SUKA Society work towards advocating for a victim’s centric approach to protecting trafficked women and children survivors. This report details the project’s progress and impact achieved in 2016.
"At the place where I was kept locked up by the traffickers, I was made to see ten men to provide them sexual services. Nine did not force me when I resisted them, but I was raped by the tenth man. After being rescued by the authorities, I was brought to the protection shelter.

I felt as if I had lost all hope and my world was a dark place. But thankfully I joined many counselling and therapeutic sessions arranged by SUKA Society at the shelter. The sessions really helped me deal with my hurts and I could slowly look forward to life again. After five months in the shelter, I can finally smile again."

Phuong, Trafficked Survivor
Human trafficking has been used as an umbrella term for the act of recruiting, harbouring, transporting, providing, or obtaining a person for compelled labour or commercial sex acts through the use of force, fraud, or coercion. Human trafficking can include, but does not require, movement. People may be considered trafficking victims regardless of whether they were born into a state of servitude, were exploited in their hometown, were transported to the exploitative situation, previously consented to work for a trafficker, or participated in a crime as a direct result of being subjected to trafficking. At the heart of this phenomenon is the traffickers’ goal of exploiting and enslaving their victims and the myriad of coercive and deceptive practices they use to do so.

Human trafficking is ranked third in the international crimes index, after drug trafficking and the illegal sale of guns and weapons. However, unlike drugs and the arms trade, trafficked humans are regarded as commodities and are sold and resold many times over. This compelled service is described in a number of different terms, including involuntary servitude, slavery or practices similar to slavery, debt bondage, and forced labour.

A. HUMAN TRAFFICKING IN MALAYSIA

Malaysia in 2016 is on the United States Tier 2 Watch List (produced by the US State Department’s Trafficking in Persons Report) because of inadequate enforcement efforts in Malaysia to combat human trafficking. Malaysia is a destination and, to a much lesser extent, a source and transit country for men, women, and children subjected to forced labour, and women and a small number of children subjected to sex trafficking.

Malaysia being a signatory of the Convention on the Rights of a Child (UNCRC) has the responsibility to fulfill the standards set within the relevant articles in Convention. Therefore it is our duty to protect these women and children whose lives have been stolen and who have been severely damaged, physically and emotionally. Many of these victims, who are treated like modern day slaves, suffer from depression and post-traumatic stress disorder. Theirs is a struggle to live ordinary lives. They need proper care, counselling and therapy to help them recover from the trauma of abuse.

B. SUKA SOCIETY’S INVOLVEMENT IN COMBATTING HUMAN TRAFFICKING

Since March 2011, we have been working closely with the Council for Anti Human Trafficking (MAPO) and the Ministry of Women, Family and Community Development (KPWK) in protecting women and children affected by human trafficking. We have been given full permission to run therapeutic programmes and activities within the protection shelters for both women and children.

The Ministry of Women, Family, and Community Development maintained seven facilities to house trafficking victims—four for women, one for men, and two for child trafficking victims. The government provided basic services to those staying in its facilities, including food, medical care, social and security. The victims are placed in the protection home to facilitate the prosecution of the perpetrators and until the victims are ready to return home. Depending on the complexity of each case, the victims can be placed in the protection shelter for up to 2 years. At any one time, the numbers in the women’s protection shelter can rise up to over 300 victims and 30 – 40 children in the children’s protection shelter.

SUKA Society plays a vital role in supporting victims of human trafficking in the government shelters by providing victim rehabilitation, counselling services and skills training.

In the 2015 US TIP report, it recommends clearly that a victim centric framework is needed in addressing the plight of trafficked victims. A concern was raised that some government officials continued to view foreign victims as migrant workers and not victims, hampering progress on victim protection efforts.

To improve the plight of trafficked victims (women and children) at the government protection shelter, SUKA Society advocates the protection of trafficked victims by –
1. Conducting therapeutic programmes for trafficked victims at the government protection shelter
3. Training of protection shelter officers to ensure that officers are able to work with trafficked victims effectively.
4. Advocating for a survivor centric approach when protecting victims of human trafficking.
5. Providing case management follow-ups by assisting the victims safe return to their home country.

The 2015 US TIP report recognises the role of NGOs in assisting trafficked victims by recommending adequate allocation of funding to NGOs that provide victims in government facilities access to legal services and effective counselling, including in their native languages whenever possible.

C. SUKA SOCIETY'S IMPACT AREAS

We conduct our weekly therapeutic sessions at the government protection shelters in Kuala Lumpur and Negeri Sembilan for both women and children. We also provide educational sessions for the children at the protection shelter in Negeri Sembilan.

At the children protection shelter, therapeutic sessions are conducted every Monday and Wednesday and educational sessions every Monday, Tuesday, Thursday and Friday. At the women’s protection shelter, therapeutic sessions are conducted every Thursday and Friday.
D. SUKA SOCIETY’S ACTIVITIES IN PROTECTING VICTIMS OF HUMAN TRAFFICKING (2016)

In 2016, we conducted a total of 278 therapeutic, educational and skill based programmes in the KL Women’s Protection Shelter and Rembau Children’s Protection Shelter. Depending on the residents’ intake at the protection shelter, we can be working with over 300 women and 30 children at the protection shelters. We assisted 30 women and children in finding a safe passage home through our 43 case management sessions. We also conducted 6 training sessions, training 78 protection officers in total.

<table>
<thead>
<tr>
<th>Type of Activity</th>
<th>Sessions</th>
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<tbody>
<tr>
<td><strong>Health and Emotional Wellness</strong></td>
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<tr>
<td>1. Therapeutic</td>
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<tr>
<td>- Counselling</td>
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<tr>
<td>- Art Therapy</td>
<td>2. Medical</td>
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<td>- Group Therapy</td>
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<td>- (Emotions Chart &amp; Topical Discussions)</td>
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<td>- Emotional Freedom Techniques</td>
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<td>- Mandala Art</td>
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<td>- Process Painting</td>
<td>3. Physical Exercise</td>
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<td>- Yoga Exercises</td>
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<td>- Martial Arts Sessions</td>
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<td>- Meditation</td>
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<td>2. Medical</td>
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<td>- Medical Screening</td>
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<tr>
<td>- Dental Screening</td>
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<td>- First Aid</td>
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<td>3. Physical Exercise</td>
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<td>- Badminton</td>
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<td>- Aerobics</td>
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<td>- Dancing (Zumba)</td>
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<tr>
<td><strong>Empowerment and Advocacy</strong></td>
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<td>1. Justice and Rights</td>
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<td>- Orientation on the Justice</td>
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<td>- Process and Their Rights</td>
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<tr>
<td>- Awareness on Trafficking</td>
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<tr>
<td>2. Residents Cohesion Activities</td>
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<tr>
<td>- Getting to Know You Sessions</td>
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<tr>
<td>- Team Building Games</td>
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<td><strong>Residence Relation Programmes</strong></td>
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<td>1. Celebration of Festivals</td>
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<td>- Chinese New Year</td>
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<td>- Hari Raya</td>
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<td>- Deepavali</td>
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<td>- Christmas</td>
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<tr>
<td>2. Residents Cohesion Activities</td>
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<td>- Getting to Know You Sessions</td>
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<td>- Team Building Games</td>
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<tr>
<td><strong>Skills Development</strong></td>
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<tr>
<td>1. Handicraft</td>
<td>2. Food &amp; Pastry Making</td>
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<tr>
<td>- Knitting</td>
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<td>- Jewellery Making</td>
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<td>- Beading</td>
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<td>2. Food &amp; Pastry Making</td>
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<td>- Baking</td>
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<tr>
<td>- Food Salad, Chicken Rice, Dumplings &amp; Soup</td>
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<tr>
<td><strong>Education and Enrichment</strong></td>
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<tr>
<td>1. English</td>
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<td>- Writing (Sentences, Short Essays &amp; Letter Writing)</td>
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<tr>
<td>- Grammar</td>
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<tr>
<td>2. Food &amp; Pastry Making</td>
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<tr>
<td>- Perimeter</td>
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<td>- Polygon</td>
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<td>- Index</td>
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<td>- Fraction</td>
<td>101</td>
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</tbody>
</table>
Conversational Skills
Reading & Pronunciation
Spelling
Singing & Nursery Rhymes
Thematic Discussions

2. Mathematics
Numbers in Order
Whole Numbers
Basic Arithmetic
Time
Multiplication & Division
Simultaneous Equation
Quadratic Equation
Money
Algebra

3. Science
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How to Plant a Bean
Photosynthesis
Animals, Mammals
Reptilian & Amphibians
Vertebrate & Invertebrate
Dinosaurs
Water & Air
Solid, Liquid & Gas
Rainbow & Rain
Sun, Moon & Planets
Basic Living Being Needs
Desert & Its Living
Benefits of Coconut
Benefits of Banana Tree
Diseases, Causes & Treatments
Eyes, Nose & Mouth

Training for Government Protection Shelter Officers
Dealing with Conflict Situations
Trauma Informed Care
Personal Care & Stress Management
Team Building Session

Case Management
Survivors Orientation
Medical Intervention
Interpretation Services
Linking With Regional NGOs for Returnees
Assisted Returns

E. 2016 PROGRAMME HIGHLIGHTS

Residents Cohesion Activities (8th January 2016, KL Protection Shelter)
In 2016, we conducted 34 residence cohesion activities to help encourage survivors live harmoniously during their time at the protection shelter. For the women’s protection shelter, living with 200-300 persons at any one time can be very challenging. In this session, we conducted games that help the survivors know each other’s names, country of origin and something special about themselves. Our session helps the survivor learn how to accept people from different countries.
Festive Celebration, Chinese New Year (8th February 2016, KL & Rembau Protection Shelters)

We celebrated Chinese New Year with all survivors by sharing the history and origin of the festival. We encouraged all survivors to participate in the celebration. We showed the women how to make Chinese New Year lanterns and we also presented some CNY cookies, mandarin oranges and red packet as a love gift to all survivors. We also prepared some door gifts packed with toiletries for their daily use and to encourage them to keep clean and healthy at all times. We commenced the celebration with a loud presentation of fireworks. Survivors enjoyed the whole celebration. Together with the celebration, we also organised health talks and a film screening to empower women to stand up against violence against women. For the children at the Rembau Protection Shelter, we decorated the shelter by making Chinese paper lanterns and dragons using manila card and crayon. The children also made origami red packets. A Chinese New Year lunch of pizza, muffins, cookies, mandarin oranges and soft drinks was served. We then presented each child with a red packet and goody bags to express love and peace during the New Year.

Dental Screening and Clinic (9th March 2016, Rembau Protection Shelter)

Children were divided into three groups: Vietnamese, Malaysian and Indonesian. Groups were divided so that we can assist the dentist with their language barriers. Dentists from PPUM taught children the right ways of brushing their teeth. The PPUM team gave them a new toothbrush and toothpaste and got all children to brush their teeth in a correct manner. The children were also given a dental screening. Before the screening, the dentist interviewed the children on their health issues as well. Scaling and cleaning was done for some of the children. In total, five extractions were done. A report has been given to the protection shelter management for follow-up sessions in future. Children who were treated were taught how to take care of their teeth.

English Lesson, My Family (9th April 2016, Rembau Protection Shelter)

We introduced the word “family” to the children. We then taught the survivors how to spell and pronounce the word in a correct manner. We then asked them to share words that are related to the word ‘Family’ such as father, mother, siblings, loved ones and so on. Some children also shared about their own family stories. The children were given coloured papers to create a creative family tree using some decorative items and colours. The family trees were pasted on the wall once they were completed.

Understanding Human Trafficking (29th June & 15th July 2016, KL Protection Shelter)

We shared and explained to the survivors what constitutes human trafficking and explained why the survivors were brought to the shelter. The special enforcement team from Bukit Aman D7 unit was present to explain the process of conducting a raid, the anti-trafficking in persons act and the documentation of trafficked survivors. The survivors were also allowed to share their views and ask questions as well. We helped with the interpretation and moderating the session.

We conducted a similar session on 15th July. This session was conducted in Tamil for 12 women from Chennai and Andhra Pradesh. Staff had difficulties communicating with these women and felt they were not participating in any activities. The session was conducted in their native language and that enabled them to understand the function of the trafficked protection shelter. They were taught shelter guidelines, community living lifestyle and participation in activities conducted by various stakeholders. They asked several questions regarding their case and they were helped accordingly.
To help with the briefing of trafficked survivors, we will regularly use an orientation video for trafficked survivors created by our supporters Planet Films. Planet Films helped us develop the video in different languages based on the background of victims at the shelter. The video played to the interim protection order survivors and protection order survivors as an orientation tool for them to understand why they are at the protection shelter and how they will be protected at the shelter. The video gives them information on who the stakeholders are and the type of support given to them.

- **Skills Development (30 June 2016, KL Protection Shelter)**

  We taught the women survivors how to knit accessories such as handbags, baby hats, children’s clothing and phone pouches. The survivors shared that repetitive action of needlework puts them in a relaxed state. Learning craft activities such as knitting, jewellery making, beading and so on provides the survivors an income generating skill they can use when they return home.

- **Festive Celebration, Hari Raya (21st July 2016, KL & Rembau Protection Shelters)**

  This year, we did a community based celebration where we set up stalls for all survivors to cook and display food from their country of origin. The feedback from the survivors was that they felt empowered and proud of their culture and heritage. All the survivors enjoyed the celebration, as they were able to bond over food and also got to try different food from the region. As for the children in Rembau, we explained why Muslims celebrate Hari Raya. We then introduced to the children a few traditional games to the children and got them to dress up in Malay costumes. The survivors children then bonded over lunch eating nasi lemak and chicken masala.

- **Group Therapy, Emotions Chart (24 August 2016, Rembau Protection Shelter)**

  We did an emotion mind mapping activity with the children to help them express their happy and sad moments. Children are to brainstorm the various types of emotions they have experienced and draw on the graph to chart their positive to negative and neutral emotions. At the end of the activity, children shared the mixed feelings they experienced in a group facilitated by a trained counsellor.

- **Mathematics, Money (6th October 2016, Rembau Protection Shelter)**

  Our lesson discussed the functions and value of money in our daily lives. We discussed positive ways of earning money and negative ways of earning money. They were taught about using money as a business transaction. They were also provided with the latest currency exchange based on the countries they were from. The main lesson taught the children how to mentally add and subtract different monetary denominations. The children were also briefed on the consequences of earning money the wrong way.
Festive Celebration, Deepavali (31st October 2016, KL & Rembau Protection Shelters)

During the Deepavali celebration at the protection shelter, the women were introduced to Rangoli art. They also made decorations from colourful papers signifying a joyous festive celebration. The women spent some time crafting the papers into beautiful flowers. For lunch, our volunteer, Ganesh and ten of the survivors cooked up a wonderful feast for everyone. Together they learned to cook and prepare chicken potato stew and a variety of Indian vegetable dishes. The women really enjoyed the celebration. For the children at Rembau Protection Shelter, we conducted a sharing on the origin of Deepavali. We had lunch over an Indian spread of Briyani rice, chicken masala, vegetables, fruits and snacks. The children also played games during the celebration.

Group Therapy, My Village (14 November 2016, Rembau Protection Shelter)

The children shared on the topic “My Village”. They shared on their memories of their village back in their home country. They also shared about their families, friends and people they knew in their village. What they shared was then listed on the white board for discussion. By the end of the sharing, children were told to transfer all discussion topics into drawing on an art block and coloured their drawings. Our counsellor facilitated the discussion and helped the children through the thoughts and emotions shared.

English, Feelings (15th December 2016, Rembau Protection Shelter)

For this session, we conducted a game that allowed the survivors at the protection shelter to talk about the different types of feelings they experienced. A paper was stuck at the back of each survivor and each one of them was asked to write their feelings and opinion about another person on the paper. They are allowed to write as many things as they like. After the activity, they were then asked to write down the positive and negative feelings on their own paper on the white board. We then debriefed the activity and helped some of the children resolve some of the negative feelings of each other. They were also taught how and when to express their feelings appropriately and how our feelings can impact others. Survivors were taught in a tangible way how to overcome their negative feelings and to create positive ones.

Case Management (KL & Rembau Protection Shelters)

Our case management officers work with trafficked survivors and relevant government departments to assist with the investigation and safe passage back to their home country. Our case management programme involves providing interpretation services for Vietnamese survivors using some of our Vietnamese volunteers and NGO friends.

In February, we assisted four Vietnamese survivors prepare for their court case by providing interpretation service to assist the Deputy Public Prosecutor (DPP) in charge of their case. Our volunteer interpreter went above and beyond by securing funding to purchase the plane tickets for the four Vietnamese survivors to return home safely. The case management effort reduces the risk of re-trafficking faced by the survivors. In the same month, we assisted an officer from Bukit Aman with the investigation of a trafficking case involving seven survivors.

In July, we assisted the DPP and the Investigating Officer (IO) from IPD, Kuala Lumpur by providing interpretation services for the case involving eight Vietnamese survivors. The following month, one of the survivor complained of pain throughout her body and black spots on both her legs. We brought her to the hospital to seek medical treatment. Unfortunately, she diagnosed with late stage HIV. We explained to the survivor about the severity of her illness. We advocated for her to be sent home as soon as possible so that she can spend time with her family. To expedite the return process, a volunteer managed to secure funding for a flight ticket for the survivor and also arranged for an NGO to receive the survivor from the airport in Vietnam.

In September, we assisted the DPP and IO from IPD KL by providing interpretation services for the case of seven survivors from India. In the same month, we helped in another case of three Vietnamese children survivors. We had a meeting with the immigration officers to discuss documentation issues the children were facing. At the meeting, we contacted the families of the three children and also made arrangements to obtain their travel documents.
F. EVALUATING & MONITORING THE ACTIVITIES/PROGRAMMES’ IMPACT

As an organisation, it is crucial that the work we do produces the desired improvements and change. As such, we make significant efforts to measure the effectiveness of our activities. The following is the monitoring and evaluation report (M&E) for the work done in 2016 at both the KL Women’s Protection Shelter and Children’s Protection Shelter in Rembau, Negeri Sembilan.

F1. M&E: KL WOMEN PROTECTION SHELTER

Introduction

At the time this report was written, the KL shelter had 232 resident female survivors from 11 nationalities. These include countries like Vietnam, Thailand, Cambodia, Indonesia, Laos, Philippines, Sri Lanka, India, Nigeria, China and Malaysia. Typically, survivors living in this particular shelter are 18 years old and above.

Activities at the shelter are held weekly on Thursdays and Fridays and involve various activities which are conducted to provide women with opportunities to express their emotions, get health screenings or check-ups and also obtain much needed breaks from the monotony of being confined to a small space for an extended period of time. In most cases, these reports find that the residents of these shelters to be quite bored in these shelters and are grateful for the relief they get from the activities provided by the ATIP programme. ATIP programmes are made possible with the help and contribution of volunteers. They provide the expertise for activities such as dance or aerobics classes, yoga, self-defence, art and crafts. During health check-ups and legal advice briefs, the appropriate professionals are brought in for these cases. To date this year, ATIP has conducted 101 programme sessions.

Data Collection & Methodology

For the purposes of monitoring and evaluating the activities done in the Kuala Lumpur Protection Shelter, SUKA Society began collecting data on the various activities and services it provides for the survivors. The purpose of this exercise is to provide information that can be used to evaluate and monitor the kind of impact that these activities and services have on the survivors.

Taking into consideration the initial challenges faced in obtaining data from the residents, the decision was made to interview the residents instead of requiring the residents to input the data through writing on a questionnaire. This presented its own challenges as the project coordinator would have had to interview the residents individually and there would be too many interviews to conduct considering the time and human resources constraints.
To circumvent these challenges, it was then decided that the interviews would take the form of focus groups where the project coordinator could interview residents in groups rather than individually. These groups could be gathered together according to their respective nationalities so that a translator could be present to translate where needed. This arrangement would also help residents feel more comfortable as they may feel intimidated by the one-on-one interviews. This arrangement would also serve to help the project coordinator to verify information amongst the residents.

Samples

Since a focus group method would be used, the decision in choosing the appropriate sample groups would follow two conditions. The first would be that the groups are of nationalities who spoke the same language and the second that the groups would consist of residents who have had their protection orders revoked, which indicated that they are in the process of being repatriated back to their home country. Thus, these focus groups can also be considered as group exit interviews where residents who have experienced the programme can give their feedback regarding the programme and its effectiveness. This arrangement also meant that the project coordinator will not have to make multiple visits to collect the data, but rather conduct the focus group only when there are residents leaving the shelter after their protection orders are revoked and they are preparing to return to their country of origin. The number of focus group participants may vary from group to group, some numbering as few as 3 and as many as 20 participants. To facilitate better understanding when communicating with the residents, a volunteer translator may be required to help with asking the questions and seeking clarification from the respondents.

The Questionnaire

The questionnaire consists of 8 questions divided into two categories. The first covers feedback on the activities held in the shelters and the other covers personal well-being. Activity feedback questions in the questionnaire are aimed at determining the effectiveness of the various activities and the factors that contribute to the response towards the activities. The second sets of questions are aimed at determining the effect that the activities have had on the residents of the shelters. It is hoped that the questions would be able to draw out more personal sharing about the residents’ well-being of the residents before and after the activities are held in the protection shelter.

In order to quantify the responses in the questionnaire, responses were divided into three profiles. The focus group facilitator can therefore record the number of participants who have responded positive, neutral or negative. The focus group facilitator can therefore record the number of participants who have responded positive, neutral or negative to the questions. This will allow the facilitator to calculate the percentages of the three response profiles out of the total number of participants in the focus group. Each response profile is attached to a set of rubric that is included in the questionnaire so facilitators can keep track of the responses and identify the responses as positive, neutral or negative.

Results

For the year ending 2016, a total of 3 exit focus groups were conducted at the KL protection shelter. The groups consisted of 3 participants from Thailand, 4 participants from Vietnam and 19 participants from Indonesia. The participants have stayed in the protection shelter for an average of 5-6 months and were awaiting repatriation to their home country. An interpreter for the Vietnamese group was available to help translate the questions. However the Thai group did not have an interpreter and facilitators were forced to rely on the limited English of the participants. The Indonesian group did not require an interpreter as the Malay language is similar to Bahasa Indonesia thus the facilitator being fluent in the Malay language could easily communicate with the participants.
There was a total of 26 individual participants from the three groups combined. The results for the overall average of responses were largely positive accounting for 74.9% of the responses. As for the neutral responses, the average percentage was 9.7% and the negative responses averaged 15.4%. The table below summarises the overall average responses for all 26 participants.

The specific breakdown of positive, neutral and negative responses for each of the groups are as follows:

<table>
<thead>
<tr>
<th>Percentage of Thai survivors response</th>
<th>Percentage of Vietnamese survivors response</th>
<th>Percentage of Indonesian survivors response</th>
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</thead>
<tbody>
<tr>
<td>Positive: 74%</td>
<td>Positive: 29%</td>
<td>Positive: 14%</td>
</tr>
<tr>
<td>Neutral: 17%</td>
<td>Neutral: 54%</td>
<td>Neutral: 59%</td>
</tr>
<tr>
<td>Negative: 8%</td>
<td>Negative: 15%</td>
<td>Negative: 85%</td>
</tr>
</tbody>
</table>

Analysis

The KL protection shelter recorded high majority of positive responses to the programme that are run by the ATIP programme. On average, over 74 percent of the responses to the programmes were positive. This reflects an overall acceptance of the programme and in general, shows the positive effects that the programme has on the residents of the KL Shelter. This also showed that some measure of temporary therapeutic relief can be achieved with their participation in these activities which were designed to keep the survivors occupied and give them a brief respite from the anxiety and stress of their situation even for a short amount of time. This was evident when participants of the focus group were able to name their favourite activity which ranged from activities like watching movies to art and craft activities.

Physical activities were also mentioned but there were caveats to their responses. One example is their lament of the conditions of the shelter and the challenges they face in keeping up with hygiene. In this particular case, the number of people in the shelter has made water supply an issue and the number of washrooms in the building is inadequate. This has affected their participation in physical activities like yoga or aerobics because they consider it an inconvenience when they have to wash up later. As such, they would rather not participate in physical activity. While SUKA recognises the situation in these shelter are not ideal, the residents have made it clear that they are appreciative of the more physical programmes. However, their participation is hampered by the number of survivors in the shelter.

In terms of personal wellbeing, the positive responses also reflect that participants are in good spirits in spite of their situation and have some ability to cope with their predicament. This indicates that residents are able to observe that their situation in the protection shelter may be mitigated by participation in activities at the shelter. Participants of the focus group were also able to articulate suggestions for the type of activities they want to do at the shelter with some residents asking for other activities to be added in to the programme. Some of these suggestions have been taken into consideration by the Programme Coordinator.

While there has been success in bringing relief to the residents of the KL shelter, there are also some neutral and negative responses to the experiences in the shelter. This is reflected in the average percentages for neutral and negatives responses, which are 9.7 percent and 15.4 percent respectively. These numbers reflect that a considerable number of responses should draw attention to the ways in which the programme may be improved. It is however important to note that in analysing responses given during focus groups, much of the concerns raised by the residents are related to issues connected to the conditions of the shelter. Some examples include insufficient space in the shelter, lack of beds and the lack of toilets and washrooms. These conditions may contribute to continued anxiety and unease felt by the residents, however issues regarding the condition of the shelter and its management remain beyond the jurisdiction of SUKA Society who are only invited to run programmes at the shelter.
F2. M&E: CHILDREN PROTECTION SHELTER, REMBAU

Introduction

This report is an overview of SUKA Society's work in the Rembau Protection Shelter. It will provide a brief background into the work of SUKA Society under the Anti-Trafficking in Persons (ATIP) programme. It will also provide a brief guide to how this programme is monitored and evaluated for future reference and reporting purposes. At the beginning year 2016, SUKA Society added another endeavour to the ATIP programme. The Education Enrichment Programme seeks to provide survivors in the shelter with some basic knowledge and skills in the form of topical sessions three times a week, covering sessions in English, Math and Science. An overview of this additional value add to the programme is also included in this report.

Background

The Protection Shelter in Rembau consists mainly of children between the ages of 7-18 years of age. This particular protection shelter is for girls as the genders of the trafficked survivors are segregated. At the time of this report, there are 24 survivors and one 11 month old baby living at the shelter. There are survivors from Vietnam, Laos, Indonesia and Malaysia. Of these 24 survivors, 8 have Interim Protection Orders (IPO) while 11 have Protection Orders (PO). The remaining 5 have had their POs revoked because they are currently waiting for their documents to be processed. 23 of the survivors have been victims of sexual exploitation and only 1 of the survivors is a victim of labour trafficking.

The ATIP programme has been active for 6 years providing therapeutic relief activities to trafficked survivors in various ways. This includes activities like art, cooking and games, which help to relieve stress and trauma. Therapeutic activities like emotional mind mapping focus more on confronting emotional and mental state of the girls. The girls in this shelter are also involved in activities such as festive celebrations and special events held in the shelter to foster community spirit and unity amongst the different people groups living in the shelter. The ATIP programme also provides medical screenings and visits from doctors who prescribe medication for these girls. These activities feed into the core objectives of the ATIP programme for the shelter in Rembau, which strive to provide Healing & Therapy, Physical & Emotional Wellness, Community Building, Health and Empowerment to the girls. However as of this year, the ATIP programme has also taken on the challenge to provide some form of education for the survivors at the Rembau Shelter who are made up exclusively of minors.

Education Enrichment Programme

Above and beyond the activities already mentioned, 2016 marks the beginning of the Education Enrichment Programme. This programme consists of 3 sessions that cover basic English, Mathematics and Science, as subjects that will be taught to the survivors at the Rembau shelter. The main goals for this programme are to improve communication skills, develop life skills, improve general knowledge and encourage learning and discovery.

Each subject will be taught once a week by a volunteer and will feature interactive activities. English lessons will cover basic greetings, conversational English and simple phrases used in everyday life. Mathematics will cover the basics of addition, subtraction, multiplication and division, while also developing problem solving and analytical thinking skills. Finally, Science sessions will include the teaching of simple scientific principles taught using interactive or visual demonstrations.
Challenges for the Education Enrichment Programme

This programme’s main challenge lies in the transient nature of the Rembau Shelter's population. Survivors are not required to stay at the shelter long term as they are to be repatriated back to their home countries. As such, their time in the shelter may only be a matter of weeks and at the most several months, although there are exceptions to some of these circumstances. This limits the scope of the education programme in terms of how much can be taught. Thus, the limitations have taught us to be strategic in providing education in these circumstances. The decision to focus on English, Mathematics and Science was made on the emphasis that although many survivors are not in the shelter long term, they will still be able to learn valuable skills if the sessions are handled topically.

Data collection and Methodology

For the purposes of monitoring and evaluating the activities done in the Rembau Protection Shelter, SUKA Society began collecting data on the various activities and services it provides for the survivors. The purpose of this exercise is to provide information that can be used to evaluate and monitor the kind of impact that these activities and services have on the survivors. At the moment, more data is still being collected to provide enough information for analysis; however some of the information that has been collected may provide some initial conclusions after running these activities over the first half of this year. Data is collected through exit surveys, interviews and focus group discussions. In view of the transient nature of the protection shelter's population, it was decided that more qualitative data would reflect the individuality and subjectivity of the survivor's experience. It is hoped that the more subjective and targeted data collection will provide better snapshots of the survivor's experiences and response to the activities that the ATIP programme provides.

Exit Surveys

Exit surveys are carried out when survivors are getting ready to be repatriated back to their home countries. The surveys are designed to be simple and non-threatening to the survivors and are usually translated into their own language as much as possible to facilitate more comfortable sharing of information. The exit interview covers two parts. The first is the experience of learning from the Education Enrichment Programme and the second is an overall impression of the other activities done at the protection shelter.

Interviews and Focus Group Discussions

The interview and focus group discussions are used to determine the impact of the Education Enrichment Programme on the survivor’s acquisition of knowledge. In this situation, we aim to determine, in particular their communication skills and their ability to use simple phrases in English. Survivors are either paired together or paired with a volunteer and proceed to exchange greetings and other basic phrases. The process is recorded for evaluation purposes. The exchange is judged on fluency, pronunciation and accuracy.

Focus group discussions are mainly used to determine the survivors’ ability to respond to external stimulus using English. This is performed in the form of showing the survivors pictures. Based on the pictures, survivors are asked questions and encouraged to respond to what they see in the pictures. Again, these focus group discussions are recorded and their conversations with the facilitator are evaluated.

Results

At the time of this report, there are five exit interviews that have been completed. The exit interview's first section is focused on the three subjects and the survivors’ experience learning the English language.

English, Mathematics and Science

Results show that all three students who are slated to leave the shelter have had prior opportunities to learn English and are therefore exposed to the language. According to the survivors, learning English is a positive activity as the benefits of the language allows for wider communication across cultural
and geographic barriers. As such, it is noted that these survivors have some sense of a global outlook, recognising the value of dominant languages such as English. Further discussions reveal that survivors have had prior interest in the language at a younger age as well. On the other hand, survivors report that the biggest difficulty in learning English often revolves around spelling, pronunciation and writing which have been documented as their biggest challenges in learning the language. One individual also found learning difficult because of the trainer’s speed when talking during sessions. Finally, survivors have responded that learning the language will help them when they return home.

For mathematics, survivors’ responses are somewhat mixed. Some clearly expressed a preference to learning the subject because of its defined and definitive answers and solutions to problems while others may feel that the difficulty of the problems discourages their interest in the subject. Algebra, multiplication and fractions seem to be the favourite topics during mathematics sessions, while memorising multiplication tables and geometry are not seen as positively. Of the five survivors, three did not enjoy Mathematics as much as English.

Finally, responses for the science sessions have shown that the preference towards the subject was quite negative. Only one of the five survivors responded that science was interesting and wanted to learn more science when she returned home. When asked why she enjoyed the subject, she responded that it helped her learn more about animals. Although she admitted that complex concepts in science are hard to understand, she felt that science was important. The other four survivors did not respond much to science classes, finding the sessions not to their interest.

General Impression of ATIP activities

The general response from these five survivors was positive. Some activities particularly stood out for these survivors namely drawing, dancing and creating crafts like bookmarks and posters. When asked about how these activities made them feel, survivors mention being happy and relaxed. One particular response was telling as a survivor mentioned that she constantly thought about her family and worries. The activities help keep her mind from missing her family. Others report that the activities help them manage their stress levels and keep their minds off their current situation. There were also requests for more physical activities such as Aerobics. In general, the survivors felt that the activities are good because it keeps them occupied and relieves boredom. None of the five survivors recorded any negatives from their experiences doing the activities.

Interviews and Focus Group Discussions

23 of the survivors did paired interviews exchanging greetings in English. The video recordings showed that the survivors have basic greeting skills and the ability to pronounce the words well and have achieved competent fluency and accuracy in their exchanges either between their fellow
survivors or with a volunteer. They are able to greet, introduce themselves, and provide other information about age and where they are from. Survivors are also able to elicit a response by asking questions. There were two focus groups held. Each group were shown two pictures, the first was a family picture with grandparents pictured as well. Many, if not all the survivors were able identify the family members in the picture and were able to explain and describe their own family by explaining how many people are in their family and how many siblings they have. The second picture is a picture of a village scene. Many survivors related to this picture as they explain that it looks like their own village. In general, survivors were able to describe what they saw in the picture with some prompting, but were not able to make inferences in English.

**Conclusion**

While there is still much more data to gather regarding the activities that are done under the ATIP programme, this report aims to provide a snapshot of the programme's progress in the first half of this year. As a whole, the response for the activities have been largely positive and have provided a measure of relief to the survivors. In addition to the general activities that provide therapy and relief to the survivor, the Education Enrichment Programme has also added an education value to the work SUKA Society is doing in the Rembau Protection Shelter.

A more precise analysis may be needed to determine the full impact of these activities and this would require more sample data which will be gathered as the year progresses. With more data inputs, SUKA Society is confident that the activities conducted by case workers and volunteers would have played a significant role in bringing relief, therapy and education to the survivors at the Rembau Protection Shelter.

**G. TRAINING FOR GOVERNMENT PROTECTION OFFICERS (KL & Rembau Protection Shelter)**

1. **Trauma Informed Care Training**

   KL & Rembau Protection Shelter staff members were given training on Trauma Informed Care to enable them to recognise traumatic situation and levels faced by the survivors. Stress and Conflict Management Skills Training were conducted to manage crisis and ways to channel them positively.

2. **Personal Care, Stress & Conflict Management Skills Training**

   A certified counsellor conducted a stress and conflict management training for the government protection officers and staff in the both protection shelters. The training is aimed to help the officers cope and manage during stressful situations which they may face at work. The trainer also discussed ways to overcome and avoid conflict at work. This is to encourage the officers and staff to work together as a team and provide better care for the trafficked survivors.

3. **Team Building Session**

   We organised a team building session for the officers and staff at the government protection shelter for trafficked children survivors and women in Rembau and Kuala Lumpur. Each activity required the participants to undergo proper planning, working together as a team and effective communication to succeed. We also discussed how they could apply what they have learned from the activities into their roles at the protection shelter. Ultimately, we hope that the session will help them work more effectively as a team to provide better care and protection for the survivors.
H. EXPENSES REPORT FOR ATIP 2016

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<th>Project Cost</th>
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<td>ATIP Programme (RM400 X 220 sessions)</td>
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<td>Education Programme (RM300 X 101 sessions)</td>
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I. ADVOCACY AND AWARENESS

Over the years, we have worked on advocating for a victim centric approach to the protection and care of trafficked survivors. Our advocacy and awareness efforts has led to us to be members of the joint NGO-Government Working Committee to assist the government protection shelters in improving the quality of their services. Every year, we will conduct a series of training modules developed specifically to equip government protection officers in their work with trafficked survivors. Together with other NGOs, government agencies and various stakeholders, we constantly push for positive changes in our national policies, guidelines and legislation regarding anti-trafficking.

☐ KL 24 Hour Race

As we are a small team primarily focused on providing services for trafficked survivors, awareness efforts on trafficking have always been done in collaboration with other partners. Over the past few years, we have been privileged to work with KL 24 Hour Race to bring awareness on human trafficking issues to thousands of students and their parents within the Klang Valley. KL 24 Hour Race being a student-led initiative, connects with numerous schools, raising not only funding but also commitment from the students to fight against modern day slavery. Their support has been pivotal to the work we do with the trafficked survivors.
**Education**

As an NGO who works in the protection shelter, we have also been invited to share on the issue of human trafficking at various speaking engagements and discussions to highlight the plight of victims and the challenges in combating this crime.

**J. ACKNOWLEDGEMENT**

SUKA Society would like to acknowledge and express our appreciation to Datuk Paul Low (Prime Minister’s Office), Anti Trafficking in Persons and Anti-Smuggling of Migrants Council (MAPO), Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (KPWK), US Embassy, KL 24 Hour Race, all the schools and students involved in the 24 Hour Race and all SUKA Society volunteers for their assistance, partnership and support in our efforts in combating human trafficking in Malaysia.

**K. CONTACT US**

To contact us -

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- Volunteer: www.sukasociety.org/volunteer-your-time/
- Sponsor: www.sukasociety.org/be-a-sponsor/
SUKA Society is set up to protect the best interests of children. We work towards:

- Protecting trafficked survivors
- Advocating for children affected by detention
- Creating greater access to education
- Promoting children’s rights through public awareness programmes

Please contact us if you would like to support or donate to Persatuan Kebajikan Suara Kanak-Kanak Malaysia (SUKA):

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