

Safe and Fair:

Realizing women migrant workers' rights and opportunities in the ASEAN region

Violence against Women Service Directory for Women Migrant Workers in the ASEAN region

English



bit.ly/services4wmw



**Spotlight
Initiative**
*To eliminate violence
against women and girls*



About the Service Directory

- Effective coordination and referrals are essential to respond to the needs of Women Migrant Workers subject to Violence.
- Safe and Fair has created a regional service directory for this purpose (a comprehensive service directory is also being developed and will be available shortly).
- The service directory enables referrals of women, including women migrant workers survivor of violence, by sharing information on available violence against women (VAW) specialized service providers across the region.
- The list includes the leading organizations providing support to survivors of violence against women migrant workers in Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Thailand and Vietnam.
- Services featured in the directory include the health, police/justice, social, labour sectors and hotlines and shelters, and they are a core set of critical essential services responding to the needs of women migrant workers subject to violence in ASEAN.

Who to contact for **HELP** in Cambodia



Health

Calmette Hospital
Tel: 855-23- 426948

Web: www.calmette.gov.kh

Khmer-Soviet Friendship
Hospital

Tel:855-23 424 373

Web:

www.facebook.com/khmer

[soviethospital.org.kh/?](http://soviethospital.org.kh/)

rf=119281428148602

Preah Kossamak Hospital

Tel: 855-23-883 047

FB:

www.facebook.com/Preah-

Kossamak-Hospital-

827358274004690

Police/Justice

Anti-human Trafficking
and Juvenile Protection
Department

Tel: 855-23-997919, 1288

FB:

www.facebook.com/Camb

odian-Anti-human-
Trafficking-Juvenile-
Protection-Police-
1657135634508745

Social Sector

Cambodian Women's
Crisis Center(CWCC)

Tel: 855-23-997967

Web: www.cwcc.org.kh/

FB:

www.facebook.com/Camb

odianWomensCrisisCenter
cwcc

Labour

Ministry of Labour and
Vocational Training Tel:
855-23-884375

Web: www.mlvt.gov.kh

FB:

[www.facebook.com/mlvt.](http://www.facebook.com/mlvt)

kh

Legal Support for
Children and Women
(LSW)

Tel: 855-455 516

Web: www.lscw.org

FB:

www.facebook.com/LSC

W02

Hotline & Shelter

Child Helpline Cambodia
Tel: 1280

Web:

<http://childhelpline.org.kh>

FB:

[https://www.facebook.co](https://www.facebook.com/chc1280)
m/chc1280



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Who to contact for **HELP** in Indonesia



Health

Dr. Boge Priyo Nugroho
(Jakarta)
Tel: +62 811-1922-024
(Tarakan Hospital Based
Crisis Center for GBV)

Pelayanan Terpadu
Penyintas Perempuan dan
Anak (P2TP2A) Rumah Sakit
Umum Pusat (RSUP) Sanglah
Tel: (0361) 227911 ext 15

Police/Justice

HelpRenakta Legal Aid
Organisation/Lembaga
Bantuan Hukum (LBH)
APIK Jakarta
Tel: +62 8138882 2669 (via
WhatsApp)
Email: lbh.apik@gmail.com

Labour

BNP2TKI (National Agency
for the Placement and
Protection of Indonesian
Migrant Workers) Crisis
Centre
Address: BNP2TKI Building Jl.
MT Haryono Kav. 52
Pancoran, Jakarta 12095
Tel: +62 2179188924
(Working hours: Monday-
Friday, 9-16pm)

Halo TKI (Call Center) 0800
1000 (free call in country)

- Accessible 24 hours
Tel: +6221 292 44800 (can be
accessed abroad with charge)
7266 (Hotline SMS free
of charge) Type: ACA
#TKI #sender name
#issue complained

Social Sector

Ministry of Women
Empowerment and Child
Protection (MOWECP)
Hotline: +62821 25751234
Email:
pengaduan@kemenpppa.go.id
Web:
<http://bit.ly/kamitetapada>

Komnas Perempuan
Tel: +62 213903963
Email:
petugas.pengaduan@komnasperempuan.go.id;
mail@komnasperempuan.go.id
Web: <http://s.id/6TsdX>

Yayasan Pulih
Tel: +62 8118436633
Web:
<http://yayasanpulih.org/konsultasi-online>

Hotline & Shelter

Social Affair Ministry –
(Kemensos)
Hotline: 1500 771

P2TP2A DKI Jakarta
(Women Empowerment
and Child Protection
Unit)
Hotline: 112
Mobile: 0813 17617622
Email:
konsultasi.uptp2adki.2007@gmail.com

Unit Pelayanan Perempuan
dan Anak (UPPA) Polda
Metro Jaya Hotline
Layanan Jakarta Siaga: 112
(command center)

COVID Hotline
Web:
<https://covid19.go.id>



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Who to contact for **HELP** in Lao PDR

Updated: April 2021



Health

Ministry of Health
(Mittaphab Hospital)
Tel: +856-20-2222 6161

Police/Justice

Ministry of Justice
Tel: +856-20-2220 4047

Association for
Development of Women
and Legal Education
(ADWLE)
Tel: +856-20-5562 8773

Social Sector

Counseling and
Protection center for
Women and Children
Tel: +856-20-2222 8831 or
+856-21-771 302

Gender Development
Association
Tel: +856-20-5550 4960

National Commission for
the Advantage of Women
and Mothers-Children
(NCAWMC)
Tel: +856-20-9980 1868

Labour

Ministry of Labor and
Social Welfare
Tel: +856-20-2804 0309

Lao Federation Trade
Union
Tel: +856-20-2208 8805
Hotline: 1512

Hotline & Shelter

Counseling and
Protection center for
Women and Children
Hotline: 1362

National Committee for
COVID19 response
Hotline:166



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Who to contact for **HELP** in Malaysia

Updated: July 2021



Health

One Stop Crisis Centre
(KL General Hospital)
Tel: +60 3 26155320
Address: 23 Jalan Pahang,
50586 Kuala Lumpur

Police/Justice

Kuala Lumpur Legal Aid
Centre
Tel: +60 3 29911121,
+60 3 26921122
Address: Union3.03, Level 3
Wisma Badan Peguam
Malaysia, No.2 Leboh Pasar
Besar 50050 Kuala Lumpur

Social Sector

Tenaganita
Tel: +60 12335 0512,
+60 123395350
Address: No.12, Jalan 6/11,
Seksyen 6, Petaling Jaya,
Malaysia

Labour

Malaysian Trade Union
Congress Migrant Resource
Centre
Tel: +60 3 80243717
Address: Wisma MTUC, 10-5,
Jalan USJ 9/5T, Subang Jaya
Malaysia

Department of Labour
Peninsular Malaysia Tel:
+60 3 88865192
Email: jtksm@mohr.gov.my

Hotline & Shelter

Women's Aid Organisation (WAO)
Hotline:
+60 3 3000 8858
SMS/Whatsapp:
+60 1 8988 8058

Malaysia OnceCall
Centre
Anti-Trafficking in
Persons
Hotline: 999

Crisis Preparedness and
Response Centre (CPRC)
Kebangsaan
Phone: +603 88810200
+60 388810600
+60 388810700
Email: cprc@moh.gov.my



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Who to contact for **HELP** in Myanmar



Health

GBV One Stop Crisis Centre,
Yangon General Hospital
• Tel: +95 1 256 112

GBV One Stop Crisis
Centre
Pin Ta Ya Hospital and Nay
Pyi Taw Hospital,
• Tel +95 67 343 1071

Pin Ta ya Hospital (reachable
in office hours including on
the weekend)
• Tel +95 81 660 15,
+95 9 770 663 870

Labour

Department of Migrant Worker
• Tel: +959 890 700001
+959 890 700002

Migrant Workers Rights
Network (Labour and Women
Affairs)
• Tel: +95 9 262 758 501

Yaung Chi Oo Labour
Organization
(Labour and Women Affairs)
• Tel: +95 9 430 499 73

Social

Department of Social Welfare
• Tel: +95 673 404222,
+95 673 404999

Business Kind Myanmar (CSO)
Social Assistance for WMWs
• Tel: +95 9 431 307 50

Karen Baptist Convention
• Tel: +95 9 520 180 4,
+95 9 254 061 089

Women's Organizations
Network
• Tel: +95 9 770 864 28

Karen Women Empowerment
Group
• Tel: +95 9 775 161 049

Tavoyan's Women Union
• Tel : +95 9 778 171 944

KWEG
• +959 255 150 147

Police/justice

Anti-human Trafficking
Police Help Line
• Tel: +95 9 49 555 999

Akhaya Women Myanmar
(File Complaints to Police
and Legal Assistance)
• Tel: +95 9 72 677 433,
+95 9 796 877 370

Education and Development
Foundation (Legal Assistance
for Women and Girls)
• Tel: +95 9 97 20 56 280

Hotline/shelter

Department of Social
Welfare Hotline
+95 673 404222,
+95 673 404999

Legal Clinic Myanmar,
24 hours Hot-line for GBV
Survivors
Tel: +95 9 2666 84448,
+95 9 2666 84449



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Who to contact for **HELP** in the Philippines



Health

Department of Health
(DOH)

- Tel: (632) 651-7800
- Local: 5003-5004,
(632) 165-364

DOH Main Office Tel:
(63) 918-8888364

National Center for
Mental Health Crisis
Tel: (63) 917 989 8727

Social Sector

Department of Social
Welfare and Development
(DSWD)

Tel: (63) 9189122813
Trunk line: (02) 8931-8101
to 07

DSWD Community-Based
Services Section (CBSS) Tel:
(632) 8733-0010 to 18
Local: 116

Commission on Overseas
Filipinos (CFO)
Tel: (632) 552 4700

Center for Migrant
Advocacy (CMA) Tel:
(63) 928 7952222

Labour

Philippine Overseas
Employment
Administration (POEA)
Tel: (632) 722 1189

Overseas Workers Welfare
Administration (OWWA)
Tel: (632) 1348
(632) 722 1144

SENTRO Labour Union
Tel: (632) 666 3545

Migrante International
Tel: (63) 921 270 9079

Police/Justice

Philippine National Police
Tel: (632) 177

PNP-Women and Children
Protection Center (WCPC)
Tel: 8532-6690

Email: wcpc_pnp@yahoo.com
wcpc_vawcd@yahoo.com
avawcd.wcpc@pnp.gov.ph

Inter-Agency Council on
Violence Against Women and
Their Children
Tel: (632) 8735-1654
Local: 122/ (632) 8733-6611
Email: iacvawc@pcw.gov.ph

Manila International Airport
Police
Tel: (632) 917 839 6242

Action line (anti-trafficking)
Tel: (6322) 1343

Women's Legal and Human
Rights and Bureau (WLB) Tel:
(63) 917 565 2077

COVID hotline

Department of Health
(DOH)
Hotline: 1555

Aleng Pulis Hotline
(+63) 919 777 7377

NBI-Violence Against
Women and Children
Desk (VAWCD)
Hotline: (632) 8525-6028
Email: vawcd@nbi.gov.ph

DSWD - NCR Ugnayan Pag-
asa Crisis Intervention
Center Hotlines: (632)
8734-8639
(632) 8734-8654
(632) 8734-8626 to 27



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Who to contact for **HELP** in Singapore



Health

National CareHotline
1800-202-6868
(8am-12am daily, from 1
Sep 2020)

Fei Yue's Online
CounsellingService
<https://www.ec2.sg>

Institute of Mental
Health's Mental Health
Helpline
6389-2222

Samaritans of Singapore
1800-221-4444

Silver Ribbon Singapore
6385-3714

Police/Justice

Police emergency
999

Police Hotline (For crime-
related information)
1800 255 0000

Labour

Foreign Domestic Worker
Association for Social
Support and Training
(FAST)

24 hotline: 1800339 4357
Tel: 1800-339-4357

Web: www.fast.org.sg
Email: enquiry@fast.org.sg

Social Sector

HOME (Humanitarian
Organization for Migration
Economics)

- Web: www.home.org.sg
- Helpline for domestic workers:
1800 797 7977 (Toll-free)
- Whatsapp / Viber / SMS: +65
9787 3122
- General inquiries: +65 9625
4193

PAVE Integrated Services for
Individual and Family Protection
Tel: 6555-0390
Web: www.pave.org.sg/index.php

Project StART
Tel: 6476-1482
Web:
[www.carecorner.org.sg/family-
violence](http://www.carecorner.org.sg/family-violence)

Hotline & Shelter

Singapore Council of
Women's Organisations
(SCWO) – Star Shelter
Call: +(65) 6571-0192
+(65) 65710193
+(65) 65710191

AWARE
Helpline: 1800 777 5555
Web: www.aware.org.sg

TRANS SAFE Centre
Tel: 6449 9088

TRANS SAFE Centre
Tel: 6449-9088



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Who to contact for **HELP** in Thailand



Health

Mental HealthCrisis
Hotline
1323

Emergency Health
1669

Police Hospital (Bangkok)
(24 hrs)
+66 22076000

Mae Sot Hospital (24 hrs)
+66 55 531224,
055 531229

Maharaj NakornChiang
Mai Hospital (24hrs)
+66 53 936150

Hotline & Shelter

1300 National Hotline
(24 hrs)
1300

Association for
the Promotion of the
Status of Women(APSW)
+66 2929 2222, or +66 2929
2301 to 7

Freedom Restoration
Project (Mae Sot)
+66 93 291 8818 (9am-5pm)

Police/Justice

Police National Hotline
(24 hrs)
191

HRDF (Bangkok)
+66 22776882,
+66 22776887

Light House (MaeSot)
+66 55 531123(9am -5pm)

LLC (Mae Sot)
+66 55 535994

MAP Foundation
(Chiang Mai)
+66 53 328134

Social Sector

1300 National Hotline (24 hrs) Homenet/ FLEP (Bangkok)
1300 +66 25139242 (9am -5pm)

Friends of Women
Foundation (English
available)
+66 25131001
(9am - 4 p.m. Mon - Fri)

MAP Foundation (Chiang
Mai)
+66 53 328134

Homenet/ FLEP (Bangkok)
+66-2513 9242 (9am -5pm)

Labour Protection Network
(LPN) (Samutsakorn)
+66 86 163 1390, +66 85714
4320

Labour

Labour Hotline
1506
(Ext. 3 - labour protection)

COVID-hotline (24hrs)
1422

Raks Thai Foundation
(Bangkok, Samutsakorn,
Surat Thanai)
+66 20890680

Labour Protection Network
(LPN) (Samutsakorn)
+66 86 1631390
+66 85 7144320

Myanmar Embassy in BKK
+66 2233 2237, +66 22337250

Lao PDR Embassy in BKK
+66 25396667

Cambodia Embassy in BKK
+66 2957 5851 to 2



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Who to contact for **HELP** in Viet Nam



Health

Hospital 354
Tel: 096 6120540,
(04) 37622595
Address: 120 Đốc Ngữ, Ba
Đình, Hà Nội

Labour

Department of Overseas
Labour
Address: Cục quản lý lao
động ngoài nước - 41B Lý
Thái Tổ - Quận Hoàn Kiếm
- Hà Nội
Tel: 84 4 38249517
Email: dolab@dolab.gov.vn

Police/Justice

Legal Aid Service
Ministry of Justice
Tel: 024 37334309,
088 8509566

Free legal advice – Bui Dinh
Ung Law Office
Web: <http://vplsibuidinhung.vn>
Tel: 1900636396
Address: Số 29, ngõ 298 Ngoc
Lâm, Phường Ngoc Lâm, Quận
Long Biên, Hà Nội

Social Sector

CSAGA - Center for Studies
and Applied Sciences in
Gender - Family - Women
and Adolescents
Tel: 024 33335599
Webchat: csaga.org.vn
(8am - 9pm, Mon to Sat)

Hotline & Shelter

Counselling and
Protection Center for
Women and Children
Hotline: 1362

National Committee for
COVID19 response
Hotline: 166



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The Safe and Fair: Realizing women migrant workers' rights and opportunities in the ASEAN Region Programme, is part of the Spotlight Initiative to eliminate violence against women and girls by 2030, a global, multi-year initiative between the European Union (EU) and United Nations (UN). Safe and Fair focuses on ASEAN countries and is implemented through a partnership between the ILO and UN Women, in collaboration with UNODC, and is delivered at both local and national levels through governments, trade unions, employer organizations, civil society organizations and women's organizations, and at the regional level through ASEAN institutions.

The Spotlight Initiative is the world's largest targeted effort to end all forms of violence against women and girls. Launched with a seed funding commitment of €500 million from the European Union, the Spotlight Initiative represents an unprecedented global effort to invest in gender equality as a precondition and driver for the achievement of the Sustainable Development Goals. As a demonstration fund for action on the Sustainable Development Goals, the Spotlight Initiative is demonstrating that a significant, concerted and comprehensive investment in gender equality and ending violence can make a transformative difference in the lives of women and girls.

For matters related to the Safe and Fair Programme please contact:

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UN Women Regional Office for Asia and the Pacific
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Twitter :@GlobalSpotlight
Instagram :@spotlightinitiative
Facebook :@TheSpotlightInitiative
YouTube :Spotlight Initiative
www.spotlightinitiative.org/safe-and-fair