

What if?

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Here is a list of relevant organisations that you could contact if you or someone you know needs help. (Last updated: September 2021)

EMERGENCY HOTLINES

Jabatan Kebajikan Masyarakat (Social Welfare Department)

www.jkm.gov.my/jkm/index.php for nearest support JKM contact state offices

Talian Kasih

Tel: 15999 (24 hours)

Aduan Krisis Masyarakat

Whatsapp: 019 261 5999

PDRM Malaysia

<https://rmp.gov.my/direktori/direktori-pdrm/bukit-aman>

Locate nearest police station with D11 unit to seek advice on where to file a report

Childline Malaysia

Website: <https://childlinefoundation.com/>

Tel: 016 333 4228 (10am-6pm)

Report Sexual Abuse:

<https://www.childlinefoundation.com/report-abuse>

Assistance in reporting process e-mail: wongph@childlinefoundation.com

General E-mail: hello@childlinefoundation.com

Women's Aid Organisation (WAO)

Hotline : 03 300 08858

Whatsapp TINA: 018 988 8058 (9am – 12am)

E-mail: info@wao.org.my

CYBER999 (Report online crimes against children)

Address: Malaysia Computer Emergency Response Team (MyCERT), CyberSecurity Malaysia, Level 7 Tower 1, Menara Cyber Axis, Jalan Impact, 63000 Cyberjaya

Hotline (Office Hours): 1-300-88-2999

Emergency (24hrs): 019 266 5850

SMS Report: 15888

Report incidents here:

<https://www.mycert.org.my/portal/online-form?id=7a911418-9e84-4e48-84d3-aa8a4fe55f16>

Twitter: @mycert

E-mail: cyber999@cybersecurity.my

Website: www.mycert.org.my

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GOVERNMENT ORGANISATIONS

Cybercare Youth Organisation

NGO incorporated under the Ministry of Youth and Sports

E-mail: cyo@cybercare.org.my

Website: <http://cybercare.org.my/>

Council For Anti-Trafficking in Persons and Anti-Smuggling of Migrants, Ministry of Home Affairs, Malaysia

Hotline: 03 8000 8000

Website: <https://www.facebook.com/pages/category/Government-Organization/Majlis-Antipemerdagangan-Orang-dan-Antipenyeludupan-Migran-232511150549792/>

LEGAL AID

Bar Council Child Rights Committee

E-mail: pad@malaysianbar.org.my

Legal Aid Centre

Centres for all States

<https://www.kllac.com/all-state-lacs/>

Voice of the Children (Children's Rights)

Address: No.31C, 3rd Floor, Jalan 52/1, 46200 Selangor

Tel: 03 7960 4776

Persatuan Sahabat Wanita Selangor

Free legal advice every Wednesday

Tel: 03 8737 8380

E-mail: sahabatwanita@gmail.com

Website: <http://www.persatuansahabatwanita.org/>

Women's Centre for Change (WCC) Penang

Free legal service and counselling

Address: 241 Jalan Burma, 10350 Penang

Tel (Penang): 011 3108 4001

Tel (Seberang): 016 439 0698

Monday-Friday, 9am-5pm

E-mail: wcc@wccpenang.org / wccseberang@wccpenang.org

Website: <https://www.wccpenang.org/>

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Tenaganita

Free legal services and counselling for migrant communities, refugees, trafficked women and children, domestic workers

Address: 12, Jalan 6/11, 46000 PJ

Hotline: 03 7770 3671 / 03 7770 3691 / 012 335 0512 / 012 339 5350

E-mail: general@tenaganita.et

Website: <http://tenaganita.net/>

Family Empowerment Society (FAME)

Family and Family Law Support

E-mail: familyempowerment.info@gmail.com

COUNSELLING & THERAPY

The Befrienders

Emotional and Suicide Support

Helpline (24 hrs): 03 7627 2929

E-mail: sam@befrienders.org.my

Centres in Malaysia:

<https://www.befrienders.org.my/centre-in-malaysia>

Protect and Save the Children

Address: F-05-01, Pacific Place, Jalan PJU 1A/4, Ara Damansara, 47301 Selangor

Hotline (Mon-Fri, 8.30am-5.30pm): 016 721 3065

SMS/Whatsapp: 016 721 3065

E-mail: protect@psthechildren.org.my

Buddhist Gem Fellowship

Helpline: 011 2528 9610 / 011 5994 4384

Mon-Fri, 2pm-4pm and 7.30pm-9.30pm

Email: bgf.counselingunit@gmail.com

Website: <https://bgf.org.my/>

All Women's Action Society

Address: No.85, Jalan 21/1, Taman Paramount, 46300 PJ

Tel (9.30am-5.30pm): 03 7877 4221

E-mail: awam@awam.org.my

Telenita Helpline (9.30am-5.30pm): 016 237 4221 / 016 228 4221

E-mail: telenita@awam.org.my

Website: <https://www.awam.org.my/>

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Perak Women for Women

Assist and supports women and children who are victims of abuse, violence and discrimination.

Address: 15, Jalan Market, 30000 Ipoh, Perak

Tel: 05 246 9715

E-mail: perakwomenforwomen@gmail.com

Website: www.pww.org.my

BUDDY Bear (HumanKind)

Helpline for Children (aged 6 to 18)

Helpline: 1-800-18-2327 (Mon-Sun, 12pm-12am)

E-mail: buddybear@humankind.my

Website: <https://www.humankind.my/>

Eden Community Service Center

Address: 11-1, Jalan Bakar Sampah, 86000 Kluang, Johor

Tel: 07-7768618

Whatsapp/WeChat/Line: 013 731 5302

Website: <http://eden.org.my/zh/>

Life Line Association Malaysia

Address: No.1-3, 3rd Floor, Jalan Jelatek 1, Pusat Perniagaan Jelatek, Setiawangsa, 54200 KL

Tel: 03-42666195

Counselling Hotline: 016 720 1495 / 011 3157 1495/ 016 613 1495

WeChat/Line: 011 1095 9595

E-mail: counselling@lifeline.org.my

Website: <https://lifeline.org.my/cn/>

Young Buddhist Association of Malaysia PELITA Psychological Guidance Unit (*Mandarin Only)

Address: No.9, Jalan SS25/24, Taman Mayang, 47301, PJ

Tel: 03- 20225505

Tues, Wed, Thurs – 8pm-10pm

Saturday – 3pm-6pm

E-mail: pelita@ybam.org.my

Website: <https://ybam.org.my/en/homepage/>

Sneham Malaysia Welfare Association

Emotional support and Suicide prevention

Tamil/BM/English

Toll Free: 1-800-225757

Whatsapp: 010 200 5722

E-mail: snehammalaysia@gmail.com

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Chinese Christian Mission Fei Yue Family Service Center

Address: 31A, Jalan Sungai Besi Indah 1/19, 43300 Seri Kembangan

Tel: 03 8945 6612

E-mail: saltlight.ccmfy@gmail.com

Website: <https://www.ccmfy.org/>

Than Hsiang Mitra Welfare Center – KL (Mitriline)

Address: 196, Batu 3 ¼, Jalan Klang Lama, 58000, KL

Hotline: 011 3601 8303 / 010 821 7681 (8pm-10pm every night, closed on Saturday)

E-mail: mitraklcounseling@gmail.com

Website: <http://mitrawelfarecentrek1.blogspot.com/>

Talian RAHMAH

Psychological Support Hotline

Tel: 011 5773 1036

Whatsapp: 017-5437650 (Azura) / 013-2388408 (Ummi)

(Everyday, 10am-4pm)

Mental Health Association of Sarawak

Counselling Service

Tel: 082 231 459

E-mail: info@mhasarawak.com

Website: <https://mhasarawak.com/urgent/>

Counselling Centre (located in St.Francis Xavier Church, PJ)

Non-profit & open to public

Tel: 03 795 77136

E-mail: emmauscounselor.sfx@gmail.com

Face-to-face counselling : Mon, Tues, Thurs & Fri – 7.30pm – 9.30pm

Person-in-charge: Francis Joachim

Malaysia Mental Health Association

Address: TTDI Plaza, Block A, Unit 2-8, Jalan Wan Kadir 3, Taman Tun Dr Ismail, 60000 KL

Tel: 03 2780 6803

Mobile: 017 613 3039

E-mail: admin@mmha.org.my

Website: <https://mmha.org.my/>

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Bodhi Counselling Centre, Kuching Buddhist Society

Address: Lot 1912, Jalan Laksamana Cheng Ho, 93200 Kuching, Sarawak

Tel: 011-6330 5990 (Tues-Thurs : 2pm-5pm, Mon-Fri : 7.30pm-9.30pm)

Online Counselling (Zoom) - Mon-Fri, 8pm-9pm

Zoom Link: <https://bit.ly/bodhi-zoom-counselling>

E-mail: putifudao@gmail.com

Sarawak Women for Women Society

Address: Unit 16, Level 4, La Promenade Mall 2, Hock Seng Lee Tower, Kuching-Samarahan Expressway, 94300, Kota Samarahan, Sarawak.

Tel: 082 416 053

Mobile: 013-804 4285

E-mail: info@sarswws.org

Website: <https://sarswws.org/>

Calvary Life Ministries

Address: 4, Jalan Damansara Endah, Damansara Heights, 50490 KL

Tel: 03-2095 6360

E-mail: clm@clm.org.my

Website: <http://clm.org.my/>

Sabah Women's Action Resource Group (SAWO)

Address: Lot 24, 2nd Floor, Block C, Damai Point, 88300 Kota Kinabalu, Sabah

Tel: 088-269291 (Mon-Fri, 9am-5pm)

Hotline: 088-280200 / 011-27908020 (Mon-Fri, 9am-5pm)

E-mail: sawo.women@yahoo.com

Website: <http://www.sawo.org.my/>

NON-GOVERNEMENT ORGANISATIONS

Johor Women's League (JEWEL)

Tel (Lani): 011-6118 8913

E-mail: info@jewelmalaysia@gmail.com

liza.alip@gmail.com

thanamvis@yahoo.com

Website: <https://jewelmalaysia.org/>

**United Nations High Commissioner for Refugees
(UNHCR) Malaysia**

Address: 570, Jalan Bukit Petaling, 50460 KL

Mailing Address: P.O Box 10185, 50706 KL, Malaysia

Tel: 03 2118 4800

E-mail: mlsru@unhcr.org

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CRIB Foundation

(Child Rights Innovation & Betterment)

Tel: 012 385 5451

E-mail: crib.foundationmy@gmail.com

SHELTERS

Yayasan Chow Kit

Headquarters (24 hours crisis and drop-in centre)

Address: 16, Lorong Tiong Nam 5, 50350 KL

Tel: 03 2602 0892

Pusat Aktiviti Kanak-Kanak

Address: No.24A-B, Jalan Chow Kit, Chow Kit, 50350 KL

Tel: 03 4045 4021

KL Krashpad

Address: 346, Jalan Tuanku Abdul Rahman, Chow Kit, 50100 KL

Tel: 03 2697 0136

Rumah Perlindungan Sosial, Klang – NCWO-YWCA

Shelter for unwed pregnant mothers, sexually assaulted women/children(boys and girls), domestic violence

Address: No.2, Lorong Rengas, Taman Selatan, 41200 Klang

Tel: 03 3372 5175

Mobile: 010 365 6950 / 017 627 4669

Bayt Rahmah

Shelter for Women / Underage Unwed Pregnant Girls

Tel: 03 4251 9311

Mobile: 013 503 1588

E-mail: baytalrahmahampang@gmail.com

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Good Shepherd

Protecting vulnerable women, children and youths.

Headquarters

Address: Villamaria Good Shepherd, Lorong Setiabistari 2, Medan Damansara, 50490 KL

Ipoh Address: No.34, Jalan Wayang, Taman Pertama, 30100 Ipoh

Tel: 05 242 0388

Sabah Address: Pusat Belia YouthPREP Alamesra, 1st Floor, Lot 25, Block E, Phase 2 Lorong Plaza Utama 1, Alamesra Jalan Sulaiman, 88450 Kota Kinabalu, Sabah

Tel: 088 395 632

E-mail: info@goodshepherd.my

Website: <https://goodshepherd.my/EN/home>