

Penang Counselling Services

No.	Counselling Services	Tel/Fax	Contact Person	Remarks
1	Women's Centre for Change (WCC) Pusat Kesedaran Wanita 24-D, Jalan Jones 10250 Penang	(O) 04-228 0342 (F) 04-228 5784 (E) wcc@wccpenang.org (W) www.wccpenang.org	Ms Loh Cheng Kooi (Executive Director)	<ul style="list-style-type: none"> •Handles cases related to domestic violence, marital problems, sexual violence •Provides face to face, telephone, e-mail counselling and temporary shelter •Gives legal advice on domestic violence, marriage and divorce, rape, and issues on violence against women •All services are free of charge •Mon-Fri 9.00am-6.00pm
2	Pusat Perkhidmatan Wanita (PPW) Seberang Perai 67A, Tingkat 1 Jalan Perai Jaya 4 Bandar Perai Jaya 13600 Perai	(O) 04-398 8340 (F) 04-398 8341 (E) ppwsp@streamyx.com	Lau Swee Li	<ul style="list-style-type: none"> •Handles cases related to domestic violence, marital problems, sexual violence •Provides face to face, telephone, e-mail counselling and temporary shelter •Gives legal advice on domestic violence, marriage and divorce, rape, and issues on violence against women •All services are free of charge •Mon-Fri 9.00am-5.00pm
3	Agape Counseling CO-21-UP Kompleks Masyarakat Penyayang Jalan Utama, 10450 Penang	(O) 04-228 0709	Mr Chew (Coordinator)	<ul style="list-style-type: none"> •Free Counseling services: Family, marriage, teenagers, students •Mon-Fri 10.00am-4.00pm
4	Agensi Kaunseling & Pengurusan Kredit (AKPK) Bangunan Bank Negara Malaysia 27 Corner Light/Pitt Street 10200 Penang	(O) 04-261 2246 (F) 04-261 2243 Hotline: 1800-88-2575 (W) www.akpk.org.my	Ms. Chong	<ul style="list-style-type: none"> •Provides financial counselling and debt management to individuals as well as financial education to help individuals take control of their financial situation •Must attend an hour briefing before go for appointment •Briefing time: Tue 10.00am & Fri 3.00pm
5	Asrama Akhlak Paya Terubong 11500 Ayer Itam Pulau Pinang	(O) 04-829 7781 (F) 04-829 7903	Lau Pek Jin (Psychology Officer)	<ul style="list-style-type: none"> •Provides counselling for the students in this <i>asrama</i> •For male age 10-18 years old only •Need referral from JKM and a court order

6	Community Aids Service Penang (CASP) 2077, MK 10 Jalan Pow Nee, Off Jalan Kulim 14000 Bukit Mertajam, S. P. Tengah Penang	(O) 04-539 9510/8510 (F) 04-539 7510 (E) cas.pg@hotmail.com (W) www.casp.com.my	P. R. Selvarajan (President)	<ul style="list-style-type: none"> •Acts as a “half-way” home for people living with HIV/AIDS •Involves in public education, counselling, outreach programme and support people living with HIV/AIDS
7	D'home Mental Health Association 11A-6-5 NB Place Jalan Gottlieb 10350 Penang	(O) 04-229 1111 (F) 04-229 7777 (E) dhome@d-home.org.my (W) www.d-home.org.my		<ul style="list-style-type: none"> •Provides free counselling, support, guidance and education for carers and family of the mentally ill •Helps recovered patients re-integrate into the workforce
8	Help 4 U d/a Institut Kajian Sosio-Ekonomi dan Alam Sekitar (SERI) 10 Brown Road 10350 Penang	(W) www.help4u.org.my	Tai Lung Ee	<ul style="list-style-type: none"> •Online counselling to help with the issues and problems of students between 13-25 years old who are in secondary school, college or university.
9	Hospital Pulau Pinang Unit Kaunseling Jalan Residensi 10990 Penang Psychiatry & Mental Health Dept	(O) 04-222 5751 (E) aina@ppg.moh.gov.my (O) 04-222 5195	Pn Aina Mazwin Ms Chiew (Counsellors) Dr Lai Fong Hwa (Child & Adolescent Psychiatric) Ms. Tan Chwee Yeng	<ul style="list-style-type: none"> •Referral letter needed from Doctors •Mon-Fri 8.00am-5.00pm •Provides counselling and therapy on mental health issues, emotional and behavioral difficulties for children and adults •Wed 9.30am-3.30pm Thur 9.30am-1.00pm
10	Jabatan Kebajikan Masyarakat Negeri Pulau Pinang Lapisan 30, Menara KOMTAR 10564 Penang	(O) 04-650 5257/8/9 (F) 04-263 5964 (W) http://jkm.penang.gov.my	Lau Pek Jin Aswandi b.Omar Norazita bt Ramli (Psychology Officers)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc
11	Lembaga Penduduk & Pembangunan Keluarga Negara (LPPKN) No. 245, Jalan Burmah Peti Surat 737, 10790 Penang	(O) 04-226 0627 (F) 04-228 3625 (E) poiye@lppkn.gov.my	Ruth Cho	<ul style="list-style-type: none"> •Provides free marriage and family counselling •Mon-Fri 8.00am-5.00pm

12	MAY Care Centre 2813, Jalan Kikir Kampung Taman Baru 13700 Seberang Jaya, Penang	(O/F) 04-399 1191 (E) maycare.fpa@gmail.com	Christine (Centre Manager)	<ul style="list-style-type: none"> •Provides a drop-in centre for women and children with HIV/AIDS •Organise support group for people living with HIV •Tue-Sat 8.30am-6.00pm
13	Mitta For Life 19 Solok Terengganu 10460 Penang	Helpline: 012-534 9997 (E) mittaforlife@gmail.com		<ul style="list-style-type: none"> •Offered cancer counselling, breast examination, physio-exercise, reiki treatment
14	NISA Penghubung Generasi Muda	Careline: 017-621 8532/6/9 (W) www.webnisa.net		<ul style="list-style-type: none"> •Provides telephone counselling, runs outreach programmes for the youth, mainly for Muslim women
15	Pejabat Kebajikan Masyarakat Daerah Seberang Perai Utara Zon A, Aras 3, Wisma Persekutuan Jalan Bertam, 13200 Kepala Batas Cawangan: Jalan Bagan Luar, 12000 Butterworth	(O) 04-575 8715/16 (F) 04-575 8710 (O) 04-331 3455	En. Zaidi (Psychology Officer)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc * Only an information counter
16	Pejabat Kebajikan Masyarakat Daerah Seberang Perai Tengah Tingkat 2, Wisma Hock Teik No. 1778, Jalan Ciku 14000 Bukit Mertajam	(O) 04-538 2584 (F) 04-538 3670	Noor Hayanti (Psychology Officer)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc
17	Pejabat Kebajikan Masyarakat Daerah Timur Laut, Kompleks Masyarakat Penyayang Jalan Utama, 10460 Penang	(O) 04-226 4531/227 7413 (F) 04-227 2537	Ding I Ling (Psychology Officer)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc
18	Pejabat Kebajikan Masyarakat Daerah S.P.S Tingkat 1, Blok B, Kompleks Jabatan Kerajaan 14200 Sungai Jawi, S. P. S	(O) 04-582 1798 (F) 04-582 5191	Cik Suriana (Psychology Officer)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc

19	Pejabat Kebajikan Masyarakat Daerah Barat Daya Kompleks Pasar Awam, Bangunan MPP, 11000 Balik Pulau, Penang	(O) 04-866 8442 (F) 04-866 3536	Pn. Lau Pek Jin (Psychology Officer)	<ul style="list-style-type: none"> •Handles marital and family counselling, financial aid, children's home, old folks' home, disabled, juvenile etc
20	Penang BAHNHOF Youth Centre 8, Lorong Kota Permai 1 Taman Kota Permai 14000 Bukit Mertajam, Penang	(O) 04-502 5520/508 3473 (F) 04-502 4768 (H/P) 012-517 0522 (E) bahnhofyc@gmail.com	Thoo Sook Lin	<ul style="list-style-type: none"> •Provides free counselling, temporary shelter and skill training for children and youth age 5-25 years old that come from broken family •Organise support group to help youth who are addicted to drug, smoking etc •Services conducted in Mandarin only
21	Penang Family Health Development Association (Penang FHDA) 333 Jalan Perak 11600 Georgetown, Penang	(O) 04-282 5191 (F) 04-281 9380 (E) fpapg@streamyx.com (W) www.frham.org.my	Ms Engie Ng Lai Kin (Manager)	<ul style="list-style-type: none"> •Provides community service, clinical service for women in reproductive health •Conducts training and talks to promote family life •Provides counselling service and supporting HIV/AIDS patients
22	Persatuan Kesedaran Hak Wanita (WRAA) Bukit Mertajam 12, Lorong Perda Selatan 1 Bdr Perda, 14000 Bkt Mertajam, Penang	(H/P) 012-415 0188	Ms Cheah	<ul style="list-style-type: none"> •Provides free counselling and legal advice to women in crisis eg. domestic violence, marital problems, poverty, single parenthood etc
23	Rumah Kanak-kanak Taman Bakti, 13200 Kepala Batas Seberang Perai Utara, Penang	(O) 04-575 1214 (F) 04-573 2034	Rosmawati (Pen. Pegawai Psikologi)	<ul style="list-style-type: none"> •Provides counselling for the children •For children who need protection eg abandoned, neglect, abuse, orphans •For male children: baby-12 years •For female children: baby-18 years •For Malay, Chinese and Indian •Need referral from JKM and a court order
24	Sekolah Tunas Bakti Teluk Air Tawar, Teluk Air Tawar 13050 Butterworth, Penang	(O) 04-351 2116 (F) 04-351 7976	Muhammad B Musa (Psychology Officer)	<ul style="list-style-type: none"> •Provides counselling for the children •For male children below 18 years old only •Need referral from JKM and a court order

25	Talian Nur	Hotline: 15999 (W) www.mampu.gov.my		<ul style="list-style-type: none"> •Early intervention for domestic violence, child abuse, rape, natural disasters,
26	Than Hsiang Mitra Welfare Association 4C-3, Tingkat Kenari Taman Desaria 11900 Sungai Ara, Penang	(O) 04-645 1141 (F) 04-642 9420 Hotline: 04-642 9429 (W) mitra@thansiang.org		<ul style="list-style-type: none"> •Provides home visit, counselling, financial support •(Office) Mon-Fri 9.00am-5.30pm (Hotline) Everyday 1.00pm-6.00pm & 7.00-9.30pm
27	The Befrienders Penang	(O) 04-281 5161/1108 (F) 04-282 2736 (E) pat@befpen.org (W) www.befpen.org	Sarah Pillay (Chair Person)	<ul style="list-style-type: none"> •Provides confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide •Mon-Fri 3.00pm-12.00midnight Fri 12.00midnight-6.00am Sat & Sun 5.00pm-11.00pm
28	Wanita Perkim Bhgn. Negeri P.Pinang 239, Jalan Burma 10250 Penang	(O/F) 04-226 2699	Dato' Hajjah Wan Johara	<ul style="list-style-type: none"> •Religious classes, counselling, financial aid

Penang Counselling Services (Private)

No.	Counselling Services	Tel/Fax	Contact Person	Remarks
1	Advance Skills Therapy 3, Jalan Philips 11600 Penang	(O) 04-828 4638 (H) 04-827 4639 (H/P) 012-437 6549	Debbie	<ul style="list-style-type: none"> •Private practitioner (kids with special needs eg. Autism, Down Syndrome) •Mon-Fri 8.00am-6.00pm 1hour: RM100, 1month: RM350 (once a week)
2	Hospital Loh Guan Lye 19 & 21, Logan Road 10400 Penang	(O) 04-238 8000 (F) 04-238 8981	Dr Alex & Dr See (Psych Counsellors) Dr Ong (Psychiatric)	<ul style="list-style-type: none"> •1st time: RM400 (about 2 hours) Follow up session: RM180
3	Malaysian Psychology Centre Level 1B, 1-01 & 1-02, Komtar Jalan Magazine 10000 Penang	(O) 04-262 5437 (F) 04-641 5318 (E) info@Psychology.com.my (W) www.malaysiapsychology.com		<ul style="list-style-type: none"> •Provide psychological assessment, adult psychotherapy, child/couple/family/sex/nutritional therapy, hypnotherapy, divorce & family mediation, corporate mediation, employee assistance programme, behavioural & attitudinal corporate change training programme
4	NTL Counselling & Care Centre 17, Jalan Sg. Ujung 10100 Penang	(O) 04-261 4362 (H/P) 016-551 0322	Mr Lau Heng Loon (Psychologist)	<ul style="list-style-type: none"> •Marital, mental disorder, teenagers, children •Counselling session is by appointment •Registration: RM80 Every 40 minute: RM60
5	Penang Counseling & Psychology Ctr Complex Chai Leng Jalan Baru, 13700 Prai	(H/P) 012-429 5010	Mr Lim Beng Kang	<ul style="list-style-type: none"> •Issues on parenting, marital, neuroses, teenagers •Mon-Fri 6.00pm-10.00pm Sat 4.00pm-10.00pm, Sun: 11.00am-4.00pm 1hour: RM70 + Registration: RM30
6	The Golden Dawn 7, Jalan Cheah Phee Cheok 11200 Tanjung Bungah, Penang	(O) 04-899 7622 (E) premaj@streamyx.com (W) www.thegoldendawn.org	Mr. Prema Yu Xuan Lee Theng	<ul style="list-style-type: none"> •Provide counselling, dreamwork, sandplay, rebirthing (breathing techniques)
7	Penang Adventist Hospital 465, Burma Road 10350 Penang	(O) 04-222 7778	Dr Lynne Yong	<ul style="list-style-type: none"> •Provides counselling and therapy on mental health issues for children and adults •Conducts cognitive assessments

8	Positive Emotion Psychology Services 47-1, Persiaran Bayan Indah Bayan Bay, 11900 Bayan Lepas (Opposite Queensbay Mall)	(O) 04-643 5067 (F) 04-646 5067 (E) gcyeow@tm.net.my	Ms. Yeow Gaik Choo	<ul style="list-style-type: none"> •Provides counselling and therapy on mental health issues for children and adults •Provides assessments and training
9	Island Hospital 308 Macalister Road 10450 Penang	(O) 04-228 8222 ext 5290 (F) 04-226 7989 (O) 04-228 8222 ext 5007	Ms. Tan Chwee Yeng Ms. Sarala Chettiar	<ul style="list-style-type: none"> •Provides counselling and therapy on mental health issues, emotional and behavioral difficulties for children and adults •Tue 10.00am-6.00pm Thur 2.00pm-6.00pm •Call Staff Nurse Yeoh for appointment •Provides counselling and therapy for children and adult (more specific for paediatric/child patients) •Provides neuropsychological screening and assessments for children with emotional and behavioral difficulties

Other Counselling Services in Malaysia

No.	Counselling Services	Tel/Fax	Contact Person	Remarks
1	Pusat Kesedaran Wanita Kedah 2821J, Lorong Menteri 2, 05250 Alor Setar, Kedah	(H/P) 012-457 7623	Datin Badriyah	<ul style="list-style-type: none"> •Helps women & children in crisis, assists in counselling, job searching, place to stay
2	Good Shepherd Crisis Centre 4, Jalan Canning Estate Taman Kenning 31400 Ipoh	(O) 05-546 7031 (F) 05-548 8749 (E) helena_vy@yahoo.co.uk	Sis Helena	<ul style="list-style-type: none"> •Provide shelter, counselling and legal services for battered women & children, single and unmarried mothers
3	Peace Care and Counseling Centre 6, Persiaran Asrama Off Jalan Chow Kai Canning Garden, 31400 Ipoh	(O/F) 05-548 6580	Mrs Audrey Lee Mr Ady	<ul style="list-style-type: none"> •A Christian children's home •Counselling teenagers, children, marital couples •Free of charge •Mon-Sat 8.00am-6.00pm
4	Perak Women for Women 52, Jalan Sultan Azlan Shah 31400 Ipoh	(O/F) 05-546 9715 (H/P) 012-521 2480 (E) perakwomenforwomen@gmail.com (W) www.perakwomenforwomen.org	Siew Keen	<ul style="list-style-type: none"> •Counselling for domestic violence cases
5	Bridge Communication Sdn. Bhd 40, Lorong 6E/91, Taman Shamelin Perkasa Batu 3 1/2 Jalan Cheras 56100 Kuala Lumpur	(O) 03- 9286 4046 (F) 03-9286 4063 (Hotline) 03-9287 7251	Ms. Chia	<ul style="list-style-type: none"> •Christian organisation running camps & training, publish books and magazine for children, youth, Christian & non-Christian •Counselling charges: Students: RM20 per session* Working adults: RM30 per session* Couples: RM 50 per session* *subject to change based on situation • Tue-Sat 9.00am-12.00pm, 1.00pm-4.00pm
6	Malaysian AIDS Council No. 12, Jalan 13/48A The Boulevard Shop Office Off Jalan Sentul 51000 Kuala Lumpur	(O) 03-4045 1033 (F) 03-4042 6133 (E) contactus@mac.org.my (W) www.mac.org.my		<ul style="list-style-type: none"> •Helpline counselling for HIV/AIDS, shelter home, advocacy, education and training on HIV/AIDS

7	All Women's Action Society (AWAM) 85 Jalan 21/1, Sea Park 46300 Petaling Jaya, Selangor	(O) 03-7877 4221 (F) 03-7874 3312 (Telenita) 03-7877 0224 (E) awam@awam.org.my (W) www.awam.org.my	Sofia Lim Siu Ching (President)	•Counselling, legal advice for domestic violence, rape, sexual harassment, child abuse, workplace concerns, unwed mothers, relationship problems, & family matters •Telenita hours: Mon-Sat 9.00am-5.30pm
8	Sisters in Islam 7, Jalan 6/10 46000 Petaling Jaya, Selangor	(O) 03-7785 6121 (F) 03-7785 8737 (E) sistersinislam@pd.jaring.my (W) www.sistersinislam.org.my	Ms Maria Chin (Snr. Prog Mgr)	•Counselling, syariah legal advice, research and advocacy
9	Women's Aid Organisation (WAO) P. O. Box 493, Jalan Sultan 46760 Petaling Jaya	(O) 03-79563488/79603030 (F) 03-7956 3237 (E) wao@po.jaring.my (W) www.wao.org.my	Ms Ivy Josiah (Executive Director)	•Counselling for domestic violence cases, refuge, child care centre, research & advocacy
10	Women In Action Melaka (WIM) 53-2, Jalan Melaka Raya 29 Taman Melaka Raya 75000 Melaka	(O) 06-281 0230 (H/P) 012-970 9565	Ms Rachel Samuel (President)	•Counselling for domestic violence cases
11	The Befrienders Ipoh	(O) 05-547 7933/599		•Mon-Sat 4.00pm to midnight Sun 24 hours
12	The Befrienders Kuala Lumpur	(O) 03- 7956 8144/45 (E) sam@befrienders.org.my (W) www.befrienders.org.my		• 24hours
13	The Befrienders Seremban	(O) 06-765 3588/89		•7.00pm-10.00pm weekdays
14	The Befrienders Malacca	(O) 06-284 2500		•7.00pm-midnight daily
15	The Befrienders Johor Bahru	(O) 07-331 2300		•7.00pm-9.00pm daily
16	The Befrienders Kota Kinabalu	(H) 088-255 788		•Mon, Wed, Fri 7.00pm-10.00pm