

## WAO SERVICES

The WAO Refuge Centre offers three basic services:-

- ◆ SHELTER
- ◆ FACE TO FACE COUNSELLING
- ◆ TELEPHONE COUNSELLING

Service Type	1991	1992	% Change From 1991
SHELTER	74 women	62 women	(- 16%)
FACE-TO-FACE COUNSELLING	109 women	80 women	(- 27%)
TELEPHONE COUNSELLING (Crisis and advice related calls)	1,857 calls	2,462 calls	(+ 44%)

### ◆ SHELTER

In 1992, refuge was provided for 62 women; where 48 of the cases dealt with domestic violence and other marital problems. The other 14 cases dealt with other crisis situations.

The following tables and graphics provide information on the 48 women affected by marital domestic violence.

Tables and graphs on the 14 'other' cases are provided at the end of this section.



### Breakdown by ethnicity and problem type

Problem	Ethnicity					Total
	Indian	Chinese	Malay	Others	Foreigners	
Domestic Violence/Marital problems	29	11	3	3	2	48
'Other' Cases	8	1	4	0	1	14
<b>TOTAL</b>	<b>37</b>	<b>12</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>62</b>
<b>% of Total</b>	<b>59.7</b>	<b>19.3</b>	<b>11.3</b>	<b>4.8</b>	<b>4.8</b>	<b>100.0</b>

### Domestic Violence and Marital Problem Cases

Ten of the 48 cases were old cases. For one woman it was her sixth stay at the Centre since 1989; each time she went back home to her husband.

### Length of stay at Centre

The 48 women stayed for an average of 41 days at the shelter ranging from two days to 219 days.

### Age Of Women

Average Age : 32 years

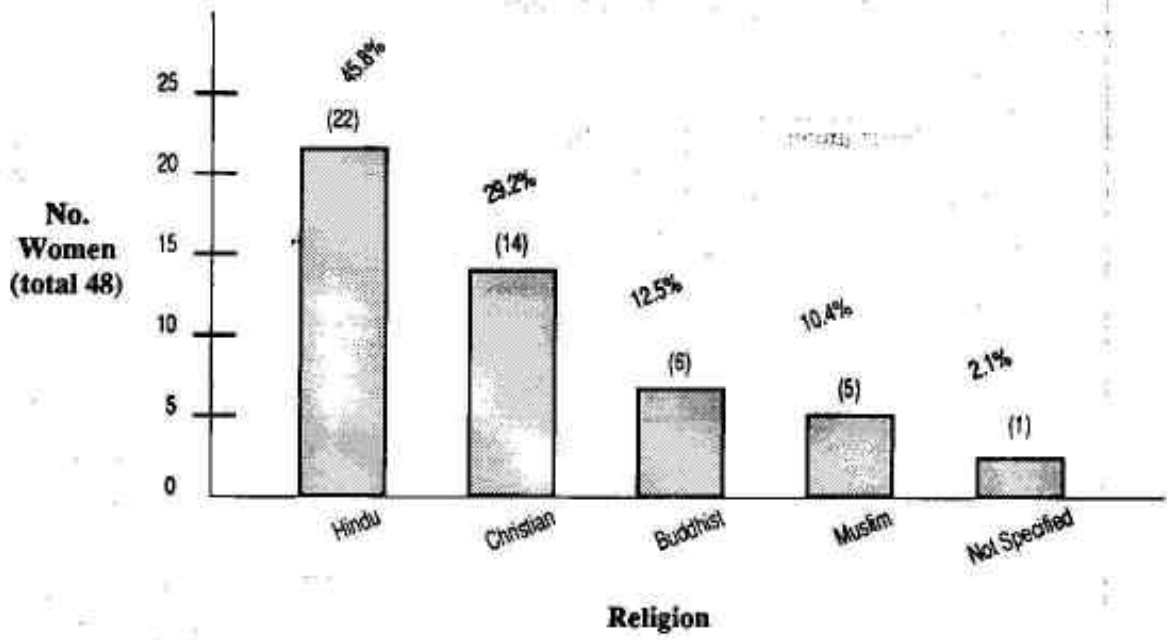
Range : 18 years to 57 years

Age Group	No. of Women	% of Total
< 21 years	1	2.0
21 – 25 years	5	10.4
26 – 30 years	14	29.2
31 – 35 years	15	31.3
36 – 40 years	7	14.6
41 – 45 years	5	10.4
46 – 50 years	0	0.0
>50 years	1	2.1
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

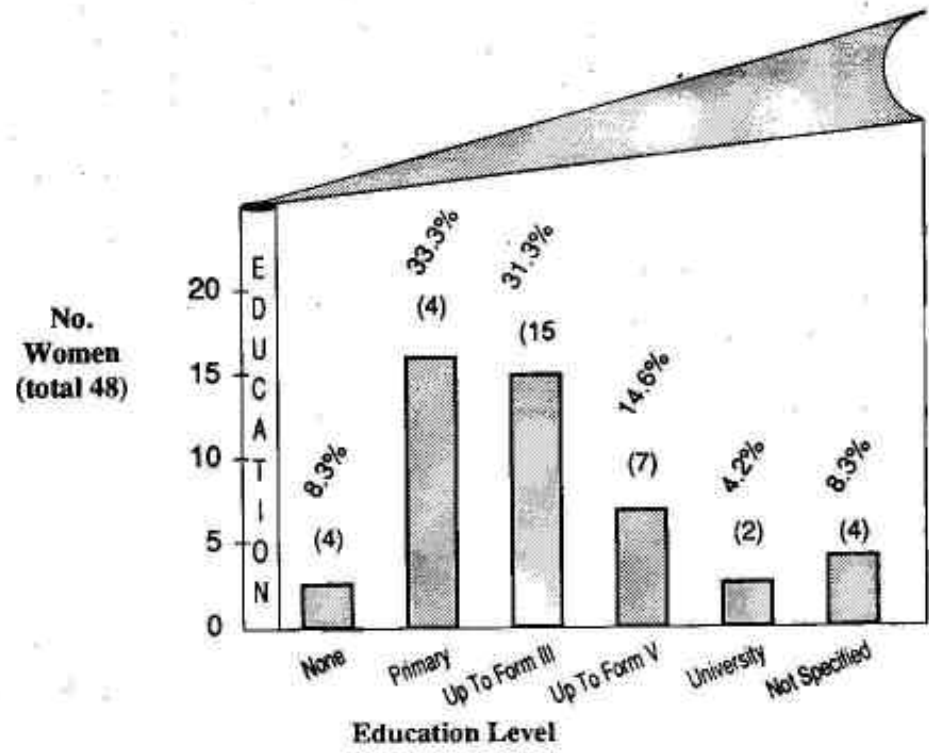
### Marriage

	No.	%
No. of registered marriages	31	64.6
No. of non-registered marriages	15	31.3
Not specified	2	4.1
Average age of marriage	23 years	(range 15-32 years)
Average No. Years living together	9 years	(range 1-28 years)

### Religion



### Education



### Place of Residency

State	No. of Women	% of Total
Johor	1	2.1
Selangor	25	52.1
Wilayah Persekutuan	14	29.2
Perak	4	8.3
Penang	1	2.1
Pahang	1	2.1
Sabah	1	2.1
Not Specified	1	2.1
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

### Employment

In total, 23 of the 48 women were working prior to their stay at the centre.

Type of Occupation	No. of Women	% of Total
Unskilled	15	31.2
Skilled	2	4.2
Clerical	3	6.3
Self-employed	2	4.2
Other	1	2.1
Unemployed	25	52.0
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

Salary Ranges	No. of Women	% of Total
RM 200 - 399/month	10	20.8
RM 400 - 599	5	10.4
RM 600 - 799	1	2.1
RM 800 - 999	1	2.1
RM1000+	3	6.3
Not specified	3	6.3
Unemployed	25	52.0
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

### Children

In 1992 the average number of children per mother was three although the average number of children who came with their mothers to the Centre was two. In 29% of the cases, the mothers left some or all of their children at home while they sought refuge. A total of 88 children were at the centre in 1992.

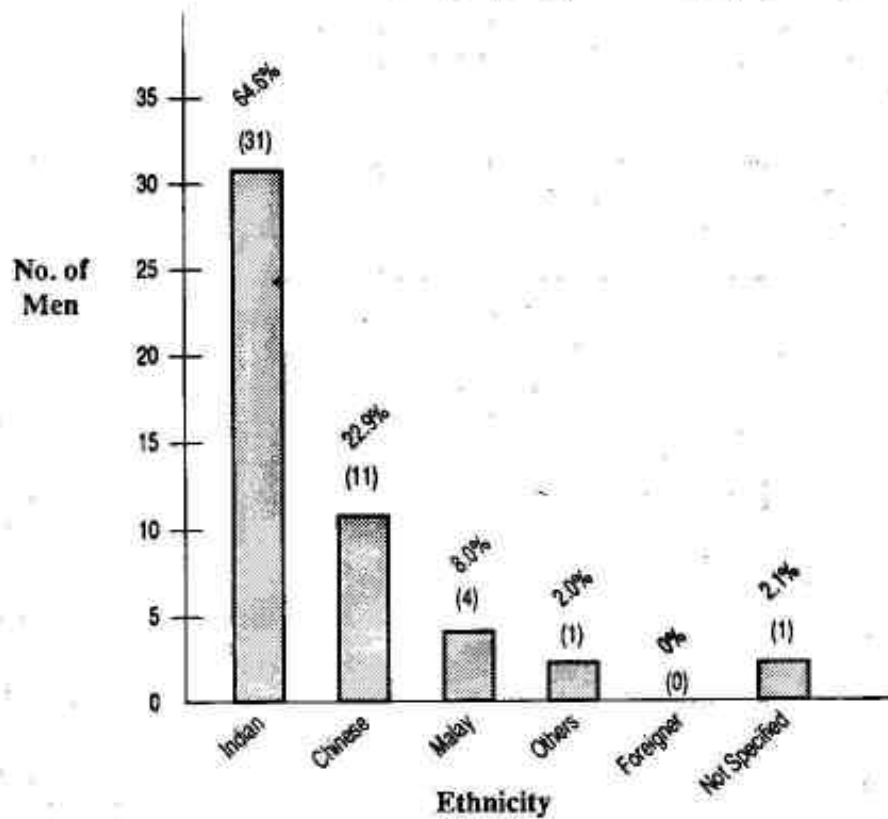
No. of Mothers	No. of Children Per Mother
3	None
7	1
12	3
12	3
7	4
4	5
2	6
1	9
<b>TOTAL 48</b>	

### Spouses/Partners

The average age of the husband was 37 years of age ranging from 27 years to 58 years. The race and occupation of the spouses/partners were varied as indicated by the tables below:-

Spouse/Partner Age/Group	No. of Men	% of Total
<21 years	0	0
21 - 25 years	0	0
26 - 30 years	8	16.7
31 - 35 years	14	29.2
36 - 40 years	11	22.9
41 - 45 years	7	14.6
46 - 50 years	3	6.2
> 50 years	3	6.2
Not specified	2	4.2
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

### Spouse/Partners Ethnicity



### Spouse/Partners Employment

Occupation Type	No. of Men	% of Total
Unskilled	13	27.1
Skilled	2	4.2
Clerical	3	6.2
Professional	3	6.2
Self-employed	7	14.6
Others	12	25.0
Unemployed	4	8.3
Not Specified	4	8.3
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

Salary Ranges	No. of Men	% of Total
RM 200 – 399/month	4	8.3
RM 400 – 599	3	6.3
RM 600 – 799	2	4.2
RM 800 – 999	3	6.3
RM 1000+	9	18.7
Unemployed	1	2.1
Not Specified	26	54.2
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

### **Evaluation of Crisis Situations**

The 48 women who sought shelter at the centre faced a multitude of inter-related problems. A common problem to most of the women was the physical and mental battering by their spouses/partners and sometimes by relatives (in-laws, parents).

The following table outlines some of the more common problems that lead the women to seek shelter. The total 'number' column exceeds 48 as many of the women suffered from more than one problem.

Types of Problems	No. of Women
Violence	44
Psychological Problems	11
Husband has other woman	9
In-Laws	8
Children	12
Financial	9
Sexual	4
Pregnant	5
Homeless	4
Parents	6
Others	20

Outcome	No. of Women	% of Total
Went back to husband	16	33.3
Went to live with relatives/friends	12	25.0
Found job and living independently	12	25.0
Filed for divorce and living independently	6	12.5
Other	2	4.2
<b>TOTAL</b>	<b>48</b>	<b>100.0</b>

### Outcome

During their stay at the Centre, the women discussed their problems with our social workers, volunteers and other residents at the Centre. We only provided them with options and possible solutions. The final decision was theirs. One-third of the women (33.3%) went back to their husbands. This outcome did not necessarily indicate that they went back to a violence-free family life. Most of the husbands do not encourage their wives to have contact with WAO resulting in difficulties with follow-up work.





## 'OTHER' CRISIS CASES

There were 14 'other' cases; 12 new cases and 2 old cases. These women sought shelter because of various crises in their lives. Some of these women were unwed mothers and others were destitute women with nowhere to go.

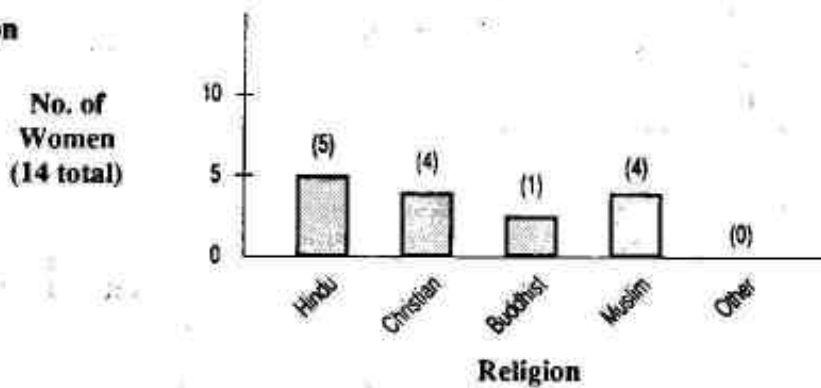
### Length of Stay

Average length of stay : 48 days  
 Range : 4 days to 243 days

### Age

Average Age : 29 years  
 Age Range : 16 years to 45 years.

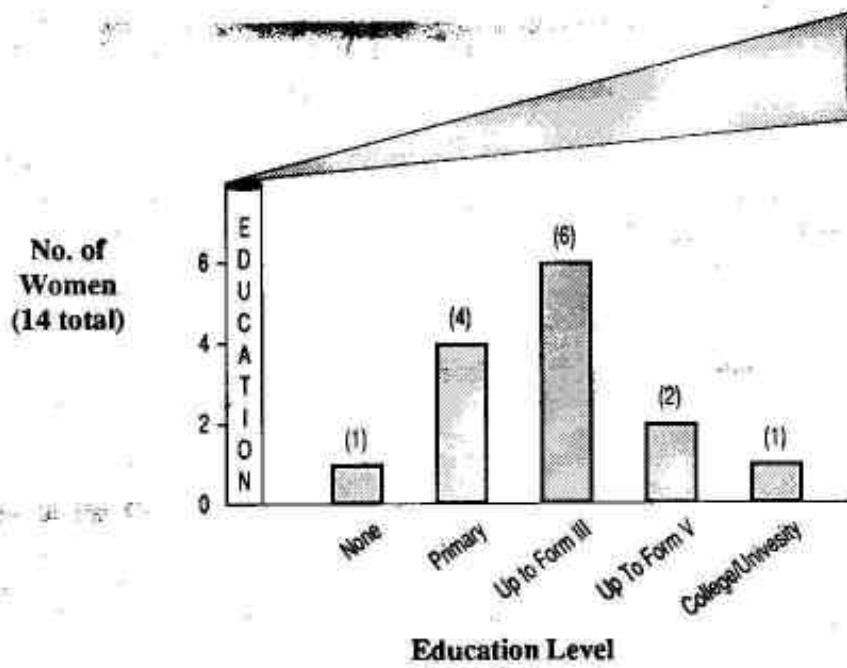
### Religion



### Place of Residency

State	No. of women	% of Total
Selangor	4	28.6
Wilayah Persekutuan	6	42.9
Perak	1	7.1
Pahang	1	7.1
Johor	1	7.1
Overseas	1	7.1
<b>TOTAL</b>	<b>14</b>	<b>100.0</b>

**Education**



**Employment**

Type of Occupation	No. of Women	% of Total
Unskilled	3	21.6
Skilled	1	7.1
Clerical	1	7.1
Self-employed	0	0
Professional	1	7.1
Other	1	7.1
Unemployed	7	50.0
<b>TOTAL</b>	<b>14</b>	<b>100.0</b>

## Evaluation of Crisis Situations

Type of Problems	No. of Women
Unwed single mothers	3
Abused by father	1
Depressed over sister's death	1
Abused by step-brother	1
Abused by sister	2
Abused by landlord	1
Abused by baby-sitter	1
Destitute	2
Daughter and daughter's boyfriend abusing	1
Children not obeying	1
<b>TOTAL</b>	<b>14</b>

Outcome	No. of Women
Went back to husband/partner	0
Went to live with relatives	5
Living independently	6
Other	3
<b>TOTAL</b>	<b>14</b>

◆ **FACE TO FACE COUNSELLING**

A total of 74 women came for face to face counselling for the year 1992. There has been a decrease of 8% compared to 1991.



<b>Breakdown by Ethnicity</b>		
<b>Race</b>	<b>No. of Women</b>	<b>% of Total</b>
Indian	32	43.2
Chinese	31	41.8
Malay	5	7.0
Others	6	8.0
<b>TOTAL</b>	<b>74</b>	<b>100.0</b>

<b>Status of Women</b>		
<b>Status</b>	<b>No. of Women</b>	<b>% of Total</b>
Married	60	81.0
Living together	3	4.1
Divorced	2	2.7
Single	9	12.2
<b>TOTAL</b>	<b>74</b>	<b>100.0</b>

<b>Types of Problems</b>		
<b>Problem</b>	<b>No. of Women</b>	<b>% of Total</b>
Violence	30	40.5
Legal Advice	6	8.1
Another woman	8	10.8
Psychological Problems	12	16.2
Child Problems	9	12.2
Husband taking drugs	5	6.8
Others	4	5.4
<b>TOTAL</b>	<b>74</b>	<b>100.0</b>

## ◆ WAO TELEPHONE SERVICE

WAO logged 4,733 calls in 1992. A total of 2,462 of these calls were crisis and advice related calls. This is an increase of 44% compared to the 1,700 crisis and advice related calls in 1991.



The primary focus of the telephone service is to provide counselling and advice.

The five telephone call categories are as follows:-

- |                               |   |
|-------------------------------|---|
| <b>Category 1</b><br>includes | <b>Crisis Calls</b> <ul style="list-style-type: none"><li>- crisis counselling</li><li>- battering issues</li><li>- referral of battering</li><li>- request for shelter/refuge</li></ul>  |
| <b>Category 2</b><br>includes | <b>Advice Calls</b> <ul style="list-style-type: none"><li>- general advice</li><li>- marital problems</li><li>- divorce enquiries</li><li>- custody issues/rights</li><li>- depression/need to talk</li></ul>   |
| <b>Category 3</b><br>includes | <b>Administration Calls</b> <ul style="list-style-type: none"><li>- general WAO administration</li><li>- general info on WAO</li><li>- donors/donations</li><li>- employment for residents/ex-residents</li><li>- media/press</li><li>- CCC/Anak Angkat programme</li><li>- calls for residents/social workers</li><li>- membership/volunteer enquiries</li></ul> |
| <b>Category 4</b><br>includes | <b>Spouse/Partner Calls</b> <ul style="list-style-type: none"><li>- spouses/partners calling for residents</li><li>- spouses/partners looking for ex-residents</li></ul>  |
| <b>Category 5</b><br>includes | <b>Unrelated Calls</b> <ul style="list-style-type: none"><li>- wrong number</li><li>- unrelated matters</li><li>- crank calls</li></ul>   |

Type of Call	Total	% of Total
Crisis Calls (Category 1)	941	19.9
Advice Calls (Category 2)	1,521	32.1
Admin. Calls (Category 3)	2,096	44.3
Spouse/Partner Calls (Category 4)	93	2.0
Unrelated Calls (Category 5)	82	1.7
<b>TOTAL</b>	<b>4,733</b>	<b>100.0</b>

A breakdown of ethnicity was completed on crisis calls and advice calls and presented as follows:-

Breakdown by Ethnicity						
Ethnicity	No. Crisis Calls	% of Total	No. Advice Calls	% of Total	Total No. Crisis/Advice Calls	% of Total
Indian	368	39.1	579	38.1	947	38.5
Chinese	460	48.9	761	50.0	1,221	49.6
Malay	83	8.8	158	10.4	241	9.8
Foreigner	19	2.0	17	1.1	36	1.5
Other	11	1.2	6	0.4	17	0.6
<b>TOTAL</b>	<b>941</b>	<b>100.0</b>	<b>1,521</b>	<b>100.0</b>	<b>2,462</b>	<b>100.0</b>

#### ERRATTA

Telephone Counselling statistics for 1991 on page 13 should be 1,700 calls instead of 1,857 calls.