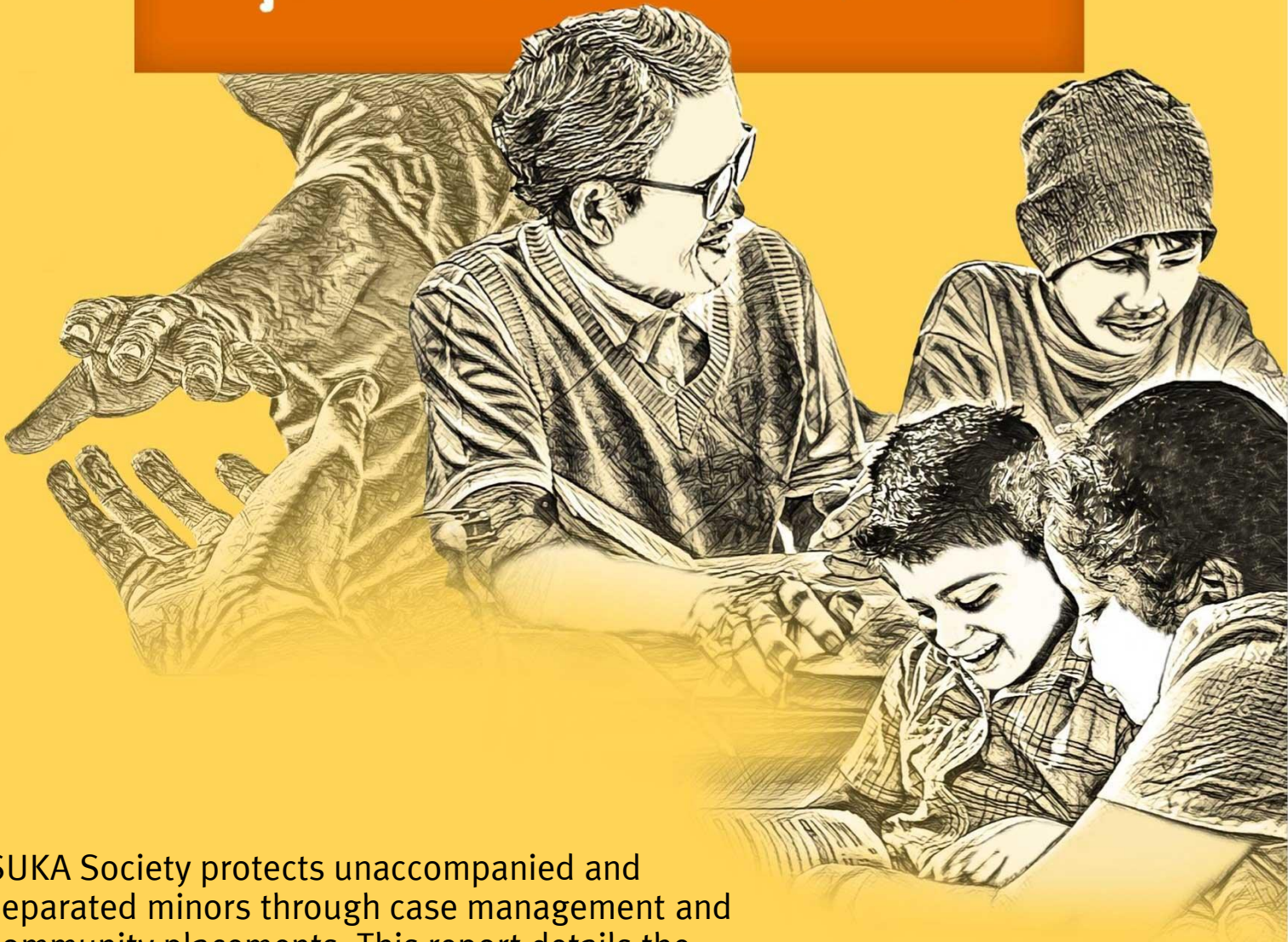


# Providing Case Management for Children at Risk



SUKA Society protects unaccompanied and separated minors through case management and community placements. This report details the project's progress and impact from 2024.

# Programme Overview

## Background

Refugee, asylum seeking and stateless children in Malaysia face a highly unpredictable life. This is because Malaysia is not party to the 1951 Refugee Convention, the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness. As our immigration laws make no distinction between refugees, asylum seekers, stateless persons or undocumented migrants, anyone—including children without the necessary legal documents—are subjected to arrest and detention. The difficulties faced by a refugee, asylum seeking or stateless child are further compounded if the child is also unaccompanied or separated from his or her parents/primary caregiver. The lack of protection space in the country coupled with the absence of caregivers puts unaccompanied and separated children (UASCs) at a significant risk of abuse, violence and trauma.



Children who are unaccompanied or separated from their main caregivers are particularly vulnerable to the risk of exploitation, abuse, and trafficking due to their lack of protection and support. Children may be separated from their parents while fleeing from armed forces or being smuggled by human traffickers. Parents may also send their children alone to seek better economic opportunities or safety from war and conflicts.

Unaccompanied and separated children (UASCs) may have witnessed violence, lost loved ones, or endured perilous journeys prior to arriving in Malaysia. The separation from their families can cause significant emotional distress and psychological trauma. Without the safety and security provided by their own family, these children may struggle to adapt to new environments and build trust. On their own, they face numerous challenges in accessing essential services in Malaysia. They will have difficulty obtaining shelter, food, education, and healthcare. Without proper documentation or legal representation, they are vulnerable to exploitation and discrimination.



There are 53,760 refugee children below the age of 18 in Malaysia and they are vulnerable to abuse, neglect and exploitation.<sup>1</sup>



Children without parental care face growth and development issues due to lack of care and support.



Unaccompanied and separated children often lack access to welfare, healthcare and education services.

<sup>1</sup> UNHCR (2024) [UNHCR Annual Results Report 2024 Malaysia](#)




# The Case Management & Community Placement (CPCM) Programme

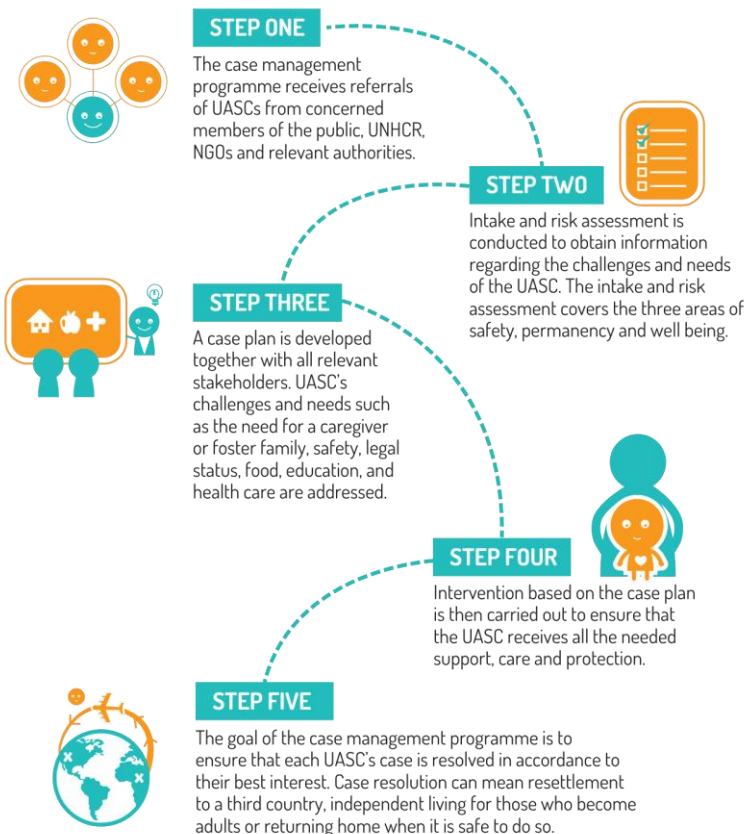
Since 2015, SUKA Society has implemented a holistic case management programme to address the protection needs of unaccompanied and separated children (UASCs) from refugee, asylum-seeking, and stateless communities. This programme advocates for alternatives to child immigration detention by offering a community-based model that protects UASCs and is promoted to the government as a viable solution.

All unaccompanied and separated children (UASC) under the case management programme will be protected through a structured case management process that involves the following steps –

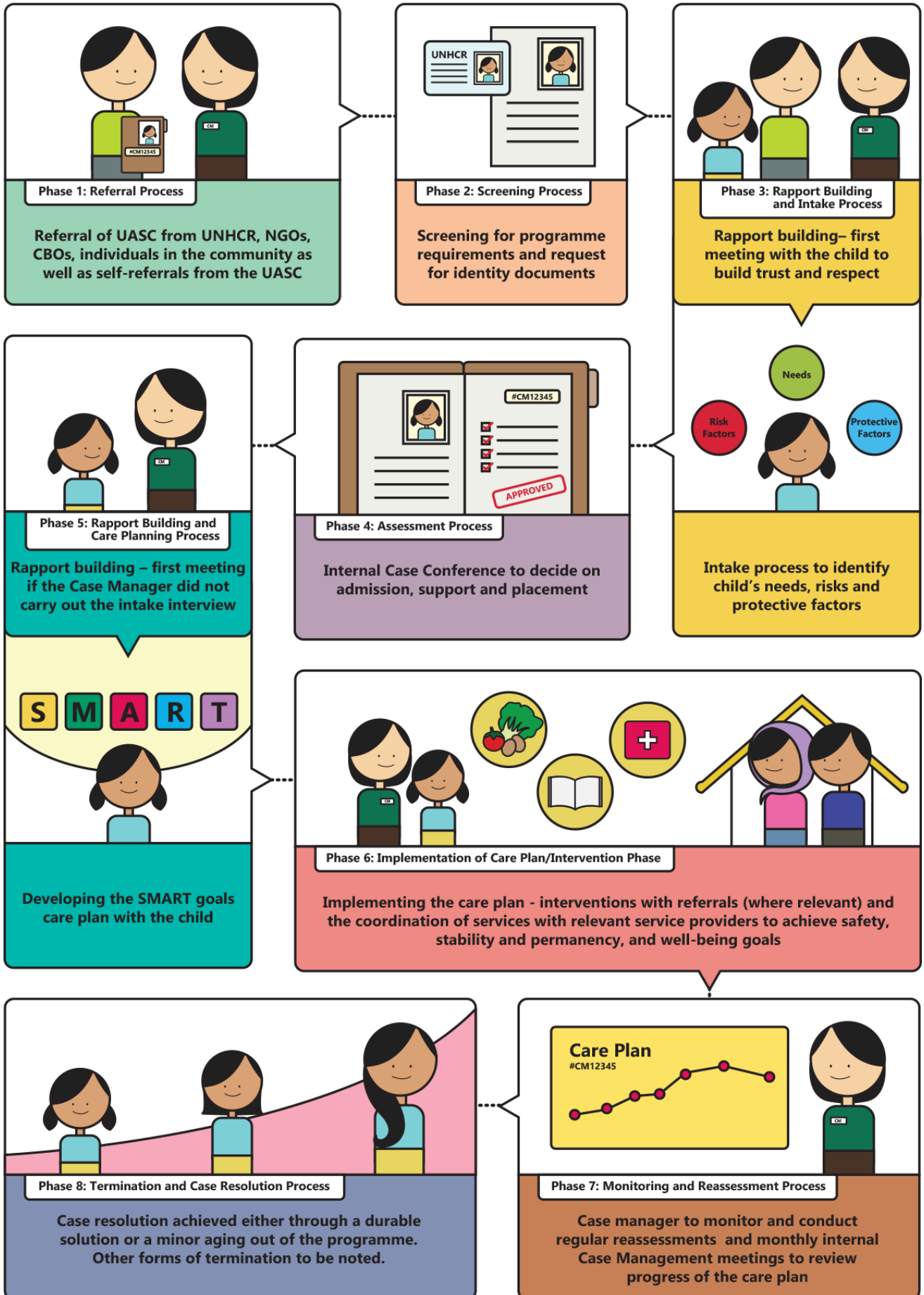


Our case management programme covers three critical areas:

- 
**Safety**  
 Ensuring that children under our case management programme are given protection from threat or actual harm.
- 
**Stability & Permanency**  
 Creating a stable and permanent outcome for long term care and durable solution for children under our programme.
- 
**Well-being**  
 Holistically providing adequate material well-being and affordable housing, improving access to healthcare and education, and developing positive relationships and a strong community support system for children under our programme.



# The Case Management Process



## Foreword

In 2024, the Community Placement and Case Management (CPCM) team embarked on a new chapter with the addition of four Junior Case Managers and one Community Case Worker, following several transitions in the previous year. The early months were dedicated to equipping the new team members through structured training, close mentoring, and guidance. By March 2024, the new case managers had begun independently managing cases, supported by ongoing supervision and monitoring. Although the start of the year was busy and challenging as everyone got up to speed, the team learned quickly and adapted well. Their enthusiasm and hard work set a positive tone for the rest of the year.

As the year progressed, the CPCM team continued our core work of community placement and case management for unaccompanied and separated children in Malaysia. With the expansion of the team, we were able to support more vulnerable children across refugee communities. Many of these children received assistance in accessing education, healthcare, foster care placements, welfare support, and documentation.

To further strengthen our work, we also engaged three new Community Focal Points (CFPs) based in Bukit Bintang, Setapak, and Ampang. Their support has been invaluable to the junior case managers, especially in accompanying minors to hospital appointments, identifying potential foster parents, and sourcing essential services needed by the children.

The CPCM team has grown significantly this year with the support of various stakeholders, especially our sponsors and the communities we work with. We extend our sincere appreciation to all who have journeyed with us and continued to support our efforts. As we look ahead to next year, we hope to continue strengthening our work and serving vulnerable children with the same commitment and enthusiasm.

**Cassandra Lee**  
Lead Case Manager



## Executive Summary

There are a total of 63 unaccompanied and separated children (UASC) who received case management and intervention support under the CPCM Programme in 2024. Along with the ongoing case management work throughout the year, the team also organised a variety of activities to make sure the minors stayed supported, engaged and cared for.

We started the year by holding an outing with 7 male minors at Ampang. Our case managers took them bowling and had lunch with them afterwards to encourage bonding and to build stronger relationships with them.

In May, the team hosted a Hari Raya celebration at an event space in Sri Rampai, KL, for the minors and their foster families. Together, 18 minors and 8 foster parents came together to celebrate Hari Raya. It was a fun and exciting occasion as they participated in ice breakers and station games.



Later in September, a 2-day Youth Camp at Yeob Village, Hulu Langat was organized for minors aged 13 to 18. This camp was packed with a series of fun-filled activities, including the thrilling Amazing Race and a special Gala Night. We also invited two licensed counsellors to conduct a workshop about self-worth and self identity. A total of 18 minors attended this camp and they thoroughly enjoyed the experience.

Apart from these events, CPCM also had four sessions of the Aspiration Programme from May to August 2024, held at various locations based on where the minors live. The Programme aims to prepare the minors for independent living after they age out from SUKA's CPCM Programme by equipping them with practical skills and knowledge. The topics included financial guide, school guide, physical guide and relationship guide. All sessions were facilitated by SUKA volunteers, and they had brought tremendous value to all the minors who attended.

# IMPACT NUMBERS

## IMPACT NUMBERS FOR 63 UASC

Goals	Description	Before CPCM Program intervention	After CPCM Program intervention
Safety	Safety in the community	32 minors assessed to be in unsafe situations	30 minors in safer situations after programme intervention
Stability	Stability in community placement	32 minors without stable home environments	<ul style="list-style-type: none"> <li>• 48 minors supported with kinship or foster care arrangements</li> <li>• 2 minors supported with independent living</li> <li>• 3 minors with ongoing interventions to stabilize community placement</li> </ul> <p><b>At the end of 2024:</b></p> <ul style="list-style-type: none"> <li>• 51 minors achieved stability</li> <li>• 10 minors are experiencing fluctuating stability or are in unstable home environments</li> </ul>
Permanency	Legal protection in country of transit	49 minors with unclear legal status/ undocumented	<ul style="list-style-type: none"> <li>• 37 minors with legal status clarified/ documented</li> <li>• 11 minors pending UNHCR registration scheduling</li> </ul>
Permanency	Steps towards case resolution	44 minors with unclear case resolution	<ul style="list-style-type: none"> <li>• 9 resettled and 5 on the pathway to resettlement</li> <li>• 2 reunited with family in Malaysia</li> <li>• 1 safely returned home</li> <li>• 3 prepared for independent living and 7 being prepared for independent living</li> <li>• 17 pending case resolution</li> </ul>

# IMPACT NUMBERS

## IMPACT NUMBERS FOR 63 UASC

Goals	Description	Before CPCM Program intervention	After CPCM Program intervention
<b>Well-being: Material needs</b>	Support to meet basic needs such as food, clothing, hygiene items, bedding	58 minors struggling to meet basic needs	58 minors with basic needs met
<b>Well-being: Physical health</b>	Support to address physical health concerns	46 minors with physical health concerns requiring medical interventions	<ul style="list-style-type: none"> <li>• 39 minors supported with access to primary care</li> <li>• 13 minors supported with access to specialized/secondary care</li> </ul>
<b>Well-being: Mental health</b>	Support to address mental health concerns	46 minors with mental health concerns	<ul style="list-style-type: none"> <li>• 24 minors supported with access to mental health interventions</li> <li>• 15 minors declined mental health interventions</li> </ul>
<b>Well-being: Education</b>	Support for education, including life skills and other developmental needs	46 minors either had no prior access to education, could not speak the local language, or currently had no access to education	<ul style="list-style-type: none"> <li>• 40 minors supported with access to learning centres or language classes</li> <li>• 2 minors supported with skills-based courses</li> </ul>
<b>Well-being: Housing</b>	Appropriate and affordable housing	32 minors were assessed to be in unsafe situations including lack of access to affordable housing	45 minors were supported with rental support to obtain affordable housing
<b>Well-being: Risk and safety</b>	Incidences of arrest, detention or deportation by law enforcement in Malaysia	12 minors experienced actual incidences of arrest with law enforcement	2 minors experienced arrest and detention but were supported with legal assistance and eventually released.

# CASE STUDY – ASH\*

## Background

- Female; 18 years old; from Myanmar; of the Lisu ethnicity
- Her parents passed away at a young age and she was sent to an orphanage with her two younger siblings
- Was involved in the Civil Disobedience Movement (CDM) against the military coup in Myanmar
- Fled to Malaysia for safety as the military was arresting individuals involved in the CDM and she wanted to avoid being forced into military school

## Before SUKA intervention

- Was living in constant fear of being arrested and detained due to her undocumented status
- Sheltered by a community member, but slept in the living room without privacy
- Had to work as a masseur to support herself financially
- Didn't understand English and was unable to attend school, even though she wanted to

## During SUKA intervention

- Was referred to UNHCR by SUKA Society to expedite her registration process
- Was provided with monthly food and rental support
- Enrolled in a community school for her to continue her studies
- English classes were conducted online for her to improve her language skills

## After SUKA intervention

- Has successfully obtained her UN card after SUKA Society's referral
- Had a safe place to stay and enough food to eat, without having to work in an unsafe work environment to support herself
- Completed Grade 7 in the community school with excellent results
- Is now able to understand and communicate better in English
- Managed to secure a stable job and is able to support herself financially
- Successfully aged out of the CPCM programme and is able to live independently

\*names have been changed for privacy

# CASE STUDY – SAM\*

## Background

- Male; 17 years old; from Myanmar; of Lisu ethnicity
- He lost his father at a very young age and his mother disappeared after fleeing the village following a military raid in 2022
- He was sent to Malaysia by his uncle, as they feared he would be arrested by the military due to his involvement in the protest against the military coup

## Before SUKA intervention

- Faced risk of arrest and detention by authorities due to being undocumented
- Was able to find shelter with a community member, but could not cover his rental fees
- Suffered from back pain as a result of physical assault by the military
- Was not attending school and was unable to understand English

## During SUKA intervention

- Was referred to UNHCR by SUKA Society to expedite his registration process and was also recommended for Best Interest Determination interview, to help a decision-maker make a comprehensive decision that best protects his rights as a child for his resettlement
- Received monthly food and rental support
- Received medical intervention when he was brought for a check-up on his back pain
- Was enrolled in a community school and had his monthly school fees supported

## After SUKA intervention

- Successfully obtained his UN card and was resettled to the USA in Dec 2024, following the BID interview
- Had access to a safe living environment and sufficient food to meet his needs
- Minor's back pain was successfully treated, allowing him to maintain good physical health
- Minor's language skills improved and able to understand English better

\*names have been changed for privacy

## Bowling Fun Day

Date: 9<sup>th</sup> March 2024

Time: 10am - 2pm

Venue: Ampang Superbowl, Ampang

Objectives:

1. To strengthen rapport and foster bonding between the case managers and minors.
2. To enhance mental well-being, and foster a sense of normality for the minors.



Our Case Managers organized a fun day of bowling for the male minors in the CPCM programme to foster bonding between the minors and Case Managers. A total of nine minors joined the outing alongside our Case Managers.

The minors were able to relax and socialize with one another during the game as they waited for their turn. A friendly competition was also held to encourage good sportsmanship among the minors and to give them a further chance to bond. After that, they were treated to a delicious meal at Pizza Hut where they continued conversations over food.



Case managers and minors watching as two players take their turn bowling.



Minors bonding over a meal at Pizza Hut after the bowling session.

# Hari Raya Celebration

Date: 4<sup>th</sup> May 2024

Time: 10am - 4pm

Venue: Disenar Space, Rampai Business Park South, KL

Objectives:

1. To promote mutual respect, friendship, and integration through cultural exchange activities.
2. To enhance mental well-being, and foster a sense of normality through joyful celebrations.



In celebration of Hari Raya, SUKA Society organised an event for the minors in our programme and their caregivers, to commemorate this special festive season with the Muslim minors. A total of 37 minors and caregivers attended the event.

Minors from diverse traditional backgrounds were invited to dress up in their traditional attire, adding a vibrant touch to the occasion. With plenty of fun and engaging activities, like art and crafts, games as well as a delicious fare, the minors and caregivers bonded quickly with one another. It was encouraging to see them stepping out of their comfort zones and making new friends.



A minors trying his hand at playing marbles, a traditional Malaysian game.



Minors queuing up for lunch at the buffet station after spending the afternoon playing competitive station games.



Two young minors trying to score a point at the Hoop Throwing station game.

# Aspiration Programme

The Aspiration Programme is designed to prepare children in the CPCM programme for independent living as they will transition out of the programme once they turn 18. It equips the children with valuable knowledge and essential skills to navigate adulthood, readying them to be responsible and self-sufficient individuals.

The programme was held in several different locations, based on the children's area of residence. A total of four sessions were conducted during 2024 on 25<sup>th</sup> May, 15<sup>th</sup> June, 20<sup>th</sup> July and 24<sup>th</sup> August. Each session had approximately 10 minors attending. In 2024, the programme focused on four key areas:

## Job Readiness



Covers a range of soft, hard and transferable skills essential for excelling in various jobs. Children are encouraged to identify and describe attributes, knowledge and skills required for their ideal job. They also learned how to develop and master these skills which are crucial for success in the workforce.

## Financial Independence



Enhances the children's financial literacy and teaches them how to manage their finances more effectively. They learn about budgeting, how to allocate their income based on a better understanding of their needs versus wants, how to set financial goals and explore ways to balance their income sources and expenses.

## Physical Health



Teaches the children how to maintain a healthy lifestyle by gaining a better understanding of proper nutrition, personal hygiene, regular exercise and good sleep habits. They are also introduced to the concept of self-care and guided to explore strategies to care for their mental, emotional and social well-being.

## Relationships & Networking



Emphasizes the importance of social networks to the children. They learn ways to expand their social circles and build healthy relationships. Additionally, they are taught the key elements of a healthy relationship and how to recognize red flags to avoid toxic relationships.



Minors working on identifying safe relationships in their lives during an activity.



Minors participating in group discussion during a workshop.



Volunteers holding a session about finance management with a group of minors.

## Youth Camp

A two-day youth camp was held on 20<sup>th</sup> and 21<sup>st</sup> September in Yeob Village, Hulu Langat. We engaged a total of 18 minors with the help of our case managers and volunteers. Our three Community Focal Points were also in attendance to help with interpretation for our minors.

The first day focused on building rapport between the minors with engaging ice-breakers and team building sessions. Minors were challenged to work together in activities such as building the tallest tower and challenging the Amazing Race where they cheered each other on and engaged in friendly competition.



We also held a special Gala Night that encouraged the minors to showcase their talents. In an impressive display of creativity and teamwork, the minors put on a show with their singing, acting and dancing. They enjoyed themselves tremendously with much fun and laughter, and it was encouraging to see some of them pushing themselves out of their comfort zones.

An Aspiration Programme workshop was held on the second day, focusing on self-worth and self-identity. This was led by two volunteers, licensed counsellors, who encouraged the minors to foster a deeper sense of self-awareness and empowerment through self-reflection and insightful group discussions. Minors were encouraged to explore and express their sense of self, including their values, beliefs and cultural background. They were also made aware of the various factors that can shape their identities. Following the workshop, minors were more certain of their personal strength and values and had developed strategies to maintain a positive self-image in spite of external challenges.



A minor working hard to win the Amazing Race game.



A volunteer debriefing the minors about an activity during the Aspiration Programme.



Two minors bringing a lot of laughter to the crowd with their acting skills.

## SUKA Online Classes

In 2024, we organised 111 online classes for minors in our programme, conducted by a dedicated group of volunteers. Subjects such as English, Mathematics, and Science are taught, with additional help being offered to the students. These classes are crucial, especially for minors who have never attended school, as they help bridge the educational gap and prepare them for formal schooling.



“I think online classes are great because they are incredibly convenient. Even with fixed classes twice a week, I can study right here in my room without having to commute. Plus, it really helps me build good self-discipline for managing my time.”

**14-year-old Myanmar minor**



“As a volunteer with SUKA Society under the CPCM program, I tutor science to children through weekly online classes. My role involves delivering engaging science lessons and reinforcing key concepts with educational videos to enhance their understanding.

Teaching is incredibly rewarding, especially when I see students grasp new concepts and relate them to real-world issues. Being able to witness their curiosity and eagerness to learn has also made the experience very meaningful.

I truly believe education has the power to shape perspectives, and I'm grateful for the opportunity to support these students in their learning journey.”

**Chong Sueanne,**  
Volunteer Teacher for the Science class



TESTIMONIALS

## Acknowledgement

SUKA Society would like to extend our heartfelt gratitude to our sponsors, partners, volunteers and service providers for their unwavering support and invaluable contributions towards the Community Placement and Case Management (CPCM) programme.

We are especially thankful to our corporate sponsors Amez Malaysia, FBS Malaysia, Goodhope Hotel Kelana Jaya, LSEG Foundation, Porticus Asia Ltd., The Access Foundation, The Swap Project, and Tzu Chi Foundation for their generous partnership and support in providing for the holistic needs of the minors.

We would also like to acknowledge the individual sponsors of our case management sponsorship programme: Chew Chai Yoong, Goh Yhing Yee, Himin Ng, Rachel Choong, Stephen Lew, and VOICE Foundation for sponsoring various aspect of our programme such as school fees, food and rental for the minors.

Last but not least, we would like to thank our individual sponsors Imran, Muhammad Akhmal Bin Azman, Puvana, Richard, Shaalini, Sharmili Pradaa, Sheetal, and Suzanne Yap for their generosity in supporting the minors with needed supplies.

Your dedication plays a crucial role in helping us meet the needs of the minors, and we deeply appreciate your commitment to making a meaningful difference in their lives.



## Programme Expenses for 2023

### Community Placement and Case Management Programme


No	Details	Total (MYR)
01.	Camp	788.00
02.	EPF	63,283.00
03.	Events	6,721.00
04.	Food	103,291.00
05.	Interpreter	8,597.00
06.	Others	7,358.00
07.	Personnel Cost	168,157.00
08.	Printing and Stationery	192.00
09.	Rent, Medical and Education	151,560.00
10.	RST	2,915.00
11.	School	37,194.00
12.	Socso & EIS	6,573.00
13.	Supplies	3,203.00
14.	Training	1,853.00
15.	Travel	3,584.00
16.	Venue	3,584.00
<b>Total Yearly Programme Cost</b>		<b>568,853.00</b>


## How Can You Help?


Our CPCM programme appreciates welfare support in both monetary form and goods such as food, clothing, bedding and school supplies. Looking out for those who are marginalised and taking steps to learn more about the refugee communities, either by volunteering for our CPCM events or simply having a conversation with them, also go a long way.


## Contact Details

For more information regarding the CPCM programme, get in touch with us at [enquiry@sukasociety.org](mailto:enquiry@sukasociety.org).

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