

Malaysia

Executive Summary

This was a milestone year for Malaysia. Malaysia became a non-permanent member of the Security Council, chaired the Association of Southeast Asian Nations (ASEAN) and was elected to the 2015–2019 Executive Board of the United Nations Educational, Scientific and Cultural Organization (UNESCO). Domestically, the Prime Minister launched the eleventh Malaysia Plan, the last National Development Plan as the country moves towards becoming a high-income, fully developed nation by 2020. The seven pillars of the Plan are in line with the Sustainable Development Goals (SDGs), aimed at bridging gaps and achieving inclusiveness.

UNICEF prepared its new Country Programme 2016–2020, aligning it strategically with the eleventh Malaysia Plan and the SDGs with particular focus on three game-changers identified in the national plan: improving well-being, enhancing inclusiveness and harnessing talent. UNICEF provided inputs to government strategy papers on key areas of child well-being, education, child protection and health/nutrition. As a result, children have been mentioned in the National Development Plan as a specific target group for the very first time.

Another major development was the revision of the Child Act, including amendments with some improvements – abolishing caning as a sentence in court proceedings and introduction of community service – a long-standing public advocacy issue for UNICEF and partners. The Act, however, was tabled in Parliament.

Malaysia is proudly creating a robust social innovation space, with the objective of becoming an ASEAN hub for social enterprise. With the launch of the State of the World's Children on Innovation, in 2015 UNICEF connected traditional partners with new ones to work on real-time monitoring and reporting of children's issues, in an effort to deliver better, faster and more impactful results for children. Harnessing the extensive level of broadband penetration in the country, UNICEF also actively collaborated with youth organizations to promote digital citizenship and empower adolescents to engage in issues that affect them. Key among these was the first partnership with TEDxYouth KL, which enabled involvement of indigenous children, those with disabilities and some from marginalized communities. The focus on adolescent engagement also ensured that voices of indigenous youth were captured and included in the Twenty-First Conference of the Parties on Climate Change (COP21).

UNICEF's upstream programmatic work in education, social policy, child protection and corporate social responsibility/corporate engagement generated significant achievements – especially in relation to putting child poverty on the Government's development agenda; building capacity for child protection system strengthening, especially in children and justice; advocating for alternative learning for refugee, undocumented and stateless children; and increased buy-in from the corporate sector on child rights and business principles.

On South-South cooperation, Malaysia showcased its leadership in outcome-based budgeting, hosting a number of high-level study tours by the Ministry of Finance and social sector ministries from South and Southeast Asia. Malaysia is considered to be doing ground-breaking work in

ASEAN in the area of child online protection. UNICEF has supported this through such forums and workshops as CyberSAFE and the Regional Child Online Protection Conference of ASEAN countries.

A major challenge continues around accessing reliable data and evidence on key social indicators on children. For this reason, UNICEF has invested heavily in studies, sub-national Situation Analyses and data work, and capacity development with key government agencies. Another major challenge has been in the area of child protection – with increasing rates of violence against children (abuse, neglect and child marriage) reported during the year. Institutional capacity for effective implementation of coordinated responses and monitoring remains weak.

In response to unprecedented floods in December 2014, UNICEF engaged in emergency response with key government agencies and civil society organizations, for the first time. These experiences and lessons learned have shaped a more strategic focus on disaster risk reduction (DRR) and resilience-building in collaboration with the Government, non-governmental organizations (NGOs) and the United Nations humanitarian coordination team, in the next Country Programme.

UNICEF has seen increasing public commitment to contribute to child well-being and development through private-sector fund-raising for its work nationally and globally. A major achievement has been the rapid expansion of UNICEF's donor base to more than 70,000 individual donors who contribute monthly. The Malaysian public has also been extraordinarily generous during emergencies and humanitarian appeals launched by UNICEF – especially true in response to the earthquake in Nepal.

In line with the eleventh Malaysia Plan and the new SDG agenda, the new Country Programme 2016–2020 is strategically focused on enhanced child and adolescent well-being, social inclusion and disparity reduction, and enhanced engagement and partnerships for child rights, with emphasis on innovative partnerships, especially around adolescent engagement. The objective is to contribute to Malaysia's 'last lap' as it moves towards the long-standing national goal of becoming a high-income, fully developed country by 2020.

Humanitarian Assistance

Unprecedented heavy rainfall in late December 2014 caused widespread flooding in the northern states of Kelantan, Pahang, Perak and Terengganu. The floods affected around 400,000 people nationwide, while the latest estimate of damage to infrastructure is about RM2.9 billion. The National Security Council, under the Prime Minister's Department, took the lead in coordination, along with government stakeholders and the Malaysian Armed Forces.

The ASEAN Coordinating Centre for Humanitarian Assistance on Disaster Management deployed three Emergency Response Assessment Teams and mobilized relief items from its Disaster Emergency Logistic System for ASEAN (DELSA) located in Subang, Malaysia.

In Malaysia, the United Nations Strategic Partnership Framework is pending approval by the Government of Malaysia. Therefore, in the absence of a joint United Nations programme, presence of the United Nations Office for the Coordination of Humanitarian Affairs or a formal emergency mechanism with the Government, UNICEF Malaysia monitored the situation closely and remained in contact with the United Nations Country Team (UNCT), relevant ministries and local NGO partners to identify the needs for immediate support in the affected areas. UNICEF

liaised with key partners on establishing child-friendly spaces (CFS), which included early childhood development (ECD), psychosocial programmes and capacity development in DRR, and also engaged with the general public through social media platforms, providing key advocacy messages on the flood situation.

An Emergency Specialist from the Indonesia Country Office was deployed on a 'surge mission' to support the Malaysia Country Office response for a one-month period (mid-January 2015 until mid-February 2015). A Programme Specialist in Emergency from the Philippines Country Office supported the response from February 2015 to March 2015 and also assisted with the drafting of a DRR component into the new Country Programme Document (2016–2020), which was being worked on at the time.

As a direct response to the floods in December 2015, UNICEF procured 10 metric tons of high-energy biscuits and gave them to the National Security Council for distribution in Kelantan, the most affected state. A distribution plan was developed in consultation with the National Security Council and state partners that took into account various phases of relief response by the Government, such as: a) distribution of high-energy biscuits within one month to families in the evacuation centres of the most affected districts; b) distribution of shelter tents within two months to families that will be relocated to temporary transit communities; and c) integration into child nutrition programmes with government state partners.

UNICEF Malaysia also provided 900 school bags, 100 early childhood kits and 50 recreational kits as part of establishing CFS that also included the nutrition programme and psychosocial support for children. In addition, UNICEF provided 500 family hygiene kits to the affected populations. UNICEF Malaysia worked in close coordination and collaboration with state government agencies and NGOs such as Persatuan Pengasuh Berdaftar Malaysia (the Association of Registered Childcare Providers Malaysia, or PPBM), Jaringan Orang Asal Se-Malaysia, the Malaysian Association of Social Workers and Mercy Malaysia.

Based on this experience and lessons learned, the Country Management Team engaged with the East Asia and Pacific Regional Office (EAPRO) and other stakeholders to better integrate emergency response and DRR into the new Country Programme. In December 2015, a follow-up meeting with government and non-government partners helped to identify several areas of collaboration under the new Country Programme Action Plan 2016–2020, including the establishment of CFS; school preparedness; localization of ECD kits; data and information; youth participation and engagement; psychosocial support; and high-level coordination.

In continuation of support on flood response and DRR, a Lesson Learned on Emergency Response meeting was conducted with NGO partners in June 2015, followed by the Child Protection in Emergencies training for government and non-government partners, which was conducted in August 2015. To strengthen the capacity of the Country Office, an Emergency Preparedness and Response training and Child Protection in Emergencies training was also carried out in August 2015 with support from EAPRO and the Indonesia Country Office.

A DRR consultant will be on board on 2016 to further strengthen key areas of engagement under the new Country Programme 2016–2020. The intent is also to ensure that the Country Office has the resources and capacities to effectively work with all key stakeholders, and hence bring sustainable solutions to issues relating to DRR through partnership and engagement. There will be heavy emphasis on capacity building, engagement with youth and partnership building with key government agencies and civil society organizations.

In mid-2015, the Government announced the establishment of a new emergency response agency to better coordinate response and recovery efforts. At the same time, the Regional Coordinator (RC) and UNCT took the initiative to set up a Humanitarian Coordination Team comprising United Nations agencies and civil society organizations to facilitate and support better coordination in emergency response and DRR.

Summary Notes and Acronyms

ASEAN	Association of Southeast Asian Nations
CFS	child-friendly spaces
CMT	Country Management Team
COP21	Twenty-First Conference of the Parties on Climate Change
COY11	Eleventh Conference of Youth
CPD	Country Programme Document
CRBP	Child Rights and Business Principles
CRC	Convention on the Rights of the Child
CRCM	Child Rights Coalition Malaysia
CSR	corporate social responsibility
DoS	Department of Statistics
DRR	disaster risk reduction
DoSW	Department of Social Welfare
EAPRO	East Asia and Pacific Regional Office
ECD	early childhood development
ICT	information and communication technology
ISP	Internet Service Provider
MCMC	Malaysian Communications and Multimedia Commission
MoE	Ministry of Education
MoH	Ministry of Health
MoWFCDD	Ministry of Women, Family and Community Development
NGO	non-governmental organization
RapidPro	real-time information collection
RC	Regional Coordinator
RM	Ringgit Malaysia
SA	Staff Association
SDGs	Sustainable Development Goals
SOP	Standard Operating Procedure
SSM	Suruhanjaya Syarikat Malaysia
UNCT	United Nations Country Team
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCR	United Nations High Commissioner for Refugees

Capacity Development

As a core implementation strategy, UNICEF Malaysia continued to develop the capacities of government agencies, civil society and key stakeholders to support child rights and help achieve sustainable results for children.

In October 2015, a training on child justice was rolled out for magistrates and Sessions Court judges in collaboration with the Judicial Training Unit. Capacity building on diversion also continued in 2015 in collaboration with the Ministry of Women, Family and Community Development (MoWFCDD), with a focus now on the appropriate diversion model for Malaysia and

with plans to roll out a pilot in 2016.

In July 2015, UNICEF Malaysia, together with the United Nations High Commissioner for Refugees (UNHCR) in Malaysia supported the PACOS Trust, a community-based organization dedicated to supporting indigenous communities in Sabah, which, together with other non-governmental organizations (NGOs), carried out awareness-raising initiatives to empower marginalized communities in five locations in Sabah with awareness on the importance of birth registration and knowledge of birth registration processes and the acquisition of nationality.

Under evidence generation and strengthening of information management systems, UNICEF Malaysia supported the Department of Statistics (DoS) to consolidate and disseminate disaggregated data on children through DevInfo. UNICEF Malaysia organized a DevInfo workshop for key government and civil society partners, and also provided technical support in developing metadata.

UNICEF is also working with the Sarawak State Government in providing technical support to develop a Statistical Profile of Children which collects, consolidates and analyses disaggregated data on children at the state level.

In response to severe flooding in December 2014, UNICEF supported the capacity development of key civil society and government partners to develop cross-linkages and synergies, and a more coordinated approach towards disaster risk reduction (DRR), and also in providing Child Protection in Emergencies training.

UNICEF, in collaboration with the Malaysian Association of Social Workers, conducted a Competency-Based Child Protection Practice training for non-government welfare workers from child- and family based welfare services.

Evidence Generation, Policy Dialogue and Advocacy

The Policy Brief on Child Poverty prepared by UNICEF was submitted to a Technical Working Group involved in drafting the eleventh Malaysia Plan launched by the Government in May 2015. UNICEF was invited to participate in the inter-agency planning groups and extensively contributed to the preparation of strategy papers providing input to the Plan. As a result, for the first time, children have been mentioned as a specific 'target group' in Malaysia's Development Plan, which is a critical milestone in pushing the child rights agenda forward.

The publication of the first-ever Situation Analysis of Children in Sabah was a major effort to produce evidence for policy advocacy on child health, education and child protection. Although the State Cabinet did not approve an official launch of this report, the State Economic Planning Unit championed the study for its wide dissemination and called for urgent action to address the recommendations made in the study. A similar sub-national data compilation – 'The Profiles of Children Sarawak' – is also under way, and is expected to be another key publication for policy advocacy at the sub-national level.

A desk review on violence against children in collaboration with Ministry of Health (MoH) is nearing completion. The findings will be used to inform programmatic and advocacy responses across different sectors.

In addition, a mapping on Alternative Learning Approaches, Programmes and Stakeholders was completed in December 2015, providing evidence for policy advocacy on alternative learning for

refugee, undocumented and stateless children who cannot access the public school system. The mapping report was followed by a round-table discussion attended by Government agencies, civil society organizations, academia, the private sector and other partners. The mapping exercise provided, for the first time ever, information and data on Alternative Learning Centres, allowing for continued advocacy for the Government to develop an Alternative Learning Policy for these vulnerable children.

Partnerships

New innovation-based partnerships in 2015 turned UNICEF into a partner of choice for design thinking, connecting the Country Office to new ministries and private-sector partners keen on focusing on human capacity development, as Malaysia aims to be an innovation hub in the Association of Southeast Asian Nations (ASEAN).

The Malaysian Partnership on children with disabilities continues, and consultations were held in September 2015 in Sabah and Sarawak with key partners from NGOs, the Human Rights Commission and the Ministry of Education (MoE) Special Needs Unit. A Programme Cooperation Agreement has been established with the Malaysia Association of Social Workers for capacity building of NGOs providing child and family welfare services in competency-based child protection practices and in disaster response.

UNICEF engaged with Suruhanjaya Syarikat Malaysia (SSM), and conducted several Child Rights and Business Principles (CRBP) trainings in Sabah and Sarawak, where major corporations such as YTL Corporation Berhad and Astro participated and pledged to adopt CRBP in their business practices. IKEA, UNICEF's longest-standing international corporate partner, is helping UNICEF Malaysia recruit more than 1,500 new pledge donors, with a likely combined lifetime income of RM 3 million.

UNICEF is liaising with the MoE and the private sector to support out-of-school children. UNICEF, the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the Oxford Policy Management Institute initiated an Out-of-School Children Initiative study at the sub-national level in the state of Sabah. The MoE is the lead agency for this study in collaboration with other government agencies, the DoS, NGOs and academics.

In response to the 2014 floods, UNICEF partnered with the Government and key NGOs – Mercy Malaysia, Association of Registered Child Care Providers, Indigenous Peoples' Network of Malaysia, MoE, MoH National Security Council – to provide immediate relief and capacity building of the partners in DRR. UNICEF continues to build on these partnership in the recovery process.

External Communication and Public Advocacy

In support of UNICEF's public advocacy objectives for Malaysia and in full alignment with the Global Communication and Public Advocacy Strategy, the Country Office identified the following opportunities for youth engagement and/or public outreach on digital safety: Children for a Better Digital World – forum and workshops held in early March 2015 in conjunction with the Regional Child Online Protection Conference of ASEAN countries; CyberSAFE, held in partnership with mobile-phone provider DIGI at the Kuala Lumpur Engineering and Science Fair, where UNICEF and DIGI launched a Parent's Guide on Internet Safety; Inaugural Young Change-Makers Summit and Awards 2015 – organised in partnership with WOMENgirls, the MoE, the Tuanku Bainun Children's Creative Centre and DIGI, and during which Her Royal Majesty Raja Permaisuri Perak Darul Ridzuan Tuanku Bainun Binti Mohamad Ali recognized 10

young change-makers for their contributions; and Voices of Youth Climate Change Digital Mapping, held in conjunction with the Twenty-First Conference of the Parties on Climate Change (COP21) and the Eleventh Conference of Youth (COY11). Twenty indigenous youth identified concerns and proposed actions.

In addition, a strategic partnership was established with TEDx KL to facilitate public discussion of issues affecting young people in Malaysia through sponsored participation by youth from vulnerable communities, in order to be able to replicate the TEDx model locally.

UNICEF received two national awards for its communication efforts: World Bloggers & Social Media Awards 2015 – Social Media Excellence Award for Corporate Social Responsibility (Humanitarian – for work since 2010) and the ‘2015 Dragons of Malaysia Gold Award for Best Cause, Charity Marketing or Public Sector Campaign’, in recognition of the My Promise to Children Campaign for CRC@25.

South-South Cooperation and Triangular Cooperation

UNICEF supported the MoF to host study tours for high-level government officials from the Ministry of Planning, MoF, MoE and Ministry of Social Welfare from the Lao People’s Democratic Republic and Timor-Leste to learn from Malaysia’s rich experiences in outcome-based budgeting – as part of the South-South cooperation initiative on public finance management supported by the Public Expenditures Management Network Asia Pacific. Malaysia also hosted the 2015 network meeting in 2015 with participation from 12 countries in East Asia and the Pacific, the Organisation for Economic Co-operation and Development, World Bank, International Monetary Fund and UNICEF.

UNICEF supported a high-level Government delegation from Bangladesh – sponsored by Save the Children – on a study tour on corporate social responsibility (CSR) in Malaysia. At the request of the Government of Brunei Darussalam, UNICEF facilitated consultative meetings with children and NGOs on the Convention on the Rights of the Child (CRC) in Brunei, which provided useful input during the pre-session meeting with the CRC Committee in June 2015 in Geneva.

As part of the tenth Asia Pacific Conference on Child Abuse and Neglect, UNICEF supported the Malaysia Council for Social Welfare and End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes International to convene a virtual youth forum involving young people from countries in the ASEAN region to exchange ideas and experiences in relation to abuse and neglect.

UNICEF collaborated with the MoWFCD and the Malaysian Communications and Multimedia Commission (MCMC) to organize the Regional Conference on Child Online Protection in March 2015, to share experiences and practices for enhancing child online protection.

UNICEF also supported Child Helpline International and Child Line Malaysia to organize the seventh Regional Consultation on Child Helplines in Asia Pacific. UNICEF provided information and guidelines for children and youth participation and contributed to the discussions on trends and issues in emergencies, youth participation and use of new technologies.

Identification and Promotion of Innovation

An Innovations consultant was recruited in late 2015 to lead efforts across programmes to develop a core strategy for delivering better, faster and more impactful results for children.

Through consultations with key partners, opportunities were identified for UNICEF to add value and catalyse child-centred innovation and investment. In response, the Country Office has developed an innovation strategy. Some key areas of engagement include: community access and engagement and real-time information collection (RapidPro).

RapidPro is an open-source software application that enables real-time information collection to be used as a powerful tool for directly communicating with young people on 'second-decade issues', exploring social norms surrounding sensitive child protection issues and strengthening the delivery of essential services in marginalized communities. Exploratory activities were conducted in late 2015, and planning for initial applications of Rapider (focused on strengthening youth-led DRR activities and access and quality of Alternative Learning Centres) has begun. U-report, a communication platform that enables young people to share their ideas and opinions on key social issues (powered by RapidPro), has also been scheduled for deployment.

Primary civil society and media partners have been identified (and include the Guides Association, Teach for Malaysia, 1Malaysia For Youth and R.AGE), and a pilot is launch planned for early 2016. UNICEF Malaysia has also established an Innovation Lab in partnership with Tandemic (a leading social innovation firm) to strengthen the capacity of key partners to design, test and evaluate innovative solutions to under-solved challenges faced by children and young people. Improving services for children with disabilities and those excluded from formal education opportunities have been identified as initial focus areas, and Design Labs (intensive cycles of immersive community research, followed by designing, prototyping, testing and evaluating interventions by multidisciplinary Lab teams) are scheduled to begin in early 2016.

Support to Integration and Cross-Sectoral Linkages

In 2015, efforts were geared at ensuring that UNICEF Malaysia addressed the capacity gaps to support the Government and key stakeholders to address the rights of children with disabilities. In this regard, UNICEF continued to provide support to the Malaysia partnership on children with disabilities and its continuing evolution as an important network to bring the rights of children with disabilities to the forefront of Malaysian society. UNICEF Malaysia developed an Inclusion Strategy paper earlier this year. The Inclusion Strategy provides reference on ways to strengthen work on disability in relevant key results for children. The paper identifies specific areas of work with various government sectors on issues relating to children with disabilities, which will be addressed in the new Country Programme during implementation commencing from January 2016. Training on disability mainstreaming and inclusion was extended to key disability stakeholders in Sabah and Sarawak. Key educational and information materials continued to be shared with the Malaysian Partnership on children with disabilities partners through Facebook group pages.

A desk review on the nature and scope of violence against children in Malaysia is being finalized. The review is being overseen by a cross-sectoral advisory group chaired by the MoH with members from the MoE, Police, MoWFCD, Department of Social Welfare (DoSW) and some civil society organizations. The review provides the evidence and basis for developing cross-sectoral advocacy and programme responses.

The regional conference on child online protection 2015 was organized by the MoWFCD, UNICEF and MCMC. It brought together parties involved in creating a safer digital environment for children, including the information and communication technology (ICT) industry, Government ministries, civil society organizations, and the private sector in Malaysia and the

ASEAN region. The conference provided a platform for sharing experiences, policy dialogue and fostering close cooperation among ASEAN member states with regard to child online protection.

Human Rights-Based Approach to Cooperation

UNICEF provided technical support to the preparation and completion of the Combined Periodic Report on the CRC to the Committee on the Rights of the Child, ensuring that the Government addresses the Concluding Observations of the Committee. UNICEF also provided technical advice in the drafting of amendments to the Child Act 2001, to ensure that the amendments reflect the CRC and the Concluding Observations of the Committee. Both are awaiting final approval by the Government of Malaysia. In continuation of efforts to achieve Human Rights-Based Approach benchmarks, UNICEF will be assisting the Government on operationalizing the Optional Protocols to the CRC in 2016.

The Special Rapporteur on Trafficking in Persons, especially Women and Children, appointed by the United Nations Human Rights Council, visited Malaysia from 23 to 28 February 2015 to examine the situation of trafficking in persons in Malaysia. UNICEF Malaysia ensured that the visit was also used to highlight the situation of trafficked children in Malaysia and measures which the Government needs to implement to strengthen protection of children in line with the CRC.

UNICEF also works through the United Nations Theme Group on Human Rights and Development to advocate and to support the Government in the implementation of its international human rights obligations. In 2015, the Theme Group supported the development of a National Action Plan on Business and Human Rights for Malaysia with the National Human Rights Commission and joint efforts with other relevant actors around business and human rights initiatives. The Theme Group also provided support to initiatives related to the national human rights action plan and continued advocating for the implementation of the Universal Periodic Review recommendations

UNICEF's evaluation of its equity focus, which was completed in 2015, was designed using a human-rights framework to evaluate how well equity has been mainstreamed into the programme.

Gender Mainstreaming and Equality

Much of the specific work on gender is led by the United Nations Country Team (UNCT) Gender Theme Group, of which UNICEF is a member. Based on the UNICEF–United Nations Population Fund study in 2014 on early/child marriage, a Strategic Dialogue session was organized with leaders of women's groups and the United Nations Resident Coordinator in the first quarter of the year, followed by detailed negotiations with UN Women on funding the next stage of the work on early marriage – which will include, among other things, an additional focus on the eastern states of Sabah and Sarawak.

In the preparation of the new Country Programme Document (CPD) and Country Programme Action Plan 2016–2020, UNICEF has focused on mainstreaming of gender in key programme areas and results to be achieved. To integrate lessons learned and best practices and to address gaps, a Gender Review has been planned for early 2016, which will also lead to a gender training and the development of a gender strategy – a critical element in helping to create a response to social norms around teen pregnancy, child marriage and child abuse issues. Given that 'gender' is seen as one of several key game changers in the new National

Development Plan, it is timely to develop this area and focus with Communication for Development approaches.

Environmental Sustainability

Indigenous peoples contribute little to climate change but are among the first to face the direct consequences. Recognizing this and as part of the preparations for COP21 in Paris, UNICEF Malaysia partnered with Voices of Youth and a local community mapping NGO – Tonibung – for the global Young People’s Climate Change Mapping initiative. Twenty indigenous youth from Sabah, aged 16–27 years old, were trained to piece together a climate change map identifying challenges and solutions at community level. They identified areas of concern, such as food security/livelihood; homes and ancestral land, including unsustainable development; deforestation; destroyed ecosystems; flooding; community displacement, and environmental and water pollution linked to mangrove forest destruction for dam construction and palm oil plantations. Drawing on traditional knowledge and modern technology, the young people are reintroducing traditional practices like ‘GompiGuno’ (‘use and preserve’), use of local natural resources for energy-saving buildings, tree replanting programmes and sustainable micro-hydro power. Naming themselves the Green Voices of Borneo, they have shared photos and text from their environmental assessments and related solutions for the Voices of Youth digital mapping system, set up a Facebook page, made presentations to community elders, sent a youth delegate to COY11 and to part of COP21 in Paris with UNICEF’s support. Their map reports and audio-visual materials were used by the French National Committee for UNICEF in a Malaysia section on its ‘Act Now for Tomorrow’ website for COP21 and COY11, and Tonibung will incorporate the outcomes from this initiative into its community-level work to develop natural resource management strategies and solutions with the aid of the maps.

Effective Leadership

Towards the achievement of the Country Programme Outcomes and Outputs, and ensuring greater efficiency, three Office-Wide Management, three Operational Management and four Programme Priorities have been identified and agreed to by the CMT. The CMT will monitor progress on the priorities on a quarterly basis, and during the mid-year review, the Country Office will identify if new critical priorities have emerged which would be reflected in an updated Annual Management Plan.

The CMT fosters a participatory management style for enhancing the integration and management of UNICEF-supported work and activities, and ensuring adherence to UNICEF’s Guiding Principles for Staff Commitment and Conduct. The CMT is a permanent management mechanism advising the Representative and Senior Management on all programmatic, public-sector fund-raising, operations and staff matters.

The CMT is chaired by the Representative and is made up of the Senior Social Policy Specialist; Planning, Monitoring and Evaluation Specialist; Chief of Private Fundraising and Partnerships; Communication Specialist, Operations Manager; and Chair of the Local Staff Association. The Executive Assistant serves as the Secretary for the CMT.

In 2015, the Staff Association (SA), with the support of the CMT, developed an action plan in response to the result of the Global Staff Survey, in which all staff participated in providing feedback and recommendations to improve the office as a whole. Close collaboration between management and SA is worth noting, especially for the Country Programme Management Plan/Programme and Budget Review, discussions around office space, and the Global Staff Survey.

One key staff discussion has been around the limited amount of office space, in preparation for the new CPD implementation. After extensive work by the Operations Team, the Malaysia Country Office identified a temporary way to accommodate the increasing number of staff with a satellite space within walking distance of the United Nations building.

Financial Resources Management

UNICEF Malaysia established mechanisms to improve contributions management, budget control and financial procedures, accounting and timely liquidation of cash assistance, and proper utilization of financial resources. The monthly monitor report issued by UNICEF headquarters also served as an effective monitoring instrument. The report covers monitoring areas such as resource management, donor reporting, direct cash transfers, audit observations and premises. The UNICEF Malaysia data reported in the monthly report was duly addressed by the CMT, so that relevant follow-up actions were put in place.

According to the Harmonized Approach to Cash Transfers framework, the Assurance Activities Implementation Plan is a practical tool to monitor and ensure that the funds transferred to implementing partners are used for the appropriate purpose and in accordance with UNICEF Work Plans. As per the UNICEF Malaysia Assurance Plan for 2015, spot checks and audits of implementing partners were conducted, with a total value of US\$78,506.

In addition, the Country Office scheduled three micro-assessments, with a total value of US\$470,000 in 2015.

Monitoring of programme implementation improved through regular discussions during programme and CMT meetings. Funds were regularly reviewed against planned programme activities. In particular, the funds with earmarked contributions from individual donors were closely monitored to meet the target goals with effective funds utilization. The UNICEF Malaysia Country Programme accounted for the implementation of the total of US\$6,454,699 in 2015.

Both Regular Resources and Other Resources budget implementation reached more than 93 per cent of allocation in 2015. Other Resources utilization for 2015 reached US\$4,998,634 million. Nevertheless, the office was still able to contribute US\$7,200,000 to global Regular Resources and US\$800,000 to the East Asia and Pacific Regional Office (EAPRO) Regional Thematic funds during 2015.

UNICEF Malaysia reviews and verifies the accuracy of transactions through conducting random checks of supporting documents of payments on a quarterly basis. As a result, no deviations were identified in 2015.

Fund-Raising and Donor Relations

In 2015, gross income from the private sector grew by 25 per cent, from RM 36 million to RM 45 million. This was based mainly on record results for new pledge donor recruitment (21,000 donors) and emergency fund-raising, with the response for the victims of the Nepal earthquake reaching RM 4.8 million (55 per cent more than for Typhoon Haiyan).

UNICEF Malaysia now has 71,500 pledge donors (19 per cent increase) making regular, automated donations, plus 10,000 donors making one-off gifts. All funds (except for those received for emergencies or from companies and major donors) are un-earmarked and used for in-country costs or are remitted as Regular Resources (US\$7 million, 23 more than for 2014) or

Regional Thematic Funds (US\$800,000, a 33 per cent increase from 2014). New fund-raising mechanisms were attempted this year, with inspired gifts and the use of virtual reality headsets as a way of bringing UNICEF's work in emergencies to prospective donors.

UNICEF Malaysia has a complex and detailed donor communication strategy which was revised during 2015 to ensure greater donor engagement and higher retention. On average, donors receive more than 20 communications each year; thanking them for their support, explaining how their money is making a difference and educating them on priority child rights issues. Pledge donors will generally give for between three and eight years, so it is vital to extend this timespan as long as possible and to use it to engage donors as active advocates for child rights.

UNICEF Malaysia engaged corporate partners more than ever before, especially during the Nepal earthquake response, but also in requesting assistance with fund-raising – including IKEA helping to recruit 1,500 pledge donors.

UNICEF Malaysia does not receive income from governments outside Malaysia, UNICEF National Committees or foundations and, thanks to the generous support of donors, the office does not have a funding gap.

Evaluation

UNICEF Malaysia made significant strides in strengthening its evaluation function and capacity in 2015 – the International Year of Evaluation. This reflected both a commitment to promote transparency and to reinforce accountability and learn from evaluation. To strengthen its internal capacity to plan and implement evaluations, the Country Office recruited an evaluation specialist, shared between three Country Offices in the region (Cambodia, Malaysia and Myanmar). With the Evaluation Specialist post in place, the evaluation function is helping improve learning through utilization-focused evaluations. An Equity Evaluation was completed earlier this year (June 2015) and a second Evaluation on Capacity Development is under way (to be completed in early 2016). Both evaluations will serve as critical pieces in helping to fine-tune the new Country Programme 2016–2020 and the subsequent work plans on issues relating to equity and capacity development.

The Country Office is also collaborating with the Regional Office and UNICEF headquarters to build the National Evaluation Capacity Development in collaboration with key partners. Contacts with key stakeholders were established in early 2015 and key coordination interventions are being planned for early 2016 that will also involve engaging with relevant government departments and parliamentarians. Under the National Evaluation Capacity Development initiative, the Country Office has supported the First Forum of Parliamentarians in South-East Asia to promote the engagement of parliamentarians in evaluation.

An internal Standard Operating Procedure (SOP) for better evaluation was developed to clarify roles and responsibilities, and to ensure that evidence-generating activities are well planned and managed on time and on budget, and that they produce credible, relevant and useful reports. The SOP also reflects the newly introduced UNICEF Ethics Procedure.

Efficiency Gains and Cost Savings

The Country Office revisited SOPs for staff who are on official missions. These staff are required to return on the same day that a meeting ends, apart from all staff and consultants travelling on economy, regardless of the flight hours, with some exceptions.

The Country Office does not have an office vehicle or driver, but this service was outsourced, which was a major cost savings for the office.

Also, with the use of Skype, the office saves on telephone charges, which enables it to communicate efficiently and effectively, especially for long-distance calls – i.e., conference calls and interviews.

The advantage of being in the UN Common Premise is to be able to share costs among various United Nations agencies in the building. By doing so, the agencies contribute to reinforcing the image of coherence in the United Nations system, as well as cost savings in terms of security, travel agents, maintenance, etc.

Supply Management

As a result of floods in December 2014, UNICEF Malaysia delivered emergency supplies directly to implementing partners. The supplies included as high-energy biscuits (100,000 packs), family hygiene kits (500 units), recreational kits (50 units) and ECD kits (100 units), worth a total of US\$101,130. This was part of the planned response executed in the first quarter of 2015. UNICEF Malaysia does not usually handle supply delivery, but this was an exception in 2015 given the unprecedented floods and the overwhelming response of the Government and civil society.

UNICEF Malaysia spent US\$1.9 million on institutional services and US\$380,000 on individual contacts in 2015.

Security for Staff and Premises

The Klang Valley Mass Rapid Transit construction in front of the UN House is on track to be completed in December 2016. Overall, for both the elevated and underground lines, about 52 per cent of work was completed as at the end of August 2015. The United Nations Department of Safety and Security continues to monitor the safety measures at the construction site next to the UN House.

The current UN House Tenancy Agreement has been extended for another three years, to 31 January 2018, while discussions with the Government are ongoing on the possibility of relocating the UN Common Premises. In the new agreement, there has been a reduction in parking space, which led to a concern regarding insufficient parking spaces for staff, which might lead to long waitlists and new staff members walking from public parking elsewhere. In 2015, the UN Common Service upgraded a few closed-circuit television cameras, replacing old and faulty units to ensure that surveillance is not hampered.

While awaiting the decision on the main Common Premise relocation, UNICEF Malaysia set up a temporary office just a block away from the UN Common Premises (main building) due to space constraints, as there is no more space for expansion to fit additional staff for the next Country Programme (2016–2020). Therefore, staff at the temporary office will have to walk to the main building for meetings and discussions.

Human Resources

In 2015, UNICEF Malaysia was adequately staffed to maintain appropriate functions to support Country Programme priorities. Based on the results of Programme Budget Review, the Country Office's new staffing structure was approved to support the new Country Programme starting in

January 2016.

Partly by design and partly by significant happenstance, there were extensive staff changes in 2015, which created a burden in terms of recruitment and required dedicated support in terms of change management. In 2015, 4 new staff members were recruited; 3 staff members were promoted to other UNICEF offices (including the selection of one national staff member to an international post); 3 staff members separated for external opportunities; 4 staff members assigned to UNICEF Malaysia performed stretch assignments in Operations, Communications, Education, and Administration and Procurement; and, currently, 10 staff recruitments are ongoing.

Following the results of the 2014 Global Staff Survey, the Country Office management and representatives of the Local Staff Association directly discussed on the issues that had emerged. The Local Staff Association organized a lunch meeting with all staff to collect their views, and suggested solutions before the issues were discussed with the CMT and management in order to agree on action points.

The UNICEF Malaysia Learning Plan is a biannual learning plan covering 2014–2015, which was carefully prepared in tandem with the CPD to enhance staff skills and competencies. The Learning Plan was successfully implemented with an aim to add value to UNICEF so that staff can perform more effectively in their jobs. Learning development opportunities have included Programme Policy and Procedure training; Ethics Training; Emergency Preparedness Training; ICT training; brown bag meetings on the vulnerability of Bajau Laut (Sama Dilaut) children in Sabah; Evaluation; the Instilling Learning for Malaysian Unity project and the World Bloggers and Social Media Summit.

Effective Use of Information and Communication Technology

Office365 automation tools have improved communication and information exchanges while on the move. The implementation of two Internet Service Provider (ISP) connectivity and High Availability firewall systems helped to sustain network connectivity and provided support for cloud-based services linked to Office 365 implementation.

UNICEF Malaysia implemented a VEEAM software solution for back-up and recovery to enable critical applications like the Donor Perfect database.

UNICEF Malaysia also implemented the Wi-Fi Bridges solution for both data network and voice use within its two offices. The basic Private Automatic Branch Exchange telephone system was replaced with a Voice over Internet Protocol and Internet Protocol-based telephony system which uses the ISP connectivity and data network to manage calls through an Internet Protocol Private Branch Exchange server. By using a Local Area Network connectivity, the office has generated savings both financially and in its ICT footprint.

The Country Office continues to take advantage of digital platforms for public advocacy and fund-raising work. The Private Fundraising and Partnerships team partnered with an e-commerce platform provider – Rakuten Malaysia – to introduce Inspired Gifts in the country and facilitate fund-raising through digital platforms. In 2015, donation pages were migrated to a WordPress platform for easier page maintenance and website optimization, and there has been a 3 per cent increase in donor conversion rates. Digital channels have raised RM 1.5 million, more than RM 75,000 coming through Facebook.

In 2015, UNICEF Malaysia started using its corporate website, 'www.unicef.my' (built on the reddy content management system) to share public-friendly listicles in response to topical issues of public interest.

The digital platform has also increased in importance in terms of its ability to engage adolescents and youth on child rights. According to the International Telecommunication Union, Malaysia stands out as having the fourth-highest proportion of 'digital natives' in the world. In 2015, UNICEF opened its account on LINE – an increasingly popular social media chat app with youth.

Programme Components from Results Assessment Module

ANALYSIS BY OUTCOME AND OUTPUT RESULTS

OUTCOME 1 By the end of 2015, robust evidence is generated and used by the Government to plan, allocate and utilize resources, effectively ensuring that all children benefit equitably and develop their full potential.

Analytical statement of progress:

In 2015, UNICEF's work was focused on working closely with the Government of Malaysia in relation to the Country Programme and Country Programme Action Plan development. In the process, UNICEF had been actively engaged in supporting the relevant segments in the eleventh Malaysia Plan, which has also helped sharpen the key results in UNICEF's new Country Programme 2016–2020. Various research and strategy papers were developed on new and emerging issues for children in the country, which provided in-depth analysis to shape the new Country Programme. The state governments (Sabah and Sarawak) have demonstrated interest in continuing partnership with UNICEF in developing key profiles and Situation Analysis on children. Similarly, UNICEF also continued to support the strengthening of the information management systems – namely, development of a Childinfo database in the DoS. UNICEF engaged in building the capacity of the DoS through technical training on DevInfo. There have also been discussions around replicating training with other sections in the DoS. UNICEF will also seek ways to work at state level in helping to strengthen information management systems.

UNICEF, together with the UNESCO Institute of Statistics and the Oxford Policy Management Institute, is providing technical support to the MoE for the Out-of-School Children's Initiative study in Sabah State. The study will analyse available data on school dropouts and also develop profiles of children out of school and conduct a barriers/bottleneck analysis to support appropriate policy decision-making. In addition, led by the MoWFCD with support from the Economic Planning Unit of the Prime Minister's Department and UNICEF, a study on child poverty and disparities is currently under way. This study will inform and provide evidence for more effective implementation of the eleventh Malaysian Plan and Sustainable Development Goals (SDGs), especially focused on the bottom 40 per cent of the most marginalized and vulnerable children and families in the country.

A major challenge has been access and availability of reliable data on children in the country – especially disaggregated by sex, age, ethnicity, socio-economic status, sub-national areas, etc.

OUTPUT 1 By the end of 2015, evidence is generated and used to inform national dialogue for better allocation of resources to the most disadvantaged children.

Analytical statement of progress:

The Government of Malaysia launched the eleventh Malaysia Plan (2016–2020), and UNICEF actively participated in providing technical input to the strategy papers and consultations with stakeholders on child well-being, child protection and social policy issues. Within the framework of the Plan, UNICEF is supporting the Economic Planning Unit (of the Prime Minister's Department and the MoWFCD) to undertake a child poverty and disparity study which will provide evidence on child disparities and deprivation in Malaysia. The intent is to help identify clear targets on child poverty and address equity issues through enhanced policies and appropriate budgeting. This study follows the conceptual framework and guidelines of the UNICEF Global Study on Child Poverty and Disparities. The MoWFCD is leading the study, while UNICEF is providing support to consultants deployed from Flinders University in Australia.

The key challenge has been gaining access to national household data – in the absence of Multiple Indicator Cluster Surveys and Demographic and Health Surveys in Malaysia.

OUTPUT 2 By the end of 2015, high-quality information with a focus on the most marginalized children is generated, consolidated, disseminated and utilized to inform better-focused national policies and programmes.

Analytical statement of progress:

In 2015, the main focus of UNICEF Malaysia was on producing disaggregated data and analysis at the state level. The first-ever Situation Analysis of Children in Sabah was presented and discussed at the Sabah State Cabinet in May 2015. The Cabinet accepted the findings of the report and appreciated the effort and findings; however, a public launch of the report was not approved. It was agreed that the document could be shared with those who supported the study. The report has since been finalized and printed, and is being distributed to key stakeholders, including government officials, civil society, academia and others. The State Planning Unit has requested UNICEF support to widely disseminate the study in Sabah and work with key partners and stakeholders to follow up on implementation of the recommendations. The report makes recommendations on key areas that impact the well-being of children and require serious attention by the Government and other partners in relation to policy change and service provisions. UNICEF will continue to leverage resources for the rights of the marginalized by supporting evidence-based advocacy for policy change and sustainable development.

Similarly, research on a 'Profile of Children in Sarawak' is under way and is being finalized for review by the Technical Group in early 2016. The research consolidates available information on children in five key areas: right to adequate standard of living; right to life and basic health; right to ECD and education; and right to identity, care and protection. This publication mirrors the national-level publication, 'Profile of Children in Malaysia', which has been highly appreciated by the Government of Malaysia (Economic Planning Unit and Department of Statistics.).

The DoS has continued to take the lead in developing a child-focused database using the DevInfo 7.0 platform. A second DevInfo 7.0 workshop and troubleshooting session was organized in February 2016, which provided the final technical support needed to finalize the online database. As a result, a finalized version of the child-focused database, named 'ChildInfo', is ready to launch, pending final approval from the top management of DoS. Support has been offered to DoS should they want to hold an event to commemorate the launch of this database.

OUTCOME 2 By the end of 2015, the private sector has increased its support for improving child well-being through financial contributions as well as CSR initiatives focused on children.

Analytical statement of progress:

UNICEF's engagement with the private sector is developing and interest from the Malaysian society to support children's rights is growing quickly, especially as shown by the response after the Nepal earthquake. During the weeks and months afterward, UNICEF had many companies and individuals proactively ask how they could help, and 60 per cent more funds were raised than after Typhoon Haiyan in 2013.

Support from individuals in Malaysia has increased significantly, with more than 72,000 people now making a regular, automatic donation to support UNICEF's work in Malaysia, the region and around the world. Total private-sector income grew by 24.5 per cent to more than RM 45 million, while the donor base grew by 18 per cent.

The development of a CSR agenda is ongoing and was supported by a number of events. The CSR environment among corporates is becoming more developed, with the need for companies to be genuinely committed improving and with CSR activities being more significant and better planned. This provides an excellent environment in which to develop an increased number of valuable corporate partnerships that have direct benefits for children in Malaysia.

OUTPUT 1 Children's rights and business principles are better understood by small- and medium enterprises, privately listed companies and government-linked companies as part of their CSRs.

Analytical statement of progress:

CRBP have been continuously utilized as an advocacy tool for businesses to indicate and outline how they can best support the rights of the children in businesses in Malaysia. The trainings in Malaysia with partnerships from the Companies Commission Malaysia (SSM) have concentrated in both Peninsular and East Malaysia (Sabah/Sarawak), with all trainings completed within the third quarter of 2015. The workshops in Sabah/Sarawak resulted in successfully introducing CRBP as well as proposed collaborations among the key players which are within the oil and gas, tourism and agriculture industries. One of the proposed recommendations is to maintain these relationships by initiating industry-specific 'deep dives' on children's rights through CRBP and its tools.

Stemming from the workshops was also the suggestion to collaborate with academia to introduce children's rights into human rights and business ethics programmes offered at universities. The partnership with SSM continues especially in light of the additional requirements in the 2015 Companies Act that companies are encourage to promote corporate responsibility and business sustainability. This complements the eleventh Malaysian Plan 2016–2020 introduced by the Government of Malaysia, which highlights the importance of children's rights in Malaysia's economic and social growth.

UNICEF is further engaging with key partners on this front to help identify champions in CRBP who can be peer influencers and be able to identify technical support to others under this field.

OUTPUT 2 A targeted fund-raising strategy is implemented for efficient financial contribution from the private sector for improved child well-being.

Analytical statement of progress:

Total fund-raising income in 2015 was RM 45.5 million, representing annual growth of 27.5 per cent from 2014 (from RM 35.7 million in 2014), a success based on two primary factors: a continued focus on recruiting and retaining regular giving donors and the generous public response to the Nepal earthquake.

The Malaysia Country Office's fund-raising strategy deliberately focuses on recruiting regular giving ('pledge') donors, and more than 22,500 new people were recruited. By the end of 2015, the total number of active pledge donors had increased to 72,000, a net annual growth of 18 per cent.

The 20,500 new donors recruited by UNICEF's agency, APPCO, represented a growth of 22 per cent from 2014 (from 16,825 in 2014) and was the best ever result, thanks to a joint and concerted effort to grow volume. UNICEF's partnership with donor recruitment agency OPTIMO failed to recruit significant numbers, so the Country Office launched an in-house operation in December to seek additional growth with internal management control, which is expected to attract 5,000 donors in 2016.

UNICEF had a very successful year with digital fund-raising in 2015, recruiting 600 pledge donors and generating RM 1,600,000 from 1,964 one-time donations, especially after the Nepal earthquake in April. The Country Office was also able to mobilize 80,000 donor emails, 143,000 Facebook friends and, since June 2015, 130,000 friends on the LINE application. In December 2015, the Malaysia Country Office became only the second country to launch a range of 'Inspired Gifts' on an external e-retail portal (Rakuten), offering the public the chance to buy 'gifts' (such as vaccines or mosquito nets).

Donor retention became a little harder in 2015, with a greater proportion of donors discontinuing their regular gifts; however, this was more than offset by increased recruitment. All donor retention communication calendars and materials have been reviewed to maximize retention despite the lower economic confidence in Malaysia.

Despite these many successes, the target of 80,000 pledge donors set in the original plan for the end of 2015 was unrealistic (based on incorrect information at the time it was planned), although UNICEF exceeded the revised target of 68,000.

OUTCOME 3 By the end of 2015, national partners have strengthened capacity to ensure implementation of the rights of all children, especially the most marginalized, to survival and health care, good-quality education and development, and identity and protection from violence, abuse and neglect

Analytical statement of progress:

A major development in education has been the agreement by the MoE to conduct the Out-of-School Children Study in the eastern state of Sabah. With technical support being provided by UNICEF, the UNESCO Institute of Statistics and the Oxford Policy Management Institute, this study is now under way. This will be the first-ever study that will review and analyse data on school dropouts, develop profiles for these children, conduct a barriers/bottleneck analysis and make policy recommendations to the Government to address the issue. As part of this, a side study on refugee, undocumented and stateless children in Sabah who are accessing alternative basic education in learning centres provided by NGOs, faith groups, UNHCR and some government agencies is also being undertaken.

UNICEF has also completed a first-ever mapping of Alternative Learning Approaches,

Programmes and Stakeholders in Peninsular Malaysia and Sabah. The findings of this mapping study were presented to a Stakeholders Roundtable Discussion, and key recommendations were discussed to inform and advocate for a National Policy on Alternative Education for non-Malaysian children in the country. UNICEF is also working with partners to build on this study and establish a national database on the Alternative Learning Centres for basic education for refugee, undocumented and stateless children in Malaysia.

UNICEF has continued to invest in capacity development of key government agencies to improve the quality of child protection services. A pilot initiative to enhance professional service response in the identification and management of high-risk child abuse and neglect cases has been completed in two key locations and the Government has agreed to replicate the good practices and lessons learned to other provinces/districts in the country.

UNICEF has continued, in partnership with UNHCR and key NGOs and stakeholders – especially in Sabah – to advocate on birth registration. Key initiatives have included awareness raising, capacity development and support for better coordination among government agencies. The Regional Action Framework on Civil Registration and Vital Statistics adopted in Bangkok in 2014 has been a useful policy framework for enhancing the advocacy work on birth registration in the country. The Regional Action Framework will also help to identify the remaining gaps in birth registration and the necessary capacity required to fill the gaps that remain. Key challenges include accessing remote populations and strengthening collaboration between government agencies and civil society partners.

Good progress was made during the year in UNICEF's work on children and justice and increasing buy-in from government law enforcement agencies. UNICEF has continued to focus on building capacity in this area and sharing good practices from other countries in the region and elsewhere.

Progress was made in 2015 in introducing diversion in Malaysia, with increasing buy-in from the MoWFCD to learn from the good practices of other countries. A Taskforce on Diversion was established by the MWFCDD. The Ministry also included diversion as a key element in one of its Strategy Papers for the eleventh Malaysia Plan.

Building on the successes of the Malaysia Partnership on Children with Disabilities during the past year, UNICEF actively supported key partners and developed a Disability Inclusion Strategy as part of the new Country Programme Action Plan. UNICEF has also expanded the partnership to Sabah and Sarawak and engaged the Human Rights Commission of Malaysia and other key partners at the national level. The main challenge in this work is to sustain the partnership among government, civil society and other stakeholders, especially in relation to its leadership and management.

Major challenges faced during the year in supporting the capacity development of NGOs and child rights organizations – as part of the Child Rights Coalition of Malaysia (CRCM). UNICEF had to re-strategize its approach to this work by providing support for the CRCM Secretariat and to commission a rapid capacity assessment of the CRCM. With a sudden change of leadership in some of the key NGOs in the CRCM, the overall performance and work of the coalition have been affected. UNICEF is therefore now focusing on building the capacity of child-focused NGOs at the sub-national level in Sabah and Sarawak.

OUTPUT 1 By the end of 2015, the child rights NGO sector has strengthened and sustained capacity to advocate for children's rights.

Analytical statement of progress:

The CRCM underwent changes to its Secretariat and high turnover of top management in 2014, and this resulted in the work of the CRCM slowing down substantially. To revitalize the work of the CRCM, UNICEF Malaysia in 2015 supported a Coordinator tasked to strengthen the communication, coordination and advocacy functions of the CRCM. Following a Profiling and Rapid Capacity Assessment carried out by the consultant coordinator in July 2015, it was recommended that UNICEF Malaysia review its support strategy for the CRCM given that CRCM members were not in a position to sustain the CRCM in the long term. Based on this, UNICEF agreed it would be better placed to support in-depth capacity building of selected individual NGOs in child rights advocacy (including but not limited to CRCM members) instead of directly supporting the CRCM. This strategy would also be in line with UNICEF's long-term strategy and its new Country Programme (2016–2020). A mapping exercise using an advocacy capacity assessment tool to identify select NGOs for capacity building was recently concluded. The assessment results will be used to formulate a long-term advocacy capacity-building plan, which will be implemented in the new Country Programme.

UNICEF Malaysia also began to explore the capacity-building needs of NGOs at the sub-national level (Sabah and Sarawak) in child rights. In May 2015, consultations were held on child protection in Sabah and Sarawak for civil society, which identified priority areas for capacity building. The participating NGOs identified several priority areas for capacity building, which will be part of the support planned by the new UNICEF Country Programme 2016–2020.

OUTPUT 2 By the end of 2015, the child welfare system demonstrates practice that is responsive to the care, safety and protection of children at risk or suffering maltreatment.

Analytical statement of progress:

The child protection service pilot in Kuala Langat and Petaling districts, implemented by the DoSW with the support of UNICEF, was successfully completed in April 2015. This pilot sought to enhance the capacity of Child Protection Officers to manage high-risk child abuse and neglect cases. The pilot review conducted in April 2015 by the project external consultant and DoSW showed low numbers of removal of children who experienced abuse and neglect from their families. Out of 68 cases handled in the pilot, only 5 per cent of children were placed in institutional care. Where a child was removed from his or her immediate family, consideration was given to placement with extended family as a first option. In addition, utilization of a practice manual and systematic documentation procedures, underpinned by a theoretical knowledge base, helped to enhance the Child Protection Officers' capacity to respond in a professional manner. The DoSW has incorporated this initiative in the eleventh Malaysia Plan and has started the process of scaling up the practice in other districts.

A total of 149 NGO workers representing a mix of front-line childcare workers, managers and supervisors in Klang Valley, Pahang, Penang, Pahang, Sarawak and Selangor completed training on the social work competency framework. In the post-training feedback, participants reported gains in knowledge and better understanding of competency-based child protection practices, development needs of children, and relevance of good staff supervision to the care, safety and protection of children.

The redrafting of the government report to the Committee on the Rights of the Child to bring it in line with the reporting guidelines and to address the concluding observations and recommendations of the Committee was completed in July 2015. The redrafting of the report

with the support of UNICEF has strengthened the understanding on the reporting process and adherence to the reporting guidelines, particularly for the MoWFCD.

A regional conference on child online protection was organized by the MoWFCD, UNICEF and the MCMC in March 2015. The conference provided a platform for sharing experiences, policy dialogue and fostering close cooperation among ASEAN member states with regard to child online protection.

The Social Workers Bill has been submitted to the Attorney General's Chambers for review. However, the process for the enactment of the law remains constrained among others by a lack of consensus on the bill in all states.

OUTPUT 3 By the end of 2015, context-appropriate policies and strategies for accelerating and scaling up school enrolment and sustaining school attendance for excluded and marginalized children are developed, based on evidence and through consultative processes.

Analytical statement of progress:

In Malaysia, provision of high-quality basic education for all children remains a challenge. A major constraint is the lack of reliable data and evidence. Malaysia is one of the few countries without key official education data/statistics, such as the rate and number of out-of-school children, presented in the global database. It is in this context that the Government of Malaysia, with the support of UNICEF, started the Out-of-School Children Initiative study in Sabah in 2015 to strengthen the data/evidence to and achieve education for all. The study is spearheaded by the MoE at Sabah State level.

In addition to the above-stated issues, there is a huge number of undocumented children in Malaysia who are denied their rights to access quality basic education and are not included in any official statistics. They are diverse groups of children who may be refugees, migrants, stateless, or from indigenous populations in remote rural areas.

A variety of alternative education/learning programmes are provided by the non-governmental sector, including religious bodies, private entities and development partners such as UNHCR. While the Government is unofficially willing to encourage and facilitate such non-formal education opportunities, there is no Alternative Education or Learning Policy or Guidelines in place, resulting in ad-hoc, low-quality and unaccredited education being provided in many Alternative Learning Centres. To tackle the challenge in the context of SDG4 (Education 2030) and the Malaysia's Education Act 1996, as well as the Education Blueprint 2013–2025, a mapping study was conducted on Alternative Learning Approaches, Programmes and Stakeholders in Peninsular Malaysia and Sabah. The findings from this study were presented to a series of round-table discussions organized by UNICEF to advocate for developing such an Alternative Education Policy and a comprehensive database of the Alternative Learning Centres in collaboration with NGOs, academics, the private sector and government agencies.

OUTPUT 4 By the end of 2015, all stakeholders demonstrate increased understanding of best practices on birth registration.

Analytical statement of progress:

To strengthen initiatives around birth registration and nationality, UNHCR and UNICEF continued supporting a network of community-based organizations in Sabah that work with marginalized communities and children who lack documentation and identity. Key initiatives include (through work with PACOS Trust Sabah) awareness-raising and capacity-building

initiatives on birth registration for affected communities, journalists and service providers. Laws and procedures relating to birth registration and citizenship have been highlighted to this target group, and the initiative also raised awareness for the journalists and government agencies of the challenges of birth registration for the affected populations. This initiative also resulted in a strengthened relationship and coordination between government agencies and community leaders on initiatives related to birth registration. As a result of this initiative, PACOS has set up a Legal Help Desk aimed to provide individual assistance and counselling for the acquisition of birth certificates and relevant identity documentation.

PACOS also hosted a Conference to Strengthen Civil Registration and Vital Statistics in Sabah in November 2015, which aimed to create a platform for the sharing of good practices and initiatives (specific to the context of Sabah) that have been successfully employed to strengthen birth and civil registration systems. The conference was supported by UNICEF and UNHCR and attended by academics, media, judiciary (mobile court), DoSW, JHEAINS (Sabah Islamic Affairs Department), NGOs, community leaders and the Indonesian consulate. The conference concluded with a draft action plan on how shared good practices and strategies can be used to strengthen civil registration in Sabah for communities most at risk.

Active engagement and buy-in from key government agencies at the federal level remains a challenge. However, there are some positive developments, such as the National Registration Department wanting to explore best practices in reaching hard-to-reach populations. Initiatives in this area will be explored in the new Country Programme.

OUTPUT 5 By the end of 2015, justice-sector professionals demonstrate strengthened capacity to appropriately respond to children in conflict with the law and child victims/witnesses.

Analytical statement of progress:

In 2015, UNICEF continued to work closely with the Government on issues relating to child justice. Based on approval by the Judicial Training Unit of the Chief Registrar's Office, UNICEF developed child justice manuals for trainers and participants, and also carried out Training of Trainers for magistrates and Session Court judges in October 2015.

Based on feedback obtained from key stakeholders on challenges with respect to legal aid for children, UNICEF organized a seminar on legal aid for children, which was attended by government agencies, the Bar Council and other civil society organizations. The seminar, which highlighted international models and approaches and challenges to the provision of legal aid for children in Malaysia, also resulted in several recommendations, including capacity building on representing children and establishment of a network of lawyers representing children. UNICEF Malaysia also supported the National Consultation on Vulnerable Victims and Witnesses and presented international models and best practices to strengthen victim/witness support services for children and other vulnerable victims and witnesses.

Progress on introducing diversion to Malaysia has continued to be encouraging. Based on a request by the MoWFCD, UNICEF supported the mission of two representatives from the England and Wales Youth Justice Board who gave a presentation on the diversion model used in the United Kingdom and lessons learned. Several meetings facilitated by UNICEF to advance agreement on an appropriate diversion model for Malaysia were also held with the informal Taskforce on Diversion (led by the MoWFCD). Additionally, UNICEF provided technical advice in relation to the drafting of an enabling provision on diversion for the Child Bill. While the diversion provision was not included in the Child Bill, there is still political will to proceed with the diversion pilot.

UNICEF also supported the participation of the judiciary and police in a regional training on ICT and human trafficking in June 2015, which built their knowledge and capacity to understand the array of technologies available to combat trafficking in all its forms.

OUTPUT 6 By the end of 2015, stakeholders have increased understanding on the rights of children with disabilities, towards better policy and legislation implementation.

Analytical statement of progress:

The Malaysia Partnership on Children with Disabilities continued to use various platforms including a Facebook page, events and meetings to share information and create awareness on the rights of children with disabilities and some of the challenges affecting the implementation of existing policies and legislation. UNICEF provided guidance and information on disability issues to key partners through events, and linked some of them to other agencies providing services for children with disabilities.

To further strengthen work on disability, UNICEF Malaysia in 2015 developed a Disability Inclusion Strategy, which sets out a five-year plan in support of the new Country Programme (2016–2020).

A Knowledge Attitudes and Practices survey will also be conducted to establish baseline. On community attitudes and perceptions towards children with disabilities.

Consultations with partners in Sabah and Sarawak continued in 2015, to introduce and engage them in the Malaysian Partnership on children with disabilities activities and provide disability training to enhance their capacity. The Human Rights Commission, MoE Special Needs Unit, teachers and some academics were represented during the consultations. The participants called on UNICEF to continue to engage with government counterparts responsible for various aspects related to the well-being of children with disabilities and advocate for implementation and realization of the CRC and the Convention on the Rights of Persons with Disabilities.

The key challenge to sustain the partnership concerns leadership roles due to lack of formal structure in the group. However, UNICEF will continue to support the national partnership and aims to work more closely with the Government and key stakeholders to advocate for the rights of children with disabilities.

Document Centre

Evaluation and Research

Title	Sequence number	Type of report
Reaching the Unreached – Kampung Numbak	2015/004	Research
Children in Sabah – Situational Analysis	2015/004	Situation Analysis
Study on UNICEF–SSM Partnership and Best Business Practice Circulars/Toolkit in Supporting Advancement of Children’s Rights among Companies in Malaysia – Final Report, January 2015	2015/002	Research
Evaluation of the Equity Focus of Malaysia Country Programme	2015/001	Evaluation

Other Publications

Title
Visit by the UNICEF Executive Board to Malaysia – video
Innovation – UNICEF Products Catalogue: a booklet (English, Malay) on the work of UNICEF’s Global Innovation Centre to support innovations developed by partners and other actors and incorporate them to child rights work
Banjir – Children a Priority for UNICEF – video
Many Stories, One Voice: video
Children4Change – a website for adolescents and youth, with information about world peace, human rights, safer Internet, the End Violence against Children campaign and climate action. Visitors can engage on the issues, share their views with UNICEF, and participate in Voice
Exploring the Digital Landscape in Malaysia: Access and use of digital technologies by children and adolescents
A Parent’s Guide: How to talk to your children about the Internet
Koleksi Cerita Tradisi dan Amalan Orang Asal di Sabah
Koleksi Cerita Tradisi dan Amalan Orang Asal di Sarawak
Many Stories, One Voice: Stories Inspired by Indigenous Children in Sabah and Sarawak
Pelbagai Budaya, Satu Suara: Inspirasi cerita cerita dari kanak kanak Orang Asal di Sabah dan Sarawak
National Conference to Strengthen Registration Systems, Conference Proceedings, Organized by UNICEF and UNHCR, 26–27 May 2014

Lessons Learned

Document Type/Category	Title
Innovation	UNICEF Malaysia Innovation Lab