

WAO SERVICES

The WAO Refuge Centre offers three basic services:-

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

Service Type	1991	1992	1993	% Change From 1992
SHELTER	74 women	62 women	91 women	46%
FACE-TO-FACE COUNSELLING	109 women	80 women		
TELEPHONE COUNSELLING (Crisis and advice related calls)	1,857 calls	2,462 calls	1321 calls	-46%
ADMINISTRATION CALLS			3228 calls	

◆ SHELTER

In 1993, refuge was provided for 91 women; where 61 of the cases dealt with domestic violence and other marital problems. The other 30 cases dealt with other crisis situations.

The following tables and graphics provide information on the 62 women affected by marital domestic violence.

Tables and graphs on the 30 '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	43	8	5	1	4	61
'Other' Cases	8	9	4	1	8	30
Total	51	17	9	2	12	91
% of Total	56%	18.68%	9.8%	2.1%	13.1%	100.0%

Domestic Violence and Marital Problem Cases

Ten of the 61 cases were old cases.

Length of stay at Centre

The 61 women stayed for an average of 12 days at the shelter ranging from 1 day to 105 days.

Age Of Women

Average Age : 28 years

Range : 19 years to 57 years

% of Total	% of Total	% of Total
< 21 years	5	8.1%
21 – 25 years	8	13.1%
26 – 30 years	18	29.5%
31 – 35 years	17	27.8%
36 – 40 years	7	11.4%
41 – 45 years	2	3.2%
46 – 50 years	1	1.6%
> 50 years	3	4.9%
TOTAL	61	100.0%

Marriage

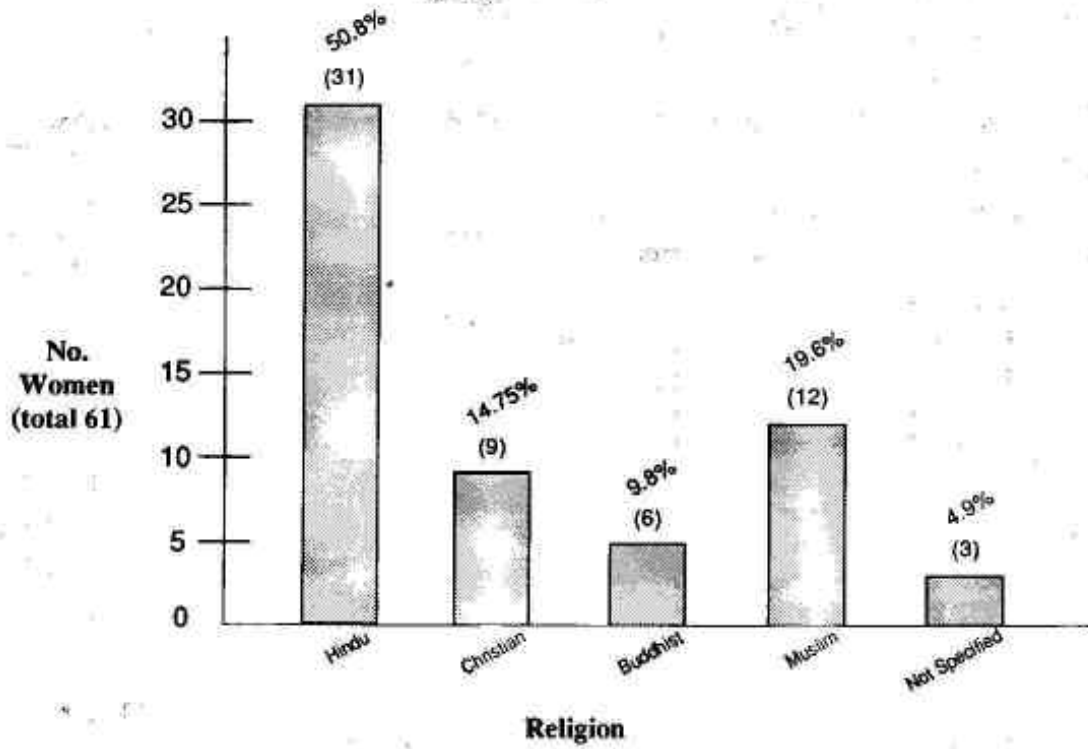
	No.	%
No. of registered marriages	32	52.4
No. of non-registered marriages	17	27.8
Not specified	4	22.9

Average age of marriage : 24 years (range 17-38 years)

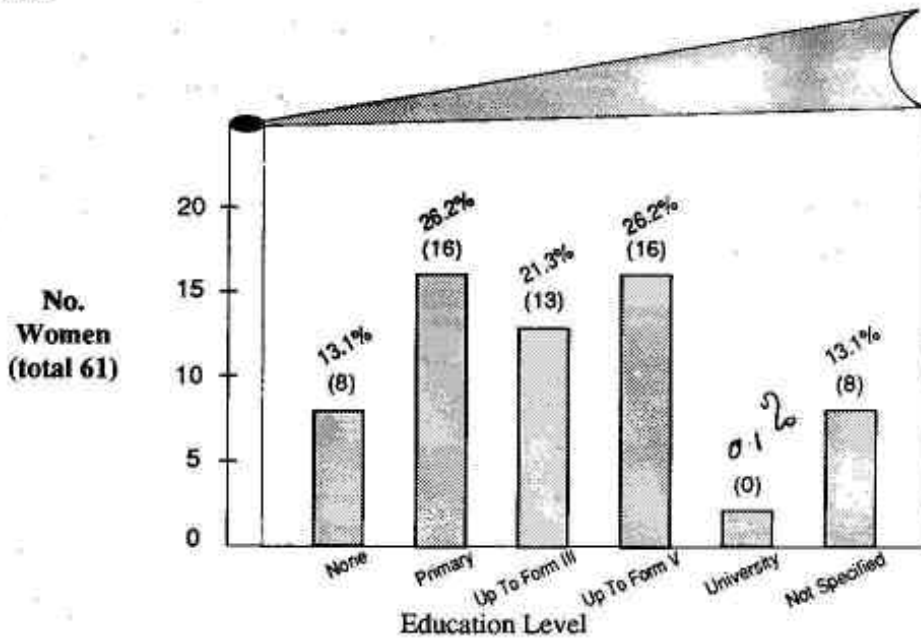
Average No. Years living together : 7.3 years (range 1-36 years)



Religion



Education



Place of Residency

State	No. of Women	% of Total
Melaka	1	1.6
Negeri Sembilan	1	1.6
Wilayah Persekutuan	13	21.31
Perak	6	9.8
Penang	1	1.6
Pahang	1	1.6
Selangor	30	47.1
Kelantan	1	1.6
Not Specified	1	9.8
TOTAL	61	100.0

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	13	21.3
Skilled	3	4.9
Clerical	3	4.9
Self-employed	2	3.2
Other	7	11.47
Unemployed	23	37.7
Unknown	10	16.39
TOTAL	48	100.0
Type of Occupation	No. of Women	% of Total
RM 200 – 399/month	10	16.3
RM 400 – 599	8	13.1
RM 600 – 799	1	1.6
RM 800 – 999	1	1.6
RM1000+	5	8.1
Not Specified	13	2.3
Unemployed	23	37.7
TOTAL	61	100.0

Children

A total of 132 children were at the centre in 1993.

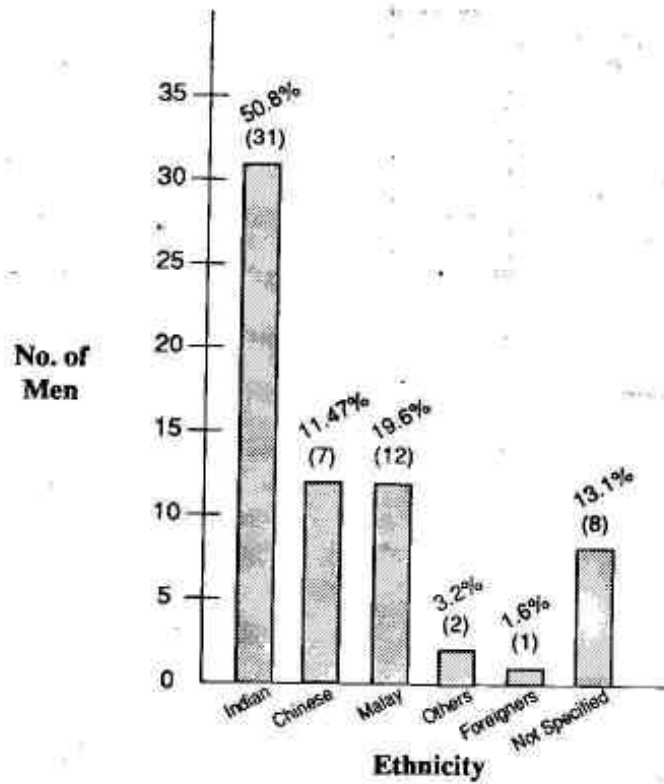
No. of Mothers	No. of Children Per Mother
12	None
15	1
14	2
7	3
6	4
1	5
3	6
3	7
Total 61	

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	3	4.9
26 - 30 years	13	21.3
31 - 35 years	8	13.1
36 - 40 years	10	16.3
41 - 45 years	12	19.6
46 - 50 years	7	11.4
> 50 years	1	1.6
Not Specified	5	8.1
TOTAL	61	100.0

Spouse/Partners Ethnicity



Spouse/Partners Employment

Occupation Type	No. of Men	% of Total
Unskilled	13	21.3
Skilled	2	3.2
Clerical	0	0
Professional	4	6.5
Self-employed	7	11.4
Others	17	27.8
Unemployed	7	11.4
Not Specified	11	18.0
TOTAL	61	100.0

Salary Ranges	No. of Men	% of Total
RM 200 – 399/month	1	1.6
RM400 – 599	4	6.5
RM 600 – 799	5	8.1
RM 800 – 999	2	3.2
RM 1000+	11	18.0
Unemployed	3	4.9
Not Specified	35	57.3
TOTAL	61	100.0

Evaluation Of Crisis Situations

The 62 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).

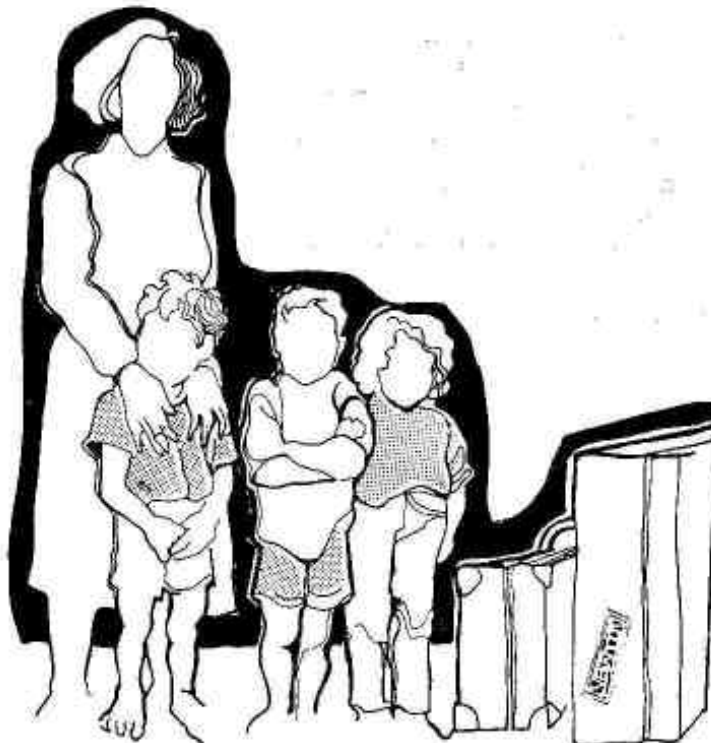
The following table outlines some of the more common problems that lead the women to seek shelter. The total 'number' column exceeds 62 as many of the women suffered from more than one problem.

Types of Problems	No. of Women
Violence	53
Psychological Problems	3
Husband has other woman	3
In-Laws	3
Children	6
Financial	1
Sexual	1
Pregnant	2
Homeless	3
Parents	1
Others	3

Outcome	No. of Women	% of Total
Went back to husband	21	34.4
Went to live with relatives/friends	17	27.86
Found job and living independently	6	9.8
Filed for divorce and living independently	2	3.2
Other	10	16.3
Unspecified	5	8.1
TOTAL	48	100.0

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. More than one-third of the women (34.4%) 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.



◆ FACE TO FACE COUNSELLING

In 1993, a total of 84 women sought counselling at the organisation. There was an increase of 13.5% in the number of women compared to last year.

Breakdown By Ethnicity

Race	No. of Women	% of Total
Malay	7	8.3%
Chinese	27	32.1%
Indian	43	51.1%
Others	7	8.3%
TOTAL	84	100.0%

Status of Women

Status of Women	No. of Women	% of Women
Married	56	66.6%
Living Together	5	5.95%
Divorced	5	5.95%
Widowed	2	2.38%
Single	5	5.95%
Separated	11	13.09%
TOTAL	84	100.0%

Types of Problems:

- 1) Violence
- 2) Legal problems
- 3) Homelessness
- 4) Visa problems
- 5) Marital problems
- 6) Unwed pregnancy
- 7) Psychological
- 8) Abused by children

◆ TELEPHONE SERVICES

In 1993, telephone counselling dropped by 46%. There were 1321 counselling calls and 3228 administrative calls.

'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.

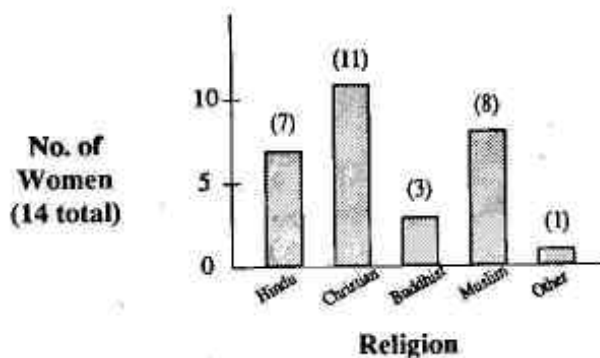
Length of Stay

Average length of stay : 20 days
 Range : 1 day to 63 days

Age

Average Age : 25 years
 Age Range : 19 years to 56 years

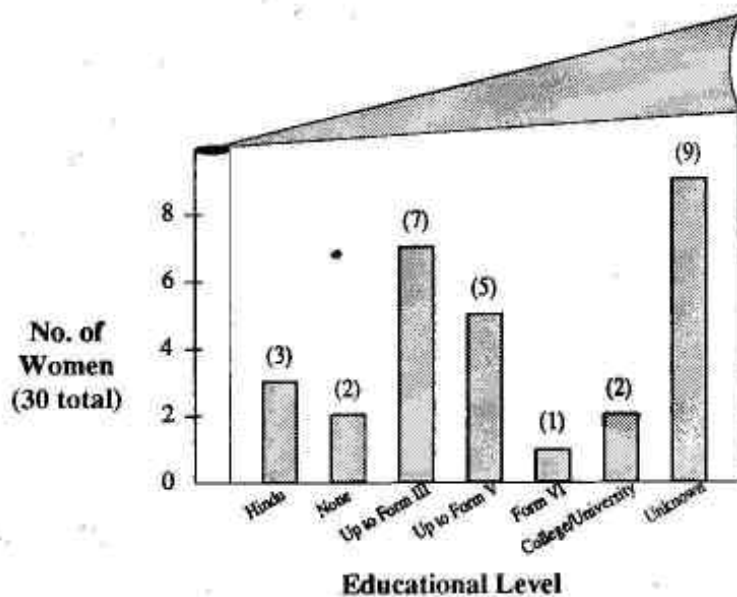
Religion



Place of Residency

State	No. of women	% of Total
Selangor	12	40
Wilayah Persekutuan	7	23
Perak	4	13
Negeri Sembilan	1	3.2
Penang	1	3.2
Melaka	1	3.2
Not Specified	5	16.6
TOTAL	30	100.0

Education



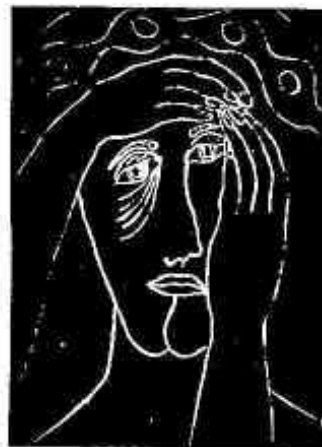
Employment

Type of Occupation	No. of Women	% of Total
Unskilled	7	23.3
Skilled	0	0
Clerical	0	0
Self-employed	0	0
Professional	1	3.3
Other	5	16.6
Unemployed	11	36.6
	6	20.0
Type of Occupation	30	100.0

Evaluation of Crisis Situations

Type of Problem	No. of Women
Unwed single mothers	4
Homeless	4
Psychological Problems	4
Abused by in laws	4
Abused by employer	2
Sexually abused	5
Abused by Parents	2
Child not obeying	2
Abused by brother	1
Abused by brother & wife	1
Abused by brother in law	1
TOTAL	30

Outcome	No. of Women
Went back to husband/partner	5
Went to live with relatives	10
Living independently	6
Other	9
TOTAL	30



WAO SUPPORT SERVICES

- ◆ ANAK ANGKAT PROGRAMME
- ◆ CHILD CARE CENTER

◆ ANAK ANGKAT PROGRAMME

The main objective of the WAO Anak Angkat Programme is to provide sponsored financial support to the children of ex-residents to assist with educational expenses.

This scheme is to provide children with an opportunity in their education where they would otherwise be unable to do so due to financial constraints.

24 families with 31 children benefitted from the goodwill support under this programme in the year 1993. The table shows the number of children sponsored for the past 5 years.

	1989	1990	1991	1992	1993
No. of Children Sponsored	NA	14	20	33	31
No. of Sponsors	17	12	17	24	23

WAO would like to thank the 1993 Anak Angkat Sponsors listed below whose generous donations of RM50.00 per month for a child has been of immense assistance for the mothers to meet schools expenses incurred by the children:-

1. Mrs. Kamal S. Jeshurun
2. Care Bears @ Peggy Wong
3. Fairview Schools
4. South Malaysia Ind. Bhd.
5. Albert Chin Khoo Kiam
6. Tung Loong Sai
7. Teo Chin Kia
8. DDM Siripala
9. SKAL Chef
10. Dr. Ratnakumar
11. Chris Leong Sau Chuan
12. Quah Peng Khoon
13. Ong Keng Wee
14. Chong Keng Leong
15. Rick See Yong Chuan
16. Kathleen Chin
17. Roy Chok Wai Kim
18. Sia Soo Kiow
19. Jane Carlos
20. Body Shop
21. Pn. Mariam c/o Body Shop
22. Lakshmi Ganesh
23. BEC, Section 17, C/o Mrs. Maya.

◆ **CHILD CARE REPORT – YEAR 1993**

Home is one of the most important forces of influence, in shaping the personality of the child. However this process is disrupted by many external and internal factors such as marital conflicts, abuse and violence at home. Research over the years proves that conflicts, abuse and violence have a profound impact upon a child.

Upon this realisation WAO has extended its services to cater for the children of battered wives who are equally affected by the violence at home (Domestic Violence). The objective of the Child Care Centre is to cater for the physical, emotional and educational needs of the children while their mothers adjust to a new life away from violence. Considerable success has been achieved in improving their mental and physical health through several schemes catering for their emotional, developmental and physical needs.

There were 14 new admissions for the year 1993 which makes a total of 31 children from 15 families benefiting from the services provided. Below is a breakdown of the children based on race, age, sex and religion.

RACE

Malay	Indian	Chinese	Others
12.9 (4)	71 (22)	12.9 (4)	3.2 (1)

SEX

Boy	Girl
38.7 (12)	61.3 (19)

RELIGION

Muslim	Hindu	Buddhist	Christian	Others
25.8 (8)	51.6 (16)	12.9 (4)	6.5 (2)	3.2 (1)

AGE

Age	Percentage
0-3 years	2.9 (9)
4-7 years	38.7 (12)
8-11 years	22.6 (7)
12-15 years	9.7 (3)

