

# ANNUAL REPORT 2020

WOMEN'S RESOURCE CENTER  
SIEM REAP, CAMBODIA



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***\*\*All client names and images used in this report have been changed to protect their identities.***

# MESSAGE FROM EXECUTIVE DIRECTOR



In reflecting on 2020 and acknowledging that we are still faced with uncertainties related to COVID-19, we highlight in this report both the stark reality of today and hope as we move forward together.

Last year's main achievement is what we have learned from the 2020 experience and the remarkable work and dedication of the WRC team. We are really proud of how we managed to mobilize resources and found new ways to support women and families during the pandemic.

During this tough year, we have worked closely with our community to support them with their ongoing and current needs. WRC continues to offer counseling to women and families via phone calls (or face to face in serious cases). We have given out emergency food supplies and used these opportunities to share information on preventing the spread of the virus. Also, we have developed an online workshop for women to access our workshops and learning. In addition, we are piloting ways to work with families to be self-sufficient, including farming – plants and raising animals. At the end of 2020, we conducted a program evaluation to measure our impact from the last five years and understand where we can improve in the future. In early 2021 we will develop our 2021-2023 Strategic Plan to focus on our main expertise, build strong monitoring, evaluation, and program development systems, and continue to network with new NGOs and partners with whom we have synergy in order to reach our goals for the women in our community.

Last, but not least, I would like to acknowledge the people we serve and their families for being brave in tough times. I would especially like to thank the WRC team, for their hard work, patience, kindness, creativity, and support during this pandemic. This has been a tough time for everyone – but the unwavering dedication of everyone to ensuring women and children are safe, protected, and supported has given me unending amounts of hope and gratitude. I would also extend deep thanks to all our supporters for your flexibility and financial contribution. Without you, we would not have managed to get through this challenging time. Wishing you all the best in 2021! THANK YOU!

Sincerely Yours,

A blue ink handwritten signature, appearing to read 'Kong Vanthat', written over a horizontal line.

**KONG VANTHAT**

# MESSAGE FROM THE CHAIR OF THE BOB

It has been a difficult year across the globe as all countries attempt to contain the COVID-19 virus and continue to battle the pandemic that has forced many closures of businesses and borders. Along with the unfortunate loss of lives, many people have lost their jobs and opportunities for growth. At WRC, we were forced to close for a certain period of time, and then we had to adapt. Although there were many difficulties encountered, it has been a wonderful show of strength and determination to see our programs and outreach evolve into closer and deeper connections with our clientele. We have strived to continue our close working relationships with the communities and individuals while ensuring the safety and health of everyone involved. We continue to identify needs and various ways of support, which without the help of our donors and volunteers would be impossible. As we look ahead to 2021, we hope that the communities we support are able to rebuild, regain their employment and careers and resume their education opportunities. WRC continues to stand with the women and young girls of SiemReap and beyond as they move forward with their lives. Empowering and informing women and girls will always be our priority, pandemic or no pandemic.

Wishing you all health and success



Bouny Te, MSW

## Chair of the Board of Directors





# ABOUT WOMEN'S RESOURCE CENTER

Women's Resource Center (WRC) believes that providing women with access to information and knowledge is the most effective method of self-empowerment. Since 2010, we have endeavored to change the climate of silence and inaction in Siem Reap and the surrounding communities.

First and foremost, we are a drop-in center where local women can safely ask questions regarding any aspect of their life and their children's lives. Our trained staff use feminist and rights-based counseling skills to assist these women in best approach their unique situation.

Through our education workshops like women's health, women's rights, parenting, and financial empowerment, we are able to help women gain the skills and confidence they need to change their lives for the better. Our network of community ambassadors across Siem Reap allows us to extend our services beyond the reach of the center, and our campaigns bring attention to important issues of gender equality. Through the extension of our outreach programs into schools, we are actively working to build up the next generation of strong and informed female leaders, and involving men and boys in the fight for equality.

We want to transform the way resources are offered and networked for women. This is why we only create programs we feel are not widely available or have not been introduced elsewhere as yet. In this way, we're not repeating the great work done by others. In this way, we're not repeating the great work done by others, but are instead of focusing on filling the gap of services and information. Our drop-in center and referral service is a trusted resource in the community for women seeking aid available through other avenues. By partnering with other agencies in the community, we are able to further expand our target reach.



# ABOUT WOMEN'S RESOURCE CENTER



**Mission:** Women's Resource Center provides women and girls in Cambodia with emotional support, referral services, and informal education so they can be empowered to make informed decisions about their lives.



**Vision:** We envision Cambodia to be a fair and safe society with equal rights for all. Women and girls will be empowered, educated, respected, and able to make decisions about their lives.



**Values:** Women's empowerment and gender equality: Women play an integral role in shaping the future, we facilitate women's ability to reach their full potential. Fairness and respect: WRC believes that all human beings should be treated fairly regardless of their background, education, or gender.



**Partnership and collaboration:** We partner with organizations and collaborate with women to encourage their participation in WRC's service provision.



**Ethics and accountability:** WRC clients are always put first. WRC operates openly, honestly, and transparently.



**Sustainability:** Through empowering people, WRC encourages and trains ambassadors and alumni to take part in its mission.





# MEET OUR TEAM

“ We believe that providing women with access to information and knowledge is the most effective method of self-empowerment. ”



**KONG VANTHAT**  
EXECUTIVE DIRECTOR



**KHIM PISEY**  
PROGRAM MANAGER



**GEMMA MARSHALL**  
DORNOR RELATIONS MANAGER



**ON KIMSAN**  
EDUCATION COORDINATOR



**NY KUNTHEA**  
SOCIAL WORKER



**CHHENG SREYNEE**  
PROGRAM ASSISTANT



**LENG BUNNAK**  
FINANCE MANAGER



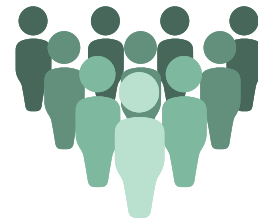
**PONG NAVY**  
FINANCE ASSISTANT



**PHLONG OCH**  
TUK TUK DRIVER

# MAJOR SUCCESSSES IN 2020

- ▶ 52 people (18 women; 10 men; 24 youths) successfully participated in our workshop on financial management, puberty, nutrition, menstruation, family planning, contraception, and personal hygiene.
- ▶ 55 parents (43 mothers; 12 fathers) have completed Positive Parenting Workshop online class.
- ▶ 66 people (40 women; 6 men; 7 girls; 13 boys) have completed consulting workshops on reproductive health, family planning and gender roles.
- ▶ 286 people (145 women; 15 men; 116 youths; 10 children) have participated in the awareness talks on COVID 19 prevention, Family Planning, Financial Management, Gender Roles, and Leadership.
- ▶ 480 people received emergency food packages, such as rice, groceries, meats, eggs, and vegetables.
- ▶ 50 families received chicks, frogs, nets, fertilizer, and crops for their family Home Garden Project.
- ▶ 100 Parenting Guidebooks distributed to parents, partner organizations, and community libraries in Siem Reap.
- ▶ 1,621 people (462 women; 409 men; 750 youths) reached by WRC's ambassadors and shared their knowledge on gender roles, domestic violence, alcohol, and drug abuse.

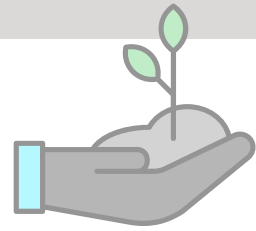


**1,621**



# MAJOR SUCCESSES IN 2020

132 people (121 women; 11 men) received free counseling support at our center and via phone calls.



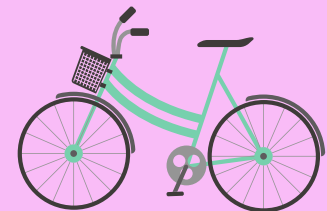
290 people participated in the WRC program evaluation, reflection, and assessments of the effects of COVID-19 and information on COVID19 prevention.



306 families received hygiene materials, such as masks, soap, and hand sanitizer gels for COVID prevention.



98 bicycles distributed to female students, and women from communities who most needed them.



8,198 people engaged, viewed, and involved with the End Violence Campaign with 7 Radio Talks/Facebook Live event.

**8,198**

98 people (85 women; 4 men; 9 children) came to celebrate International Women's Days at our center on 8 March, 2020.



51 children utilized the day care space to play and learn while their parents attended events and counseling services.



304 people engaged with the Days of the Girls event through our Facebook Lives event.



# OUR PROGRAMS

## COUNSELING AND REFERRALS

Our drop-in center provides counseling, emotional support, free referrals to legal, local health, and other services available for our clients. We offer a safe space for women and girls to share their concerns or problems related to their daily lives. 2020 was a difficult year where many women, girls, and their families suffered due to the COVID 19 pandemic, which affected their physical, psychological, and financial health. We provided emotional support to 132 people (121 women; 11 men) via phone calls and face to face meetings to listen to their stories and challenges, advise and support them.



### CONCERNS:

- 79 women (73 women; 6 men) shared that they have not enough food to eat due to the economic effects of COVID 19 in Siem Reap.
- 21 women shared that they have been living in their abusive relationship for between 5 to 10 years. Most of them returned more than 3 times for counseling support and referrals.
- 27 women looked for legal services to support their decision-making.
- 5 women reported their concerns about health and scholarship opportunities.
- 4 men shared that about their concerns, due to businesses closed and looking for employment.

### WRC RESPONDS:

- 50 counseling clients received emergency food support from WRC, such as rice, groceries, meats, and vegetables during the COVID outbreak.
- 13 women who have been living in abusive relationships are referred to receive additional legal support from partner NGOs and local authorities.
- 7 women were invited to participate in a legal aid workshop on women's rights, marriage, and family law to give them more information.
- 5 women referred to receive further helps from health services related to family planning.
- 57 clients returned to speak with WRC's social worker for emotional support.

## EDUCATIONAL WORKSHOPS

WRC provides informal education workshops to empower women to make decisions for their own lives and families. Women and girls gain the skills and confidence they need to change their lives for the better. As many of the workshop beneficiaries have limited formal education, the topics begin at a basic level. The workshops are interactive, participatory, and personal, encouraging everyone to engage in active discussion and problem-solving. The beneficiaries are women and men identified as potential participants either through the WRC's Counseling Service or in collaboration with authorities such as village leaders, commune committee for women and children, or our networks of partners or non-partner organizations Siem Reap. Due to the pandemic, we could not conduct any workshop face to face and offered online classes instead. This year we completed two main workshop topics: women's health and financial literacy.



52 participants (18 women; 10 men; 24 youths) completed our online workshop on financial management, puberty, nutrition, menstruation, family planning, contraception, and personal hygiene.

**Quote: "It was very beneficial information for me. I have improved my knowledge, especially on personal hygiene practices. Moreover, I shared the important knowledge on family planning with my neighbors and family members with positive feedback from them. It makes me happy! ~ Lina ~"**

**Quote: "I have been practicing tracking my income, expenses, and saving. It helps me a lot with my money management, mainly when I got sick, and I have the saving for buying medicine. ~ Tola ~"**



## POSITIVE PARENTING WORKSHOPS

**55  
PARENTS**

PARENTS ATTENDED WORKSHOPS.

**6  
RADIO  
TALKS**

ORGANIZED RADIO TALKS AND FACEBOOK LIVES ON PARENTS' WELL-BEING AND GENDER BASED VIOLENCE.

**50  
FAMILIES**

RECEIVED HYGIENE MATERIALS FOR COVID 19 PREVENTION.

**91  
FAMILIES**

RECEIVED FOOD PACKAGES FOR COVID 19 RESPONSES.

**2000  
PARENTING GUIDEBOOKS**

PRINTED AND DISTRIBUTED 100 BOOKS TO PARENTS.



Positive parenting programs engage the family to learn and reflect on their parenting techniques and experiences. WRC organized different activities to engage mothers and fathers to discuss their roles, challenges, and new methods related to the non-violent discipline to reinforce their positive relationships within their families.



*~Mongkul said ~I really feel delighted that Positive Parenting Workshops guide me to be a good parent. I will keep practicing this knowledge and skills to become a role model for my children.*

## COMMUNITY AMBASSADOR PROGRAM



It was a challenging year for everyone due to the COVID 19 pandemic. Many families struggled in their lives as they lost jobs, the school closed, and travel was restricted. This situation created much stress and concern for our communities. Our ambassadors have become a vital network in their villages. Besides our direct work to communicate with the community, they are good representatives of WRC. They visited the people and listened to their problems. Then they brought the issues to the organization to figure out how to support those families.



In 2020, we support WRC's ambassadors by providing capacity building, such as training, meeting, and emotional support



We have completed 12 meetings with 17 ambassadors (9 youth and 8 community ambassadors). These meetings have been online, and face-to-face and have taken place every month to get updates, learn their challenges, raise awareness of COVID 19 prevention, and help plan and report on their work. They received training on gender roles, domestic violence awareness, financial management, basic counseling skills, leadership, and policy to support the women in their community.

As a result, our ambassadors reached out to 1,621 people in their communities through 'Community Talks': where they share knowledge on contraception, domestic violence, gender roles, drug and alcohol, hygiene, marriage and family law, and financial management etc.

***"I am proud to be a WRC's ambassador. This role helps me to change my behaviors and use knowledge to help others in my communities."***  
~Chunim~



## CHILD CARE PROGRAM



In 2020, our Day Care center offered a safe space for children who came along with their mothers who attended counseling support and Incubator Workshop with SHE Investment Program in Siem Reap. As a result, 51 children utilized the daycare space to play and learn. Also, it helped children to develop skills and enjoy some fun activities with our social workers.

## ADDITIONAL ACTIVITIES





## ADDITIONAL ACTIVITIES AND COVID RESPONSE



### EMERGENCY FOOD SUPPORT

In responding to the emergency situation, WRC provided some food packages to 480 families in several Siem Reap communities during the pandemic. A special thank you to our donors.



### BICYCLE DISTRIBUTION TO STUDENTS AND WOMEN

To reduce the challenges of women and girls, WRC provided 98 bicycles to female students and women. So, they can go to school or work. A huge thank you to our private donors for their in-kind donation.



### HYGIENE MATERIALS SUPPORT TO RESPOND COVID 19

To promote hygiene and prevention of COVID 19 in the communities, WRC collaborated with private donors, CCC, and commune leaders to give out hygiene materials such as masks, soap, and posters to 306 families in the targeted communities.



### HOME GARDENING PROJECT

WRC provided some animals, crops, nets, and cages to 50 families to make their own home gardens. A huge thank you to our donors for their additional funding to support the families during this hard time.

## PROGRAM REFLECTION & EVALUATION

WRC also conducted a 5-year program evaluation to assess the impact of our five years (2016-2020) implementation with 115 beneficiaries. As well as conducting the program reflection with 25 people who have been involved with our programs.



# EVENTS

## *International Women's Day*

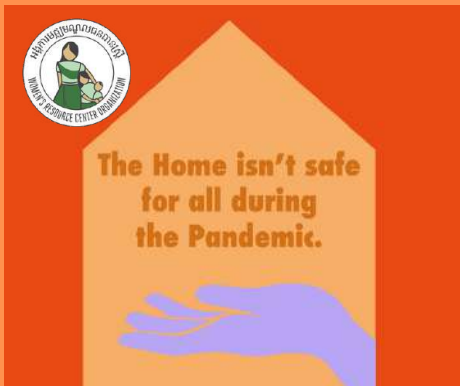
On 8th March WRC held a community event to celebrate International Women's Day, which engaged 98 women, and youth to understand more about gender equality and rights. Additionally, we created fun activities with them, such as dancing, sharing clothes donations, and sharing success stories from our participants to inspire others!



## *International Days of the Girls Child*

Our International Day of the Girl Child celebrations engaged people in understanding girls' rights. We invited two youths from our ambassador program to share their stories with other girls via Facebook Live. This engaged 304 people who viewed our event.

## *UN campaign - Ending Violence Against Women*



From 25th November - 10th December we held activities to eliminate violence against women and girls as part of the global UN campaign. We engaged 8,198 people on masculinity workshop for men and via our radio talks / Facebook live on topics such as; gender equality and equity, gender-based violence, the invention for GBV victims, sexual harassment, and more topics that related to the theme. We were delighted to host guest speakers from the Department of Women's Affairs, local authorities and NGO partners!





## STORIES FROM OUR BENEFICIARIES



'Sreynich is a mother of a four-year-old daughter. Before joining WRC program, she was living with a drunk and abusive husband. She said, "**I was so scared and could not sleep at night.**" And during the pandemic of COVID 19. She struggled in life as she could not make any income from her traditional handicraft product, basket. After meeting WRC's social worker through the Commune Committee for Women and Children, "**I was so happy and relief because there is someone listen to me with heart.**" she emphasized.

After attending five counseling support sessions and workshops on women's rights from WRC and training on the Patience's Rights and Citizen's Rights for accessibility from the commune, Sreynich was able to report her case to the authorities for legal support. She finally lives freely with her daughter from her aggressive husband and continues improving her family business to support her daily life.

Nita is 34 years old and has 3 children. She and her husband have low education. After marriage, Nita faced many struggles in life and was abused and physically violated by her husband, especially when her husband drank alcohol. She was emotionally and physically abused and abandoned from home. She was also discriminated against by her family-in-law and community. She said, "**I become aggressive and sometimes toward my family.**" After receiving several support from WRC through counseling, women's rights workshops, financial literacy workshops, and other programs Nita felt motivated and empowered by the WRC team. She became a WRC's ambassador, and she now shares knowledge with many women and families in her community. She has gained knowledge and confidence to negotiate with her husband and mother-in-law.' Nita said, "**I am happy that my family now have a good relationship that was always my dream about.**"





# KEY PERFORMANCE INDICATORS

- 100% of female participants increased knowledge on Family Planning (Contraceptive Methods).
- 65% of female participants improved the practices of food hygiene and food safety.
- 89% of youth improved knowledge on the development from children to adults.
- 55% of participants reduced debts and increased saving for emergencies.
- 44% of participants practiced implementing a budget plan with their families.
- 90% of participants reduced their unnecessary expenses after completing and follow on the financial literacy workshops series.
- 85% of respondents had begun carrying out their own breast-examinations monthly.
- 50% of families keep practicing and implementing the Parenting Skills after attending the Positive Parenting workshop series and follow up.
- 64% increased confidence to report for legal support from WRC and local authorities.

## STAFF CAPACITY BUILDING

Our staff is our most important resource. As such we are committed to lifelong learning, and always take opportunities to improve the knowledge and skills for personal development, physical health, and mental health care, and skills to work with our communities. Here are the topics we covered in 2020:

- Monitoring and Evaluation
- Strategic Planning
- Leadership Skills
- Social Media and Digital
- Mindfulness and Self Care
- Management Principles
- Classroom Management
- Basic Mental Health Care
- Photography
- Child Protection Policy
- Tools for Data Collection
- Yoga Class
- English Class
- Procurement
- Financial Policy
- Good Governance



## MEET OUR VOLUNTEERS AND INTERNS



**Sorn Sivlinh**  
**Internship**



**Ayesha Mahwish**  
**Accounting Volunteer**



**Hannah Callow**  
**Support Officer**



## STAFF ANNUAL REFLECTION

In 2020, our team spent 2 days in Tbeng Mean Chey, Preah Vihear Province, to review all achievements and reflect on the challenges for a better improvement in the upcoming year. It was a fabulous time for the team to take a break from their hard work during the pandemic. It also builds closer relationships with each other for leading the organization to achieve its goal in the new strategic plan.



## SPECIAL MOMENTS



*Sharing love and values*



*Celebrating Team Achievements*



*Staff Service Awards*



*Team Building Activity*

# FUNDRAISING CAMPAIGNS



## Global Giving Campaign:

In 2020 we raised \$25,580 through our online giving platform GlobalGiving. We took part in 8 of their online campaigns and competitions – which often include matched funding for your donations. You may have seen our ‘Little by Little’ campaign, ‘Giving Tuesday’ campaign, or our ‘International Women’s Day’ campaign throughout the year. We activate 235 donors to support WRC, and 16 of those donate monthly. We also received a flexible grant of \$1000 from GlobalGiving to help with our emergency response to COVID-19.



## Emergency Campaign:

We launched our Emergency Campaign in April to respond to the needs within the community. Through the help of our friends and donors, we raised around \$11,000 (on and offline) to support women and their families with emergency food and hygiene supplies, plus support two groups of women to grow vegetables and raise chickens and frogs to feed their families and sell any surplus. We have supported a total of 200 women with emergency supplies through our sustainable food program.



In previous years we have hosted and participated in several fundraising events including our Annual Dinner, a Wine and Cheese evening, quizzes, and took part in the Angkor Wat Half Marathon. Sadly, due to COVID-19, most of our events were canceled or scaled back in 2020. At the start of March, we managed a small dinner event with Raffles Grand D’Angkor before events were put on hold. However, we continued to network and plan and hope to bring you some exciting events to attend in 2021/2022.



Throughout 2020 we continued our work on researching, networking with, and applying for grants from foundations and awarding bodies. Grant fundraising can be a lengthy process, but we have several opportunities in the pipeline we hope to be able to share with you soon.

## SUPPORT WOMEN AND GIRLS IN CRISIS

# AWARDS

We have received recognition from Global Giving for being an effective and top-ranked organization within their platform, which has been vetted and verified through a site visit.





# BUDGET

## Grant Income

Diakonia	\$ 26,701.97
Schmitz Foundation	\$ 25,638.36
Henrich Boll Foundation	\$ 27,296.08
SE Asia Foundation	\$ 9,847.00
<b>Total Grant Income</b>	<b>\$ 89,483.41</b>

## Other Funding Sources

Global Giving Online Fundraising	\$ 26,824.49
Private Donations	\$ 5,806.29
In-kind Donations (Volunteer Time)	\$ 780.85
Consulting Workshops	\$ 494.00
<b>Total Other Income</b>	<b>\$ 33,905.63</b>
<b>Grand Total Income</b>	<b>\$ 123,389.04</b>

## Expenses

Staff Salary	\$ 53,325.87
Staff Capacity Building	\$ 3,022.20
Staff Insurance	\$ 876.98
<b>Total project staff cost</b>	<b>\$ 57,225.05</b>

## Overhead and Administrative Cost

Office equipment and supplies	\$ 7,303.34
Utility expenses	\$ 703.99
Telephone and Internet	\$ 682.25
Office Rental and Maintenance	\$ 7,883.31
Fuel and Tuk Tuk Maintenance	\$ 81.82
Annual Audit Fee	\$ 2,300.00
New motorbike	\$ 1,433.99
Printing and Photo Copying	\$ 75.53
Advertising fee	\$ 118.08
Tax Expenses	\$ 799.56
Bank Charge	\$ 447.20
Legal Cost	\$ 807.20
<b>Total administration</b>	<b>\$ 22636.27</b>

## Program Costs

Counselling and Referral	\$ 2,775.60
Workshops	\$ 899.32
Positive Parenting Training	\$ 8,336.25
Community and School Outreach	\$ 301.27
Ambassador Program	\$ 1,209.08
Consulting Workshop	\$ 142.65
Marketing Materials	\$ 910.13
Child Care Program (WECO)	\$ 3,037.21
Program M&E Survey	\$ 4,891.23
<b>Total program cost</b>	<b>\$ 22502.74</b>

Communication and Fundraising

## Total communications cost

**Campaign and Fundraising Events** \$ 6,159.16

## Total Expenses

**\$ 108,523.25**

# CHALLENGES AND LESSONS LEARNED

Difficult situations were a challenge, but not always a negative outcome. These situations teach us to find another way around, to operate the program through different actions, and develop mechanisms that help to maintain the implementation and relationship with stakeholders and beneficiaries.

## 1. CHALLENGE

Fears of an outbreak of COVID-19: participants can not come to the center to attend the workshop due to the outbreak of the pandemic of COVID 19 since March 2020.

### LESSON

We contacted and followed up with participants via telephone to check-in, explore their risk, provide regular emotional support, and organize online classes for participants with a basic introduction about how to use the technology platform such as zoom application.

## 2. CHALLENGE

We cannot conduct online classes for a full hour due to limited the concentration of participants, new challenges with technology such as Zoom, telegram group, and their internet is not stable.

### LESSON

The facilitator broke down the sessions into small-time sections and increased sharing of short educational videos to capture participants' attention. The facilitator also provided basic knowledge of using technology

## 3. CHALLENGE

Engage men by organizing radio talks/ dialogues and invite men to be guest speakers. The main topics discussed were how men can manage their stress, and look after their well-being, Gender based-violence, Intervention to support GBV's victims, and gender equity and equality.

### LESSON

Many families lose their income because of the COVID 19 crisis. Their hunger makes them struggle to concentrate in our positive parenting skills workshop program.

## 4. CHALLENGE

Many families lose their incomes because of the COVID 19 crisis. Their hunger does not make them an interest in our positive parenting skills workshop program.

### LESSON

We allocated some funds and other donations to distribute emergency food packages and crops to support the families during this hard time.



# THANK YOU SUPPORTERS

A huge thank you to our donors and individual supporters for their generosity!  
Your contributions make a big impact on lives in Cambodia,  
especially women and girls.



*Your support change my Life*

ទោះបីអ្នកមានអារម្មណ៍  
បែបណាក៏ដោយ  
យើងនៅទីនេះដើម្បី  
ជជែកជាមួយ



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