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
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: 855-23-424373
Web: www.facebook.com/khmersoviethospital.org.kh/?rf=119281428148602

Preah Kossamak Hospital
Tel: 855-23-883047
FB: www.facebook.com/PreahKossamak-Hospital-827358274004690

Police/Justice
Anti-human Trafficking and Juvenile Protection Department
Tel: 855-23-997919, 1288
FB: www.facebook.com/Cambodian-Anti-human-Trafficking-Juvenile-Protection-Police-1657135634508745

Labour
Ministry of Labour and Vocational Training
Tel: 855-23-884375
Web: www.mlvt.gov.kh
FB: www.facebook.com/mlvt.kh

Legal Support for Children and Women (LSW)
Tel: 855-455516
Web: www.lscw.org
FB: www.facebook.com/LSCW02

Social Sector
Cambodian Women’s Crisis Center (CWCC)
Tel: 855-23-997967
Web: www.cwcc.org.kh/
FB: www.facebook.com/CambodianWomensCrisisCenter cwcc

Hotline & Shelter
Child Helpline Cambodia
Tel: 1280
Web: http://childhelpline.org.kh
FB: https://www.facebook.com/chc1280

Health Police/Justice Labour Hotline & Shelter
## Who to contact for HELP in Indonesia

### Health

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Boge Priyo Nugroho</td>
<td>Tel: +62 811-1922-024 (Jakarta) Tel: +62 2179188924 (Working hours: Monday-Friday, 9-16pm)</td>
</tr>
<tr>
<td>Pelayanan Terpadu Penyintas Perempuan dan Anak (P2TP2A) Rumah Sakit Umum Pusat (RSUP) Sanglah</td>
<td>Tel: (0361) 227911 ext 15</td>
</tr>
</tbody>
</table>

### Labour

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNP2TKI (National Agency for the Placement and Protection of Indonesian Migrant Workers) Crisis Centre</td>
<td>Address: BNP2TKIBuilding Jl. MT Haryono Kav. 52 Pancoran, Jakarta 12095 Tel: +62 213903963 Email: <a href="mailto:petugaspengaduan@komnasperempuan.go.id">petugaspengaduan@komnasperempuan.go.id</a> Web: <a href="http://s.id/6Tsdx">http://s.id/6Tsdx</a></td>
</tr>
<tr>
<td>Halo TKI (Call Center)</td>
<td>Tel: 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</td>
</tr>
</tbody>
</table>

### Social Sector

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Komnas Perempuan</td>
<td>Tel: +62 213903963 Email: <a href="mailto:petugaspengaduan@komnasperempuan.go.id">petugaspengaduan@komnasperempuan.go.id</a>; <a href="mailto:mail@komnasperempuan.go.id">mail@komnasperempuan.go.id</a> Web: <a href="http://s.id/6Tsdx">http://s.id/6Tsdx</a></td>
</tr>
<tr>
<td>Yayasan Pulih</td>
<td>Tel: +62 811843 6633 Web: <a href="http://yayasanpulih.org/konsultasi-online">http://yayasanpulih.org/konsultasi-online</a></td>
</tr>
</tbody>
</table>

### Hotline & Shelter

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Social Affair Ministry – (Kemensos)</td>
<td>Hotline: 1500 771 P2TP2A DKI Jakarta (Women Empowerment and Child Protection Unit) Hotline: 112 Mobile: 0813 17617622 Email: <a href="mailto:konsultasi.uptp2adki.2007@gmail.com">konsultasi.uptp2adki.2007@gmail.com</a></td>
</tr>
<tr>
<td>Unit Pelayanan Perempuan dan Anak (UPPA) Polda Metro Jaya Hotline</td>
<td>Layanan Jakarta Siaga: 112 (command center) COVID Hotline Web: <a href="https://covid19.go.id">https://covid19.go.id</a></td>
</tr>
</tbody>
</table>

### Police/Justice

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Help Renakta Legal Aid Organisation/Lembaga Bantuan Hukum (LBH) APIK Jakarta</td>
<td>Tel: +62 8138882 2669 (via WhatsApp) Email: <a href="mailto:lbh.apik@gmail.com">lbh.apik@gmail.com</a></td>
</tr>
<tr>
<td>Police/Justice Health Labour Social Sector</td>
<td>Web: <a href="http://s.id/6Tsdx">http://s.id/6Tsdx</a></td>
</tr>
</tbody>
</table>

### COVID Hotline

Web: [https://covid19.go.id](https://covid19.go.id)
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
# Who to contact for HELP in Malaysia

Updated: July 2021

## Health

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Stop Crisis Centre (KL General Hospital)</td>
<td>Tel: +60 3 26155320</td>
<td>23 Jalan Pahang, 50586 Kuala Lumpur</td>
</tr>
</tbody>
</table>

## Police/Justice

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kuala Lumpur Legal Aid Centre</td>
<td>Tel: +60 3 29911121, +60 3 26921122</td>
<td>Union 3.03, Level 3, Wisma Badan Peguam, No.2 Leboh Pasar, 50050 Kuala Lumpur</td>
</tr>
</tbody>
</table>

## Social Sector

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenaganita</td>
<td>Tel: +60 123350512, +60 123395350</td>
<td>No.12, Jalan 6/11, Seksyen 6, Petaling Jaya, Malaysia</td>
</tr>
</tbody>
</table>

## Labour

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malaysian Trade Union Congress Migrant Resource Centre</td>
<td>Tel: +60 3 80243717</td>
<td>Wisma MTUC, 10-5, Jalan USJ 9/5T, Subang Jaya, Malaysia</td>
</tr>
<tr>
<td>Department of Labour Peninsular Malaysia</td>
<td>Tel: +60 3 88865192</td>
<td></td>
</tr>
</tbody>
</table>

## Hotline & Shelter

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women’s Aid Organisation (WAO)</td>
<td>Hotline: +60 3 3000 8858, SMS/Whatsapp: +60 1 8988 8058</td>
<td></td>
</tr>
<tr>
<td>Malaysia Once Call Centre</td>
<td>Anti-Trafficking in Persons Hotline: 999</td>
<td></td>
</tr>
<tr>
<td>Crisis Preparedness and Response Centre (CPHC)</td>
<td>Phone: +603 88810200, +60 388810600, +60 388810700</td>
<td>Kebangsaan</td>
</tr>
<tr>
<td>Department of Labour Peninsular Malaysia</td>
<td>Tel: +60 3 88865192</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:cprc@moh.gov.my">cprc@moh.gov.my</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

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

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

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
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

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

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

**Labour**

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

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

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

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

PNP-Women and Children Protection Center (WCPC)
- Email: wcpc_vawcd@yahoo.com
- avawcd.wcpc@pnp.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

NBI-Violence Against Women and Children Desk (VAWCD)
- Hotline: (632) 8525-6028

DSWD - NCR Ugnayan Pag-asa Crisis Intervention Center Hotlines
- (632) 8734-8639
- (632) 8734-8654
- (632) 8734-8626 to 27
Who to contact for HELP in Singapore

**Health**

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

Fei Yue’s Online Counselling Service
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

**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

**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

**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
<table>
<thead>
<tr>
<th>Health</th>
<th>Social Sector</th>
<th>Labour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Crisis Hotline</td>
<td>Friends of Women Foundation (English available)</td>
<td>COVID-hotline (24hrs) 1422</td>
</tr>
<tr>
<td>1323</td>
<td>+66 2513 9242 (9am - 5pm)</td>
<td></td>
</tr>
<tr>
<td>Emergency Health 1669</td>
<td>Raks Thai Foundation (Bangkok, Samutsakorn, Surat Thanai) +66 2089 0680</td>
<td></td>
</tr>
<tr>
<td>Police Hospital (Bangkok) (24 hrs) +66 2207 6000</td>
<td>MAP Foundation (Chiang Mai) +66 53 328134</td>
<td>Labour Protection Network (LPN) (Samutsakorn) +66 86 1631390 +66 85 714320</td>
</tr>
<tr>
<td>Mae Sot Hospital (24 hrs) +66 55 531224, 055 531229</td>
<td>Homenet/ FLEP (Bangkok) +66 2513 1001 (9am - 4 p.m. Mon - Fri)</td>
<td>Myanmar Embassy in BKK +66 2233 2237, +66 2233 7250</td>
</tr>
<tr>
<td>Maharaj Nakorn Chiang Mai Hospital (24hrs) +66 53 936 150</td>
<td>MAP Foundation (Chiang Mai) +66 53 328134</td>
<td>Lao PDR Embassy in BKK +66 2539 6667</td>
</tr>
<tr>
<td></td>
<td>HRDF (Bangkok) +66 2277 6882, +66 2277 6887</td>
<td>Cambodia Embassy in BKK +66 2957 5851 to 2</td>
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<tr>
<td>Police/Justice</td>
<td>Light House (Mae Sot) +66 55 531123 (9am - 5pm)</td>
<td></td>
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<tr>
<td>Police National Hotline (24 hrs) +66 53 328134</td>
<td>LLC (Mae Sot) +66 55 535994</td>
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<td>1300 National Hotline (24 hrs) Homenet/ FLEP (Bangkok) +66 2513 9242 (9am - 5pm)</td>
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<tr>
<td>1300</td>
<td>Raks Thai Foundation (Bangkok, Samutsakorn, Surat Thanai) +66 2089 0680</td>
<td></td>
</tr>
<tr>
<td>Labour Hotline 1506 (Ext. 3 - labour protection)</td>
<td>MAP Foundation (Chiang Mai) +66 53 328134</td>
<td></td>
</tr>
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<td>Hotline &amp; Shelter</td>
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<td></td>
<td>MAP Foundation (Chiang Mai) +66 53 328134</td>
<td></td>
</tr>
</tbody>
</table>
Who to contact for HELP in Viet Nam

**Health**
Hospital 354
Tel: 096 6120540, (04) 37622595
Address: 120 Độc 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://vplsbuidinhung.vn](http://vplsbuidinhung.vn)
Tel: 1900636396
Address: Số 29, ngõ 298 Ngọc Lâm, Phường Ngọc 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
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:

Deepa Bharathi
Chief Technical Adviser
Safe and Fair Programme
ILO Regional Office for Asia and the Pacific
E-mail: bharathi@ilo.org

Valentina Volpe
Ending Violence against Women Specialist
Safe and Fair Programme
UN Women Regional Office for Asia and the Pacific
E-mail: valentina.volpe@unwomen.org

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