Not all of the reported domestic violence cases were brought to court for various reasons (i.e. lack of evidence, case classified as No Further Action, etc). Even if cases were heard in court, the process could be long, time-consuming and emotionally draining for victim survivors of domestic violence. Hence, it is

crucial for survivors to receive support in their quest to access justice.

Last year, WAO accompanied 46 clients to attend 85 court hearings or mentions. Out of the 85 hearings, 30 were for domestic violence related offences, 13 were to obtain Interim Protection Orders (IPOs), three (3) were to obtain Protection Orders (POs), 14 were for divorce-related matters, 24 were for custody-related matters and one (1) for registration of marriage.

WAO noted the highest punishment meted by a court for a domestic violence related offence under S324 of the Penal Code (voluntarily causing hurt by dangerous weapons or means) as 36 months jail and six (6) strokes. WAO continued to provide support for the family and monitor the domestic violence murder court hearings in the case of *Nurhidayah Abdul Ghani*, a woman who was allegedly beaten to death by her husband, a domestic violence perpetrator. WAO followed 14 court hearings that took place throughout the year for this case.

WAO has also attended 14 divorce proceedings and 24 custody proceedings. One (1) high profile case that WAO has been assisting closely was the case of *S. Deepa*, a Hindu mother whose children were unilaterally converted to Islam and whose son was abducted by her ex-husband. Advocacy for *S. Deepa* included meeting with the Attorney General twice to ask for police action on a court order that granted *S. Deepa* to be reunited with her abducted son. WAO Child Care Centre was also granted temporary custody by the court over the children from two families, while the court is preparing to grant custody to the mother.



4. PROGRAMMES FOR WOMEN AND CHILDREN

Women's Programmes

In 2014, various activities and programmes were carried out for the women at the refuge.

Many of the activities and programmes were supported by various partnering organisations such as *Quota Club*, *Soroptimist International* and *Klinik Kesihatan Jaya*.

Through our diverse volunteers, interns and partners, we were able to design a wide variety of programmes and events catering to the many different interests of the women living in our shelter. Programmes such as baking lessons, yoga lessons, beading lessons, kitchen remedies, English language classes and computer classes were held almost weekly, complemented by talks on breast-feeding, breast cancer awareness, general health and hygiene talks. We also conducted occasional educational outings to locations such as the *Kidzania*, *Arowana Beauty Spa*, *Berry Chocolate Factory*, *Vitagen Factory*, and movies at the *Golden Screen Cinemas*, *Mid Valley*.

We also run an economic empowerment programme, “*Back to Work*”. Women residents who had secured a job are supported through small loans of RM100 - RM300 to be used for transport, food allowance and clothing. Eight (8) women benefited from the programme in 2014.

There were two special educational programmes in 2014. Firstly, “*Choose2Protect*” an education programme sponsored by Durex that engaged trainers from the *Federation of Reproductive Health Association (FRHAM)* and WAO to conduct a series of sex and reproductive education sessions with our residents. In collaboration with *Klinik Kesihatan*, free medical check-ups and HIV tests were given to our women.

Our Annual Gathering was held in December. 150 residents, 55 families, ex-residents and their children attended the get together for fun, food, gifts and games.

Special thanks to *Vivienne Lee*, *Annie Ng*, *Koochithressia K.Thomas*, *Dr Goh Huay Yee*, *Dr Prema Latha*, *Elaine Lee*, *Wong Alicia* and also *Thressia* for their dedication and efforts in carrying out these programmes. Not forgetting our interns for 2014, *Loheswary Arumugam*, *Susanna Kattein*, *Lee Shealin*, *Tavleen Tarrant*, *Tay Chin Chin*, *Charlyne Katharina Hochreitar*, *Hadiza Isa Ahmad*, *Nodumo Nyathi*, and *Aminath Shaheeda*.

Children's Programmes

Children Activities

At the Refuge, a pocket file is given to every child to hold her personal belongings and books. The children are also given workbooks on English language, Bahasa Malaysia, Science and Mathematics to facilitate learning. In 2014, we took children on outings to the *Vitagen Factory*, *Berry Chocolate Factory*, and *Kidzania* to enhance their learning experience.

Interns *Loheswary Arumugam*, *Susanna Kattein*, *Lee Shealin*, *Tavleen Tarrant*, *Tay Chin Chin*, *Charlyne Katharina Hochreitar*, *Hadiza Isa Ahmad*, *Nodumo Nyathi* and also *Aminath Shaheeda* lent a big hand in helping the kids.

Child Assessments

The children were assessed to gauge the impact of their home environment. Social workers who were not in charge of their mothers' cases were assigned to the task of talking to them so that one family was being taken care of by more than one social worker. Based on the child assessments, children workshops were organised to address identified needs.

Therapy for Children

Therapeutic Play or Play Therapy was started by WAO for children of women survivors. From 15 November 2014, the WAO Child Care Centre started conducting therapeutic play for children living in the WAO Refuge. For more information, please see section on Child Care Centre.



This year, 130 children lived at our Refuge with their mothers. The children's ages ranged from newborns to 18 years old. They came from various degrees of abusive situations and were also in need of physical, psychological and social support.

5. ASYLUM-SEEKERS AND REFUGEES

Collaboration with UNHCR

Our work with the office of the *United Nations High Commissioner for Refugees (UNHCR)* began in 2003. WAO gives counselling services to women refugees at *UNHCR* premises on alternate Tuesdays.

In 2014, WAO provided 43 counselling sessions for refugee women at *UNHCR*. These cases involved rape, attempted rape, sexual harassment, depression and domestic violence. There were also other issues such as difficulty coping living in Malaysia.

In 2014, *UNHCR* continued to approach WAO to provide shelter services for their refugee women who have suffered from Gender-Based Violence. *UNHCR* referred seven (7) refugee women and five (5) children for shelter. Among them, four (4) were domestic violence survivors, two (2) were trafficked and one (1) was for security reason.

In December, WAO conducted one day training for *UNHCR*'s interpreters from all departments to create awareness on issues related to Gender-Based Violence (GBV).

Collaboration with ICMC

WAO continued our collaboration with the *International Catholic Migration Commission (ICMC)*. This programme started in October 2010 with the aim to recruit 25 women from various

refugee communities to form a *Refugee Women Protection Corps (RWPC)*. The *RWPC* will in turn raise awareness in their community on Gender-Based Violence (GBV) issues and provide assistance for refugees who face Sexual and Gender-based Violence (SGBV).

WAO was contracted to conduct Training of Trainers' workshops for refugee women who were recruited under the *RWPC* by community leaders. WAO also conducted awareness training on Gender-Based Violence issue for community leaders. Besides the usual training, *ICMC* had also engaged WAO to conduct a 24-hour training to assist the community in building a team of peer counsellor to assist survivors of GBV.

Due to the overwhelming demand from the refugee communities, *ICMC* engaged WAO to assist them in developing a pool of peer counsellors. WAO provided them with a thirty hours training, through which the participants will be trained on basic counselling skills to enable them to provide psychological first aid via *ICMC*'s helpline or during their house to house visit. After the trainings, participants will be evaluated. In 2014, WAO trained 15 participants and five of them were selected to become *ICMC*'s peer counsellor.

In 2014, *ICMC* approached WAO to provide shelter services for survivors who were identified by the *RWPC*. *ICMC* referred 24 refugee women and 33 children for shelter – all from different ethnic group from *Myanmar*. Among them, most were domestic violence survivors (15), eight (8)

were trafficked and one (1) was trafficked.

6. LEGAL AID CLINIC – KL (KUALA LUMPUR BAR)

The *Legal Aid Clinic KL Bar* has a great programme for future lawyers. They spend 12 days during their chambering period at various NGOs so that they can get "real" experiences before they go into the legal workforce.

Prior coming to WAO, the chambering students were trained in three main areas; syariah law, family law and NGO work. Syariah and family law trainings are conducted by *LAC-KL* whereas the Women NGOs' training is conducted by *Sisters In Islam (SIS)*, *All Women's Action Society (AWAM)* and WAO at WAO's premises. From WAO, *Meera Samanther* conducted session on Feminism while *Wong Su Zane* and *Nazlina bt Ab Ghani* conducted session on Helping Process and Case Management.

In 2014, we had 10 chambering students - *Maryam bt Khalizan*, *Lim Yvonne*, *Tan Saw Bee*, *Chan Li Ann*, *Noriha bt Mohamed*, *Koo Shu Leen*, *Giffin Lee Weon Li*, *Felicia Chua Shin Yi*, *Goh Wan Ping*, *Rachael Tan* who came once a week for 12 weeks in a stretch. Each chambering student handled telephone calls, face-to-face interviews, they documented cases and compiled statistical data of residents and ex-residents. They also accompanied some of the women to the courts, police stations and clinics.

These young future lawyers were energetic and were keen in helping the women.



SUPPORT SERVICES FOR EX RESIDENTS

The Refuge was established to cater to women in crisis situations who needed a safe haven for herself and her children. When a woman decides to lead an independent life away from violence, she faces many challenges - she has to cope with finding a job, housing, childcare and earning enough money to support her family.

WAO realised this as far back as June 1985, when we developed the Anak Angkat Programme to assist women who decided to live autonomously. Subsequently, we set up the Child Care Centre in 1990.

Single mothers have a right to institutional support. Based on the experiences of the women we assist, WAO lobbies for the government to set up affordable child care centres, provide low-cost housing and financial support for survivors of domestic violence.

1. THE CHILD CARE CENTRE (CCC)

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

The number of children in our facility is kept to a maximum of 15 so they can be given specialised care and attention by a group of dedicated and trained full time staff consisting of a social worker and three (3) child-minders who work on rotation basis. Social worker will help the mothers with regards to school transfer and kindergarten enrolment.

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



Number of Children

In 2014, the total number of children who sought CCC services is 64 children. Out of 64 children, 29 are registered and 35 came to CCC for emergency (of which seven came to CCC two times). Emergency cases refer to cases where the children from the Refuge were moved to CCC due to cleaning at the Refuge or high risk cases where CCC serves as a temporary place to receive safety and protection. The total number of children who sought shelter at the CCC in 2013 was 32 children.

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

Duration of Stay at CCC in 2014

Less than 1 week	32 children
2 Weeks	6 children
6 Weeks	4 children
1 Month	4 children
2 Month	3 children
4 Months	2 children
5 Months	3 children
6 months	2 children
9 Months	3 children
10 Months	1 children
16 Months	1 children
17 Months	3 children
TOTAL	64 children

Non Malaysian Children / Refugee

In 2014, from the 29 children who were registered at the CCC, seven (7) children came from different country or refugees. Out of the seven (7) children, six (6) were from Myanmar and one (1) was from Pakistan. In 2013 we have eight (8) refugee children staying at CCC.

Breakdown of number of children at CCC 2014

	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Number of children beginning of the month	4	8	8	10	10	10	12	13	13	12	14	15
New children	4	1	2	0	0	2	7	0	0	5	0	4
For emergency	0	0	3	0	0	0	2	3	2	1	17	7
Total	8	9	13	10	10	12	21	16	15	18	31	26
Number of children leaving for the month	0	1	3	0	0	0	8	3	3	4	16	13
Total	8	8	10	10	10	12	13	13	12	14	15	13
Children on waiting list	0	0	0	0	0	0	0	0	0	4	4	2
Age breakdown												
Below 3	0	0	2	0	0	0	1	2	1	3	8	8
Age 3 to 6	2	3	5	4	4	5	9	8	8	5	7	6
Age 7 to 9	3	3	4	4	4	5	7	4	4	5	8	6
Age 10 to 12	2	2	2	2	2	2	4	2	2	5	8	6
Age 13 to 15	1	1	0	0	0	0	0	0	0	0	0	0

2. CHILDREN'S PROGRAMMES

Home Schooling and Tuition

Out of the 29 registered children at the CCC, 22 children attended home schooling. Children were home schooled because some of them were refugees, under six (6) years old, staying at the CCC for a short period of time or concerned about the children's safety.

Home schooling is categorized into two groups. One is for kindergarten children (3 – 6 years old) and the other one is for elementary children (7– 12 years old). Home school and tuition starts from 9.00am – 12.00pm and from 2.00pm – 4.00pm. Children who were home schooled were taught by CCC staff, interns and volunteers.

We would like to put on record our thanks and appreciation to these interns and volunteers who have taught the children:

Interns:

Loshini Veera Senan, Lavanya Haridas, Aried Zafwan Rohaizat, Sharon Jaya Shalini, Nurul Asyikin Zainal Abidin, Nodumo Nyathi and Yana Vizayer.

Volunteers:

Fellicia Ong, Sarah Saram, Lor Kar Mun, Sekheena Deslorreux, Lee Mabel, Loshanii Devi Ganendrah, Girlie Pereira, Aqilah Sulaiman, Joanna Payne and UTAR Student (Wilson, Marche, Ker Xing, Qi Ling, Racy, Siong Ting, Jennie, Kar Yan) .

Tuition:

Sangeetha Selvanathan

Extracurricular Activities

Other than providing education through school, tuition and home schooling, CCC also organizes extracurricular activities for children. A variety of these activities were conducted by either group or individual volunteers. The extracurricular activities are:

Smile Buddy Programme

The Smile Buddy Programme was coordinated by our volunteer *Urmila Dass* and her students. The programme aims to build and create solidarity and mutual help among participants, increase self-esteem, improve social skills and learn to build trust and cooperate with one another. The programme was held twice a month, every alternate Sunday from January until May 2014.

Segi Kota Damansara College Programme

A group of students from *Segi College* organized a variety of activities and tutoring twice a month on weekends for CCC children. They came every Saturday on the 2nd and 4th week, starting from February until August 2014. We would like to thank these volunteers for teaching and conducting activities with the CCC children.

Volunteers: *Rushanthine Velayutham, Shera Choo Yen Qi, Vanaja Supramaniam, Lau Sui Xin, Chong Zi Xuan, Siti Sarah Zainal, Sharieza Sahrudin, Safa Hamed Mansoor, Kavita Mahendran and Nasteho Awaleh Ahmed.*

English Reading Class

Since November 2014, a group of dedicated volunteers *Lee Ching Ching, Cindy Tan and Lee Chiew Mui* had been conducting English reading classes for the CCC children. CCC children received one to one lesson to ensure they receive personal and good guidance in English comprehension. The classes were held on Saturdays, twice a month.

3. COUNSELLING AND THERAPY

Counselling

All children at CCC will have access to counselling sessions with a social worker. During a session, the social worker will work on the basis of attending to the children's six (6) needs which are physical, behavioral, emotional, psychological, cognitive / intellectual and social.

Sand Therapy

Starting January 2014, CCC has offered Sand Therapy for children who need extra attention on their needs. The sand therapy was conducted by a professional therapist from *Enrich Counselling and*

Therapy Centre at Puchong and Therapist *Shealin Lee*. In 2014, we have five (5) children who received sand therapy services. Three (3) children had their therapy sessions with *Shealin Lee* and two (2) children received therapy from *Enrich Counselling and Therapy Centre*.

Therapeutic Play

From 15 November 2014, CCC started conducting therapeutic play for children from both CCC and Refuge. A play therapy room was constructed to conduct the sessions. The play therapy sessions aim to help children develop a more positive self-concept, assume greater self-responsibility, self-accepting, self-directing, self-reliant, trusting of self, experience a feeling of control, sensitive to the process of coping, develop an internal source of evaluation and engage in self-determined decision making. Through a play, children are expressing the individuality of their personalities and drawing upon inner resources which can become incorporated into their personality. From November 2014 until December 2014, a total of 11 children received play therapy and have attended 33 sessions. The play therapy sessions were conducted by *Firkah Jenal* and *Life Line Association's* volunteers. Each child will attend 10 - 12 sessions (each session is 45 minutes).

We would like to thank *Life Line* Group for sponsoring the toys and their volunteers for conducting therapy sessions for WAO children.

Life Line Therapist Volunteers :

Lim Soo Kiam, Yap Sook Ling, Grace Wong Wai Fong and Chin Hon Mui

4. ANAK ANGKAT PROGRAMME

The rising cost of living puts a number of single mothers in financial strain. Since the arduous task of providing food, clothes, shelter, education and healthcare for their children falls squarely on their shoulders, single mothers are often facing a tough time to ensure that their children's basic needs are all met adequately.

Due to this, WAO has taken upon itself to provide a platform where these mothers may have financial assistance. This is possible through the participation of generous sponsors in the Anak Angkat Sponsorship programme. The contributions of these sponsors who volunteered to provide financial assistance of RM70 per month to each single mother, most of whom were former residents in WAO's refuge, have indeed become a source of relief for them.

In the year 2014, a total of 34 families were involved in this programme and 71 children have benefited from the financial aid provided by the sponsors. These funds went into the provision of basic education and daily maintenance of each sponsored child. A social work officer from WAO acts as a medium of communication between the sponsors and sponsored children. Sponsors may keep an active interest in the development of their sponsored children through the provision of the children's

academic reports, which are mailed to them twice a year. The steadfast support of the sponsors is highly encouraging with some sponsors volunteering to sponsor more than one child. This is a trend which WAO ardently hopes will continue to grow - all members of the public are encouraged to participate in, and contribute, to the Anak Angkat Sponsorship programme.

The list of sponsors who sponsored one child:

*Arne Hayn
Ann Brockett
Billy Akunna
Brenda L.P Chenery
Ch'ng Ai Jian
Fong Ju Li
Gunathevi Sinnadurai
Indra Kulasegaran
Kamariah Mohd. Ali
Kishotharan a/l Saniraan
Kon Cze Yan
Leon Koay
Lim Feok Loong
Lim Hui Ru
Linda Lim
Mok Tuang Wah
Noor Suraya binti Akhbar
Paul James Sapwell
Shirin Binti Ismail
Su Lee Soon Nee Yeo
Subashini Selvaratnam
Samantha Yew
Subashini
Sundari a/p Annamalai
Sheela Vasudevan
Tashia Peterson
Tan Chwee Gek
Tan Swee Mi
Tan Mian Lee
Toh Yung Fei
Venkata Chellam
Vincent Quah Soon Chooi*

These are the sponsors who sponsored more than one child:
Soroptimist International Club of Damansara (5 children)

Soroptomist International Club of Shah Alam (3 children)
Nariza Hashim Petra (4 children)
Renee Marcia Chandran (3 children)
Shamala Nair (2 children)
Iskandar Hashim/Christa (2 children)
Y.M. Tunku Abang Faisal Amir (2 children)
Tracy Toh (2 children)

5. TUN TAN SIEW SIN MEMORIAL FUND (TTSS)

Upon the passing away of our patron *Tun Tan Siew Sin* in 1988, the *TTSS Memorial Fund* was set up in 1990 to provide financial assistance in the form of a nominal sum to help the women set up new homes or start a small business. Loans ranging from RM300 to RM1,000 were offered to our ex-residents. In 2014, three (3) women benefited from this fund. There is a balance of RM18,009 in *TTSS Memorial Fund* as of 31 December.

6. LEGAL AID FUND

Services of lawyers are crucial in custody issues but these services can be expensive. With the an initial amount of RM40,000 – the funds obtained from *Hong Kong based Morgan Parker's Wheel to Wheel* project - we began a Legal Aid Fund in 2012 to assist women who have to go to court. In the usual case, the recipients do not have the financial means to employ lawyers and they are unable to wait for the services of lawyers from the *Legal Aid Centre* or *Legal Aid Bureau*, due to the

urgency of their cases. These cases are usually about obtaining custody of their children. In 2014, 1 woman applied for, and received money from the Legal Aid Fund. In total, WAO gave out RM2,000 in 2014. There were balance of 29,675 in Legal Aid Fund.

7. FLIGHT FUND

The flight fund has been introduced in order to provide financial assistant for the migrant women to purchase flight ticket if they wish to return to their home country. In view of increasing demand of trafficked victim who sought help at WAO, the flight fund has been extended to provide financial assistant to include helping the women for settling compound for over staying, getting special passes, to cover to domestic travel expenses and some pocket money to bring home in compensating loss of salary. In total, WAO gave out RM6,900 for 28 women in 2014.

8. SPONSORSHIP AND DONATIONS

In 2014, we received many donations in-kind from individuals and groups. Almost every month, the CCC would receive a call from an ex-resident, a volunteer or people who know about us to say that they wanted to provide a meal for our children. We would like to thank: *the Dinash family and friends, Nantheni Subramaniam from Luther Clinic, Mrs.Magesh (ex CCC residence mother), Lavanya Haridas and*

family, Mdm Latta, Mary Selina and family and friends as well as Ronald McDonald Food Aid Foundation.

Besides food, CCC also received grocery items, household goods, school related items, clothes, toys, mattresses and bed-sheets. Our gratitude to *Corrine Gomis and friends, Carol Chin and friends, Sathya Sai Baba Organisation of Malaysia, Ten Chu Men, Farasha Tariq Choqi, Michelle Ong Swee Poh, Shreen, Meena, Suet Wai, Fara and Sofi.*

During each festival period e.g. Hari Raya, Chinese New Year or Deepavali, our children consistently receive gifts from kind and generous donors. Last year, the children had a great time attending Christmas parties and receiving gifts from *Carol Chin and friends, Corrine Gomis and family and friends, Quota Club and YWCA Petaling Jaya*. The children also celebrated Christmas with *Mercedes Benz Malaysia at The School, Jaya One* and they received bags of goodies from *Lynn, Jasmine Low, Shaz, Manu, Sukhjot, Sharon, Kimberly, Amanda Yip, Nani, Baizura, Ruth, SweeYueng, Mei Fen, Stefan Janther, Fareen and Melisa.*



ADVOCATING FOR CHANGE

WAO's 2014 advocacy programmes comprehensively engaged all relevant stakeholders and partners (domestic, regional and international) on key issues affecting the situation of gender equality in Malaysia.

1. IMPROVING NATIONAL LAWS AND POLICIES

Working Committee to Review Laws on Violence and Discrimination Against Women

In September 2013 WAO, with the *Joint Action Group for Gender Equality (JAG)*, launched a campaign to improve national laws related to violence against women and discrimination against women.

We engaged multiple stakeholders in the Executive and Legislative branches of Government, including Members of Parliament, the *de facto* Minister of Law, and the Attorney General. JAG worked closely with the *Women's Parliamentary Caucus*.

As a result and following the proposal of WAO via JAG, a multi-stakeholder working committee (the Working Committee to Review Laws on Violence and Discrimination Against Women) consisting of women's NGOs, government bodies such as the *Ministry of Women, Family and Community Development* and *Polis Diraja Malaysia*, and the *Bar Council* was formed. Chaired by the Attorney General, the working committee was tasked to review and reform laws on violence and discrimination against women.

In 2013 and 2014, the working committee met five times and produced and discussed several draft bills. While the work of the working committee continues, several positive amendments to laws on violence

have been agreed upon, including proposed amendments to the Domestic Violence Act 2014, the Penal Code, the Criminal Procedure Code, the Evidence Act, and the Evidence of Child Witness Act.

WAO looks forward to the finalising and tabling of these progressive amendments on laws pertaining to violence against women in 2015.

Engaging Lawmakers

In addition to the working committee, WAO, with JAG, has continued engagement with the *Women's Parliamentary Caucus* on law reform priorities, by conducting two (2) briefings for Members of Parliament.

The *Women's Parliamentary Caucus* consists of the 21 women Members of Parliament.

Improving Domestic Violence Policies

WAO has continued to engage with the *Ministry of Women, Family and Community Development* to improve and finalise standard operating procedures for government agencies responding to domestic violence. This Working Together Document process began in 2012.

WAO and JAG's inputs have enhanced the draft document, though the document is yet to be finalised and adopted by the government.

Changing Attitudes #NoExcuseForAbuse

On 8 March 2014, in conjunction with the International Women's Day, WAO launched its #NoExcuseForAbuse campaign. The campaign featured two (2) components, namely public education and direct service.

The public education strategy aimed to create awareness about domestic violence through an art exhibition and public service announcements by targeting the earlier phase of abuse before it snowballs. The direct service component was the launch of a SMS helpline to encourage women to reach out to WAO's virtual friend called TINA, which stands for "Think I Need Aid".

The campaign is partially sponsored by the Embassy of the United States in Kuala Lumpur, and supported by TBWA Kuala Lumpur, Studio DL, Publika, Hero Market, Sunway Pyramid, Geographer Café, Melaka and Mesra Mall, Terengganu.

Installation Art Exhibition

The installation art exhibition was launched and displayed in Publika from 8 until 17 March 2014. On the launch day, a public education booth was set up. Volunteers distributed 200 #NoExcuseForAbuse t-shirts to members of the public who pledged their support for the campaign. Volunteers engaged with members of the public to raise awareness about the signs of domestic abuse.

The installation art exhibition constituted a display of blouses featuring the thoughts of victim survivors when they experience abuse. Examples included: "He loves me too much. That's why he keeps me in the house all day", and "Don't worry, I'll leave him the next time he hits me". The dresses also featured a label to emphasise that there is no excuse for abuse, whether physical, verbal or emotional. The SMS helpline 018 988 8058 is featured on the items of clothing.



Installation art exhibitions were also held in *Hero Market, Sunway Pyramid, Jonkers Street (Melaka), Paradigm Mall, 1Borneo Mall (Sabah), and KB Mall (Kelantan)*. Flash exhibitions were held in *KLCC Park, in KL Sentral station, outside Sunway Lagoon, outside Sunway Pyramid, and in Taman Rimba TTDI*.

Pledge of Support by All Politicians

On 8 March 2014, WAO released a press release featuring photographs of four women Members of Parliament pledging their support for the #NoExcuseForAbuse campaign. The women MPs wore the #NoExcuseForAbuse t-shirt and their photographs were uploaded to WAO's social media and their own social media.

WAO also uploaded photographs of everyday women who were supportive of the goals of the campaign wearing the t-shirts.

TINA

WAO launched TINA (*Think I Need Aid*) SMS helpline on 8 March 2014. SMS is a medium which provides a veil of anonymity for survivors who may not be ready to speak to someone directly, and may find calling a helpline to be a barrier. TINA is expected to appeal to the younger generation who prefers an informal chat with a friend rather than speaking to counsellors or social workers.

A radio public service announcement was recorded to publicise the SMS helpline, and was aired on *Lite FM, Mix FM, Sinar FM, Melody FM, THR Gagar, Red FM, 988 FM and Suria FM*.

In 2014, 279 unique clients have SMSed TINA seeking advice.



Media coverage and online reach

The #NoExcuseForAbuse campaign was featured in *The Star* on 7 and 14 March 2014, and also in *The New Straits Times*, *The Malay Mail Online*, *The Heat*, *MSN Malaysia*, *Marketing Magazine*, *Campaign Brief Asia*, *Red FM* and *THR Raaga* event announcements page, and *Mumbrella Asia*.

The press release on TINA published on 23 May 2014 was given coverage in *Bernama*, *The New Straits Times*, *The Sun Daily*, *The Malay Mail Online*, *China Press*, *Berita Harian*, *Sin Chew Daily*, *Astro Awani Online*, *RTM*, *FZ.com*, *The Edge Online* and *Free Malaysia Today*.

3. INFLUENCING REGIONAL STANDARDS

Terms of reference for the ASEAN Intergovernmental Commission on Human Rights

The terms of reference (TOR) for the *ASEAN Intergovernmental Commission on Human Rights (AICHR)* are revised every five (5) years—and for the first time in 2014. WAO, along with other human rights groups in the country and region, advocated for improved provisions in the TOR.

Together with the *SEA Women's Caucus on ASEAN*, WAO drafted and submitted written feedback to *AICHR*. A WAO representative was also a national delegate to a regional consultation with *AICHR* on the TOR review. The revised TOR will be finalised at the *ASEAN Foreign Ministers' Meeting* in 2015.

4. UPHOLDING INTERNATIONAL STANDARDS

Universal Periodic Review

The Universal Periodic Review (UPR) is a United Nations process, where every country's human rights record is reviewed by its peers every four-and-a-half years. Malaysia was reviewed in 2013, and WAO worked as part of the *Coalition of Malaysian NGOs in*

the UPR Process (COMANGO) to influence recommendations made by other countries to Malaysia, and the recommendations Malaysia would accept.

The outcome of the review was completed in 2014. Out of the 35 recommendations made on women's rights, Malaysia accepted 25, noted 10, and rejected none. It accepted a recommendation to submit its overdue combined *CEDAW - Convention For The Elimination Of All Forms Of Discrimination Against Women* periodic report. WAO also spoke at the *UN Human Rights Council* to urge the government to fulfil the recommendations regarding women's rights.

Defending human rights defenders

Due to *COMANGO's* engagement in the *UPR*, the coalition was subject to numerous attacks, including the declaration by the *Ministry of Home Affairs* that *COMANGO* was illegal.

On behalf of *COMANGO*, WAO wrote to several UN Special Rapporteurs and the *Human Rights Commission of Malaysia (SUHAKAM)*. Following this, the *UN Office of the High Commissioner for Human Rights (OHCHR)* and *SUHAKAM* released statements defending *COMANGO*, and four (4) Special Rapporteurs jointly sent a letter to the government. The government ultimately reversed the decision that declared *COMANGO* illegal.

Special Rapporteur on the Right to Health

In 2014, *Dainius Pūras*, the Special Rapporteur on the Right to Health officially visited *Malaysia* to review the situation of health in the country from a human rights perspective. WAO led JAG in preparing and submitting written feedback to the Special Rapporteur, and coordinated civil society participation in a gender-themed meeting with the Special Rapporteur.

After concluding his visit, the Special Rapporteur prepared preliminary observations and recommendations, which contained a section on women and girls, including on domestic violence. Many of the points raised by the Special Rapporteur mirrored points which had been presented by WAO.

International Women's Rights

The 58th Commission on the Status on Women

The 58th session of the Commission on the Status of Women (CSW58) took place at the United Nations (UN) Headquarters in New York from 10 to 21 March 2014. The theme of CSW58, "Challenges and achievements in the implementation of the *Millennium Development Goals (MDGs)* for women and girls," linked the CSW with concurrent global processes preparing for the review of the *Millennium Development Goals (MDGs)* and the formulation of the post-2015

development agenda, the *Sustainable Development goals (SDGs)*.

WAO worked with other women's rights groups to lobby for progressive language to be included in the outcome document of CSW58, against regressive voices pushing back against women's rights. The women's groups also made their presence felt by protesting in the UN premises.

Beijing +20

2015 will mark the 20 year anniversary of the *Beijing Platform for Action, (BPFA)*, a policy framework and roadmap that provides a comprehensive and universally agreed plan of action to realise women's human rights.

The *Asia Pacific Forum on Women Law and Development (APWLD)*, the region's leading network of feminist organisations and women, played a lead role in the regional and international processes for the review of the *BPFA*. WAO, as a member of *APWLD*, has also participated in these efforts.

Preceding the governments gathering at the *Asia and Pacific Conference on Gender Equality and Women's Empowerment: Beijing+20 Review*, which took place in *Bangkok, Thailand*, a formation of feminist and women's rights networks, constituencies, and allies from the region gathered for the *Asia and Pacific Civil Society Organizations Forum on Beijing +20 (CSO Forum)*. The *CSO Forum* was attended by four (4) WAO representatives and was a

platform to work with *CSOs* from the Asia and the Pacific region to consolidate our key demands and to strategise on how to hold our governments accountable for the implementation of the *BPFA*.

A collective statement from the *CSO Forum* was produced emphasising accountability mechanisms from governments and the demand for development that does not leave women behind.

"Today, we find ourselves in a world defined by deep and entrenched inequalities. Gender inequality reinforces and is itself reinforced by the extraordinary levels of inequality in wealth, power, and resources experienced by women in Asia and the Pacific. The architecture of globalization has resulted in wealth being concentrated in the hands of a tiny minority of obscenely rich individuals. Globally, the sixty-five richest people in the world have as much combined wealth as the 3.5 billion poorest, which is half of the world's population"

- Excerpt from the *Asia Pacific Beijing+20 Civil Society Forum Statement*

This consolidated statement and a set of briefing papers fed into the *Asia and Pacific Conference on Gender Equality and Women's Empowerment: Beijing+20 Review* that brought together ministers and senior officials from *ESCAP* member States. For the first time, women's rights activists

sat in the same room observing governments' interventions as they debated the outcome document.

The outcome document of the conference, the *Asian and Pacific Ministerial Declaration on Advancing Gender Equality and Women's Empowerment*, included governments' commitments to accelerate the implementation of the BPFA and will feed into the 2015 at the 59th Session on the Commission on the Status of Women (UNCSD).

5. AIYOHWATLAH! AWARDS

WAO, as part of the JAG, organised the AiyohWatLah! Awards, for the third consecutive year, in 2013. AiyohWatLah! is an annual international award-winning spoof ceremony which aims to raise awareness on sexism, misogyny, homophobia, and/or transphobia, and to encourage higher standards of behaviour from public figures and institutions in relation to gender and sexuality.

Award "winners"

The Awards focus on public statements and actions instead of individuals and institutions. Nominees contend in one (1) of seven (7) categories. In 2014, among the winners were:

- "Policy Fail" category – The sponsorship of "Asmara Songsang", a propaganda musical against LGBTs, by the Department of Special Affairs, Ministry of Information, Communications and Culture
- "Least Helpful to the

Sisterhood" category – Claim by PAS Member of Parliament, Siti Zailah Mohd Yusoff, that indecent dressing was to blame for sexual harassment, and her plea to the government to "menguatkuasakan etika" (enforce morality) to prevent women from dressing provocatively.

- "Right on Track" category – The High Court decision declaring the religious conversion of a child, unilaterally by one (1) parent, as unconstitutional.

Outcome

The Awards is a one-of-a-kind affair in Malaysia, and is one of civil society's most popular public events. Each year the Awards has resulted in:

- Roughly 1,000 votes for Award winners [in total];
- More than 20 news stories;
- Approximately 100 audience members attending the event; and
- Numerous blog posts, and the production of a video of the event.

6. PEOPLE'S TRIBUNAL

The first-ever *People's Tribunal in Malaysia*, held in 2013 to examine the conduct of the 13th General Election, reconvened with the same panel of international and local experts who delivered their findings and recommendations, having considered the testimonies they heard from more than 40 witnesses over six (6) days from 18 to 22 September 2013, and 27 September 2013. The People's

Tribunal ended on 27 September 2013 with testimony from former chairperson *Datuk Ambiga Sreenevasan*.

WAO as a member of the *Bersih People's Tribunal Organizing Committee* assisted in holding the half day press conference to deliver the findings on 25 March 2014, at the *Empire Hotel Subang Jaya, Selangor*.

The Chair of the Tribunal, *Yash Pal Ghai* officially handed over the Tribunal Report to Bersih 2.0 new chairperson *Maria Chin Abdullah*. Also present were panel members *Ramlan Surbakti, Datuk Azzat Kamaludin, Dr. Mavis Puthuchearry* and *Rev Dr. Hermen Shastri*.

Among the tribunal recommendations in the 92-page report are:

- Form an independent body to handle the re-delineation exercise;
- Lowering the voting age from the current 21 years to 18;
- An entire new electoral roll to be compiled to ensure there are no dead or phantom voters in the list;
- The use of postal and advance voting be reviewed, and that it should not be extended on the grounds of profession;
- Political parties should be required to be open about their finances, including major sources of funds; and
- Laws to be amended to ensure the EC is genuinely independent.

BERSIH 2.0 – the Coalition for Clean and Fair Elections which comprises 84 civil society organisations utilises the findings of the *Peoples' Tribunal* to advocate for electoral reform.



VOLUNTEERS AND INTERNS

MEMBERS AND VOLUNTEERS

WAO events are a great way for members and volunteers to share their opinions on current topics, to mingle, and even to recruit new members and volunteers. We hosted four (4) “WAO Conversations” sessions in 2014, on the following themes:

January: Discussion on Domestic Violence

April: Domestic Violence and Domestic Workers

July: Unilateral Conversions

September: Survivors Speak Up (part of Freedom Film Fest 2014)

Members and volunteers were also of great help at various public education booths and events, e.g. Aiyoh Wat Lah?! Awards, Art For Grabs, Freedom Film Fest, *Pusat Perubatan Universiti Malaya’s* One Stop Crisis Centre and WAO Annual Gathering.

WAO’s operations at the Refuge, CCC and 3rd Centre have also been supported by the work of members and volunteers. Individuals, as well as groups of volunteers, have assisted and coordinated in women’s and children’s programmes and administrative work.

INTERNS

Being a small organisation, WAO’s work is greatly enhanced by contributions of interns. WAO would like to extend our sincere gratitude to all the interns who have been with us in 2014.

Interns at the Refuge

- *Susanna Kattein*
- *Lee Shealin*
- *Loheswary*
- *Tavleen Tarrant*
- *Tay Chin Chin*
- *Charlyne Katharina Hochreiter*
- *Hadiza-Isa Ahmed*
- *Nodumo Nyathi*

Interns at the Child Care Centre

- *Loshini Veerasenan*
- *Lavanya Hari*
- *Nurul Asyikin*
- *Sharon Jaya Shalini*

Interns at the 3rd centre

- *Marianne Laliberté*
- *Dhivya Kanagasingam*
- *Munirah Lim*
- *Lucia Corsini*
- *Melissa Tan*
- *Louise Tan*
- *Rosie Megan Chapman*
- *Choy Pei Sun*
- *Priyanka Bhupalan*
- *Sarah Shahrman*
- *Laura El katch*
- *Janoah Vizayer*



PUBLIC EDUCATION

WEBSITE AND SOCIAL MEDIA

Website

The WAO website is an important hub for information on domestic violence and other human rights issues. In 2013, 7.1% of the residents cited the media and website as their source of awareness about WAO.

The website is also a useful source of information for prospective members, volunteers, interns and funders.

**Other: Thailand, Germany, Brazil, Japan, Pakistan, France, Egypt, Sweden, Spain, S. Korea, New Zealand, Vietnam, Saudi Arabia.*

Countries	No. of new visits
Malaysia	61656
USA	2643
UK	1250
India	1168
Australia	913
Indonesia	871
Philippines	305
Netherlands	297
South Africa	278
Other*	1944
Total	71760

Total New Visits for 2014



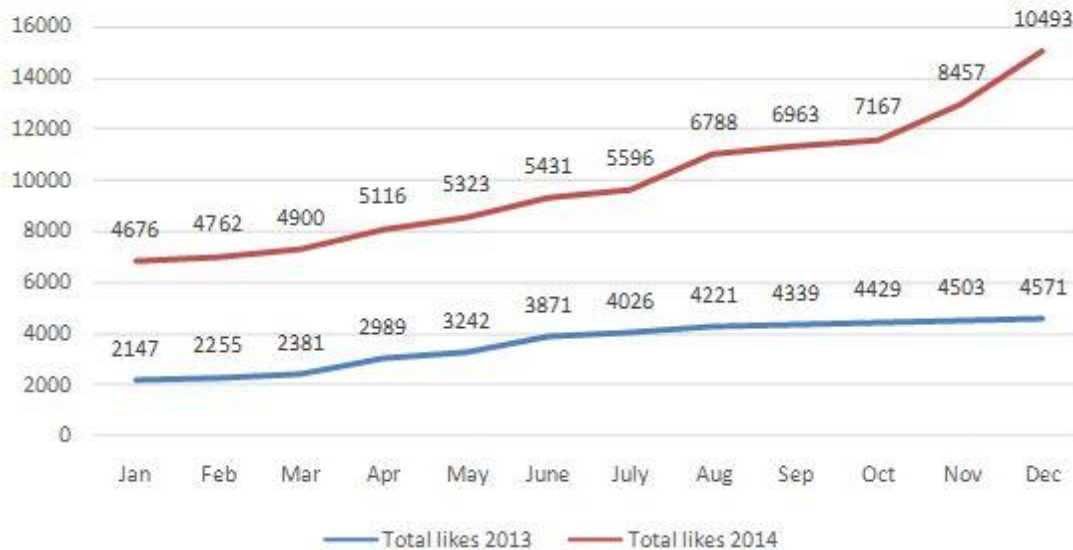
WAO ENGAGEMENT

Type	Number
Media mention	149
Talks	35
Training, Seminar and Workshop	26
Public Education Booth	12
Interview conducted by students	19
Interview conducted by media	31

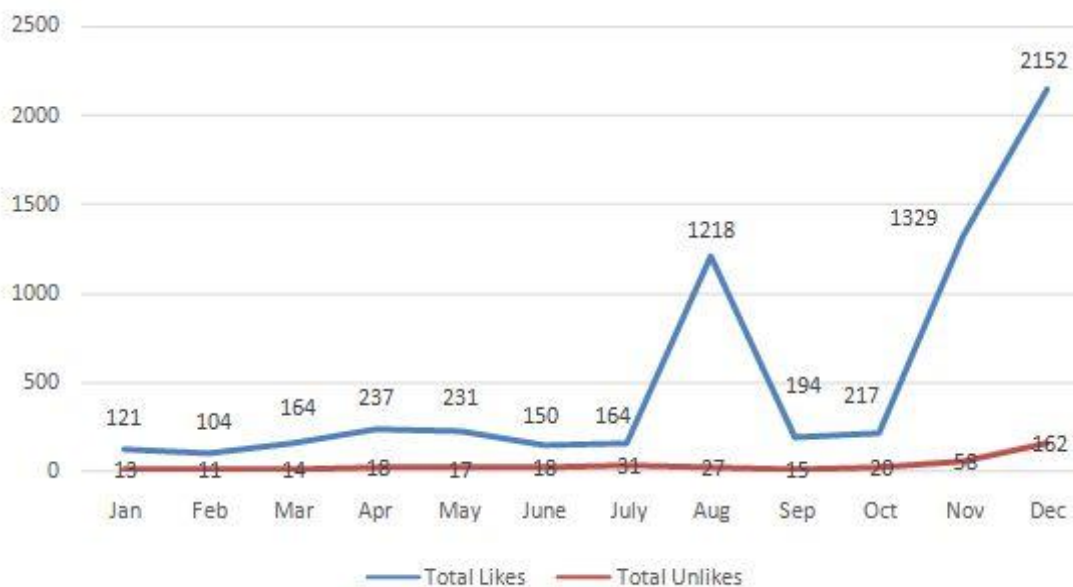
Facebook

Facebook is the primary social media platform for advocacy, fundraising and awareness campaigns. The message of WAO's flagship public education campaign, #NoExcuseForAbuse, has been sustained since its launch on 8 March 2014.

Likes in 2013 vs 2014



2014 Likes vs Unlikes



No Excuse For Abuse on International Women's Day

In the week following the launch of #NoExcuseForAbuse, posts with the hashtag were posted by 777 users, which reached a possible audience of 1,307,450 people. Politicians YB Nurul Izzah, YB Hajjah Nancy Shukri, YB Hannah Yeoh and YB Mas Ermieyati also contributed by posting their pledges on their social media profiles.



16 Days of Activism against Gender-Based Violence

Another campaign we undertook in 2014 was 16 Days of Activism. We highlighted one statistic a day related to gender-based violence (GBV); this was a continuation of the #NoExcuseForAbuse campaign. We asked featured personalities to support this campaign, using their social media (Facebook, Twitter and/or Instagram) to spread awareness for the campaign. Their photos were shared on our social media.





Twitter

We carried out several Twitter-specific campaigns in 2014 including:

One Day, One Struggle

One Day, One Struggle on 9 November is when CSBR members campaign locally and globally for sexual and bodily rights in Muslim societies. WAO did a social media campaign, calling for sex and reproductive health education to be taught in all schools.

#IChooseToBeAFeminist

As part of the global campaign on 16 Days of Activism against Gender-Based Violence from 25 November to 10 December, we held a tweet-up explaining why feminism's work is not done on the 6th of December, the date of Montreal Massacre, known as an anti-feminism act.

We tweeted in total 23 tweets using #IChooseToBeAFeminist & #Ic2baf

Examples of tweets:

- #IChooseToBeAFeminist because women are not merely objects of desire and I refuse to be objectified.
- #IChooseToBeAFeminist because cat-calling is NOT a compliment.

Guys out there, we want you to take the challenge to be a feminist too. #Ic2baf

- #IChooseToBeAFeminist because people should enquire and learn before equating feminism to man-hating.
- Because a woman's worth does not depend on her sexual activity. #Ic2baf

REACHING OUT TO THE YOUNG READERS

WAO has partnered with NYLA, the publishers of *Upin & Ipin* Magazine, to publish educational material in the monthly children's magazine. Since March 2014, material by WAO has featured in the monthly magazine, reaching tens of thousands of children. Topics covered have included International Women's Day, women role-models, anti-bullying, Merdeka Day, and others.



FUNDRAISING

2014 was a great year in terms of fundraising as we raised approximately RM 1.7 million. Besides the continued support from our loyal donors, we also forged numerous new relationships.

We would like to thank two individuals in particular, *Rupa Menon* and *Datin Sunita Zechariah*, for organising an amazing fundraising dinner which brought WAO many new supporters including *ECM Libra* which now donates towards our Child Care Centre. The two volunteers mentioned were very committed in making the event a fun and memorable one - all for a good cause.

We also had a lovely surprise all the way from the United Kingdom. The Malaysian students of the *London School of Economics and Political Science (LSE)* informed WAO that we were to be the beneficiary of the proceeds from their stage play. Every year, the *LSESU Malaysia Club* organises an annual charity event *Malam Bakti* and in 2014, they held a play named "*We Called That Home*". Since it highlighted a young individual's struggle with abuse, the club decided to donate all proceeds from the event to WAO's Child Care Centre. The students put up a fantastic show and managed to raise GBP1297.48 via ticket sales.

It was definitely a year which saw many young students supporting our cause. The *Garden International School* named WAO as one of their charity beneficiaries for the third time. The *Interact Club of Sekolah Assunta* and the *Interact Club of Sekolah Aminuddin Baki* also gave us donations from events held on International Understanding Day at each location. *Eva Van Beek* from *Holland* an exchange programme under *AIESEC* was inspired to raise funds for WAO Child Care Centre after listening to a talk by WAO under the "*Choose2Protect*" programme. She solicited funds from family and friends and raised over RM10,000.

We are pleased to report that *Hong Leong Foundation* made a generous contribution which helped us pay for the renovations to our Refuge, and also the refurbishing of the Child Care Centre. One of our most steadfast supporters, *Yayasan Sime Darby* continued supporting the core work of WAO in 2014 (as part of its 2-year pledge since 2013).

Special mention also goes to the *Kuok Foundation*, the *Association of British Women in Malaysia (ABWM)*, *The Bloom Foundation*, *Malaysian Community & Education Foundation (CCI-MCEF)*, *The Body Shop* and *Another Chance Charity Shop* for their continuous support.

We were also extremely pleased to have been chosen as one of the beneficiaries of the *The Melium Group* and *Malaysia Tatler's Charity Auction* which raised over RM3.3million for eight (8) different charities in one night. We received RM500,000.

WAO is also very appreciative of the donations in-kind that we received from *Curves Malaysia*, a women-only fitness centre whose members donated generously (yet again) via their annual Food Drive. WAO received a sizeable amount of non-perishable food items and hygiene products which were distributed to the residents of the Refuge and Child Care Centre.

Installation artist, *Chuah Shu Ruei* also collaborated with WAO in a community art installation project called "*Fruit In Kind*" at the independent art fair, *Art For Grabs* at *The School, Jaya One*. This project encouraged members of the public to donate fruits which will be arranged into an art piece. At the end of the event, all the fruits that were sent to *Shu Ruei* for

her installation were given to the women and children in our Refuge and Child Care Centre.

We would also like to thank individuals who donated generously so that WAO remains sustainable. There are too many individuals to be mentioned here but we truly appreciate their contributions and will always be grateful for their support. This thank you note also goes to all sponsors of the Anak Angkat programme who have contributed to the education of the children under our care.

HIGHLIGHTS

Lam Soon Edible Oils (Antabax) + GIANT Malaysia

Antabax, a product under *Lam Soon Edible Oils Sdn Bhd* and *GIANT Malaysia* collaborated to raise funds for WAO for a 2-month period in 2013. This initiative was introduced to us by *About Communication*, a Public Relations and Marketing Communications agency whose client was *Antabax*. At the end of the collaboration, WAO received RM53,067.26 in 2014 from this partnership, which comprises 10% of all *Antabax* sales proceeds from all *GIANT* stores in the country.

LSESU Malaysia Club – February 2014

On 8 February 2014, Malaysian students of the *London School of Economics and Political Science*

(LSE) in the *United Kingdom* staged a 2-hour play titled as “*We Called That Home*” at the *Old Theatre of the London School of Economics* for the annual *LSE Malaysian Night*. A production of the *London School of Economics Student Union (LSESU) Malaysia Club*, the play aimed to support WAO’s Child Care Centre. This event raised £1,297.48 which is equivalent to RM6,771.50.

Unilever + Guardian – March 2014

Pink Heart is back! This time, the collaboration involved *Dove*, a specific personal care brand under the *Unilever* product range. *Unilever* has been a loyal supporter of WAO, and this campaign raised RM25,320 via the sale of keychains. The Pink Heart campaign allowed customers of *Guardian* stores to purchase a Pink Heart keychain at RM2 whenever they purchased *Dove* products priced at RM20 and above in a single receipt. The keychains were also sold on their own at RM6.90.

Merdekarya – May 2014

Melani Delilkan, the co-owner of *Merdekarya* introduced us to *Kanvas Sessions*, a platform to promote local talent; she turned this into a fundraising event for WAO. It was a great effort by *Berklee College of Music* student, *Razlan Shah* and *Merdekarya*, together with *Darren Ashley*, *Narmi*, *Hameer Zawawi* and *Brian Gomez* who all performed that night. There was also a ‘live art’ show by *Kara Inez*, *Sharon Chin*

and *Anna Henna*. The event which took place on 26 April 2014 raised a sum of RM1,168 for WAO.

Rupa and Sunita's Fundraising Dinner – June 2014

A fundraising strategy that began with *Vivienne Lee* in 2008 whereby friends of WAO host a dinner, the WAO Fundraising Dinner continued this year with an event held by *Rupa Menon* and *Datin Sunita Zechariah*. Together with Executive Committee Member, *Meera Samanther* and Rupa’s daughter, *Dhivya* who was also an intern at WAO, they managed to raise over RM361,000 that included pledges from various companies and individuals. Those who attended reported that it was a fabulous evening with great food, music and company!

Garden International School – June 2014

Mufti Day is an annual charity event organised by the Secondary School Prefects of *Garden International School* to raise funds for various NGO’s and individuals who require urgent medical attention. WAO was extremely pleased to be chosen as the beneficiary for the third time and received funds worth RM6,612 during a cheque presentation held at the school on 27 June 2014.

Interact Club of Assunta – July 2014

WAO was invited to International Understanding Day 2014 - "Wounds Into Wisdom" organised by the *Interact Club of SMK Assunta*. WAO's advocacy officers, *Yu Ren Chung* and *Kristine Yap* made oral presentations to the assembly of students on 30 June 2014 and on, 5 July 2014. The Interact Club supported by the *Rotary Club of Petaling Jaya* then contributed RM15,000 to WAO.



The Color Run – August 2014

On 17 August 2014, WAO Executive Director *Ivy Josiah* participated in The Color Run, an un-timed race that is also known as the "Happiest 5k on the Planet" celebrating health, happiness and individuality. *Ivy* ran on 17 August 2014 at *Padang Merbok* in honour of her mother's 90th birthday and women's rights. *Ivy* successfully raised RM10,350 from her sponsors and part of the funds were raised via an online giving platform, *SimplyGiving*.

The Melium Group and Malaysia Tatler – September 2014

In conjunction with their 25th Anniversary, *Melium Group* and *Malaysia Tatler* held a grand charity auction which took place at *The Mandarin Oriental Hotel, Kuala Lumpur* in May. This event which was co-hosted by *Dato' Farah Khan* and *Ms. Florence Fang*, raised a whopping

RM3.3million – they were determined that 100% of the proceeds were donated to the eight (8) charities named that night itself. WAO would like thank *The Melium Group* and *Malaysia Tatler* for believing in our cause.

GlobalGiving

GlobalGiving is a non-profit online marketplace that connects donors with grassroots projects around the world to create a high impact. All donations are channelled through the GlobalGiving Foundation that receives a nominal 15% fulfillment fee. This fee covers the costs of operating GlobalGiving such as finding and vetting projects, providing training and support to project leaders, attracting donors, and maintaining an innovative, informative web presence.

In 2014, five (5) project reports were posted by WAO on the GlobalGiving website. Donors who contributed to WAO through GlobalGiving received the reports via email. We sent thank you letters to all these donors through the website.

There were six (6) disbursements to WAO throughout the year. By 31 December 2014, local and international donors had contributed USD3,724.20 (MYR13,499.48) to WAO via GlobalGiving.



WAO People

Trustees

Toh Puan Datin Dr. Aishah Ong
Rashidah Abdullah
Dato' Noor Faridah Ariffin
Puan Sri Chong Eu Ngoh

Membership

298 members

WAO Executive Committee 2013 – 2015

The following members of the Executive Committee (EXCO) were elected for a two-year term (2013 – 2015) at the 30th Annual General Meeting held on 28 April 2013 at the WAO Centre, Petaling Jaya.

President	Mok Chuang Lian
Vice President	Vivienne Lee
Secretary	Chin Oy Sim
Assistant Secretary	Tashia Peterson
Treasurer	Carol Chin
Assistant Treasurer	Puveshini Rao
Committee Members	Meera Samanther Yeow Ai Lin Shoba Aiyar
Staff in attendance	Ivy Josiah (Executive Director) - retired w.e.f 31 Dec 2014 Sumitra Visvanathan (Executive Director) - w.e.f 1 Jan 2015 Sharmini Kanesamoorthy (Finance & Administrative Manager) - resigned w.e.f 31 Aug 2014 Wong Su Zane (Social Work Manager)

WAO Committees, Groups and Coalitions in 2013

Staff and Finance Committee	Mok Chuang Lian Vivienne Lee Chin Oy Sim Carol Chin Puveshini Rao Meera Samanther
	Staff in attendance: Ivy Josiah (Executive Director) - retired w.e.f 31 Dec 2014 Sumitra Visvanathan (Executive Director) - w.e.f 1 Jan 2015 Sharmini Kanesamoorthy (Finance & Administrative Manager) - resigned w.e.f 31 Aug 2014
Legal Aid Centre (LAC) Representatives	Meera Samanther Umadevi Rajah Denram Nazlina Abdul Ghani
Coordinator for United Nations High Commissioner for Refugees (UNHCR) Programme	Wong Su Zane
Coordinator for International Catholic Migration Commission's Programme	Wong Su Zane
Anak Angkat Coordinator	Yogasri Sivanyanam till 31 March 2014 Ermawati Ahmad Sanusi w.e.f 1 April 2014
Volunteer Coordinator	Nishalini Santharasagaran - resigned w.e.f 3 Feb 2014 Kristine Yap - w.e.f 1 Apr 2014
Social Media	Nishalini Santharasagaran - resigned w.e.f 3 Feb 2014 Kristine Yap - w.e.f 1 Apr 2014
National Council of Women's Organisations (NCWO) Representatives	Shanthi Dairiam Nazlina Abdul Ghani
Joint Action Group for Gender Equality (JAG) Representatives	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Meera Samanther Shanthi Dairiam Wong Su Zane Yu Ren Chung Sally Wangsawijaya - w.e.f 2 May 2013

	Mok Chuang Lian Tashia Peterson
JAG Fiesta Feminista	Meera Samanther – resigned w.e.f 4 April 2013 Umadevi Rajah Denram
Jaringan Pekerja Malaysia Representatives	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Yu Ren Chung
Migration Working Group Representatives	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Yu Ren Chung Umadevi Rajah Denram - w.e.f 1 Oct 2013 Yogasri Sivanyanam - w.e.f 1 Oct 2013
Reproductive Rights Advocacy Alliance Malaysia (RRAAM)	Wong Su Zane Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015
Southeast Asia Women's Caucus on ASEAN	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Yu Ren Chung Sally Wangsawijaya - w.e.f 2 May 2013 Sumitha Shaanthinni Kishna
Bersih 2.0	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Yu Ren Chung Meera Samanther Sally Wangsawijaya - w.e.f 2 May 2013
Asia Pacific Forum on Women, Law and Development (APWLD)	Ivy Josiah Sumitra Visvanathan - w.e.f 1 Jan 2015
Asian Shelter Network	Ivy Josiah Wong Su Zane
Coalition of Malaysian NGO's in the UPR Process (COMANGO)	Yu Ren Chung Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015
Article 11	Ivy Josiah - retired w.e.f 31 Dec 2014 Sumitra Visvanathan - w.e.f 1 Jan 2015 Meera Samanther

Endorsee Committee

Mok Chuang Lian
Meera Samanther
Sharon Hariharan

Internal Advocacy Group

Mok Chuang Lian	Munirah Lim
Yeow Ai Lin	Sharon Hariharan
Carol Chin	Lee Shook Fong
Shanthi Dairiam	Sumitha Kishna
Ivy Josiah	Su Saminathan
Meera Samanther	Tashia Peterson
Yu Ren Chung	Vivienne Lee Iskandar
Siti Hazwani	Wathshlah Naidu
Kristine Yap	Puveshni Rao
	Haziq Azizi

Staff**Management**

Ivy Josiah	Executive Director - retired w.e.f 31 Dec 2014
Sumitra Visvanathan	Executive Director - w.e.f 1 Jan 2015
Sharmini Kanesamoorthy	Finance & Administrative Manager - resigned w.e.f 31 Aug 2014
Wong Su Zane	Social Work Manager

Refuge

Wong Su Zane	Social Work Manager
Amy Hor Choi Fun	Night Supervisor
Jessie Ang Hoon Ai	Social Worker
Nazlina Abdul Ghani	Social Worker
Umadevi a/p Rajah Denram	Social Worker
Ermawati bt Ahmad Sanusi	Social Worker
Yogasri a/p Sivanyanam	Social Worker
Sally Wangsawijaya	Social Worker - w.e.f 1 July 2014

Child Care Centre (CCC)

Firkah bt Jenal	Child Social Worker
Saraswati a/p Balakrishnan	Child Minder
Paruwathi a/p Pathathan	Child Minder
Privena d/o Vasu	Child Minder - resigned w.e.f 27 Mar 2014
Sasikala d/o Ganesan	Child Minder - w.e.f 1 Jun 2014

Administrative Staff

Shuba Vashani Perimbanayagam	Administrator
Divvyananthini Manoharan	Accounts and Administrative Assistant

Projects Officer

Nisha Santharasagaran	Projects Officer - resigned w.e.f 3 Feb 2014
Vivian Yap Wui Woon	Projects Executive

Advocacy Officer

Yu Ren Chung	Advocacy Officer
Sally Wangsawijaya	Advocacy Officer - resigned w.e.f 30 Jun 2014
Kristine Yap Ching Yee	Advocacy Officer (Communications) - w.e.f 1 Apr 2014
Siti Hazwani Hanim binti Ramli	Advocacy Officer - w.e.f 13 Oct 2014

Management Staff

Ivy Josiah	Executive Director - retired w.e.f 31 Dec 2014
Sumitra Visvanathan	Executive Director - w.e.f 1 Jan 2015
Sharmini Kanesamoorthy	Finance & Administrative Manager - resigned w.e.f 31 Aug 2014
Wong Su Zane	Social Work Manager

We would like to express our gratitude to *Aaron Claringbold* for his volunteer work in capturing the beautiful photos that were used on page 4, 6, 10, 12, 13 and 15 of this report. *Aaron* is a photographer from *Melbourne, Australia* and he was introduced to WAO in October 2013.