

【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?

LAC/AWAM/WAO/SIS CLINIC

The Bar Council Legal Aid Centre (KL) works in partnership with the All Women’s Action Society (AWAM), Women’s Aid Organization (WAO) and Sisters In Islam (SIS) to provide legal assistance to vulnerable women who need legal assistance. These organizations primarily deal with various issues affecting women such as domestic violence, divorce proceeding, child custody, etc. SIS is more focused towards issues affecting Muslim women.

TABLE 1

PROGRAMME	BATCH 91	BATCH 92	BATCH 93	BATCH 94	Total
AWAM	2	2	2	2	8
WAO	4	4	5	3	16
SIS	2	2	3	2	9
TOTAL	8	8	10	10	36

Table 1: No of Pupils for Each Batch

A total of four batches of pupils were assigned to AWAM, WAO and SIS respectively between January to December 2017. The number of pupils assigned to the various organizations is summarised in the table above.

WAO was allocated the highest number of pupils followed by SIS and AWAM. The numbers of pupils allocated to the various NGOs are dependent on the number of duty days as well the number of clients seen by the respective NGOs. It is needs based.

TABLE 2

PROGRAMME	JAN	FEB	MAC	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
AWAM	28	26	35	14	23	15	13	14	6	19	14	57
WAO	34	32	47	16	31	32	37	31	34	62	48	24
SIS	50	45	52	44	52	44	65	64	39	54	40	49

Table 2: Number of clients handled each month by each NGO

Programme	Total Clients
AWAM	264
WAO	428
SIS	603

Table 3: Total Number of Clients handled by each NGO from January-December 2017

Among the NGOs, SIS has the highest amount of clients (603 clients) followed by WAO (428 clients) and AWAM (264 clients). The pupils provide legal advice to clients who walk in and call in to the NGOs office. They also assist in conducting research on cases and recent developments of the law. The pupils works are not confined to the office and occasionally they accompany clients to the police stations, immigration centres and to hospitals.

The pupils undergo training before starting their duty with the respective NGOs. Pupils were introduced to their scope of duties and trained on laws which were relevant to their scope in the respective NGOs. During the 7th week of each batch, a Mid-Term Review was conducted where the pupils shared their experiences and also any shortcomings they faced during their legal aid duty. The representatives from each NGOs also gave feedback regarding the performance of the pupils. Overall the pupils and NGO representatives were satisfied with LAC/AWAM/WAO/SIS clinic

The KLLAC had conducted a series of meetings with the NGOs individually to touch base with them and re-evaluate the current program. These meetings were held on 4th October 2017 with AWAM, represented by Ms Lee Wei San and Ms Louise, on 9th October 2017 with WAO, represented by Ms Charlene and Ms Erica, and 10th October 2017 with SIS represented by Ms Shazarina.

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	MAR	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.