

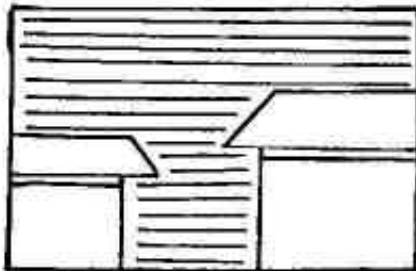
## WAO SERVICES

The WAO refuge centre offers three basic services:—

- shelter
- telephone counselling
- face-to-face counselling

In 1991 there was a 23% increase in the telephone counselling service and a slight drop in the shelter and face-to-face services.

	1990	1991
Shelter	75 women	74 women
Face-to-face counselling	109 women	80 women
Telephone counselling	1,512 calls	1,857 calls



### THE SHELTER

Refuge was provided for 74 women: 62 domestic violence and marital problem cases and 12 other crisis cases. The centre also housed 99 children.

### Breakdown by ethnicity and problem type

Problem \ Ethnicity	Indian	Chinese	Malay	Others	Foreigners	Others
Marital/Domestic	37 (38)	10 (17)	7 (6)	7 (3)	1 (4)	62 (68)
Others	6 (5)	2 (2)	3 (—)	1 (—)	— (—)	12 (7)
Total	43 (43)	12 (19)	10 (6)	8 (4)	1 (4)	74 (75)
58.1	16.2	13.5	10.8	1.3		

### Domestic Violence and Marital Problem Cases

Five of the marital/domestic violence cases were old cases. For one woman it was her fifth stay at the centre since 1989; each time she went back home to her husband.

### Length of stay

The 62 women stayed for an average of one month (30 days) ranging from two days to 111 days.

### Age

Average : 30

Range : 19—44

Age Group	No.	%
21—25	11	17.7
26—30	20	32.3
31—35	22	35.5
36—40	6	9.7
41—45	1	1.6
NA	2	3.2

The average age of the women was 30 years old ranging from 19 to 44 years old.

### Marriage

Registered: 29 46.8

Married before: 5 8.1

Average age of marriage: 21

Living together: 9 years (range? 1—28)

### Religion

The religious background of the women are as follows:—

Religion	No.	%
Hindu	29	46.8
Christian	12	19.3
Buddhist	8	12.9
Muslim	8	12.9
Sikh	2	3.2
None	1	1.6

### Education

88.7% of the women had some education with 46.8% of the women with secondary school education, 41.9% with primary education and 11.3% with no academic education.

Level of Education	No.	%
None	7	11.3
Primary	26	41.9
Up to Form III	13	21.0
Up to Form V	13	21.0
Up to Form VI	2	3.2
University	1	1.6

### Residency

As in previous years most of the women were from Selangor and Wilayah Persekutuan. The WAO refuge centre is the only one of its kind in Selangor and one of two in the country. The other refuge centre is the Penang Crisis Centre.

State	No.	%
Johor	1	1.6
Negeri Sembilan	1	1.6
Selangor Darul Ehsan	29	46.8
Wilayah Persekutuan	25	40.3
Perak	5	8.1
Penang	1	1.6

### Employment

43 or 69.3% of the women were employed previously. 12 or 19.3% are presently employed and 7 or 11.3% were unemployed.

Type of Occupation	No.	%
Unskilled	32	74.4
Skilled	5	11.6
Clerical	3	7.0
Professional	2	4.6
Self-employed	1	2.3

Salary	No.	%
Less than 200	6	13.9
200—399	26	60.5
400—599	3	7.0
600—799	4	9.3
800—999	1	2.3
1000+	2	4.6
NA	1	2.3

### Children

The average number of children per woman was 3.1. However, the average number of children brought to the centre was 1.6. 23.3% of the women who had children left them at home while they sought refuge.

No. of children	Mother	
None	2	3.2
1	10	16.1
2	17	27.4
3	13	21.0
4	8	12.9
5	9	14.5
6	1	1.6
7	2	3.2
8	1	1.6
9	1	1.6

### Spouses/Partners

The average age of the husband was 33.5 ranging from 23 to 51 years. The race and occupation of the spouses/partners were varied as indicated by the statistics below:—

Age Group	No.	%
21—25	2	3.2
26—30	16	25.8
31—35	21	33.9
36—40	17	27.4
41—45	3	4.8
46—50	0	0.0
51	1	1.6
NA	2	3.2

Ethnicity	No.	%
Indian	41	66.1
Chinese	10	16.1
Malay	8	12.9
Others	2	3.2
Foreigner	1	1.6

Type of Occupation	No.	%
Unskilled	15	27.3
Skilled	14	25.4
Clerical	3	5.5
Professional	3	5.5
Self-employed	9	16.4
Others	6	10.9
Unknown	5	9.1

Salary	No.	%
200—399	4	7.3
400—599	10	18.2
600—799	5	9.1
800—999	5	9.1
1000+	4	7.3
Unknown	27	49.1

### Source of Awareness, Referral and Contact

The following table indicates the source of information on WAO and its services. It is noted that the biggest source of information was the hospital, friends/relatives and the media. The women after first learning about WAO from these sources sought shelter on their own or were referred to WAO by friends/relatives and other agencies.

Source	No.	%
Hospital	14	22.6
Friends/relatives	12	19.3
Media	10	16.1
Legal Aid	4	6.4
Police	4	6.4
Ex-Resident	4	6.4
Other Organisations	3	4.8
Welfare	3	4.8
Self	3	4.8
Other	5	8.1

Contact	No.	%
Telephone	41	66.1
In Person	20	32.3
NA	1	1.6

Referred by	No.	%
Self	31	50.0
Friends/Relatives/ Ex-residents	13	21.0
Hospital	11	17.7
Police	2	3.2
Welfare	1	1.6
Legal Aid	1	1.6

### Problems

The women who sought refuge faced layers of problems that were interrelated. A common problem was the physical and mental battering by their spouses/partners and sometimes their relatives (in-laws, parents).

Type of Problems	No.	%
Violence	55	88.7
Emotional/Mental Stress	55	88.7
In-laws	14	22.6
Husband has other woman	13	21.0
Children	13	21.0
Financial	12	19.3
Sexual	4	6.4
Pregnant	4	6.4
Homeless	3	4.8
Parents	3	4.8
Ill	1	1.6
Others	10	16.1

### Outcome

During their stay at the Centre, the women discuss their problems with our social workers, volunteers and other residents at the Centre. We only provide them with options and possible solutions. The final decision is theirs. Almost half the women (40.3%) went back to their husbands. This outcome does not necessarily indicate that they were going back to a violence-free family life. Most of the husbands do not encourage their wives to have contact with WAO, thus WAO cannot do follow-up work unless the ex-residents visit, call or return to seek refuge again.

Outcome	No.	%
Went back to husband	25	40.3
Went to live with relatives/friends	13	21.0
Found job and living independently	13	21.0
Filed for divorce and living independently	7	11.3
Other	3	4.8
Still at Centre	1	1.6

### Other Crisis Cases

There were 12 cases; 10 new ones and 2 old. These women sought shelter because of various crisis in their lives. Some of these women were unwed mothers and others destitute women with nowhere to go. Although these women are not our primary target group, we have provided shelter, food, counselling and assistance to these women in need.

Average length of stay: 25 days.

Ranging from 2—15

Average age: 25

Ranging 16—36

Religion: Christian: 6, Muslim: 5, Buddhist: 1

Residence: Selangor 6, Wilayah 3, NS 1, Penang 1, Melaka 1

Education: None — 3, Form III — 2, Form V — 4, Form VI — 1, still schooling — 1.

Background: Four were married: two waiting for husbands in jail, three separated.

Previous employment: two were students, two unemployed, 7 working as unskilled and 1 clerical; Salary: 200—399 — 4, 400—599 — 2 and 600—799 — 2.

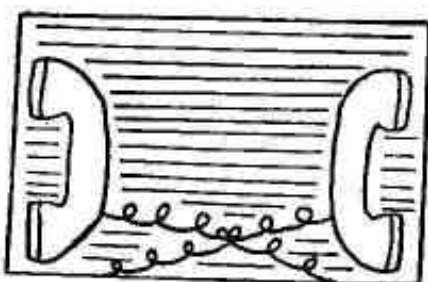
Present employment: two students, 8 unemployed, one unskilled, one clerical; salary: 200—399 — 2.

Source: Hospital 4, Church 2, Police 1, Ex-residents 3, friend 1.

Referred by: welfare 3, self 5, church 2, police 2

Types of cases: Two of the cases were married, those whose husbands are in for jail. Three had been married before. One was a young girl who was gang raped; one was molested by landlord, four pregnant, and the others either destitute or using centre temporarily.

Seven returned to their families; two went to other homes (welfare), three found work and left.



## THE TELEPHONE SERVICE

WAO has logged 1,857 calls for our telephone service in the year 1991. There is an ever increasing need for such a service, this year alone, there was a 23% increase in the number of calls to the shelter. This service provides counselling and advice to a wide spectrum of women in general. Daily problems, divorce procedures, wife battering etc. are encountered:—

	No.	%
Counselling/Advice/Enquiries*	883	48
Shelter	173	09
Face-to-face counselling appts.	106	06
General enquiries**	538	29
Anak Angkat Prog/CCC matters	21	01
Calls re: Visits and interviews***	53	03
Employment****	27	01
Donations	35	02
Volunteers*****	21	01
	1,857	100

### \* Counselling/Advice/Enquiries

Calls received from battered women who are hesitant/unsure of their next course of action and also who just want to pour out their troubles.

### \*\* General Enquiries

A substantial number of calls also deals with enquiries on WAO service, reports on cases of battery, friends/relatives calling in on behalf of their friends/family members and referral to other social support services which includes lawyers/Kadis and counselling centers. There are also a number of harassment calls from spouses of residents/ex-residents and also goodwill calls from residents. Request for financial assistance, complaints of sexual problems, ill-treatment of foreign maids, information on destitute women and children, parents, having problems with their children, teenage stress, abortion and sexual harassment by employers also make up the related number of calls. A small percentage of general/miscellaneous calls not directly related to WAO is also received.

### \*\*\* Visits/Interviews

Calls made in relation to visits by members of overseas women's organisations, both foreign and local social workers, students/companies/magazines/reporters wanting information and write-up of WAO's related objectives. Also includes visits by donors etc.

**\*\*\*\* Employment**

Includes job offers from companies/individuals and individuals seeking WAO's assistance in job seeking.

**\*\*\*\*\* Volunteers**

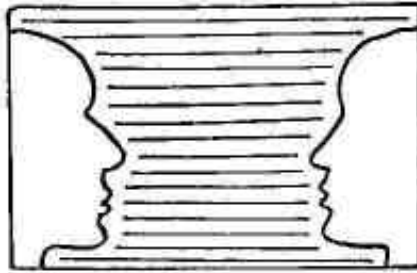
Callers extending their services and existing volunteers calling in for follow-ups/ further advice on matters related to WAO.

BREAKDOWN BY ETHNICITY		
ETHNICITY	NO.	%
Indian	756	41
Chinese	750	40
Malay	256	14
Others	95	05
	1,857	100

Majority of the callers comprise Indian and Chinese women, each contributing 40% of the total calls. Malay women rank third with a significantly smaller percentage of 14% while the balance comprise foreigners.

ETHNICITY	COUNSELLING/ ADV/ENQUIRIES		SHELTER	
	NO.	%	NO.	%
Indian	362	41	103	60
Chinese	373	42	39	22
Malay	130	15	27	16
Others	18	02	4	02
	883	100	173	100





## FACE-TO-FACE COUNSELLING

A total of 80 women came for counselling for the year 1991. A drop compared to 109 cases last 1990:—

Breakdown of women		
Race	No.	%
Chinese	35	43.75
Indian	25	31.25
Others	11	13.75
Malays	9	11.25
<b>Total</b>	<b>80</b>	<b>100.00</b>

Married	71	88.75
Co-habited	2	2.50
Divorced	3	3.75
Single	4	5.00
	<b>80</b>	<b>100.00</b>

