

【An Excerpt from the National Report of Malaysia】

8. Has your organization (or legal aid organizations in your country) developed services targeting specific underprivileged communities or other legal issues?

REPORT ON LAC/TENAGANITA CLINIC

Tenaganita is a non-governmental organization which aims to protect migrants, refugees, women and children from exploitation, abuse, and human trafficking. The Bar Council Legal Aid Centre (KL) works together with Tenaganita by providing pupils to Tenaganita.

Prior to their duty in Tenaganita the pupils undergo a two day training to equip them with the necessary skills for their duty in Tenaganita. The pupils are trained on the relevant laws and other soft skills such as communication skills, interviewing and negotiation skills.

Four batches of pupils were allocated to Tenaganita from January to October 2017. Table 1 summarizes the number of pupils allocated to Tenaganita for each batch. It could be seen during batch 93, there was a rise in the number of pupils assigned to Tenaganita. This was due to the fact the total number of pupils who signed up for legal aid duty during Batch 93 was more than expected and Tenaganita were able to make use of the Pupils.

TABLE 1

Batch	91	92	93	94
Number of Pupils	20	20	30	20

Table 1: No of Pupils for Each Batch

TABLE 2

Month	JAN	FEB	MAC	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
No Of Client	362	301	341	319	294	292	549	478	407	405	362	263	4,373

Table 2: No of Clients Seen Each Month

From January till December 2017, Tenaganita handled 4,373 cases. The pupils handled variety of issues. They take on cases with different parties such as the police force, immigration department, labour office and the courts. The pupils are constantly monitored by case officers who guide and assist the pupils during their duty in Tenaganita. The pupils

are also involved in documentation of cases which also involves compilation of all evidences and relevant documents to the case. They assist in drafting settlement agreements, letters, and police reports and follow up reports on the cases that they have handled. Overall, they play a proactive role in negotiating with employers, agents and government officials till the case is resolved.

During the 7th week of each batch the pupils attend a mid-term review conducted at the KLLAC office. The pupils are given a chance to raise any issues they face during their duty and to suggest and make any improvements in regards to their duty in Tenaganita. This also serves as a platform for representatives from Tenaganita to give feed back to the pupils with regards to their duty in Tenaganita.

The pupils and Tenaganita have been very happy with this programme. Many pupils continue to volunteer and give assistance to Tenaganita even after their pupillage ends.

REPORT ON UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR) CLINIC

United Nations High Commissioner for Refugees (UNHCR) is an agency of the United Nations which is mandated to support and protect refuges in Malaysia. UNHCR help to register asylum seekers determine their refugee status and finally find a host country to resettle the refugees.

The Bar Council Legal Aid Centre (KL) assists UNHCR by providing pupils to UNHCR.

Batch	91	92	93	94
Number of Pupils	20	20	20	20

Table 1: No of Pupils for Each Batch

Three batches of pupils were assigned to UNHCR from January to December.

A total of 20 pupils were allocated to UNHCR during each batch.

Month	Number of Client
January	158
February	182
March	132
April	156
May	213
June	134
July	172

August	155
September	85
October	155
November	161
December	110
TOTAL	1,813

Table 2: No of Clients Seen Each Month

A total of 1813 clients were assisted by the pupils between January to December 2017. Clients went to UNHCR with various problems such as marital problem, domestic violence, robbery, wrongful detention, UNHCR card being stolen etc. The pupils interviewed the clients, recorded their finding and passed it to UNHCR officers for further action. Pupils also followed UNHCR officer to detention centre to seek release of refugees in detention centres.

The pupils underwent whole day training in UNHCR prior to commencement of their duty in UNHCR. During the training the pupils were trained on laws relating to refugees and migrants. They were also trained on other skills such as documentation, and interviewing skill which were relevant for their duty in UNHCR. At the 7th week of each batch the pupils had to attend a midterm review where they gave feedback of their duty and any improvement which can be made to the UNHCR-KLLAC clinic. During the midterm representatives from UNHCR also gave feedback to the pupils about their duty in UNHCR.

The UNHCR- KLLAC clinic was able to provide assistance to UNHCR in carrying out their daily work and also to provide insight to pupils of the problem faced by refugees in Malaysia.