



CHILD ONLINE PROTECTION

MALAYSIA



- National Legislation
- National Strategy or Policy
- UN Convention
- UN Protocol
- Institutional Support
- Reporting Mechanism

BACKGROUND

Total Population: 29.82 million

(Data source: Department of Statistics, Malaysia, Quarter 3, 2013)

Internet users, percentage of population: 67.2%

(Data source: Malaysian Communications and Multimedia Commission (MCMC), Quarter 3, 2013)

NATIONAL LEGISLATION

- [Child Act 2001 \(Act 611\)](#)
- Section 293, [Penal Code \(Act 574\)](#)
- Sections 211 and 233, [Communications and Multimedia Act 1998](#)

NATIONAL POLICY

- Malaysia ratified the Convention on the Rights of the Child (CRC) in 1995 following which, various national laws relating to child protection, including the Child Act 2001 were gazette.
- The formation of the Ministry of Women Family and Community Development (MWFC) in 2004 highlights the importance placed on this area by the Malaysian government and laid the foundation for more effective child protection system in Malaysia. The increasing necessity to effectively address issues and challenges faced by children had led to the creation of the Child Division in 2005 at the Department of Social Welfare, an agency under the Ministry.

- In July 2009, the National Policy on Children and the National Child Protection Policy together with the Action Plans formulated by the MWFCF were approved by the Government.
- Objectives of the policies highlight the rights of the child to survival, protection, development and participation, all of which are in-line with the CRC.
- However, Malaysia also acknowledges that its child protection system still needs to be strengthened in several areas, particularly in prevention and early intervention, which are in line with a global shift from one that is focused on reactive interventions to one that is proactive as well as the administration of juvenile justice encompasses a more modernistic and holistic approach. This includes a clear continuum of prevention, early and rehabilitative interventions.
- The two national policies on children and child protection have set the framework for two national reform processes after two national assessments on child protection and juvenile justice system were both carried out in 2009 with UNICEF spearheaded by the Ministry.

UN CONVENTION

- Acceded to the [Convention on the Rights of Child](#), with no declarations or reservations to articles 16, 17(e) and 34(c).

UN PROTOCOL

- Acceded, with a declaration to article 2(c) and a reservation to article 3(1)(a)(ii), to the [Optional Protocol to The Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography](#).

INSTITUTIONAL SUPPORT

Ministry of Women, Family and Community Development (MWFCF)

- Established after the Fourth World Conference on Women (Beijing, 1995) to develop a “Platform for Action for the Development of Women towards the Year 2000”, i.e.: “Establishment of a full-fledged ministry that demonstrates the government’s commitment to raise the status of women in this country”.
- After the 11th General Election (2004), its roles and responsibilities were reorganised and broadened - MWFCF now oversees four (4) agencies under its direct jurisdiction:

- i. Department for Women Development;
 - ii. Social Welfare Development of Malaysia;
 - iii. National Population and Family Development Board; and
 - iv. Social Institute of Malaysia.
- Initiatives to support COP included - Online Child Protection Seminar 2011 and Child Protection Conference 2012 which was co-organised with UNICEF.
- Currently, MWFC is working on the Malaysian National Action Plan on Child Online Protection. The draft was developed during a workshop conducted in collaboration with Malaysian Communications and Multimedia Commission (MCMC), ITU-IMPACT and representatives from other relevant Malaysian government agencies and non-governmental organisations on 9 – 11 December 2013.

Malaysian Communications and Multimedia Commission (MCMC)

- MCMC's key role is to regulate of the communications and multimedia industry based on the powers provided for in the Malaysian Communications and Multimedia Commission Act (1998) and the Communications and Multimedia Act (1998).
- Pursuant to these Acts its role is also to implement and promote the Government's national policy objectives for the communications and multimedia sector. The Commission is also charged with overseeing the new regulatory framework for the converging telecommunications and broadcasting industries and online activities.
- The following are complementary functions carried out by through MCMC:

Technical regulation

Includes efficient frequency spectrum assignment, the development and enforcement of technical codes and standards, the administration of numbering and electronic addressing.

Economic Regulation

Ensures appropriate licensing framework and competitive environment for industry players to have incentives to invest, innovate and interconnect for the benefit of end-users.

Consumer protection

Emphasis on the empowerment of consumers while at the same time ensures adequate protection measures in areas such as dispute resolution, affordability and availability of services.

Social regulation

Includes the twin areas of content development as well as content regulation; the latter includes the prohibition of offensive content as well as public education on content-related issues.

- MCMC introduced the 'Klik Dengan Bijak[®]/Click Wisely' (KDB) Programme in July 2012, to educate and raise awareness about safe and positive use of the Internet, while at the same time reminding the public to be wary of cybercrimes.
- The programme has objectives encompasses three equally important areas, as outlined below:
 - Safety:** To educate the public to use the Internet in a safe manner.
 - Security:** To remind the public to be careful in all their online interactions.
 - Responsibility:** To promote positive use of the Internet to and by the public.
- It targets those most vulnerable to cybercrimes and online abuses, mainly children and youth. The campaign will also equip adult users including parents, guardians and other caregivers with the necessary information to keep the online experience safe.
- Recognising that protecting the public requires a joint and a multi-stakeholder approach, this programme is also supported by the Ministry of Communications and Multimedia, Ministry of Education, Ministry of Science, Innovation and Technology, Ministry of Women, Family and Community Development, Ministry of Youth and Sports, Royal Malaysian Police, National Service Training Department and the Communications & Multimedia Content Forum of Malaysia.
- For 2013, the KDB message was shared at more than 1,000 events across the country, including talks, "training the trainers" programs, workshops and booth activities. Highlights of the program include the events below:

TWTUP Johor 2013 was held at the Iskandar Malaysia Information Centre in Danga Bay, Johor Bharu, where the young participants were taught about being responsible while using the social media. The one day gathering brought up youths who are active on Twitter and who have fondness of sharing information on-the-go as part of their fast paced lifestyle.

Inaugural programme by MCMC in collaboration with the Scouts Association of Malaysia. The event titled "Program Perkhemahan Klik dengan Bijak 2014 (Click Wisely Camp 2014)" was successfully held in November 2013 at the Scouts Camp in Malacca. The participants of the 4-day camp were young scouts (boys and girls) from all over the country. The programme is designed to educate the participants on internet vulnerabilities and security concerns while revealing ways to avoid the common cyberspace frauds.

Collaboration with the National Service Training Department on the creation of a special sub-module called Klik Bijak@PLKN. The new sub-module is part of the Character Building Module which has elements that would teach the trainees security, alertness and

responsibility when surfing the internet and using social media. The sub-module will start rolling-out to the trainees in January 2014 and is expected to be taught to 300,000 trainees by the end of 2014.

Ministry of Education (MOE)

- Cooperation with Cybersecurity Malaysia, DiGi Telecommunications and Childline Malaysia in running the DiGi CyberSAFE programme to promote a safe and family-friendly Internet experience. Its implementation reached 11,522 students and 2,500 teachers in 250 schools as at end of 2013.

REPORTING MECHANISM

Talian Nur

- NUR Alert is responsible to spread information as fast as possible to help trace missing children (below 12 years of age) who could be victims of crime or abuse. NUR Alert comes under the National Child Protection Policy and Action Plan. The NUR Alert will be disseminated with immediate effect to help law enforcement agencies in carrying out investigation and lead to fast arrests.

Email address: taliannur@kpwkm.gov.my

SMS: 15999

Facebook: www.facebook.com/taliannur

Childline 15999

- Childline Malaysia works closely with the United Nations Children's Fund. Childline, which is affiliated to Child Helpline International, complements the existing 15999 Talian Nur helpline. While Talian Nur is a helpline for victims of domestic violence or other forms of abuse, children calling the helpline will automatically be diverted to a Childline support officer.

Email address: childline@mctf.org.my

Tel : +(603) 5569 2755

Fax : +(603) 5569 3755

Malaysia Emergency Response Services (MERS) 999

- An integrated system to automate emergency Call Taking and Dispatching via a single number: 999. MERS 999 consolidates services from 5 of Malaysia's core Public Safety and Emergency Agencies in one platform: Police, Fire and Rescue, Hospitals, Civil Defense & Malaysian Maritime Enforcement Agency.

Save Me 999

- Save Me 999 is a dedicated smartphone app for users with a disability. Like MERS, all calls made from the app will reach the nearest Emergency Call Response Centre. Users may also send photos of the incident including other details to provide a richer feed to the call centre operator prior to dispatching a unit. Save Me 999 is available free on all major smartphone apps stores.

MCMC Consumer Complaints Bureau

- The Bureau is a one-stop centre for complaints with regards to the communications and multimedia industry in Malaysia. Members of the public can submit their complaints through various methods including telephone, SMS, e-mail or through online form. Actions taken for online complaints include investigation/prosecution, warnings and notices to administrators and moderators as well as assistance in reporting abuses.

Email address: aduanskmm@cmc.gov.my

Online form: <http://aduan.skmm.gov.my>

SMS: 15888

Phone number: 1800 888 030

Fax: (+603) 8688 1880

MyCERT Cyber999

- [MyCERT](#) operates a Cyber999 Help Centre for the report of computer incidents, which can be made by different means:

Email address: cyber999@cybersecurity.my

SMS: 15888

Phone number (emergency): (+6019) 266 5850

Fax: (+603) 8945 3442