



10 Anniversary PPW





About

WCC Seberang/PPW

WCC Seberang/Pusat Perkhidmatan Wanita (PPW) was set up in 2009 under a smart partnership between the Penang State Government and the Women's Centre for Change (WCC). We are managed by WCC, a non-profit, tax exempt organisation established in 1985 in Penang and dedicated to the elimination of violence against women and children and the promotion of gender equality. Our operations are funded by the Penang State Government under the State Executive Council for Women and Family Development. We provide services in counselling, conduct outreach programmes in schools and communities, and advocate for the rights of victims of sexual and domestic violence.

This publication commemorates 10 years of WCC Seberang/PPW.

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How It All Began:

A Smart Partnership Between State & Civil Society







WCC Seberang/Pusat Perkhidmatan Wanita (PPW) is celebrating its 10th anniversary! What a remarkable ten years it has been – of expansion, of dedicated service, of smart partnership between the State and civil society, and most of all, of ensuring that victims of violence in Seberang Perai no longer have to suffer in silence.

The establishment of this mainland office of the Women's Centre for Change (WCC) was a major milestone that came in the wake of the momentous victory of the Pakatan Rakyat (now Pakatan Harapan) at the 12th General Election on March 8th, 2008 – taking over the Penang State Government from Barisan Nasional.

The new administration wasted no time in engaging with civil society. Consultations were held and ideas garnered for the improvement of Penang.

The Penang State Executive Councillor for Women, Family and Community Development was no exception. The then State Exco, YB Lydia Ong Kok Fooi, together with then Member of Parliament for Bukit Mertajam, YB Chong Eng, met up with all the women NGOs in Penang to work out strategies for the state government to improve the lives of women. One of the strategies was to form smart partnerships with experienced NGOs to provide better services for women and children, especially in under-served areas.

In recognition of WCC's service and experience in helping women and children in crisis since 1985, the Penang State Government entered into a smart partnership with WCC to expand its services to the mainland. The state government agreed to provide the funds for a new service centre in Seberang Perai while

WCC was tasked with training and management of new staff and operation of the centre. Regular reports were made to the Penang State Executive Council for Women, Family and Community Development for purposes of oversight.

The resulting joint project was aptly named Pusat Perkhidmatan Wanita (PPW). Work immediately commenced with the setting up of a service centre located on the second floor of a rented shoplot.

On 19 January 2009, PPW proudly opened its doors to the public in Seberang Perai. We began our operations by providing free and confidential services for women in crisis seeking counselling and legal advice, and have gone on to help thousands of women and children of all races and religions over the years. PPW has since moved to bigger premises which are located nearer to the Hospital Seberang Jaya to cater for the expanding work of the centre.

After 10 years, if you walk into WCC Seberang/PPW's office on any given day, you will see at least one social worker listening empathetically to a woman or child who has been traumatised by acts of sexual or domestic violence. Her colleague may be out giving a talk to nurses tasked with handling victims of such violence, while another colleague may be arranging workshops for schoolchildren to educate them on prevention of sexual abuse. Our work has expanded steadily in numbers, scope and depth.

We are delighted to share with you the details of our ten year journey.







Towards a Family-focused, Safe and Violence-free Penang

YB Chong Eng

Penang State Exco for Women and Family Development, Gender Inclusiveness and Non-Islamic Religious Affairs

Throughout my 24-year career in politics, I have advocated for the development of healthy and happy families and communities. This cannot take place without providing support for all women and children in need, irrespective of race and religion. That support has to be based on the foundation of safety and the right to be free from all kinds of violence, without which there can be no real growth and progress.

The setting up and funding of the Pusat Perkhidmatan Wanita (PPW) in Seberang Perai over the past 10 years is clear evidence of the Penang State Government's commitment towards building a safe and violence-free society.

PPW is a strategic partnership between the state government and the Women's Centre for Change, Penang (WCC), a highly reputable NGO that has been helping women and children in crisis for more than 30 years - since 1985. However, WCC was unable to service the people on the mainland adequately due to financial constraints until 2009 when the state government stepped in to provide the necessary funds. We are proud to share that over the last 10 years, the Penang State Government has allocated about RM170,000 per year in support of PPW's work.

Through PPW, we are able to better serve the specific needs of women and children on the mainland. This strategic partnership between the State and this NGO is unique and has been very effective as shown by the huge numbers of people helped by PPW. PPW has grown from just providing counselling and support for victims of violence and their families to

teaching children, youths and women in the different communities how to protect themselves. PPW's smart partnership has since extended to almost all the government hospitals on the mainland, the various government agencies and members of the State Assembly and Parliament.

As we celebrate a decade of PPW's growth, the state government pledges to continue to support this worthwhile endeavour.

To mark PPW's 10th Anniversary, the Penang State Government, jointly with WCC and the Penang Women's Development Corporation (PWDC) organised the Penang Goes Orange: I Stop VAWC 2.6km walk on 17 November 2019 to raise awareness on ending violence against women and children.

Striving together towards Penang 2030, I look forward to your greater participation to help the state government build a family-focused and smart state that inspires the nation.





Creating Change in Seberang Perai

Susan Siew
WCC President

Change is possible. This is a belief central to the work that we do at WCC. Through our work of service, education and advocacy, WCC believes that victims of sexual violence can be empowered to take actions to stop the violence in their lives.

As Penangites, home is not just Penang island; Seberang Perai is part of us too. In 2009, after nearly 25 years of operating on the island, the opportunity arose for WCC to collaborate with the Penang State Government and expand our services to the mainland. It was a dream come true.

Pusat Perkhidmatan Wanita (PPW) began as mainly a women's service centre but gradually adopted WCC's multi-faceted approach against gender-based violence. It is often forgotten that the costs of such violence go beyond the private individual sufferings of the victims. Loss in productivity and the costs incurred in healthcare for the victims as well as the resources expended by the justice system to apprehend offenders and provide for their



Through our extensive work, we found that there were higher numbers of cases in Seberang Perai and we felt it was time to deepen our commitment to serve the people in Seberang Perai better. We hired more staff and moved our premises to one that is more accessible and which is nearer Hospital Seberang Jaya.

In 2015, in conjunction with WCC's 30th anniversary, we organised a fundraising dinner to procure our current office in Seberang Perai and named the place WCC Seberang/PPW in 2017.

This publication is a record of ten years of growth and development of PPW and what we have achieved in terms of improving the lives of the community, especially women and children. The testimonials from our clients and our partner agencies speak for themselves, reinforcing our conviction that PPW's work and services for women and children in the mainland of Penang are making an important difference in the lives of those in need.

Our deepest gratitude goes to the Penang State Government, and YB Chong Eng in particular, for the continuous support and funding which has allowed us to grow WCC Seberang/PPW into what it is today.

Thank you for journeying with us all these years. Each of us has been and can continue to be a key part of the change we seek.



What Makes Us Different



The unique *smart partnership* between the Penang State Government and WCC Seberang/PPW is the first of its kind in Malaysia and has enabled us to support and empower many of the women and children who need it most within the state. This groundbreaking collaborative effort demonstrates the commitment of both our state government as well as civil society in upholding the rights and wellbeing of women and children in Penang from all walks of life.

Our clients also receive **end to end services**: counselling, follow-up with law enforcement agencies and court support. All our services are fully confidential and are entirely free of charge. From the time they go to the hospital to seek treatment and the police report is made, to when the case is brought to court, PPW provides emotional support and legal advice to help every client feel safe and confident throughout the process.

We take an *integrated approach* to our work: we *support* women and children undergoing crisis through our intervention services, conduct outreach in schools and communities to *prevent* sexual abuse from happening and advocate for longer term *change* at the level of laws, policies and practices.

In line with this integrated approach, staff from both the WCC Penang Island and WCC Seberang/ PPW offices often work closely together to practise efficient and effective resource sharing.

How We Help



Dr Sumaiyah Bt Syed Ibrahim

Emergency Physician, Hospital Seberang Jaya

"Counselling, support and guidance are particularly crucial during the acute emotional phase following an incident of domestic or sexual violence. WCC Seberang/PPW has been a great help to us not only in providing immediate emotional support to the victims, but importantly also to empower them with knowledge about what to do."



Inspektor Nor Shakila Binti Zainol

Police Investigating Officer, D11 Unit

"Sokongan dan bimbingan dari pihak WCC Seberang PPW kepada mangsa kes-kes jenayah seksual dan keganasan rumahtangga sangat memberikan impak positif. WCC telah membantu mangsa dalam menghadapi perbicaraan, melindungi mangsa dan sekaligus memulihkan semangat untuk bangkit meneruskan kehidupan. Kerjasama yang diberikan oleh WCC Seberang/PPW juga telah membantu pihak polis dalam penyelesaian keskes di mahkamah. Dengan adanya bimbingan dari WCC Seberang/PPW, mangsa lebih yakin untuk memberikan keterangan di mahkamah. Terima kasih WCC Seberang/PPW."



Cikgu Noor Ashida Bt Ab Manaf

School Teacher

"Program OK Tak OK ini banyak membantu murid. Murid faham dan tahu mengenai sentuhan selamat dan tak selamat. Murid pula dah mula mengambil berat tentang pergaulan antara lelaki dan perempuan. Saya dapat makluman balas dari waris sekolah tentang kebaikan program ini. Mereka berkongsi cerita tentang program ini dengan masyarakat luar."

Puan Selvaranjini Selvaraja

Deputy Public Prosecutor

WCC worked diligently in order for the victim to have her say in court. The mental preparation usually makes the victim more confident in giving truthful evidence. I appreciate WCC Seberang/PPW's willingness in learning new things to improve their service and their effort to get all parties involved to sit together for discussions.

How We Change Lives

Women's Stories Project

The moment the butterfly flaps its wings is the moment of breakthrough. It symbolises the transformation from victimhood to empowerment.



The Women's Stories Project was a joint project of PPW and WCC where 13 women clients who had experienced various crises in their lives came together to help each other heal and grow.

By engaging these women to reflect on their lived experiences of pain and hurt, the project helped them to find healing through storytelling, sharing, writing and drawing. It also helped to empower them collectively through group support processes.

The project took place from August 2012 to December 2013 through a series of participatory workshops, small group sessions, individual consultations and a Facebook group.

These experiences culminated in the publication of "Hear Our Stories: The Moment The Butterfly Flaps Its Wings", a riveting publication documenting the women's moving stories of childhood abuse, mental deprivation, marital conflict, divorce and violence, and their triumphs over hardship. Also produced were two calendars for 2013 and 2014 containing the women's drawings and pictures of their handcrafted butterflies, symbolising their transformation.

Through this project, the women bonded and developed a sense of sisterhood with one another. They also improved their self-esteem and confidence, teaming up to perform a dance at the official opening of WCC's new office, helping to sell the calendars and volunteering their services to WCC and PPW.

Our deep appreciation goes to lead facilitators, Dr Chan Lean Heng and Dr Molly Lee, for passionately driving this meaningful project, and to our volunteers and staff, Mariam Lim, Lau Swee Li, Lim Chooi Leng and Annie Yeap for their dedicated support.



Story of Siti Khadijah



Takut masih takut, tapi lebih confident sikit...hidup mesti diteruskan.

In August 2013, Siti Khadijah was beaten up by her estranged husband in the lift of a hospital. Angered by her refusal to persuade their daughter to follow him, he slapped and punched her repeatedly. The entire incident was captured on CCTV. She lodged a police report and the incident hit the news, as the video footage was leaked and went viral on social media.

Siti Khadijah's husband was arrested and charged under Section 323 of the Penal Code for causing hurt.

Siti Khadijah came to WCC Seberang/PPW for counselling and obtained an interim protection order against her husband. WCC Seberang/PPW provided emotional support and court support for Siti Khadijah and her children throughout the entire court process. Her husband was tried and eventually found guilty and sentenced to 8 months' imprisonment and a fine of RM2,000.

Today, Siti Khadijah has become a much stronger person and has moved on. She runs her own business, a bakery, and is bringing up her children as a single mother. She shares in her own words the impact WCC's intervention has had on her life:

"Bila berlaku sesuatu, misalnya masalah dengan suami, kadang-kadang kita tak tahu macam mana prosedur mahkamah. Kita perlukan orang untuk memberi kaunseling dan sokongan kepada kita.

Untuk kes saya, WCC Seberang/PPW telah memberitahu saya tentang bagaimana keadaan dalam mahkamah, dan memberi petua seperti meminta saya tengok muka hakim bila jawab soalan. Jadi saya lebih selesa, tak kelam kabut sangat, kerana lebih tahu tentang proses mahkamah. Daripada situ, saya mendapat semangat. Staf WCC Seberang/PPW akan temankan saya setiap kali ke Mahkamah. Saya rasa lega. Takut masih takut, tapi lebih confident sikit!

WCC Seberang/PPW juga ada membuat kaunseling untuk anak-anak saya. Sebelum itu, mereka berasa takut. Selepas kaunseling, mereka dapat memahami apa yang telah berlaku dengan jelas.

Ramai wanita yang masih tidak tahu nak ke mana bila menghadapi masalah. Baguslah ada WCC Seberang/ PPW untuk membantu mereka.

Bila kita buat satu keputusan, kita tak payah takut. Jadilah seorang yang tabah. Jangan selalu bersedih kerana setiap masalah ada penyelesaiannya. Hidup mesti diteruskan macam biasa."

WCC Seberang/PPW 10

Hospital Partnership



Collaborated with Hospital Seberang Jaya since 2012 and expanded to district hospitals in Kepala Batas and Bukit Mertajam

Clients



Counselled 5,555 women and children in crisis

Services

Victims of Violence



Supported 654 victims of domestic violence and sexual assault in hospitals



Victim Support

Court Support



Supported 83 cases of sexual assault and 31 domestic violence cases in court

Years of Growth (2009-2019)

Children



Reached out to 10,662 primary schoolchildren through OK Tak OK programme

Teenagers



Reached out to **OVER 1,300** secondary school students through Respek and Cybersafety

school Outreach

Training Teachers



One Third (1/3)

of our OK Tak OK programme was conducted by teachers we trained

Communities



3,500 participants have benefited from our programmes



Our Services

Counselling, Play Therapy & Shelter

WCC Seberang/PPW provides critical support for women and children experiencing crisis through counselling, providing information and legal advice.

Clients see our social workers for face to face counselling, or speak to us over the phone. Counselling is available in the client's preferred language. Child clients are accompanied by family members who also receive indirect support.

Child victims have special needs that differ from adults. To help them recover from their trauma of sexual violence, we provide the victims with play therapy for healing. We also provide temporary shelter for women and their children who are experiencing domestic violence.

In the past 10 years, we have provided critical services for nearly 5,555 women and children in Seberang Perai.

Cases We Handle

Women and children, especially girls, are the primary targets of domestic and sexual violence.

At WCC Seberang/PPW, such cases account for 47% of clients who come to us for counselling and support. A serious and alarming situation is that the majority of sexual crime victims - nearly 100 cases in 10 years (75%) - are children. These are just the reported cases; the actual numbers including those that go unreported are likely to be much higher. We also handle many cases involving marital and relationship problems.

We believe that early interventions can contribute to preventing the escalation of violence in the home.





of the victims of sexual violence are children below the children below the age of 18

Our Clients: A Demographic Profile

We serve women and children of various ethnicities. Our clients are mainly from the lower socioeconomic groups of society. This means that they often find it difficult to escape domestic violence, including financial hardship. Many of them also come to WCC for basic information about their rights - information which they do not easily have access to otherwise.

2018 Clients' Statistics



Earned below RM 3.000 per month



Educated up to >50% Educated usecondary



35%

No Monthly Income



Educated up to primary school only

Collaboration with OSCCs, **Hospitals & Clinics in Seberang Perai**

One Stop Crisis Centres (OSCCs) are specialised rooms located in emergency and trauma departments of government hospitals providing integrated treatment to victims of domestic and sexual violence, including examination and collection of evidence.

Since March 2012, WCC Seberang/PPW has actively collaborated with OSCC Hospital Seberang Jaya where the OSCC refers women and child victims to WCC Seberang/PPW for counselling upon their consent. We have expanded this collaboration to include Hospital Kepala Batas and Hospital Bukit Mertajam.



Number of WCC Seberang/PPW Cases Referred by Hospital Seberang Jaya

Year	2012	2013	2014	2015	2016	2017	2018	Total	%
Domestic Violence	23	64	77	51	53	54	53	375	57%
Sexual Assault	17	53	43	42	34	34	56	279	43%
Total	40	117	120	93	87	88	109	654	100%

Our Advocacy

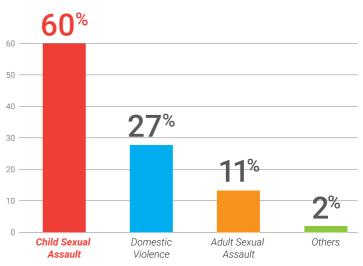
Helping Victims Through The Criminal Justice System

Police investigations and court trials can be confusing and scary for victims of domestic violence and sexual crimes, especially children. Not only is emotional support crucial at this time, it is equally important that victims receive the necessary guidance and legal support in order for them to access justice through the system.

This is where WCC Seberang/PPW comes in. Our interventions include:

- · following up with police officers on the status of investigations to ensure clients are kept aware
- · arranging for pre-trial briefings with Deputy Public Prosecutors
- requesting for interventions by child protectors (by the welfare department) and legal companions (by the Legal Aid Department) where necessary
- accompanying clients to court during trials to provide emotional support and ensuring that victims receive
 the special measures they are entitled to, such as video live link facilities, screens to shield them against
 facing the accused when giving evidence, and child witness rooms.





Victims and their family members tell us that this support has helped them tremendously. They feel safer and more confident to testify against their abusers in court. We believe that protecting the rights of victims in court contributes to bringing perpetrators of domestic and sexual violence to justice.

WCC Seberang/PPW's direct experiences working with victims are carefully documented by our staff. Where there are specific issues and challenges, these are raised during regular inter-agency dialogues and meetings organised by WCC with the police, deputy public prosecutors, courts and so on. This ensures that our advocacy is evidence-based and firmly rooted in realities on the ground.



Supporting A Child Victim of Sexual Abuse

Sham* was an 8 year old girl who was molested by a family friend, a man in his 50's. The perpetrator, Joe*, was her father's co-worker. He was extremely close to the family. Sham's parents were both busy with their work and struggled to care for Sham and her siblings. Joe would help drive the children to and from school. He regularly enjoyed meals with the entire family.

On the pretext of encouraging Sham in her studies, Joe would hug her and tell her what a clever girl she was. He made her feel special. This grooming process extended to physical contact within Sham's home as well. Using the excuse of teaching Sham to sing children's songs, Joe would often get Sham to sit on his lap while caressing her leg, hair and cheek. One day, while this was taking place, Joe proceeded to move his hand up Sham's skirt and force his fingers into her private parts. Sham screamed in pain and her elder sister rushed in to help her. When she saw Sham bleeding, she quickly alerted their mother.

Joe was arrested and charged for molestation.

WCC Seberang/PPW staff contacted the One Stop Crisis Centre (OSCC) at Hospital Seberang Jaya. With her mother's consent, Sham and her mother came for counselling at the WCC Seberang/PPW office. Sham was deeply traumatised by the incident and her sleep was constantly disrupted by nightmares.

Our social worker gave them emotional support and regularly updated the family on the status of the case. During counselling sessions, the social worker shared WCC's "Surviving Court" video with Sham and her mother in order to familiarise them with it. This helped to further reduce their fear and anxiety.

WCC's advocacy officer arranged for a pre-trial briefing for Sham and her family with the Deputy Public Prosecutor. When the time came to attend court for the trial, the social worker arranged for transportation to be provided by the Welfare Department for Sham and her family to help ease their financial burden.

On the trial dates, the social worker and advocacy officer accompanied Sham and her family to court and provided the necessary emotional and legal support.

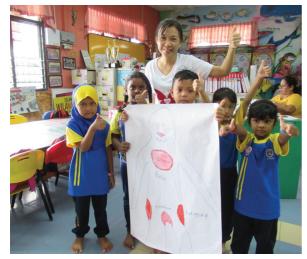
Eventually, Joe pleaded guilty to the charge of molesting Sham. He was sentenced to 10 years' imprisonment and 6 strokes of the rotan.

Sham and her family have moved to another state for a fresh start. With time, Sham is getting better and is moving on with her life.

* Not their real names

Our Outreach







Preventing Child Sexual Abuse

Sadly, most victims of sexual abuse in Malaysia are children. Police statistics in 2018 show that nearly 65% of rape victims, and almost 80% of incest victims, are below 15 years old. Over 90% of child rapes are allegedly committed by persons known well to them, including family members. Educating children on how to recognise and respond against sexual abuse is crucial for prevention. It also enables responsible adults to act promptly to protect children.

Recognising this need, WCC Seberang/PPW has been running a range of WCC's sexual abuse prevention programmes in schools targeted at different age groups.

Primary Schoolchildren

OK Tak OK

WCC's signature child sexual abuse prevention programme, OK Tak OK has been run by WCC Seberang/PPW in Seberang Perai schools since 2010. Targeted at young primary schoolchildren, this programme teaches them how to keep themselves safe by recognising good touch and bad touch, and to inform trusted adults should they encounter any abuse.

WCC Seberang/PPW is very fortunate to have strong support from the Penang state education department and local schools. In particular, what ensures the sustainability of the OK Tak OK programme is the training of our schoolteachers in WCC's Bijak Itu Selamat (Be Smart Be Safe) programme, on how to conduct the OK Tak OK programme for their students.

Between 2010 to 2018, our OK Tak OK programme managed to reach out to 10,662 primary schoolchildren. A third of them (3,491 students) attended programmes which were conducted by teachers whom we trained, and the rest were conducted by WCC staff and volunteers.

Secondary Students & Teenagers

Respek, Cybersafety & Finding My Voice

To prevent sexual exploitation of teenagers, WCC Seberang/PPW has been carrying out specific programme for secondary school children. These are:

- Respek: helps teenagers to understand and practise healthy non-exploitative relationships.
- Cybersafety: raises their awareness on how to stay safe and prevent sexual abuse online.
- Finding My Voice: helps girls develop selfconfidence.

From 2015 to 2018, WCC Seberang/PPW has reached out to over 1,300 secondary schoolchildren and teenagers through these programmes.

Raising Awareness

WCC Seberang/PPW believes that educating and raising awareness on violence against women and children with local communities is a key part of the solution to preventing gender-based violence.

We work closely with Penang State Assemblypersons (Ahli Dewan Undangan Negeri or ADUNs) in Seberang Perai as well as various other organisations to run community awareness programmes in multiple languages on a range of topics including parenting skills, promoting healthy relationships, marriage and divorce issues, financial management, domestic violence, child sexual abuse, sexual harassment and more.





Since 2010, nearly 3,500 participants, especially women from local communities, have benefited from these programmes.

Training Service Providers

Sensitising frontline service providers towards the realities faced by victims of domestic and sexual violence is a critical part of strengthening overall systemic support for them. These service providers include medical personnel such as OSCC and Klinik Kesihatan nurses, and the staff of ADUN service centres.

Over the last 5 years or so, from 2015 to 2018, we have worked together with ADUNs, district offices, hospitals and community clinics to organise such trainings, developing the capacity of over 800 service providers and local community members on sensitive handling of domestic violence and child sexual abuse cases.



Our Resources











WCC Seberang/PPW has wide range of resource materials in multiple languages. These resources were created not only to raise awareness but also to provide much needed information about their rights for the women and children we serve.

Simple, easy-to-understand pamphlets and posters dealing with various aspects of domestic violence, rape, sexual harassment and child sexual abuse are used in several important ways:

- Our social workers share these resources with women and children in crisis who come to seek counselling and legal advice, including to help them understand their legal rights;
- During our public talks and other community outreach activities including our promotional booths, these resources are distributed for free;
- They are also distributed and made available widely at Klinik Kesihatan, ADUN service centres, police stations and other important government agencies.

As the outreach programmes for schools require special resources, WCC Seberang/PPW has also created educational videos, cartoon books and other tools for children which we use during our programmes for children and teachers.

The printing of all these resource materials is fully funded by the Penang State Government for the benefit of the community.

They are also available through our website at www.wccpenang.org

Our People

Working Committee of WCC Seberang/PPW

WORKING COMMITTEE (2019)

Chin Khuan Sui (Chairperson) Josephine Tan Lim Kian Leong Nazima Versay Kudus Nurul Isma June Abdullah

STAFF (2019)

Ooi Say Tee Nisham Kour Salma Farhanah A.Rasid



KEY VOLUNTEERS (2009 - 2019)

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Empowering Seberang Perai Together





I raise up my voice not so I can shout, but so that those without a voice can be heard.

> Malala Yousafzai Nobel Peace Prize 2014 Winner





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