



# MALAYSIA

2024 IFRC network annual report, Jan-Dec



16 July 2025

## IN SUPPORT OF THE MALAYSIAN RED CRESCENT SOCIETY



**142**

National Society  
branches



**159**

National Society  
local units



**120**

National Society  
staff



**191,596**

National Society  
volunteers

## PEOPLE REACHED

Climate and  
environment



**1,103,972**

Disasters  
and crises



**19,000**

Health and  
wellbeing



**1,108,855**

Migration and  
displacement



**2,911**

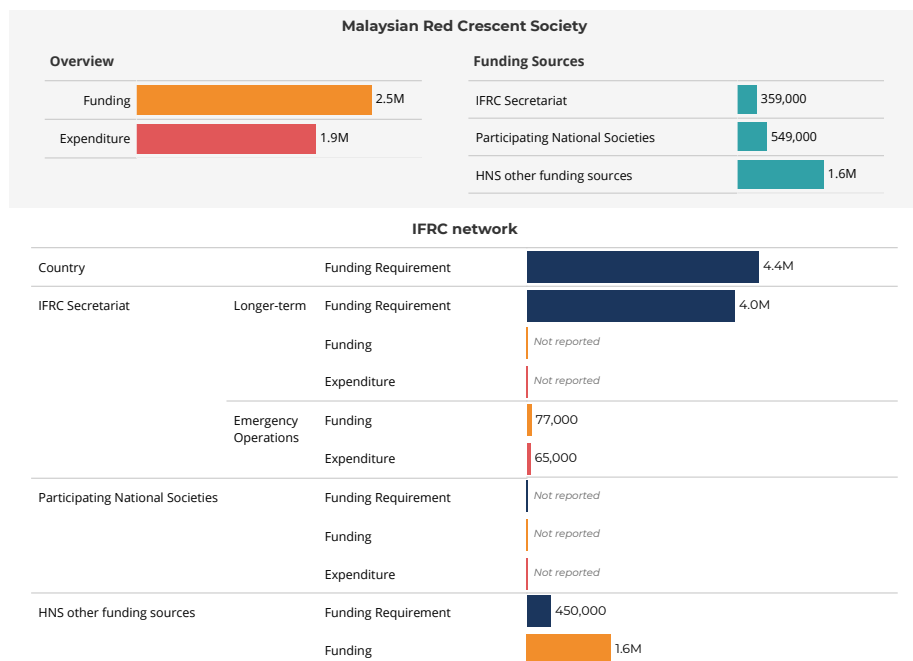
Values, power  
and inclusion



**2,640**

## FINANCIAL OVERVIEW

*in Swiss francs (CHF)*



Appeal number **MAAMY002**

\*Information on data scope and limitations is available on the back page

## STRATEGIC PRIORITIES











Climate and environment	Number of people reached with activities to address environmental problems	1.1M
	Number of people reached with activities to address rising climate risks	540
	National Society implements nature-based solutions (including those with a particular focus on the planting of trees and mangroves)	Yes
	National Society implements environmental or climate campaigns focused on behaviour change, plastic reduction, clean-ups or reducing GHG emissions	Yes
	National Society has received IFRC Network's support to adapt to longer-term impacts of climate change	Yes
Disasters and crises	Number of people reached with livelihoods support	19,000
	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	19,000
	Number of people reached with disaster risk reduction	500
	Number of people reached with shelter support	100
Health and wellbeing	Number of people reached by the National Society with contextually appropriate health services	1.1M
	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	1.1M
	Number of people trained by the National Society in first aid	17,000
	Number of people reached with psychosocial and mental health services	1,000
Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	3,000
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
	National Society has undertaken any advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move	Yes

Values, power and inclusion	Number of people reached by the National Society's educational programmes	3,000
	Number of people reached by protection, gender and inclusion programming	45
	National Society has a Community Engagement and Accountability policy, strategy or plan	Yes

## ENABLING FUNCTIONS

National Society development	National Society covers health, accident and death compensation for all of its volunteers	Yes
	National Society has created and implemented youth engagement strategies	Yes
	National Society has developed and/or implemented a strategy for strengthening their auxiliary role	Yes
	There is a National Society Development plan in place	Yes
Humanitarian diplomacy	National Society has a domestic advocacy strategy developed aligning, at least in part, with global IFRC advocacy strategies	Yes
	National Society participates in IFRC-led campaigns	Yes
Accountability and agility	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its ..	Yes
	National Society has a Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors	Yes
	National Society has a PSEA Action Plan to enforce prevention and support survivors	Yes
	National Society has strengthened its integrity and reputational risk mechanism	Yes
	National Society is implementing a digital transformation roadmap in line with the IFRC strategy	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Funding Reported	Climate and enviroment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions
American Red Cross							
Indonesian Red Cross Society							
Italian Red Cross							
Japanese Red Cross Society							
Norwegian Red Cross							
Singapore Red Cross Society							
Swedish Red Cross							

# Q1. OVERALL PERFORMANCE

## Context

In 2024, Malaysia's palm oil industry, a key economic sector, faced increasing pressure to comply with global deforestation regulations. Malaysia strengthened its sustainability efforts, with the Malaysian sustainable palm oil certification covering 92.6 per cent of planted areas now. Additionally, it integrated the Sawit intelligent management system which aims to improve transparency and compliance with the European Union deforestation regulation.

Malaysia also experienced an intense heat wave with the highest recorded temperature reaching 38.4 degrees Celsius in Negeri Sembilan. The annual Northeast monsoon brought heavy rainfall and strong winds. It caused floods which resulted in casualties, widespread destruction of infrastructure and disruptions to essential services and livelihoods. In response, the government established temporary shelters and implemented several flood mitigation projects to minimize damage in high-risk areas.

Malaysia's healthcare system faced a growing crisis due to shortage and uneven distribution of healthcare workers. As a result, patients experienced delays in receiving treatment. Additionally, the National Health and Morbidity Survey 2023 revealed that depression rates had doubled over the past four years. Despite the rising need, there was a critical shortage of professionals, with fewer than one psychiatrist per 100,000 people which is far below the World Health Organization (WHO) recommendation. Social stigma and limited access to professionals, particularly in rural areas, were significant barriers in effective intervention. The fight against dengue continued to be a persistent public health challenge, with a surge in cases reported in 2024. Experts attributed the surge to climate factors such as rising temperatures and increased rainfall, which created favorable breeding conditions for Aedes mosquitoes. Health authorities intensified public awareness campaigns to curb the spread of the disease.

Malaysia continued to grapple with complex human security challenges, particularly concerning refugees, undocumented migrants, child protection and human trafficking throughout 2024. Authorities ramped up efforts to combat trafficking syndicates, leading to significant rescues and arrests. To address the growing undocumented population, the Malaysian government launched a repatriation programme. The year also saw heightened concerns over child protection following the exposure of severe abuse within the facilities of Global Ikhwan Services and Business Holdings, a conglomerate linked to the banned Al-Arqam sect. The rescued children were placed under the care of the Malaysian Welfare Department and received medical and psychological support to address trauma and injuries. Additionally, Malaysia conducted a humanitarian mission to assist Palestinians affected by the conflict in Gaza.

## Key achievements

### Climate and environment

In 2024, the Malaysian Red Crescent Society prioritized climate resilience by equipping communities, staff and volunteers with the necessary knowledge and tools to combat the growing impacts of climate change through targeted training programmes. It promoted and integrated green response across all its operations and developed an environmental policy framework which was implemented across all operational units. The National Society also engaged with external partners to develop sustainable supply chains and logistics. As part of the Ha Noi Call for Action (HC4A) initiative that focused on becoming climate-ready, the National Society launched climate awareness campaigns and disaster management forums. It supported government initiatives and community-led environmental projects. It also worked with local and international stakeholders to develop and implement large-scale climate adaptation programmes in vulnerable communities. The National Society integrated environmental health considerations into its programmes and led efforts to promote climate education and awareness among young people. Additionally, it integrated environmental policies into its humanitarian response programmes to ensure a sustainable approach to disaster relief operations. The National Society also organized workshops on Enhanced Vulnerability and Capacity (eVCA) mapping for community awareness and implemented Safe Step Kids under which it trained local communities in disaster risk reduction and climate change.

## Disasters and crises

In 2024, the Malaysian Red Crescent Society responded to a flood emergency and a dengue epidemic by drawing on the IFRC Disaster Response Emergency Fund ([IFRC-DREF](#)). For disaster preparedness and response, the National Society involved local [communities in disaster risk reduction](#) and road safety awareness programmes. It implemented the Safe Step Kids programme and conducted numerous training sessions and workshops in [anticipatory action](#), disaster risk reduction, Enhanced Capacity and Vulnerability Assessments and the development of a standard operating procedure for [cash and voucher assistance](#). These initiatives equipped communities with the knowledge and skills needed to increase their resilience to evolving and multiple shocks and hazards.

## Health and wellbeing

The Malaysian Red Crescent Society's health initiatives focused on dengue prevention and community health services. It made efforts to reduce dengue cases and reached people through various dengue prevention, health and water, sanitation and hygiene ([WASH](#)) activities. The National Society provided crucial support to refugees, facilitating access to affordable medical treatment through case referrals to partner organizations. It expanded its health outreach programmes to underserved areas and launched static health clinics to provide long-term healthcare access and strengthened its healthcare services by expanding mobile health clinics and increasing access to vaccination programmes for at-risk populations. The National Society focused on [first aid](#) training, maternal healthcare and communicable disease prevention. Additionally, it deployed medical teams to disaster-affected areas and conducted mass vaccination campaigns targeting vulnerable groups to enhance emergency health responses. It implemented water filtration systems in flood-prone areas and conducted hygiene promotion campaigns to improve community health outcomes through WASH programmes. Additionally, it intensified its efforts to address the mental health and psychosocial support ([MHPSS](#)) needs of migrants, volunteers, youth and staff.

## Migration and displacement

In the reporting year, the National Society developed a research paper on health financing for refugees and conducted community engagement activities, including a video documentary to showcase the impacts of its health outreach activities. The Safe Steps Kids programme was extended to migrant schools and the National Society established migrant community health volunteer teams. It provided critical support to migrants and helped them reconnect with their families through its Restoring Family Link ([RFL](#)) services. Additionally, the National Society prepared first aid and mental health and psychosocial support ([MHPSS](#)) training modules for immigration officers.

## Values, power and inclusion

In 2024, the Malaysian Red Crescent Society adopted a comprehensive Protection, Gender and Inclusion ([PGI](#)) approach across all its programmes ensuring all its humanitarian activities were designed to uphold dignity, equitable access and safety for vulnerable populations. It reviewed its policy on prevention and response to sexual exploitation and abuse (PSEA) to develop a comprehensive PGI policy. Under the HC4A Manila Call for Action Final Review, it focused on enhancing the protection and engagement of volunteers. In preparation for community programmes, the National Society conducted training for volunteers in topics such as Community Engagement and Accountability ([CEA](#)), PGI, migration and displacement, data collection and water, sanitation and hygiene (WASH). It reviewed its [youth engagement strategy](#) and aimed to empower young people and integrated education-related humanitarian needs into its assessments, programmes and data collection efforts. The National Society also developed a partnership with key stakeholders such as UNICEF and the Ministry of Education. It strengthened its engagement and accountability mechanisms to empower vulnerable communities and embedded feedback mechanisms into its operations and introduced an integrity line to strengthen CEA.

## Enabling local actors

The Malaysian Red Crescent Society focused on strategic and operational coordination, resource mobilization and [digital transformation](#). The National Society planned training opportunities to ensure effective implementation of the resource mobilization strategy. The National Society also made progress in financial sustainability and developed core budget evaluation documents. It engaged with the IFRC for core cost exercises. The National Society's digital transformation initiatives included the review of the digitalization roadmap for 2024-2025, developing a common data model, enhancing data protection measures and improving volunteer engagement platforms.



## Q2. CHANGES AND AMENDMENTS

Under infrastructure and technology enhancements, the National Society prioritized digitalization efforts, including a phased rollout of the digitalization roadmap 2024-2025 to streamline processes. It also focused on investment in new infrastructure and upgrades and introduced preventive maintenance programmes for key assets like ambulances and other emergency response equipment. Under strategic revisions in disaster preparedness and response, the National Society expanded the Safe Steps Kids programme to migrant schools. It also worked on the development of community engagement and accountability (CEA) training to ensure better public participation and awareness in disaster response efforts and increased emphasis on anticipatory action training. The health programme adjustments of the National Society include a strengthened focus on dengue prevention through a more targeted approach, leveraging data-driven interventions and community-led fogging initiatives. It also enhanced collaboration with refugee health service providers and developed community-based health volunteer programmes to strengthen the National Society's health outreach. Under funding and resource mobilization, the National Society worked on the development and phased implementation of a comprehensive resource mobilization strategy to improve financial sustainability. It also diversified its funding sources and established a resource mobilization committee to oversee funding priorities and ensure efficient allocation of resources. For youth engagement and inclusivity, the National Society revised its youth engagement strategy and strengthened partnerships with organizations such as UNICEF, Ministry of Education and corporate entities. It also expanded its inclusivity training programmes, particularly in protection, gender and inclusion (PGI), equipping volunteers and staff with the necessary skills to address community-based vulnerabilities.



*Dengue prevention kits were distributed by the Malaysian Red Crescent Society as a part of the dengue awareness campaign, in May 2024*  
(Photo: Malaysian Red Crescent Society)

# Q3. MEASURING RESULTS OF THE IFRC NETWORK ACTION

## STRATEGIC PRIORITIES



### Climate and environment

#### Progress by the National Society against objectives

In this reporting period, the Malaysian Red Crescent Society prioritized climate resilience by equipping communities, staff and volunteers with the necessary knowledge and tools to combat the growing impacts of climate change. This included conducting targeted training programmes in sustainable practices and environmental mitigation efforts. The National Society also sought to enhance community ownership of climate adaptation programmes by integrating local knowledge and insights into the planning and implementation phases. Additionally, the Malaysian Red Crescent Society promoted and integrated green response initiatives across all operations, ensuring that humanitarian efforts were environmentally sustainable and minimized carbon emissions. It developed an environmental policy framework which was implemented across all operational units. The National Society engaged with external partners to develop sustainable supply chains and logistics. As part of the Ha Noi Call for Action (HC4A) initiative that focuses on becoming climate-ready, the National Society launched climate awareness campaigns and disaster management forums to educate both internal teams and the public about climate adaptation and mitigation strategies. The Malaysian Red Crescent Society supported government initiatives and community-led environmental projects and with local and international stakeholders to develop and implement large-scale climate adaptation programmes in vulnerable communities.

The National Society integrated environmental health considerations into its programmes, to support communities affected by climate change receive adequate health and water, sanitation and hygiene (WASH) services. Efforts were also made to promote climate education and awareness among young people. The Malaysian Red Crescent Society held the 2024 Climate Change Forum to engage students from Universiti Pertahanan Nasional Malaysia on climate risk adaptation, mitigation strategies and community-based disaster preparedness.

Additionally, the Malaysian Red Crescent Society integrated environmental policies into its humanitarian response programmes to ensure a sustainable approach in disaster relief operations and established mentorship programmes for trained youth participants to lead community-based projects.

The National Society organized workshops in Enhanced Vulnerability and Capacity (eVCA) mapping for community awareness. It also conducted a campaign on disaster risk reduction, climate change and environmental crisis. Additionally, the Malaysian Red Crescent Society implemented a project titled 'Safe Step Kids' under which it trained local communities in disaster risk reduction and climate change. It also initiated discussion with UNICEF to explore a collaboration on disaster risk reduction awareness programmes including climate change initiatives for youth.

#### IFRC network joint support

The IFRC supported the Malaysian Red Crescent Society's efforts under climate and environment by providing technical guidance and building network with relevant agencies on climate and environment interventions.





## Disasters and crises

For real-time information on emergencies, visit IFRC GO page [Malaysia](#).

In 2024, the IFRC Disaster Response Emergency Fund ([IFRC-DREF](#)) was approved for a flood-related emergency and a dengue epidemic in Malaysia.

1.

<b>NAME OF THE OPERATION</b>	Malaysia - Dengue Prevention and Control
<b>MDR-CODE</b>	<a href="#">MDRM010</a>
<b>DURATION</b>	3 months (16 Nov 2023 to 30 Apr 2024)
<b>FUNDING ALLOCATION</b>	CHF 121,673
<b>PEOPLE TARGETED</b>	48,000 people
<b>LATEST OPERATIONAL UPDATE</b>	<a href="#">Malaysia Dengue Prevention and Control Final DREF Report</a>

The DREF allocation of CHF 121,673 in November 2023 supported the Malaysian Red Crescent Society in aiding 48,000 people under the dengue prevention and control operations. The National Society supported the targeted people over three-month period with assistance including risk communication and community engagement (RCCE), community cleaning campaigns ('gotong royong'), distribution of dengue kits and the integration of protection, gender and inclusion (PGI) and community engagement and accountability (CEA).

2.

<b>NAME OF THE OPERATION</b>	Malaysia Flood 2024
<b>MDR-CODE</b>	<a href="#">MDRM011</a>
<b>DURATION</b>	6 months (6 Dec 2024 to 31 May 2025)
<b>FUNDING ALLOCATION</b>	CHF 396,876
<b>PEOPLE TARGETED</b>	15,000 people
<b>LATEST OPERATIONAL UPDATE</b>	<a href="#">Malaysia Flood 2024 Operation Update</a>

The DREF allocation of CHF 396,876 in December 2024 supported the Malaysian Red Crescent Society in aiding 15,000 people affected by floods. The National Society supported the targeted people over a six-month period with assistance including the distribution of water and food packages, mental health and psychosocial support, health screening and essential medical and ambulance support.

### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society prepared a draft proposal for road safety and expanded its disaster preparedness initiatives by introducing community-driven disaster resilience programmes and implementing anticipatory action mechanisms. It also conducted training of trainers (ToT) and a workshop on anticipatory action. The National Society conducted health risk assessments in disaster-prone areas and expanded the community-based disaster risk reduction (CBDRR) programme. Additionally, it conducted workshops as part of the enhanced vulnerability and capacity assessment ([eVCA](#)) mapping initiative.

The Malaysian Red Crescent Society prioritized in-kind assistance and cash-based support mechanisms, ensuring that disaster-affected individuals received timely and culturally appropriate assistance. The National Society support included essential resources such as food, water, shelter kits and non-food items. It also provided direct financial assistance to affected people for purchasing essential goods through its pilot cash and voucher assistance ([CVA](#)) programme. Through targeted support mechanisms, the Malaysian Red Crescent Society adapted its relief distribution

strategies based on community feedback, allowing for a more effective and needs-based response. Additionally, the National Society's health and vaccination team ensured that disaster-affected populations had access to essential health services, including primary healthcare, immunizations and disease prevention measures.

The Malaysian Red Crescent Society strengthened its disaster response mechanisms by enhancing coordination, training first responders, improving community preparedness and expanding its disaster response teams. It also increased its capacity to analyze and address disaster-related vulnerabilities, pre-positioned stockpiles of relief items across the country and partnered with local transport providers and military personnel. Under the HC4A initiative on disaster readiness, the National Society worked closely with the public authorities to improve early warning systems and community engagement in disaster risk reduction.

To enhance its crisis response capabilities, the National Society improved its disaster coordination mechanisms in collaboration with government agencies, non-governmental organizations and international partners. It also expanded its emergency response teams, equipping them with advanced search and rescue tools and emergency medical kits. Additionally, it enhanced its procurement strategy to ensure the rapid availability of essential goods and services during emergencies.

The Malaysian Red Crescent Society focused on enhancing its capacity to respond to various types of crises, including sudden-onset, slow-onset and protracted disasters through comprehensive training sessions. These training sessions emphasized the development of contingency plans, effective use of resources, coordination with the public authorities and integrated scenario-based simulations to prepare volunteers for real-life emergencies.

The Malaysian Red Crescent Society also made efforts to strengthen its ability to respond to disasters, track the effectiveness of its disaster response activities, measure impact and identify areas for improvement.

### IFRC network joint support

The IFRC supported the Malaysian Red Crescent Society with both financial and technical assistance to enhance its disaster response and readiness capacity. It provided the National Society with support in various initiatives such as cash and voucher assistance (CVA), disaster response, [early action protocols](#), community awareness campaigns, among others. Additionally, the IFRC supported the National Society with its Disaster Response Emergency Fund (IFRC-DREF) mechanism to effectively support people's immediate needs during times of disasters and crises.



## Health and wellbeing

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### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society engaged with the relevant public authorities and international health organizations to influence policies related to community-based healthcare. The National Society collaborated with the Ministry of Health to develop specialized training modules in community-based health interventions, disease prevention and health promotion. The goal was to align the National Society's health initiatives with national public health priorities.

The National Society expanded its health outreach programmes to underserved areas and launched static health clinics to provide long-term healthcare access. The Malaysian Red Crescent Society strengthened its healthcare services by expanding mobile health clinics and increasing access to vaccination programmes for at-risk populations. It also focused on [first aid](#) training, maternal healthcare and communicable disease prevention, providing comprehensive health services to vulnerable communities. It involved community members in dengue prevention activities in Petaling district and distributed dengue kits in affected areas.

The Malaysian Red Crescent Society deployed medical teams to disaster-affected areas and conducted mass vaccination campaigns targeting vulnerable groups to enhance emergency health responses. Through WASH programmes, the National Society implemented water filtration systems in flood-prone areas and conducted hygiene promotion campaigns to improve community health outcomes. It also coordinated its partner organizations for linkage to services such as the UNHCR refugee registrations, medical care, shelter, food aid, financial support among others.

In 2024, the Malaysian Red Crescent Society intensified its efforts to address the mental health and psychosocial support (MHPSS) needs of migrants, volunteers, youth and staff. Recognizing the heightened risks of trauma, displacement stress and social isolation among migrant communities, the National Society rolled out MHPSS programmes tailored to these populations. This included counseling services, community support groups and training for first responders to manage psychological distress effectively. Additionally, to address the shortage of mental health professionals, the National Society partnered with universities and non-governmental organizations to train additional community counselors, broadening access to mental health services.

### IFRC network joint support

The IFRC provided the Malaysian Red Crescent Society with both technical and financial assistance in its health and wellbeing initiatives. It provided the National Society with support in scaling up its assistance to vulnerable populations, enhancing the capacity of its staff and volunteers through training in strengthening collaborative framework. Additionally, the IFRC also provided support to the Malaysian Red Crescent Society in improving its WASH facilities through rehabilitation and water schemes.



## Migration and displacement

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### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society advocated for policy reforms to protect migrant rights and provide asylum seekers and undocumented migrants could access essential services. It established Humanitarian Service Points along key migration routes, where migrants can receive legal aid, medical assistance, food and temporary shelter. The National Society collaborated closely with key stakeholders such as United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM) and Médecins Sans Frontières (MSF) on humanitarian diplomacy and worked closely with community-based organizations representing migrant populations. These partnerships were crucial in amplifying advocacy efforts and ensuring a coordinated approach to address the needs of migrants and displaced persons.

The National Society also trained migrant community leaders to manage case referrals. Through its inclusive approach to dengue prevention and control, the Malaysian Red Crescent Society enabled migrant communities in hotspot areas to benefit alongside host communities. It coordinated with other agencies to provide health services to migrants and refugees, helping them receive immunization, basic healthcare and mental health support. Additionally, the National Society developed a comprehensive research paper on health financing for refugees and migrants. It also planned a video documentary and a coffee table book to showcase the profound impacts of its health outreach activities

It established a data collection and analysis framework to better assess and understand migrant needs through Community Engagement and Accountability (CEA) exercises, feedback mechanisms and direct consultations with migrant and host communities, to ensure that its response strategies were informed, relevant and effective. Additionally, the Malaysian Red Crescent Society conducted extensive training programmes for staff and volunteers to equip them to work with migrant and displaced populations in line with the IFRC's Global Strategy on Migration. It also strengthened its internal capacity through Training of Trainers (TOT) in CEA and prepared first aid and mental health and psychosocial support (MHPSS) training modules for immigration officers. Additionally, the National Society expanded its Safe Steps Kids programme to migrant schools and also provided Restoring Family Links (RFL) services to migrants.

### IFRC network joint support

The IFRC supported the Malaysian Red Crescent Society's objectives under migration and displacement through financial and technical assistance to ensure that activities catered to essential needs of vulnerable populations.

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The International Committee of the Red Cross (ICRC) supported the Malaysian Red Crescent Society through financial assistance and sustained support and strategic alignment to the National Society programmes.



## Values, power and inclusion

### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society adopted a comprehensive Protection, Gender and Inclusion (PGI) approach across all its programmes ensuring all its humanitarian activities were designed to uphold dignity, equitable access and safety for vulnerable populations. Under the HC4A initiative, the National Society focused on enhancing the protection and engagement of volunteers, ensuring a safe working environment and effective representation in all humanitarian actions. Additionally, in preparation for community programmes, the National Society conducted training for volunteers in topics such as Community Engagement and Accountability (CEA), PGI, migration and displacement, data collection and water, sanitation and hygiene (WASH).

The Malaysian Red Crescent Society reviewed its youth engagement strategy and aimed to empower young people with the knowledge, skills and behaviour necessary to uphold humanitarian values. It integrated education-related humanitarian needs into its assessments, programmes and data collection efforts. The National Society strengthened strategic partnerships with education authorities to address the educational needs of children affected by disasters, crises and displacement. Through effective advocacy, it promoted the importance of equitable, safe and continuous access to education in humanitarian contexts. It developed a partnership with key stakeholders such as UNICEF, the Ministry of Education, for creating innovative mechanisms for collaboration on humanitarian education, ensuring that its youth-led initiatives received the necessary support and resources.

The Malaysian Red Crescent Society reviewed its policy on Prevention and Response to Sexual Exploitation and Abuse (PSEA) to develop a comprehensive PGI policy. It also strengthened its engagement and accountability mechanisms to empower vulnerable communities and integrated communication, participation, feedback and complaints mechanisms within its programmes and operations. Additionally, it developed feedback mechanism guidelines to standardize how the National Society collected and responded to community feedback to ensure that its programmes and operations were responsive to the needs and concerns of the communities.

### IFRC network joint support

The IFRC provided financial support to the National Society in mainstreaming PGI and CEA across its interventions. It also provided technical assistance to the National Society in capacity building, and the development of relevant strategies.

## ENABLING LOCAL ACTORS



## Strategic and operational coordination

### Progress by National Society against objectives

#### IFRC membership coordination

IFRC membership coordination involves working with National Societies to assess the humanitarian context, agree on common priorities and jointly develop common strategies. This includes addressing issues such as obtaining greater humanitarian acceptance and access, mobilizing funding and other resources, clarifying consistent public messaging and monitoring progress. It also entails ensuring that strategies and programmes in support of people in need incorporate clarity of humanitarian action while linking with development assistance and contribute to reinforcing National Societies in their respective countries, including through their auxiliary role.

Participating National Societies currently providing remote support and assistance during emergency operations include the **Australian Red Cross**, the **Italian Red Cross** and the **Norwegian Red Cross**.

## Movement coordination

The Malaysian Red Crescent Society ensures regular exchanges with the IFRC, the International Committee of the Red Cross (ICRC) and participating National Societies, for the alignment of support and action between Movement partners. In times of emergencies, closer coordination is organized. This is carried out in line with the Strengthening Movement Coordination and Cooperation ([SMCC](#)) principles and the newly adopted [Seville Agreement 2.0](#).

In Malaysia, **the ICRC** supports the Malaysian Red Crescent Society projects under migration and displacement. It provided financial support to the National Society and collaborated with the IFRC to ensure sustained support and strategic alignment in the National Society's programmes.

## External coordination

The Malaysian Red Crescent Society collaborated with various local authorities and government ministries, including the Ministry of Health and the Ministry of Education, National Disaster Management Agency (NADMA), among others. The National Society also actively collaborated with UN agencies including UNHCR, UNSDG and UNICEF. It also closely coordinated with the Global Road Safety Partnership, Malaysia-UN SDG Trust Fund, Red Ready Funds, Malaysian Association for Blind (MAB), Southeast Asia youth Network (SEAYN), among others. The Malaysian Red Crescent Society also engaged in humanitarian diplomacy, collaborating closely with key stakeholders such as UNHCR, International Organization for Migration (IOM) and Médecins Sans Frontières, among others. The National Society also partnered with universities and non-governmental organizations to address the shortage of mental health professionals. Additionally, the Government of Japan collaborated with it to strengthen stockpile management, warehouse infrastructure and community health programmes. Private sector partners such as Prudential, Nestle, LeapEd, DHL, StarFoundation, Landlease, FXGT, DRB-HICOM and QBE Foundation also provided support to the National Society for its various programmes.



## National Society development

### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society continued to focus on enhancing its operational capacity and sustainability through key initiatives and programmes. It used innovative and transformative approaches like youth representation in the IFRC Hack lab and IFRC Limitless 2.0 briefing to better anticipate, adapt to and change for complex challenges and opportunities. It encouraged [participation of its youth volunteers](#) in elections and decision-making processes. The National Society also ensured that youth were involved in community-level activities. Additionally, the Malaysian Red Crescent Society youth are also part of the Southeast Asia Youth Network (SEAYN) and the National Society secured the SEAYN grant and youth representatives attended the IFRC Hacklab workshop.

The Malaysian Red Crescent Society aligned all external support in National Society development to its core priorities. It made partnerships with the United Nations Sustainable Development Goals (UNSDG) and private sector partners for financial support for its water, sanitation and hygiene (WASH) and disaster risk reduction initiatives. Additionally, it collaborated with the Government of Japan to strengthen stockpile management, warehouse infrastructure and community health programmes.

Under the Red Ready project, the Malaysian Red Crescent Society revised its financial handbook and is now in the final stage of endorsement by the Malaysian Red Crescent Society governing board. In addition, it reviewed its cost recovery policy. The Disaster Response Emergency Fund (DREF) dengue operation aligned with the National Society's priorities, enhancing its community health response capabilities. The National Society's also worked to operationalize and equip the Humanitarian Field School and conducted a market study for its potential business.

### IFRC network joint support

**The IFRC** supported the Malaysian Red Crescent Society on youth representation in the IFRC Hack lab and the IFRC Limitless 2.0 briefing.

The **Norwegian Red Cross** provided technical support to the Malaysian Red Crescent Society for the revision of its financial handbook. In addition, it supported the review of the National Society's cost recovery policy.

The **Italian Red Cross** supported the National Society's efforts to operationalize the Humanitarian Field School.



## Humanitarian diplomacy

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### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society positioned itself as a leading humanitarian actor in the field of migration and displacement response. It engaged with national, regional and international bodies to strengthen its expertise and influence in migration policy discussions through its advocacy, partnerships and service delivery efforts.

The National Society prioritized behavioural change through volunteer development and youth action. It strengthened its engagement with partners within and outside the Red Cross Red Crescent network to work collectively on the key challenges facing the most vulnerable communities such as the UNSDG project in which it referred people for obtaining UNHCR cards. It also intensified its engagement with government agencies, civil society groups and private sector stakeholders to promote policy changes that benefit vulnerable populations. It also participated in global and regional humanitarian coordination mechanisms to align its strategies with international best practices.

### IFRC network joint support

The **IFRC** supported the Malaysian Red Crescent Society in humanitarian diplomacy components such as the facilitation of collaborative framework, awareness campaigns on National Society interventions, engagement with the media and conducting advocacy to showcase the work of the National Society and highlights its role as the primary responder to humanitarian crises in the country.

The **Australian Red Cross** supported the National Society for its water, sanitation and hygiene (WASH) and disaster risk reduction initiatives.



## Accountability and agility (cross-cutting)

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### Progress by the National Society against objectives

In 2024, the Malaysian Red Crescent Society focused on Community Engagement and Accountability ([CEA](#)) and Protection, Gender and Inclusion ([PGI](#)). It implemented the integrity line and conducted training to enhance its capacity for integrity and accountability. The National Society implemented a volunteer engagement platform for volunteers to streamline volunteer coordination and improve real-time response capabilities in emergency situations.

The Malaysian Red Crescent Society improved coordination, reduced response time and strove to maximize the impact of its migration assistance programmes by strengthening internal management structures. It also worked on developing a common data model. It assessed the usability of Microsoft 365 and worked on enhancing data protection measures, with reviews of existing procedures and collaboration with external consultants for best practices. The National Society is in the process of developing draft guidelines for information and communications technology (ICT) security and feedback systems, aiming for digital tools to support data protection and community feedback. The National Society also enhanced its volunteer engagement platforms and reviewed its information technology (IT) infrastructure review to identify gaps to support digital transformation. Its innovation efforts include the development of virtual reality training for disaster management and prototypes utilizing geospatial technology. It also conducted a feasibility study and planned engagements with relevant agencies.

To improve accountability, Malaysian Red Crescent Society modernized its finance, procurement and monitoring systems to ensure transparency in all resource allocations and operational decisions. Additionally, it developed an effective management framework with transparent and inclusive processes, ensuring that all stakeholders understand and comply with procurement guidelines. It also improved training management by implementing a digital training platform that tracks volunteer participation, performance and certification.

The planning, monitoring, evaluation and reporting ([PMER](#)) team of the National Society focused on enhancing the National Society's credibility and reputation by producing high-quality reports and share with donors, partners and



stakeholders, highlighting its role in humanitarian action and its capacity to deliver results. It also developed an effective management framework that emphasizes transparent processes, clear reporting structures and inclusive decision-making. This framework ensures that all departments within the National Society were aligned with organizational goals and operated efficiently. Additionally, it introduced standardized reporting templates and tools to streamline data collection and analysis, improving the quality and consistency of programme reports. It also implemented new digital tracking tools, improving reporting accuracy and accelerating decision-making processes. The National Society hired an additional PMER officer to mitigate delays in the development of the PMER guideline & handbook. It also implemented a digital health information system to track patient records, monitor service delivery and ensure accountability in health programmes. This system improved data management and informed decision-making in health interventions.

The National Society developed clear operational guidelines for migration-related activities, ensuring that staff, volunteers and implementing partners adhere to standardized policies and best practices.

#### **IFRC network joint support**

The IFRC provides both technical and financial assistance to the National Society in its efforts for accountability and agility.

## **Q4. AFFECTED PERSONS (PEOPLE REACHED)**

*See cover pages*

## **Q5. PARTICIPATION AND ACCOUNTABILITY FOR AFFECTED PEOPLE – COMMUNITY ENGAGEMENT AND ACCOUNTABILITY**

*See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION*

## **Q6. RISK MANAGEMENT**

*This information is not available in Annual Reports*

## **Q7. EXIT STRATEGY AND SUSTAINABILITY**

*See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION*

## **Q8. LESSONS LEARNED**

*Nothing to report*

## SUCCESS STORIES



1

### Community Volunteers in Malaysia

In 2024, the Malaysian Red Crescent Society focused on community volunteers. One such story is about Romanar, who was recruited as a volunteer in January 2023. Romanar transitioned from a regular volunteer to a core organizing role over time, demonstrating the potential for growth and leadership within the volunteer community. Another story involved community volunteers, Romanar and Ibrahim, who under the supervision of Syafiq, Atikah and Juosie, exemplified the effective mobilization and empowerment of community members in the significant reduction in dengue cases in residential areas. They distributed dengue kits which greatly benefitted the recipients, alleviating their burden of purchasing necessary items to prevent mosquito bites.

2

### Facilitating Access to Essential Healthcare Services for Vulnerable Populations

In 2024, the Malaysian Red Crescent Society worked on a case involving a husband diagnosed with HIV and his wife diagnosed with colon cancer. Through a referral, both individuals were registered with the UNHCR. They were able to access affordable HIV medications and receive a 50 per cent subsidy for colon cancer treatment at a government hospital. This case underscored the vital role of the Malaysian Red Crescent Society in facilitating access to essential healthcare services for vulnerable populations.

# ANNEX 1. IFRC APPLICATION OF THE 8+3 REPORTING TEMPLATE

The IFRC network structures its result-based management along five Strategic priorities and four Enabling functions, developed based on the IFRC network's [Strategy 2030](#):

IFRC network Strategic Priorities	IFRC network Enabling Functions
SP 1 - Climate and environment	EF 1- Strategic and operational coordination
SP 2 - Disasters and crises	EF 2 - National Society development
SP 3 - Health and wellbeing	EF 3 - Humanitarian diplomacy
SP 4 - Migration and displacement	EF 4 - Accountability and agility
SP 5 - Values, power and inclusion	

The Federation-wide results matrix provides a standard way for the IFRC network to measure its progress towards Strategy 2030 implementation and supports consistent quality of the IFRC network planning, monitoring and reporting. To further advance coherence in monitoring across the IFRC network, a [Federation-wide Indicator Bank](#) has been developed and integrated into the Federation-wide monitoring systems for emergencies and longer-term work, structured along the Federation-wide results matrix as well. Signatory of the Grand Bargain Agreement, the IFRC has committed to its monitoring and reporting standards through integration of the 8+3 reporting template contents into its results-based management approach. The following mapping demonstrate the way in which this report aligns with 8+3 reporting:

8+3 template	IFRC network Annual Report (with variance in structure in red)
<b>Core Questions</b>	
1. Overall Performance	Overall Performance
2. Changes and Amendments	Changes and amendments
3. Measuring Results	Measuring Results
4. Affected Persons	Cover pages with indicators values
5. Participation & AAP	Under Q3 Strategic Priority 5: Values, power and inclusion – Community Engagement and Accountability
6. Risk management	Risk management
7. Exit Strategy and Sustainability	Under Q3 sub-sections by Strategic Priority/Enabling Function where relevant
8. Lessons Learned	Lessons learned
<b>Additional Questions</b>	
1. Value for Money/ Cost Effectiveness	Not included in annual reports
2. Visibility	Not included in annual reports
3. Coordination	Under Q3 Enabling Function 1: Strategic and operational coordination
4. Implementing Partners	Cross-cutting, with a focus on support to localization through the Q3 Enabling Functions 1 to 4
5. Activities or Steps Towards implementation	Cross-cutting in Q3 Strategic Priorities and Enabling Functions
6. Environment	Under Q3 Strategic Priority 1: Climate and environment



## The International Federation of Red Cross and Red Crescent Societies (IFRC)

is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 15 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

### DATA SCOPE AND LIMITATIONS

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 31 December 2024. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies.
- **Financial overview:** This overview consolidates data reported by the National Society and its IFRC network partners, as well as data extracted from IFRC's financial systems. All reported figures should include the administrative and operational costs of the different entities. The financial data with a grey background is solely reported by the National Society, including the funding sources. Financial reporting is often times estimated depending on availability of financial figures, closing of financial periods, and may be incomplete. 'Not reported' could sometimes mean 'not applicable'. Also note that funding requirements are already reflected in the published 2024 IFRC network country plan. The total funding requirements show what the IFRC network has sought to raise for the given year through different channels: funding through the IFRC, through participating National Societies as bilateral support, and through the host National Society from non-IFRC network sources. All figures should include the administrative and operational costs of the different entities.
  - » Host National Society funding requirements not coming from IFRC network sources can comprise a variety of sources, as demonstrated when reporting on income in the IFRC Federation-wide Databank and Reporting System
  - » Participating National Society funding requirements for bilateral support are those validated by respective headquarters, and often represent mainly secured funding
  - » IFRC funding requirements comprise both what is sourced from the IFRC core budget and what is sought through emergency and thematic funding. This includes participating National Societies' multilateral support through IFRC, and all other IFRC sources of funding
- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.
- **Definitions:**
  - » **Local units:** ALL subdivisions of a National Society that coordinate and deliver services to people. These include ALL levels (provincial, state, city, district branches, sections or chapters, headquarters, and regional and intermediate offices, as well as community-based units)
  - » **Branches:** A Branch has its roles, responsibilities and relationship with the National Headquarters defined through the National Society's Statutes, including the level of autonomy given, especially in the area of its legal status, mobilising local resources and building local partnerships, and the decisions it makes. It has a local-level decision-making mechanism through its Branch members, board and volunteers, equally defined through the National Society's Statutes

## ADDITIONAL INFORMATION

- [MY\\_Malaysia AR Financials.pdf](#) (Note: This financial report link will be fed upon the completion of the audit. For emergencies for which a financial report is not yet available, see [MDRMY0101](#), [MDRMY011](#))
- [IFRC network country plans](#)
- [Subscribe for updates](#)
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

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