

1995  
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# WAO SERVICES



In 1995 WAO provided assistance to 1,573 women who utilised WAO's three main services:

- |                            |                         |
|----------------------------|-------------------------|
| ● SHELTER                  | 88 women & 136 children |
| ● TELEPHONE COUNSELLING    | 1,428 women             |
| ● FACE TO FACE COUNSELLING | 57 women                |

The ethnic break down of these women was

| Service               | Malays     | Chinese    | Indians    | Others    | Total        |
|-----------------------|------------|------------|------------|-----------|--------------|
| Shelter               | 13         | 12         | 60         | 3         | 88           |
| Telephone Counselling | 299        | 635        | 469        | 25        | 1,428        |
| Face to face          | 3          | 16         | 35         | 3         | 57           |
| <b>Total</b>          | <b>315</b> | <b>663</b> | <b>564</b> | <b>31</b> | <b>1,573</b> |

WAO figures from September 1982

| Year   | Shelter | Telephone Counselling | Face to face Counselling |
|--------|---------|-----------------------|--------------------------|
| 1982-4 | 186     | 369                   | NA                       |
| 1985   | 53      | 592                   | NA                       |
| 1986   | 50      | 843                   | NA                       |
| 1987   | 61      | 822                   | 30                       |
| 1988   | 83      | 641                   | 79                       |
| 1989   | 72      | 1,403                 | 114                      |
| 1990   | 75      | 1,512                 | 109                      |
| 1991   | 74      | 1,857                 | 80                       |
| 1992   | 62      | 2,462                 | 74                       |
| 1993   | 91      | 1,321                 | 84                       |
| 1994   | 97      | 1,358                 | 91                       |
| 1995   | 88      | 1,428                 | 57                       |



## SHELTER SERVICES

### INFORMATION ON WAO RESIDENTS

Of the 88 women who sought shelter at the Refuge in 1995, 16 women were ex-residents and the remaining 72 women learnt about WAO's services from a variety of sources, mainly NGOs, friends or colleagues and religious organisations.

|                          |           |
|--------------------------|-----------|
| ● NGO                    | 12        |
| ● Friend/Colleague       | 11        |
| ● Religious Organisation | 8         |
| ● One Stop Centre        | 6         |
| ● Police                 | 6         |
| ● Hospital               | 5         |
| ● Welfare Department     | 5         |
| ● WAO Former Client      | 4         |
| ● Media                  | 5         |
| ● Other Sources          | 10        |
| <b>Total</b>             | <b>72</b> |



### Mode of Contact

About 70% of women contacted us by phone prior to coming in for shelter, the other 30% just showed up at the Refuge.

### Residency

Of the 88 women, 41 came from Selangor and 27 from Kuala Lumpur:

|          |   |                   |   |
|----------|---|-------------------|---|
| ● Perak  | 8 | ● Pahang          | 2 |
| ● Johore | 6 | ● Negeri Sembilan | 1 |
| ● Penang | 2 | ● Kelantan        | 1 |

### Women who return to the Refuge

Of the 88 women, 16 were repeat cases, i.e. women who had sought shelter at WAO in previous years.

### Of the 16 repeat cases

- 8 women sought shelter for the second time
- 6 women came for the third time
- 1 for the fourth time, and
- 1 for the sixth time

Five of the women who returned to the Refuge were women who went on to lead independent lives. Why did they return?

- 1 landlord threw her out, no proper job
- 1 became destitute
- 1 could not cope as child minder at WAO CCC
- 1 lost home in a fire and could not find any child care facilities
- 1 husband found her and she ran away again

### Leaving abusive situations

Of the 88 women, only 34 left abusive situations for the first time.

|                        |           |
|------------------------|-----------|
| ● First Time           | 34        |
| ● Second Time          | 7         |
| ● Third Time           | 6         |
| ● Fourth Time          | 7         |
| ● Fifth Time           | 2         |
| ● More than five times | 21        |
| ● Not available        | 10        |
| ● Not applicable       | 1         |
| <b>Total</b>           | <b>88</b> |

### Duration of Stay at Refuge

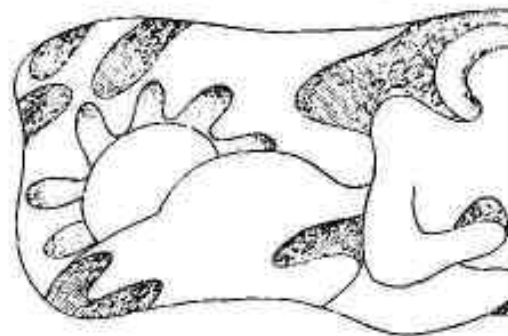
|                          |           |
|--------------------------|-----------|
| ● Less than one week     | 25        |
| ● One to two weeks       | 12        |
| ● Two to four weeks      | 16        |
| ● One to two months      | 14        |
| ● Two to three months    | 9         |
| ● More than three months | 12        |
| <b>Total</b>             | <b>88</b> |

### Problems women face

|  |    |
|--|----|
| ● Physical violence                              | 63 |
| ● Verbal abuse                                   | 26 |
| ● Suspicious/Jealous husband                     | 26 |
| ● Financial distress                             | 20 |
| ● Husband's drinking                             | 19 |
| ● Abuse by husband, parents, in-laws & relatives | 19 |
| ● Husband unable to hold a job                   | 16 |



|  |    |
|--|----|
| ● Sexual abuse                                     | 13 |
| ● Threats of abuse                                 | 11 |
| ● Homelessness/destitute                           | 8  |
| ● Adultery   | 7  |
| ● Husband was compulsive gambler, womaniser or gay | 5  |
| ● Husband on drugs                                 | 4  |
| ● Unwanted pregnancy                               | 3  |
| ● Mental Instability*                              | 3  |
| ● Abuse by employer                                | 2  |
| ● Rape   | 1  |
| ● Drug addiction                                   | 1  |
| ● Incest   | 1  |



\*Refers to women who became mentally unstable due to the abuse

### Triggering factors

While many women were beaten and verbally abused for no reason, many women said their efforts to communicate and reason with their perpetrator would trigger an outburst of violence. Many women felt their partners wanted them to be quiet and obedient.

The women often cited the following combination of factors that brought about physical violence.

|   |    |
|---|----|
| ● Jealousy                              | 26 |
| ● Husband's Drinking                    | 25 |
| ● Abuse Insufficient Money/Money Issues | 20 |
| ● Husband's Infidelity                  | 11 |
| ● Husband's Demands for Money           | 8  |
| ● Work Related Stress                   | 6  |
| ● Debts                                 | 5  |
| ● In-laws interference/instigation      | 5  |
| ● Husband on Drugs                      | 4  |
| ● Husband's Gambling                    | 2  |

### Nature of Physical Abuse

Various objects and methods were used to inflict injury.

|   |    |
|---|----|
| ● Slapping/kicking/pushing/hair pulling | 69 |
| ● Beating (with sticks etc.)            | 30 |
| ● Assault with weapon (knife etc.)      | 23 |
| ● Throwing objects                      | 9  |
| ● Whipping (with belts etc.)            | 4  |
| ● Burning (cigarettes, iron etc.)       | 2  |
| ● Hittings against wall                 | 2  |
| ● Drowning in bathtub                   | 1  |



### Length of time in abusive situation

|                                |           |
|--------------------------------|-----------|
| ● <1 year                      | 15        |
| ● 1 to 5 years                 | 30        |
| ● 6 to 10 years                | 17        |
| ● 11 to 15 years               | 10        |
| ● 16 to 20 years               | 7         |
| ● 21 to 25 years               | 1         |
| ● 25 to 30 years               | 1         |
| ● Not Available/Not Applicable | 7         |
| <b>Total</b>                   | <b>88</b> |

There were no perpetrators for five women, four women were destitute, and the fifth needed accommodation.

### Income

|                    |           |
|--------------------|-----------|
| ● No income        | 51        |
| ● RM 200 to RM 400 | 17        |
| ● RM 401 to RM 800 | 9         |
| ● RM 801 and above | 5         |
| ● Not Available    | 6         |
| <b>Total</b>       | <b>88</b> |

### Education

46.5% of the women had primary education and 13.6% had no education.

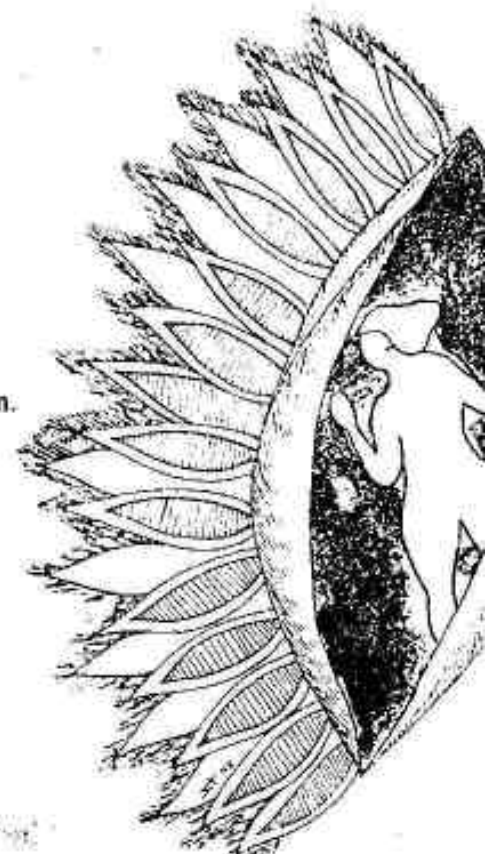
|                  |           |
|------------------|-----------|
| ● None           | 12        |
| ● Primary        | 41        |
| ● SRP            | 13        |
| ● SPM            | 12        |
| ● Diploma Degree | 6         |
| ● Not Available  | 4         |
| <b>Total</b>     | <b>88</b> |

### Nationality

84 of the women were Malaysians. There were four foreigners: one Bangladeshi, one Indian and two Indonesians.

### Aid

Most of the women, at some stage in their abusive relationships, had sought aid.





### Type of Aid Sought

|                             |           |
|-----------------------------|-----------|
| ● Police                    | 35        |
| ● Friends/family/colleagues | 15        |
| ● NGO                       | 13        |
| ● Medical                   | 9         |
| ● Legal                     | 8         |
| ● Religious Advice          | 6         |
| ● Welfare                   | 2         |
| <b>Total</b>                | <b>88</b> |



### Police Reports

A total of 71 women made Police Reports; 40 women found the Police were helpful.

### Result of Police Reports

Eight women pressed charges against their perpetrators, but two decided not to pursue their cases. Most cases fell under the non-seizable category, were not investigated and no action was taken against the perpetrators.

### Medical Reports

Of the 36 women who sought medical help for injuries, 18 of them did not disclose the reason for their injuries to the medical officer.

### OUTCOME

Of the 88 women who were in the Centre in 1995, seven are still at the Refuge. The following gives the breakdown of the 81 who left:

|                                 |           |
|---------------------------------|-----------|
| ● Living Independently          | 45        |
| ● Went back to former situation | 28        |
| ● Left for another centre       | 7         |
| ● Admitted to hospital          | 1         |
| <b>Total</b>                    | <b>81</b> |

Some reasons cited by the 28 women who returned to abusive relationships:

|                                     |    |
|-------------------------------------|----|
| ● To give husband another chance    | 19 |
| ● Husband agreed to alter lifestyle | 7  |
| ● Financial reasons                 | 7  |
| ● Children's schooling              | 5  |
| ● Illness in the family             | 4  |
| ● Threatened by husband             | 3  |

### Women who left to start independent lives

|  |           |
|--|-----------|
| ● Married women<br>(28 of them hid from their husbands)          | 35        |
| ● Single women<br>(3 of the single women hid from their parents) | 10        |
| <b>Total</b>   | <b>45</b> |

## SPECIFIC INFORMATION ON THE PERPETRATORS

RECOVERIST

Perpetrators ranged from husbands, to employers. Out of 88 cases, there were no perpetrators for 6 cases.

|                 |           |
|-----------------|-----------|
| ● Spouse        | 51        |
| ● Ex-Spouse     | 2         |
| ● Boyfriend     | 17        |
| ● Parents       | 5         |
| ● Relatives     | 4         |
| ● Employer      | 2         |
| ● Not Available | 1         |
| <b>Total</b>    | <b>82</b> |

### Ethnicity

|                 |           |
|-----------------|-----------|
| ● Malay         | 9         |
| ● Chinese       | 12        |
| ● Indian        | 58        |
| ● Indonesian    | 2         |
| ● Not Available | 1         |
| <b>Total</b>    | <b>82</b> |

### Education

|                  |           |
|------------------|-----------|
| ● None           | 5         |
| ● Primary        | 31        |
| ● SRP            | 10        |
| ● SPM            | 6         |
| ● Diploma/Degree | 5         |
| ● Not Available  | 25        |
| <b>Total</b>     | <b>82</b> |

### Income

|                  |           |
|------------------|-----------|
| ● 200 to 599     | 14        |
| ● 600 to 999     | 33        |
| ● 1000 and above | 15        |
| ● Not Available* | 20        |
| <b>Total</b>     | <b>82</b> |

\* many women did not know how much their husbands earned.





## TELEPHONE COUNSELLING

A total of 1,428 counselling calls were handled by the social workers with some assistance from administrative staff and volunteers. Many callers had more than one problem.

| Problems                      | Number |
|-------------------------------|--------|
| Relationship                  | 281    |
| Violence                      | 577    |
| Other women                   | 160    |
| Legal                         | 328    |
| Relatives                     | 51     |
| Psychological                 | 96     |
| Sex                           | 45     |
| Shelter                       | 50     |
| Financial                     | 23     |
| Drink                         | 21     |
| Child Abuse/Sexual Harassment | 11     |
| Unwed Mothers                 | 15     |
| Mental Illness                | 5      |
| AIDS                          | 3      |

## FACE TO FACE COUNSELLING

A total of 57 women came for face to face counselling at WAO's Refuge but did not require shelter. Counselling was required for multiple problems.

### PROBLEMS

|                                |    |
|--------------------------------|----|
| ● Psychological Distress       | 33 |
| ● Violence                     | 29 |
| ● Financial Distress           | 10 |
| ● Husband Drinking or Gambling | 11 |
| ● Problems with in-laws        | 7  |
| ● Problems with children       | 5  |
| ● Homelessness                 | 4  |
| ● Others                       | 5  |

## WAO SUPPORT SERVICES

### CHILD CARE CENTRE (CCC)

A total of 40 children from 18 mothers benefited from the services provided at the CCC.

Tabled below are information on the 40 children:

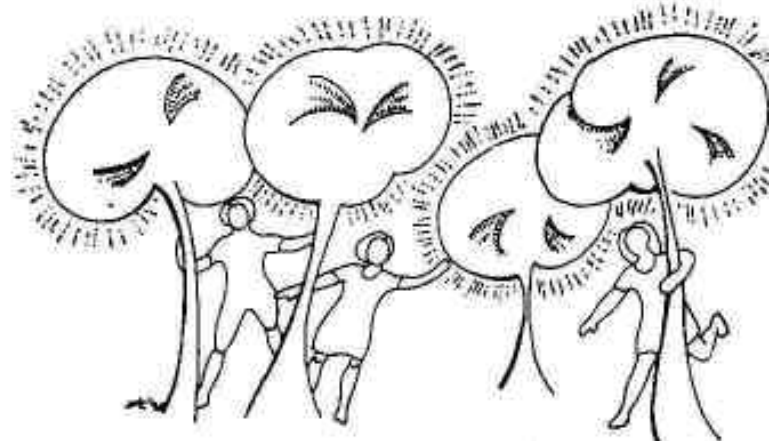
| SEX          | No.       | %            |
|--------------|-----------|--------------|
| Male         | 17        | 42.5         |
| Female       | 23        | 57.5         |
| <b>Total</b> | <b>40</b> | <b>100.0</b> |

| ETHNICITY    | No.       | %            |
|--------------|-----------|--------------|
| Malay        | 3         | 7.5          |
| Chinese      | 0         | 0            |
| Indian       | 37        | 85.0         |
| <b>Total</b> | <b>40</b> | <b>100.0</b> |

| RELIGION     | No.       | %            |
|--------------|-----------|--------------|
| Muslim       | 7         | 17.5         |
| Christian    | 12        | 30.0         |
| Hindu        | 18        | 45.0         |
| Sikh         | 3         | 7.5          |
| <b>Total</b> | <b>40</b> | <b>100.0</b> |

| AGE          | No.       | %            |
|--------------|-----------|--------------|
| 0-3          | 9         | 22.5         |
| 4-7          | 22        | 55.0         |
| 8-11         | 7         | 17.5         |
| 12-15        | 1         | 2.5          |
| 16-19        | 1         | 2.5          |
| <b>Total</b> | <b>40</b> | <b>100.0</b> |

| SCHOOL             | No.       | %            |
|--------------------|-----------|--------------|
| Pre-School/Nursery | 9         | 22.5         |
| Kindergarten       | 17        | 42.5         |
| Primary Level      | 13        | 32.5         |
| Lower Secondary    | 0         | 0            |
| Upper Secondary    | 1         | 2.5          |
| <b>Total</b>       | <b>40</b> | <b>100.0</b> |



**OUTCOME**

|                                    | WOMEN     | %            | CHILD     | %            |
|------------------------------------|-----------|--------------|-----------|--------------|
| Living independently with children | 8         | 44.4         | 15        | 37.5         |
| Left WAO-CCC with family support   | 1         | 5.6          | 6         | 15.0         |
| Left to live with friends          | 2         | 11.0         | 4         | 10.0         |
| Returned to spouse                 | 1         | 5.7          | 1         | 2.5          |
| Working with children at WAO-CCC   | 6         | 33.3         | 14        | 35.0         |
| <b>Total</b>                       | <b>18</b> | <b>100.0</b> | <b>40</b> | <b>100.0</b> |

**CHILD CARE CENTRE REPORT**

The primary concern of any child care centre is to make the children feel loved and wanted and at the same time provide them with the physical care and an all rounded education. Our Child Care Centre is no different and we do our best to create a conducive environment for child development.

Having come from an insecure, violent background, a great deal of emphasis is placed on the child's need for emotional and cognitive development. The growth of the child physically and mentally is made possible by giving him/her an opportunity to explore and experience the wealth of life. So multi-faceted programmes are conducted to achieve our goals. We are greatly indebted to our volunteers who have helped with our children's programmes.

- \* YWCA members who diligently spend time organising activities and games for the children
- \* Sharon Hariharan and friends who faithfully spend eventful and educational Sundays
- \* Service Civil International members who organised a 1 week successful holiday camp at the CCC. It was a memorable event in the lives of these children who for the first time discovered their latent creative talents and enjoyed the camaraderie with nature.
- \* Students from the Interact Club of La Salle and Assunta School P.J. who assisted the children with homework.
- \* Sweet Charity of Standard Chartered who paid for the tutor who came twice a week to coach the children in their school work.

The monthly mothers' meeting gives the staff and the mothers the platform to discuss the child's upbringing and the role of the mothers. The sharing and the dialogue sessions with respect to single parenthood have proven to be invaluable. The weekly visits of the mothers which create the opportunity for interaction with their children is deemed compulsory.

The Child Care Centre is still on rented premises and the house hunting spree is on. Hopefully we will have a place of our own by next year.

Our heartfelt thanks to all our well wishers for their continued support and goodwill.

*Andal Krishnan & Teresa Sebastiamah*

### ANAK ANGKAT SPONSORSHIP PROGRAMME

This support service is provided for self supporting mothers , who are ex -residents to meet the expenses of their school going children (some of whom may be in the CCC ). Each child is given fifty ringgit per month to meet expenses incurred for bus fare, stationary, uniforms etc.

This financial support to self-supporting mothers is essential as the cost of living is getting higher and the mothers find it difficult to cope with their single income.

Sponsorship per child works out to six hundred ringgit per year. The sponsors are individuals and charity organisations. We encourage the sponsors to keep in touch with their anak angkat through letters. Also at the end of the year, the report book of the anak angkat is sent to the sponsors so that they can keep track of the progress of the child. During our annual Christmas party we invite sponsors to meet the mothers and their sponsored children.

|                  | 1993 | 1994 | 1995 |
|------------------|------|------|------|
| No. of children  | 31   | 40   | 25   |
| No. of mothers   | 24   | 25   | 17   |
| No . of sponsors | 23   | 26   | 20   |

