

# WAO ANNUAL STATISTICS 2007<sup>1</sup>

Shelter/Refuge Services  
Face to Face Counselling  
Telephone Counselling  
Email Enquiries  
Refugee/Asylum Seekers Project

*Prepared by Wong Su Zane*

*Assisted by Shoba Aiyar, Jessie Ang, Nazlina bt Abd Ghani,  
Siti Salina Shamsudin.*

*Contributions from Ivy Josiah*

*Women's Aid Organisation (WAO)  
P.O. Box 498, Jalan Sultan  
46760 Petaling Jaya  
Selangor Darul Ehsan, Malaysia.*

*Tel : 603 – 79575636/0636*

*Fax : 603-79563237*

*E-mail : [wao@po.jaring.my](mailto:wao@po.jaring.my)*

*Website : [www.wao.org.my](http://www.wao.org.my)*

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*WAO Statistics 2007*

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<sup>1</sup> This is the first draft to be presented to the WAO AGM on 11 May 2008 for review and feedback

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## OUR SERVICES THROUGH THE YEARS

Number of women utilized WAO's services in 2007

Shelter/Refuge: 100 women  
Face to face counseling: 75 women  
Telephone counseling: 1200  
Email enquiries: 158

WAO figures since September 1982

<b>Year</b>	<b>Shelter/Refuge</b>	<b>Face to Face</b>	<b>Telephone</b>
1982	57	N/a	200
1984	129	n/a	369
1985	53	n/a	592
1986	50	n/1	843
1987	61	30	822
1988	83	79	641
1989	90	114	1403
1990	75	109	1512
1991	74	80	1857
1992	62	74	2462
1993	91	84	1312
1994	97	91	1358
1995	88	57	1428
1996	98	52	1800
1997	109	52	1150
1998	101	50	1241
1999	120	52	1150
2000	105	44	981
2001	115	95	1063
2002	122	87	1478
2003	133	91	1492
2004	132	75	1500
2005	116	115	1215
2006	95	105	1475
2007	100	75	1200
<b>Total</b>	<b>2,956</b>	<b>1,611</b>	<b>30,544</b>

## SHELTER/REFUGE

### A. GENERAL INFORMATION

There were 103 entries, i.e. women seeking shelter through out this year; however three of them had come back for the same reason within the same year, therefore we highlight the demographics of 100 women who received our services.

In 2007, 100 women were given shelter, in comparison in 2006 where 95 women were given shelter.

#### *1. Reasons for seeking shelter*

66% of the women sought shelter because of domestic violence. WAO also offered shelter to women who faced other problems and are in need of a temporary place to stay. There was an increase in women who sought shelter because of single mother pregnancy, 13 in 2007 in comparison to six (6) in 2006.

Reasons for seeking shelter	Number	Percentage
Domestic violence	66	66.0
Single mother pregnancy	13	13.0
Rape	3	3.0
No place to stay	4	4.0
MDW Abuse *	7	7.0
MDW problem with employer**	2	2.0
Family problems	1	1.0
Trafficked	1	1.0
Financial problems	2	2.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

\* There was abuse of the workers.

\*\* There was no abuse however the workers left their employment as they did not like the employer.

#### *2. Number of children*

In 2007, there were 77 children at the Refuge compared to 88 in 2006. However some of the women left behind their children to be taken care of by other family members, in total the residents had 100 children in all.

Number of children	Number	Percentage
None	60	60.0
1 child	18	18.0
2 children	13	13.0
3 children	6	6.0
4 children	2	2.0
5 children	1	1.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

### 3. Number of visits

Majority of the residents (91%) in 2007 were new clients, while seven (7%) women were residents from the previous years. Two (2%) of them sought shelter for more than five times.

Number of visits	Number	Percentage
First	91	91.0
Second	5	5.0
Third	2	2.0
More than five times	2	2.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

### 4. Sources of awareness

As in the previous years, the residents knew about us from friends, relatives and family members, media (internet, magazine, newspaper, television, and radio) and other NGOs (AWAM, MCA etc). Some residents heard about us through other government agencies such as welfare, hospital and police. Eight (8) women came to us through UNHCR.

Sources of awareness	Number	Percentage
Friends	19	19.0
NGO	16	16.0
Media	14	14.0
Welfare	10	10.0
UNHCR	8	8.0
Hospitals/One-stop Centre	5	5.0
Police	7	7.0
Self (ex-resident)	7	7.0
Relatives/Family	6	6.0
Religious institution	5	5.0
Other ex-residents	1	1.0
Telephone directory	1	1.0
Embassy	1	1.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

### 5. Length of stay

19% of the residents stayed at the shelter for less than one week, 14% less than two weeks while another 30% stayed between one to two months.

Length of stay	Number	Percentage
Less than a week	19	19.0
1 to 2 weeks	14	14.0
2 to 3 weeks	15	15.0
1 to 2 months	30	30.0
2 to 3 months	15	15.0
More than 3 months	7	7.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

## 6. Residence

Most of the residents, 48% came from Selangor and 33% came from Wilayah Persekutuan Kuala Lumpur.

Residence	Number	Percentage
Selangor	48	48.0
Wilayah Persekutan	33	33.0
Johor	6	6.0
Perak	5	5.0
Melaka	3	3.0
Pahang	2	2.0
Negeri Sembilan	1	1.0
Kelantan	1	1.0
Terengganu	1	1.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

## 7. Age

The residents were mostly in their 20s (41%) and 30s (40%)

Age (years)	Number	Percentage
Less than 20	8	8.0
20 to 29	41	41.0
30 to 39	40	40.0
40 to 49	8	8.0
50 and above	3	3.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

## 8. Nationality

69% of the residents were Malaysian. 11% of the residents were from Myanmar, 6% from Indonesia and 5% from India.

Nationality	Number	Percentage
Malaysian	69	69.0
Myanmarese	11	11.0
Indonesian	6	6.0
Indian	4	4.0
Sri Lankan	2	2.0
Iranian	2	2.0
Thai	1	1.0
Filipina	1	1.0
Cambodian	1	1.0
Columbian	1	1.0
Filipino	1	1.0
Egyptian	1	1.0
<b>Total</b>	<b>100</b>	<b>100.0</b>



The ethnicity of the 69 Malaysians were as below:

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	31	44.9
Chinese	8	11.6
Indian	28	40.5
Indigenous Sabah	2	1.4
<b>Total</b>	<b>69</b>	<b>100.0</b>

### **9. Marital status**

43% of the women had registered their marriages and 7% were married through customary rites and 9% were cohabiting with their partners. 28% were single.

<b>Marital Status</b>	<b>Number</b>	<b>Percentage</b>
Single	28	28.0
Legally married	43	43.0
Customary marriage	7	7.0
Cohabiting	9	9.0
Divorced	5	5.0
Separated	6	6.0
Widowed	2	2.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

### **10. Level of education**

27% of the residents had primary education or less, 41% had reached secondary, 24% had either diploma or form six, and 5% had a first degree.

<b>Level of Education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	8	8.0	8.3
Primary	19	19.0	19.8
Lower secondary/SRP/PMR	13	13.0	13.5
Upper secondary/SPM	28	28.0	29.2
Diploma/Form 6	23	23.0	24.0
Degree	5	5.0	5.2
<b>Total</b>	<b>96</b>	<b>96.0</b>	<b>100.0</b>
Not available	4	4.0	
<b>Total</b>	<b>100</b>	<b>100.0</b>	

### **11. Occupation**

53% of the residents were not formally employed, some of them being homemakers, others being unable to find a job, some had to leave their job.

9% were employed as a migrant domestic worker, 8% were in sales or service sector, 4% worked as cleaner or general worker, 3% were administrators or managers. There was one woman who worked as a part time singer.

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	53	53.0	53.5

Homemaker	12	12.0	12.1
Migrant domestic worker	9	9.0	9.1
Cleaner/General worker	4	4.0	4.0
Sales	4	4.0	4.0
Services sector	4	4.0	4.0
Administrator/Manager	3	3.0	3.0
Student	3	3.0	3.0
Factory/production worker	2	2.0	2.0
Self-employed/Business	2	2.0	2.0
Technical worker	1	1.0	1.0
Clerk	1	1.0	1.0
<b>Total</b>	<b>99</b>	<b>99.0</b>	<b>100.0</b>
Not available	1	1.0	
<b>Total</b>	<b>100</b>	<b>100.0</b>	

### 12. Income

66% of the residents did not have any income, 14% had an income RM 500 and below, and 6% earned between RM 500 - RM 999. There were 4% of the residents who able to earn an income between RM 2,500 - RM 4,999.

Income (RM)	Number	Percentage	Valid Percentage
None	65	65.0	65.7
500	14	14.0	14.1
500 - 999	6	6.0	6.1
1,000 – 1,499	5	5.0	5.1
1,500 – 1,999	4	4.0	4.0
2,000 – 2,499	1	1.0	1.0
2,500 – 4,999	4	4.0	4.0
<b>Total</b>	<b>99</b>	<b>99.0</b>	<b>100.0</b>
Not available	1	1.0	
<b>Total</b>	<b>100</b>	<b>100.0</b>	

### 13. Considered / Attempted suicide

25 women had considered suicide. Among those who considered suicide, 17 attempted suicide.

Considered suicide	Number	Percentage
Yes	25	25.0
No	75	75.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

Attempted suicide	Number	Percentage
Yes	17	68.0
No	8	32.0
<b>Total</b>	<b>25</b>	<b>100.0</b>

41% or seven (7) women had attempted twice, 35% attempted once. There was one (1) woman who attempted five times. Most of them attempted by cutting their wrist with a knife or cutter, used sleeping pills, drank Clorox and swallowed an overdose of pills. Among them, four (4) women had been hospitalized because they attempted suicide.

There many reasons why they attempted suicide. The situation in the house became too unbearable or they thought suicide was the only way to escape their fate. One woman who had tried times admitted she self inflicts cuts. “The pain was the only way to prove I am still in this world”. One believed that by doing so her husband will have to send her to the hospital and she could seek help from the doctor or escape from there.

<b>Times attempted</b>	<b>Number</b>	<b>Percentage</b>
Once	6	35.3
Twice	7	41.2
Three	3	17.6
Five	1	5.9
<b>Total</b>	<b>17</b>	<b>100.0</b>

## B. INFORMATION ON DOMESTIC VIOLENCE

### a) INFORMATION ON THE ABUSE

Out of 100 women seeking shelter at the Refuge 66 were victims-survivors of domestic violence, compared to 63 in the previous year.

#### 1. Types of abuse (multiple answers)

The most frequent type of abuse is psychological (100%), and physical (89%). 56% experienced financial abuse, 62% were socially abused and 20% were sexually abused. All the clients reported they had been abused psychologically, the perpetrators humiliated her, threatened they would harm her family members or children, insulted her and her family members.

Type of abuse	Number	Percentage
Physical	59	89.4
Psychological	66	100.0
Sexual	12	19.7
Financial	37	56.1
Social	41	62.1

#### 2. Types of physical abuse (multiple answers)

Beating with hands and kicking is one form of physical abuse that occurs in most cases (85%). 52% of women had been beaten with objects or they had been thrown with objects (44%), 38% of the women had been hitting against the wall.

Description	Number	Percentage
Beating with hands and kicking	56	84.8
Beating with objects	34	51.5
Throwing with objects	29	43.9
Hitting against a wall/thrown on the floor	25	37.9
Assault with knife / objects	17	25.8
Scalding/burning	10	15.2
Other	15	22.7

#### 3. Length of time in abusive situation

##### 3.1 Abused by Husband/Cohabitee/domestic partner

57 of domestic violence survivors were abused by their husband, ex-husband, live-in partner or boyfriend. Among them 66% of them faced the abuse in the first year of their marriage/relationship. About 13% had responded that the violence had started before marriage/relationship.

When the abuse started	Number	Percentage	Valid Percentage
Before marriage	7	12.3	12.5
Within the first year	37	64.9	66.1

Within the second year	4	7.0	7.1
Within the third year	1	1.8	1.8
Within the fourth year	1	1.8	1.8
Within the fifth year	1	1.8	1.8
After the fifth year	5	8.8	8.9
<b>Total</b>	<b>56</b>	<b>98.2</b>	<b>100.0</b>
Not available	1	1.8	
<b>Total</b>	<b>57</b>	<b>100.0</b>	

Most of the women had been in an abusive situation between 1 to 5 years (44%). 23% had been in the abusive situation between 6 to 10 years while 19% had been abused between 11 to 15 years.

<b>Length of abuse</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 year	5	8.8
1 to 5 years	25	43.9
6 to 10 years	13	22.8
11 to 15 years	11	19.3
16 to 20 years	2	3.5
More than 20 years	1	1.8
Total	57	100.0

### ***3.2 Abused by boy friend, family members or relative***

Ninth (9) of domestic violence survivor were either abused by their parents, relative or caretaker. Among them 67% of them were abused for 1 to 5 years. One (1) of the women was abused by her own family members for more than ten years.

<b>Length of abuse</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 year	2	22.2
1 to 5 years	6	66.7
More than ten years	1	11.1
Total	9	100.0

### ***4. Frequency of the abuse***

<b>Frequency of abuse</b>	<b>Number</b>	<b>Percentage</b>
Daily	23	34.8
Once a week	14	21.2
Occasionally	29	43.9
Total	66	100.0

### ***5. Considered / Attempted suicide***

There were 25 who considered suicide; out of this 20 were domestic violence survivors. Among those who considered suicide, 14 attempted suicide.

<b>Considered suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	20	30.3

No	46	69.7
<b>Total</b>	<b>66</b>	<b>100.0</b>

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	14	70.0
No	6	30.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

43% or six (6) women had attempted twice, 35% attempted once. One (1) woman attempted five times. 43% attempted by cutting their wrist with a knife or cutter, 39% used sleeping pills. Among them, two (2) women had been hospitalized because they attempted suicide.

<b>Times attempted</b>	<b>Number</b>	<b>Percentage</b>
Once	5	35.7
Twice	6	42.9
Three	2	14.3
More than Four	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

<b>Ways of suicide</b>	<b>Number</b>	<b>Percentage</b>
Sleeping Pills	11	39.3
Cut wrist	12	42.9
Drink Clorox	4	14.3
Over dose (Panadol)	1	3.5
<b>Total</b>	<b>28</b>	<b>100.0</b>

**6. Number of times women tried to leave the abusive situation**

43(62%) women had at least one previous attempt to leave the abusive situation. Out of these 43 women, 30% had tried more than five times while 28% had tried only once.

<b>Number of times they leave</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Once	12	18.2	27.9
Twice	6	9.1	13.9
Three times	8	12.1	18.6
Four times	3	4.5	7.1
Five times or more	13	19.7	30.2
Not available	1	1.5	2.3
<b>Total</b>	<b>43</b>	<b>61.8</b>	<b>100.0</b>
Never left before	23	30.2	
<b>Total</b>	<b>66</b>	<b>100.0</b>	

**7. Triggering factors that made her leave the situation before coming to WAO.**

42% decided to leave the situation because it had become unbearable, 18% left as they had resources / network to support them and 17% left because they were fear of husband.

Other reasons were; they were brought by church members, chased out by husband or boyfriend, were scared husband will rape her children, needs a break from her husband and wanted to go back to her home country with her children.

<b>Triggering factors</b>	<b>Number</b>	<b>Percentage</b>
Sake of the children	4	6.1
Fear of husband	11	16.7
Situation in the house unbearable	28	42.4
Pursue network/resources to help her	12	18.2
Husband had another woman	3	4.5
Others	8	12.1
<b>Total</b>	<b>66</b>	<b>100.0</b>

## **b) INFORMATION ON THE PERPETRATORS**

The following information on the perpetrators reinforces the understanding that batterers come from all classes, races and professions.

### *1. Relationship to the residents*

<b>Perpetrators</b>	<b>Number</b>	<b>Percentage</b>
Husband	48	72.7
Parents	7	10.6
Boyfriend	5	7.6
Cohabitee	4	6.1
Relatives	1	1.5
Other *	1	1.5
<b>Total</b>	<b>66</b>	<b>100.0</b>

\* Caretaker

### *2. Age*

The perpetrators were mostly in their 30s (49%)

<b>Age (years)</b>	<b>Number</b>	<b>Percentage</b>
20 to 29	10	15.2
30 to 39	32	48.5
40 to 49	17	25.8
50 and above	7	10.6
<b>Total</b>	<b>66</b>	<b>100.0</b>

### *3. Nationality*

77% of the perpetrators were Malaysian. The break-up of the ethnic groups is: Indian (47%), Malay (33%) and Chinese (22%).

<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>
Malaysian	51	77.3
Indonesian	1	1.5

Sri Lankan	1	1.5
Myanmarese	9	13.6
Others *	4	6.1
<b>Total</b>	<b>66</b>	<b>100.0</b>

\* Others include South African, Columbian, Nigerian, Pakistani one each

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	21	41.2
Chinese	9	17.7
Indian	24	47.1
<b>Total</b>	<b>51</b>	<b>100.0</b>

#### **4. Level of education**

47% of the perpetrators have reached their SRP level, while 31% had reached their SPM level. 14% hold university degrees.

<b>Level of Education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	7	10.6	14.3
Primary	9	13.6	18.4
SRP	7	10.6	14.3
SPM	15	22.7	30.6
Diploma/Form 6	2	3.0	4.1
Degree	7	10.6	14.3
Post graduate	2	3.0	4.1
<b>Total</b>	<b>49</b>	<b>74.2</b>	<b>100.0</b>
Not available	17	25.8	
<b>Total</b>	<b>66</b>	<b>100.0</b>	

\* 26% were not available as the women either did not know or could not cite the equivalent of education in our country.

#### **5. Occupation**

16% of the perpetrators were unemployed. Most of the perpetrators were either self employed (32%) or in sales (11%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>
Unemployed	15	22.7
Homemaker	1	1.5
Factory/production worker	1	1.5
Cleaner/General worker	10	15.2
Professional	3	4.5
Technical worker	4	6.1
Self-employed/Business	19	28.8
Sales	3	4.5
Service sector	3	4.5
Other	7	10.6



<b>Total</b>	<b>66</b>	<b>100.0</b>
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\* Other includes three part-time workers, two drug sellers, one contractor and one police officer.

### 6. Income

29% of the perpetrators do not have any income, 18% earned between RM 2,500 – RM 4,999 while 13% earned between RM 500-999. However there were two (2) of the perpetrators earned above RM 10,000. However there were 10 residents who were not sure how much their husbands or partners earned.

<b>Income (RM)</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	16	24.2	28.6
< 500	4	6.1	7.1
500 - 999	7	10.6	12.5
1,000 – 1,499	5	7.6	8.9
1,500 – 1,999	6	9.1	10.7
2,000 – 2,499	3	4.5	5.4
2,500 – 4,999	10	15.2	17.9
5,000 – 9,999	3	4.5	5.4
> 10,000	2	3.0	3.6
<b>Total</b>	<b>56</b>	<b>84.8</b>	<b>100.0</b>
Not available	10	15.2	
<b>Total</b>	<b>66</b>	<b>100.0</b>	

### 7. Triggering factors (multiple answers)

Jealousy (44%), suspicious (41%) and financial problem (41%) are main triggering factors the residents cited as reasons men abuse them. However 61% of them said the abuse occurred for no reason at all.

<b>Triggering factor</b>	<b>Number</b>	<b>Percentage</b>
No reason	23	60.6
Jealousy	29	43.9
Suspicious of her	27	40.9
Financial problems	27	40.9
Child related problems	20	30.3
Alcohol	14	21.2
Work related stress	13	19.7
Drug	12	18.2
In-laws interference	9	13.6
Gambling	5	7.6
Sexual problems	4	6.1
Other	14	21.2

Most women felt a husband should not beat them but there were women who felt otherwise.

- "It is alright for my husband to beat me, I had betrayed him before."
- "I felt I need to repent for my sin. I left my ex-boyfriend for him."
- "In my heart, he is not my husband, therefore it is alright for him to abuse me."
- "He can do whatever to me; so long he doesn't touch my children."
- "I thought this was alright, my dad abused my mother too"

**8. Criminal record**

13% of the perpetrators had criminal records for a crime other than domestic violence. About 6% were not sure if the perpetrators had previous criminal records but were suspicious about it.

<b>Criminal Record</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	8	12.1	12.9
No	54	81.8	87.1
<b>Total</b>	<b>62</b>	<b>93.9</b>	<b>100.0</b>
Not available	4	6.1	
<b>Total</b>	<b>66</b>	<b>100.0</b>	

**9. Domestic Violence Act: Interim Protection Order (IPO)**

Out of 66 women, 16 of them applied or voiced their intention to get an IPO. However only six (6) finally obtained IPO.

<b>Got an IPO</b>	<b>Number</b>	<b>Percentage</b>
Yes	6	37.5
No	10	62.5
<b>Total</b>	<b>16</b>	<b>100</b>

*Compared to last year, the number of women getting IPO declined from eight (8) to six (6).*

*Some women only voiced their intention and made police report but they didn't want to pursue with IPO. Most of them feel making a police report is already enough for their protection. Furthermore, there are women who made police report to cover themselves and they didn't have any intention to apply for IPO.*

<b>Violation of IPO</b>	<b>Number</b>	<b>Percentage</b>
Yes	1	16.7
No	5	83.3
<b>Total</b>	<b>6</b>	<b>100</b>

Among the six (6) women that got their IPOs, one woman's husband had violated the IPO. She was still staying in the same house as the husband and he abused her when he got angry. However, she didn't take any action against the husband.

## c) OUTCOMES

### 1. Status of the women at the end of 2007

15% of the women went to stay with their family/friend/relative, compared to 26% the previous year. 46% went on to live independently. The percentage of women who left and live independently increased from 34% to 46%.

This reflects that now women don't really need to depend on others if they did decide to leave the abusive situation. There has been an increase of women who chose and are able to live independently for the past three years (19% in 2005, 34% in 2006 to 46% in 2007). Only 20% of the women went back to live with the abusive partners compared to 36% previous year.

Status of the women	Frequency	Percentage	Valid Percentage
Still at WAO	2	3.0	3.1
Went back to abusive situation	13	19.6	19.7
Living independently	30	45.5	46.2
Left for another centre	4	6.1	6.1
Left the country to country of origin	4	6.1	6.1
Returned to own home*	2	3.0	3.0
Went to stay with family/relative/friend	10	15.2	15.2
<b>Total</b>	<b>65</b>	<b>98.5</b>	<b>100.0</b>
Not available	1	1.5	
<b>Total</b>	<b>66</b>	<b>100.0</b>	

\* House vacated by husband

### 2. Her support system

74% of women mentioned they had their own support system or network, whereas 26% do not have any.

	Frequency	Percent
Yes	49	74.2
No	17	25.8
Total	66	100.0

Most of women received support from their family members (parents, brothers or sisters and relatives). There were two (2) women who received support from their in-laws.

However, among the 49 women who had their own support system, six (6) women still decided to go back to their abusive situation.

Their support system	Frequency	Valid Percentage
Family Members	29	59.2
Relative	1	2.0
In-law Family	2	4.1
Religious Group	1	2.0

NGO	4	8.2
Friends	12	24.5
<b>Total</b>	<b>49</b>	<b>100.0</b>

### 3. Reasons cited for going back to abusive situation (multiple answer)

13 or 20% of women decided to go back to the abusive situation. All the 13 women who went back to the abusive situation left the shelter because they wanted to give their husband or partner another chance. The other reasons why women decided to go back are because of the children's schooling (58%), financial reasons (58%) or the husbands had convinced them they would change (33%).

Reason	Number	Percentage
Give husband another chance	13	100.0
Children's schooling	7	58.3
Financial reason	7	58.3
Husband agreed to change lifestyle	6	50.0
Under threat from husband	1	8.3
Illness in family	1	8.3
Other	4	33.3

\* Above table is calculated based on 13 women who went back to the abusive situation.

### 4. Type of accommodation

For 53 women who decided to leave the abusive situation, 17 women choose to stay independently, while most of them stayed with family, relatives or friends. Four (4) of the women were foreign wives and they went back to their home country.

Type of accommodation	Frequency	Percentage	Valid Percentage
Renting a house or room/own home	17	32.1	35.4
With family/relatives	14	26.4	29.2
With friends	9	17.0	18.8
In a registered home	3	5.7	6.3
Provided by employer	5	9.4	10.4
Return to home country	4		
<b>Total</b>	<b>52</b>	<b>90.6</b>	<b>100.0</b>
Not available	1	1.9	
<b>Total</b>	<b>53</b>	<b>100.0</b>	

### 5. Occupation

Most of the ex-residents who decided not to go back to their abusive situation are working in the service sector. About 23% or 34 women were not working; this includes 12 women who are not Malaysian.

Type of job	Number	Percentage	Valid Percentage
Factory/production worker	1	1.9	3.4

Cleaner/General worker	6	11.3	20.7
Professional	1	1.9	3.4
Administrator/Manager	2	3.8	6.9
Clerical worker	7	13.2	24.1
Sales	4	7.5	13.8
Services sector	7	13.2	24.1
Others	1	1.9	3.4
<b>Total</b>	<b>29</b>	<b>54.7</b>	<b>100.0</b>
Not working	23	43.4	
Not available	1	1.9	
Total	24	45.3	
<b>Total</b>	<b>53</b>	<b>100.0</b>	

## C. MIGRANT DOMESTIC WORKER ABUSE

### a) INFORMATION ON THE ABUSE

Out of 100 women, nine (9) were migrant domestic workers. Among them, seven (7) were abused by their employers, whereas, two (2) left their employment because of some misunderstanding.

Six (6) of them were from Indonesia, two (2) of them from India and another from Cambodia. The police, public and other NGOs (Embassy) referred most of the cases to our shelter.

#### 1. Age

Age (years)	Frequency	Percent
Less than 20	1	11.2
20 to 29	3	33.3
30 to 39	4	44.3
50 and above	1	11.2
<b>Total</b>	<b>9</b>	<b>100.0</b>

#### 2. Length of work

Length of work (month)	Frequency	Percent
Less than one	2	22.2
1-3	1	11.1
4-6	1	11.1
7-12	1	11.1
18-24	1	11.1
> than 24	3	33.4
<b>Total</b>	<b>9</b>	<b>100.0</b>

#### 3. Length of stay

Length of stay	Number	Percentage
Less than a week	3	33.3
2 to 3 weeks	2	22.2
1 to 2 months	3	33.3
2 to 3 months	1	11.2
<b>Total</b>	<b>9</b>	<b>100.0</b>

#### 4. Reason for coming to WAO

Reason	Number	Percentage
Abused by employer	7	77.7
Misunderstanding / problems with employer	2	22.3
<b>Total</b>	<b>9</b>	<b>100</b>

**5. Type of abuse (multiple answers)**

Psychological and financial abuses were the most frequent type of abuses. Physical abuse included beating with hands and kicking with feet, throwing with objects and hitting against the wall with other objects.

Type	Number	Percentage
Physical	6	66.7
Psychological	8	88.9
Sexual	0	0.0
Financial	4	44.4
Social	4	44.4

Among the physical violence, 78% were either beaten by their employers with hands and/or kicked, 33% were beaten with objects.

Physical violence	Number	Percentage
Beating with hands and kicking	7	77.8
Beating with objects	3	33.3
Throwing with objects	1	11.1
Hitting against a wall/thrown on the floor	1	11.1
Assault with knife	1	11.1
Other	1	11.1

**6. Frequency of the abuse**

The abuse occurred daily in six (6) cases, in another one (1) case was unpredictable.

Frequency	Number	Percentage	Valid Percentage
Daily	6	66.7	85.7
Unpredictable	1	11.1	14.3
<b>Total</b>	<b>7</b>	<b>77.8</b>	<b>100.0</b>
Not applicable	2	22.2	
<b>Total</b>	<b>9</b>	<b>100.0</b>	

**7. When did the abuse start?**

In most of the cases, the employer started to abuse them as soon as they started work or about one month after they had started to work. In one (1) case, the abuse started between one to three months later.

When it started	Number	Percentage	Valid Percentage
Since started work	4	44.5	57.1
1 month after started work	2	22.2	28.6
1 to 3 months	1	11.1	14.3
<b>Total</b>	<b>7</b>	<b>77.8</b>	<b>100.0</b>
Not applicable	2	22.2	
<b>Total</b>	<b>9</b>	<b>100.0</b>	

## b) INFORMATION ON THE PERPETRATORS

Among seven cases who were abused by either employer or agents, five were by their employers (two male, three female), two by the agent (male).

### 1. Age

Age (years)	Number	Percentage	Valid Percentage
20 to 29	1	14.3	20.0
30 to 39	3	42.9	60.0
40 to 49	1	14.3	20.0
<b>Total</b>	<b>5</b>	<b>71.4</b>	<b>100.0</b>
Not available	2	28.6	
<b>Total</b>	<b>7</b>	<b>100.0</b>	

### 2. Ethnicity

Most of the perpetrators were Chinese 56%; one (1) was an Indian and one (1) was Malay. There was one (1) from Kuwait.

Ethnicity	Number	Percentage
Chinese	4 (3F, 1M)	57.1
Indian	1(M)	14.3
Malay	1(M)	14.3
Others	1(M)	14.3
<b>Total</b>	<b>7</b>	<b>100.0</b>

### 3. Occupation

Occupation	Number	Percentage	Valid Percentage
Unemployed	1	14.3	20
Homemaker	1	14.3	20
Self-employed/Business	3	42.9	60
<b>Total</b>	<b>5</b>	<b>71.4</b>	<b>100</b>
Not available	2	28.6	
<b>Total</b>	<b>7</b>	<b>100.0</b>	

## c) OUTCOMES

### 1. Status of the migrant domestic worker at the end of 2006

Most of the women went back to their country of origin, Indonesia (six cases), India (two cases); one went to the Cambodian embassy.

Status at the end of 2007	Number	Percentage
Left to country of origin	8	88.9
Went to embassy	1	11.1
<b>Total</b>	<b>9</b>	<b>100.0</b>



## D. SINGLE PREGNANT WOMEN

Out of 100 women, 13 were single pregnant women. Most of them are within 20-25 years, however, there was one who was only 19 years old.

### 1. Age of client

Age (years)	Number	Percentage
19	1	7.6
20 to 21	4	30.8
23 to 25	4	30.8
27 to 30	4	30.8
<b>Total</b>	<b>13</b>	<b>100.0</b>

### 2. Ethnicity of residents

Ethnicity of residents	Number	Percentage
Malay	11	84.6
Chinese	1	7.7
Kadazan	1	7.7
<b>Total</b>	<b>13</b>	<b>100.0</b>

### 3. Level of education of residents

Level of education	Number	Percentage
SPM	8	61.5
Diploma	5	38.5
<b>Total</b>	<b>13</b>	<b>100.0</b>

### 4. Reason for seeking shelter

Eight (8) women came to WAO to hide their pregnancy from either their family or society. Even though some of them have family support, their family members still wanted them to stay in an undisclosed place to avoid stigmatisation from their villagers and relatives.

Three(3) women hid from their boyfriends, among them, two(2) were threatened to have their babies taken away, one(1) was used by her boyfriend to traffic drugs and was arrested in China. One (1) woman came because her boyfriend abused her. Another was chased out by her father.

Reason for seeking shelter	Number	Percentage
Hide her pregnancy	8	61.5
Abuse by boyfriend	1	7.7
Family can't accept her	1	7.7
Hide from boyfriend	3	23.1
<b>Total</b>	<b>13</b>	<b>100.0</b>

### ***5. Was it a consensual relationship?***

85% or 11 women said there were in a consensual relationship whereas 15% or two (2) women were raped. Among the women who had consensual relationships, nine (9) were their boyfriends, one (1) was her fiancé. Most of their boyfriends didn't want to be responsible for the pregnancy; three (3) of them were married men. Even though, two (2) women's boyfriend wanted to be responsible for the baby, they could not do so because of financial reasons.

There was a client who had two relationships at one time, so she was not sure who caused the pregnancy. For the women who were raped, she met the man from a chat room (date rape), the other was her 'Abang Angkat' who stayed at her home with the rest of the family.

<b>Consensual relationship</b>	<b>Number</b>	<b>Percentage</b>
Yes	11	84.6
No	2	15.4
<b>Total</b>	<b>13</b>	<b>100.0</b>

### ***6. Knowledge of family planning and the use of contraceptive method?***

For the 11 women who had a consensual relationship, 55% or six (6) women expressed they knew about family planning.

<b>Knowledge of family planning</b>	<b>Number</b>	<b>Percentage</b>
Yes	6	54.5
No	5	45.5
<b>Total</b>	<b>11</b>	<b>100.0</b>

For the six (6) women who had knowledge of family planning, only two (2) used a contraceptive method.

<b>Use of Contraceptive</b>	<b>Number</b>	<b>Percentage</b>
Yes	2	33.3
No	4	66.7
<b>Total</b>	<b>6</b>	<b>100.0</b>

### ***7. Reasons for pregnancy***

Most of the women didn't use contraceptive methods; either they felt they won't get pregnant or they had the wrong perception (for example they thought an ejaculation outside will not get them pregnant). One woman didn't know how to use condom, whereas another woman stopped using the pills because of the side effects.

<b>Reasons for pregnancy</b>	<b>Number</b>	<b>Percentage</b>
Don't know how to use	1	16.7
Feel they won't get pregnant	2	33.3
Have wrong perception about contraceptive method	2	33.3
Not suitable, side effects	1	16.7

<b>Total</b>	<b>6</b>	<b>100.0</b>
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**8. Her family / partner support system**

78% or ten (10) women got support from either her family members or her partner.

<b>Support system</b>	<b>Number</b>	<b>Percentage</b>
Mother	2	20.0
Parent	4	40.0
Siblings	1	10.0
Relative	1	10.0
Boyfriend	2	20.0
<b>Total</b>	<b>10</b>	<b>100.0</b>

**9. Outcome**

Initially, nine (9) women decided to give up their baby for adoption. However, three (3) women had decided to keep the baby after the baby was born. Two (2) women changed their minds after their family members or partners were willing to support them. One woman changed her mind as she felt she did not get a suitable adoptive family, and in fact, she had to pay back the prospective adoptive family who had advanced money for the hospital bill.

<b>Status of the baby</b>	<b>Number</b>	<b>Percentage</b>
Gave for adoption	6	46.2
Kept the baby	7	53.8
<b>Total</b>	<b>13</b>	<b>100.0</b>

## FACE TO FACE COUNSELLING

### A. GENERAL INFORMATION

In 2006, 105 women sought face to face counselling from WAO. This number decreased to 75 women in 2007.

#### 1. Problems faced

59% of the women came for face to face counselling due to domestic violence problems. 38% came because of the issues other than violence, this includes; legal issues pertaining to divorce, child custody, matrimonial property, EPF, sexual harassment etc. There were also individual sessions conducted to counsel mothers and their children.

Reason	Number	Percentage
Domestic violence	44	58.7
Other than violence *	28	37.3
Migrant Domestic Worker abuse**	2	2.7
Rape	1	1.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

\* Include counselling for their children, legal issues, divorce etc

\*\* Concerned citizen on behalf of the MDWs

#### 2. Type of violence (multiple answers)

Among 44 domestic violence cases, type of violence they faced

Type of violence	Number	Percentage
Physical	29	66.0
Psychological	44	100.0
Sexual	9	12.0
Financial	15	20.0
Social	9	12.0

#### 3. Other problems faced (multiple answers)

Other problems	Number	Percentage
Divorce/custody/maintenance	25	33.3
Relationship problem with husband /boyfriend	53	70.7
Husband jealous/suspicious/insecure/stress/angry	15	20.0
Husband unemployed/irresponsible	5	6.7
Polygamy marriage/affairs	12	16.0
Husband on drugs/alcohol/gambling	6	8.0
Partner unemployed	1	1.3
Problem with family/In-law problems	8	10.7
Rape/Assault	6	8.0
Depression/mental stress	29	38.7
Police report/IPO	10	13.3
Sexual harassment/Harassment	8	10.7

Child abuse/incest	3	4.0
Single mother pregnancy/abortion/adoption	1	1.3
Financial/housing problem	4	5.3
Other*	4	5.3

The women also faced other problems other than violence. The problems mostly related to relationship problem with husbands or boyfriend (71%), issues on divorce, child custody and maintenance (33%), depression and mental stress (39%) and also problems with husband; jealousy and suspicion (11%).

There was an increase in cases of women who suffered from depression and mental stress; 18% in 2007 compared to 16% in previous year, these occurred in addition to domestic violence and other problems with their husband/partners.

\* Other problems were related to health, problem with housemate and counselling for their children.

#### **4. Needs of the clients (multiple answers)**

Women come for face-to-face counselling mainly because they wanted counselling and guidance (100%). Some of them wanted to get advice specifically on legal matters (30%) and also assistance in getting the IPO (12%). About 5.3% requested the social workers to accompany them to welfare office, police station and Jabatan Pendaftaran Negara (JPN).

<b>Needs</b>	<b>Number</b>	<b>Percentage</b>
Counselling / Guidance	75	100.0
Legal information	43	57.3
Other information	7	9.3
Shelter	5	6.7
Help in getting IPO	12	16
Financial assistance	4	5.3
Other	4	5.3

#### **5. Ex-clients**

Of the 75 women who came for face to face counselling, 31% of them were WAO's ex-clients from the same or previous years, this included 16% were ex-residents, 5% ex-face to face clients, 9% ex-telephone clients. 70% were new clients.

<b>Ex-resident</b>	<b>Number</b>	<b>Percentage</b>
Yes	23	30.7
Ex resident	12	16.0
Ex FFC	4	5.4
Ex Tel	7	9.3
No	52	69.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

## 6. Age

The clients were mostly in their 30s (40%) and 20s (29%).

Age (years)	Number	Percentage
20 and below	3	4.0
20 to 29	22	29.3
30 to 39	30	40.0
40 to 49	17	22.7
50 and above	3	4.0
<b>Total</b>	<b>75</b>	<b>100.0</b>

## 7. Nationality

89% of the clients were Malaysian. The others were Indonesia (4%) and India (3%).

Nationality	Number	Percentage
Malaysian	67	89.3
Indonesian	3	4.0
Thai	1	1.3
Indian	2	2.7
Egypt	1	1.3
Pakistani	1	1.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

Among the Malaysian clients, they were mostly Chinese (49%), followed by Indians (33%) and Malays (15%).

## 8. Residence

Most of the clients came from Selangor (48%) and Wilayah Persekutuan Kuala Lumpur (35%). There was one (1) client who came from Kota Kinabalu, Sabah.

Residence	Number	Percentage
Wilayah Persekutuan	26	34.7
Selangor	36	48.0
Johor	3	4.0
Perak	3	4.0
Negeri Sembilan	3	4.0
Pulau Pinang	3	4.0
Sabah	1	1.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

## 9. Occupation

35% of the clients were not working; they either depended on their husbands or partners or family members. 11% of the women had their own business or helped their partners to run the business. 10% of them still study in either college or university.

	Frequency	Percent	Valid Percent
Unemployed	26	34.7	41.9
Homemaker	3	4.0	4.8

Cleaner/General worker	3	4.0	4.8
Technical worker	1	1.3	1.6
Self-employed/Business	7	9.3	10.5
Administrator/Manager	6	8.0	9.7
Student	6	8.0	9.7
Clerical worker	5	6.7	8.1
Sales	2	2.7	3.2
Services sector	4	5.3	6.5
Teacher	1	1.3	1.6
Other	3	4.0	4.8
<b>Total</b>	<b>67</b>	<b>89.3</b>	<b>100.0</b>
Not available	8	10.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

### ***10. Considered / Attempted suicide***

8% or six (6) women had considered suicide.

<b>Considered suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	8	10.7
No	67	89,3
<b>Total</b>	<b>75</b>	<b>100.0</b>

Among them, six (6) who had attempted suicide. Two wanted to jump from a high building, two (2) overdosed, one drank Clorox and another cut her wrist.

### ***11. Awareness***

Most of the clients knew WAO from the internet and media (39%). Some knew about us from their friends or family members and also they themselves were WAO's ex client (24%).

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>
Police	1	1.3
One-stop centre/Hospitals	5	6.7
NGO	5	6.7
Media	29	38.7
Ex-client/Friends/Family	24	32.0
Lawyer/Legal Aid Centre	3	4.0
Religious institution	3	4.0
Welfare	5	6.6
<b>Total</b>	<b>75</b>	<b>100.0</b>

### ***12. Outcome***

30 (32%) clients who sought counselling were later referred to other agencies, such as the welfare office or Legal Aid Centres (14%), counselling centres (11%). They were referred to these centres because they needed marriage counselling or counselling for their

children. 18(19%) clients requested the social workers to accompany them to agencies, such as the police station (6%), welfare office or the registration office (5% each). 11% of the women decided to come to our shelter after receiving counselling from the social workers.

Out of 105 cases, 12 cases received counselling regularly from the social workers to overcome their trauma. These women were raped, sexually harassed or had been sexually abused in their younger days. These sessions were seen as a healing process.

27% of the cases came once only, however the social workers advised them to call back when necessary. Most of them had got enough information through the counselling sessions; they were also able to identify their problems and went away with many options.

<b>Outcome</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
<b><i>Referral</i></b>			
Referred to welfare / legal aid council	5	6.7	7.4
Referred to other home / children home	2	2.7	2.9
Referred to Embassy / Agents	4	5.3	5.9
<i>Total</i>	<i>11</i>	<i>14.3</i>	<i>16.2</i>
<b><i>Accompanied</i></b>			
Accompanied to police station	2	2.7	2.9
Accompanied to welfare	1	1.3	1.5
Accompanied to JPN	2	2.7	2.9
Accompanied to court	3	4.0	4.4
<i>Total</i>	<i>9</i>	<i>10.7</i>	<i>11.7</i>
<b><i>Follow-up</i></b>			
Follow-up with hospital	2	2.7	2.9
Follow-up with school	3	4.0	4.4
Follow-up with DPP / police	4	5.3	5.9
<i>Total</i>	<i>9</i>	<i>12.0</i>	<i>13.2</i>
Come for shelter	8	10.7	11.8
Continue counselling	6	8.0	8.8
No further action	25	33.3	36.8
<b>Total</b>	<b>68</b>	<b>90.7</b>	<b>100.0</b>
Not available	7	9.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	



## TELEPHONE COUNSELLING

### A. GENERAL INFORMATION

- Number of calls in 2007: 1,200
- Number of calls in 2006: 1,475
- Number of calls in 2005: 1,215

#### 1. Reasons for the call

61% of the calls received were related to domestic violence, 34% of the calls were not related to violence.

	Frequency	Percent
Domestic violence	728	60.7
Other than violence	406	33.8
Domestic worker abuse	25	2.1
Abuse/Assault	13	1.1
Rape	10	0.8
Child abuse	18	1.5
<b>Total</b>	<b>1200</b>	<b>100.0</b>

70% of the callers had relationship problems either with their husband, partner (63%) or boyfriends(7%). 27% of the callers called for information on divorce, child custody and maintenance. 22% of the callers had problems of depression and stress compared to previous year which was 14%.

Other problems (multiple answers)	Number	Percentage
<b><i>Problems with husband</i></b>		
Relationship problems with husband	754	62.8
Unemployed / irresponsible	165	13.8
Drugs / alcohol / gambling	53	4.4
Jealous / suspicious / insecure / stress / angry	58	4.8
Polygamy / affairs	188	15.7
Financial problems	120	10.0
Divorce / custody / maintenance	329	27.4
<b><i>Problems with boyfriend</i></b>		
Relationship problems	78	6.5
Unemployed / irresponsible	22	1.8
Drugs / alcohol / gambling	12	1.0
Jealous / suspicious / insecure / stress / angry	24	2.0
Polygamy / affairs	27	2.3
Financial problems	16	1.3
Custody / maintenance	16	1.3

<b>Others</b>		
Depressed / stress	269	22.4
Financial help	69	5.8
In-law problems	77	6.4
Unemployed / work related problems	97	8.1
Sexual harassment / rape / incest	64	5.3
Single parent	81	6.8
Single mother pregnancy	50	4.2
Housing	30	2.5
Immigration (visa / overstay / permit)	25	2.1
Registration (bc/ic)	15	1.3
Parenting / adoption	66	5.5
Police reporting	93	7.8
Child abuse	21	1.8
Mentally ill / disabled / sick relative	12	1.0

## 2. Information on domestic violence (multiple answers)

Among 728 callers who suffered domestic violence, 81% were psychological abuse where 63% were physical abuse.

Type of abuse	Number	Percentage
Physical	455	62.5
Psychological	592	81.3
Sexual	44	6.0
Financial	76	10.4
Social	48	6.6

## 3. Who are the callers?

80% of the callers were the clients themselves, whereas 20% were calling on behalf of a friend, family, neighbour or co-worker. 104 or 8.7% callers were male caller.

Who called	Number	Percentage
Client	959	79.9
Other than the client	241	20.1
<b>Total</b>	<b>1200</b>	<b>100.0</b>

## 4. Residence

Most of the clients were calling from Selangor (45%) and Kuala Lumpur (38%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutan	323	26.9	37.5
Selangor	389	32.4	45.2
Johor	34	2.8	4.0
Perak	28	2.3	3.3
Negeri Sembilan	23	1.9	2.7
Kelantan	2	0.2	0.2

Pahang	12	1.0	1.4
Kedah	7	0.6	0.8
Melaka	9	0.8	1.0
Terengganu	1	0.1	0.1
Pulau Pinang	22	1.8	2.6
Sabah & Sarawak	11	0.9	1.3
<b>Total</b>	<b>861</b>	<b>71.8</b>	<b>100.0</b>
Not available	339	28.2	
<b>Total</b>	<b>1200</b>	<b>100.0</b>	

### 5. Nationality

98% of the clients were Malaysian. The other callers were from Vietnam, Taiwan, Pakistan, Egypt and Singapore.

Nationality	Number	Percentage	Valid Percentage
Malaysian	1080	90.0	92.9
Indonesian	42	3.5	3.6
Thai	4	0.3	0.3
Filipina	3	0.3	0.3
Chinese	16	1.3	1.4
Indian	7	0.6	0.6
Sri Lankan	2	0.2	0.2
Others	8	0.9	0.7
<b>Total</b>	<b>1162</b>	<b>96.8</b>	<b>100.0</b>
Not available	38	3.2	
<b>Total</b>	<b>1200</b>	<b>100.0</b>	

Among Malaysian callers,

Malay	292	27.0
Chinese	428	39.6
Indian	341	31.6
Other	18	1.7
<b>Total</b>	<b>1080</b>	<b>100.0</b>

### 6. Age

Most of the clients were in their 30s (47%), while 25% were in their 20s and 17% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	38	3.2	4.7
20 to 29	259	21.6	31.9
30 to 39	366	30.5	45.1
40 to 49	151	12.6	18.6

50 years old and above	48	4.0	5.9
<b>Total</b>	<b>812</b>	<b>67.7</b>	<b>100.0</b>
Not available	338	28.2	
<b>Total</b>	<b>1200</b>	<b>100.0</b>	

### 7. Occupation

Most of the client did not earn an income; being either unemployed (39%) or homemakers (4%).

There were some administrators/managers (10%), general workers or cleaner (8%), working in a service sectors (7%), self- employed/own business (7%) and factory/ production workers.

Other occupations include the staff of government sector, hospital and executives from the corporate sector.

Occupation	Number	Percentage	Valid Percentage
Unemployed	339	28.3	38.7
Homemaker	33	2.8	3.8
Factory/production worker	54	4.5	6.2
Domestic helper	25	2.1	2.9
General worker/cleaner	73	6.1	8.3
Professional	31	2.6	3.5
Technical worker	7	0.6	0.8
Self-employed/business	58	4.8	6.6
Administrator/manager	85	7.1	9.7
Student	21	1.8	2.4
Clerical worker	23	1.9	2.7
Sales	10	0.8	1.1
Services sector	59	4.9	6.7
Teacher	20	1.7	2.3
Other	38	3.2	4.3
<b>Total</b>	<b>876</b>	<b>73.0</b>	<b>100.0</b>
Not available	324	27.0	
<b>Total</b>	<b>1200</b>	<b>100.0</b>	

### 8. Need (multiple answers)

68% of the callers requested for counselling, 46% requested legal information while 18% requested for information regarding IPO. There were 26% callers who called for general information. This included information regarding counselling for children and friends, telephone numbers of supporting services such as welfare department, lawyers, Legal Aid Centre, there were also callers who asked how and where to register as voters.

Need	Number	Percentage
Counselling	807	67.3
Legal information	555	46.3

Shelter	112	9.3
Information regarding IPO	221	18.4
General information	312	26.0
Counselling for husband	37	3.1
Financial assistance	31	2.6
Requested to be accompanied	31	2.6
Other	42	3.5

### ***9. Considered / Attempted suicide***

12.7% or 152 women had considered suicide.

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	67	44.1
No	85	55.9
<b>Total</b>	<b>152</b>	<b>100.0</b>

### ***10. Awareness***

32% of the clients knew about WAO through the media (newspaper, magazine, radio, television) and Internet (WAO's website). They also knew us from their friends or family members (29%). 21% of them were WAO ex-client or knew WAO through ex-clients.

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Police	27	2.3	2.3
Welfare Department	14	1.2	1.2
Hospitals/One Stop Crisis Centre	22	1.8	1.8
Legal body (LAC, LAB etc)	30	2.5	2.5
NGO/MCA	37	3.1	4.2
Media/Internet	281	23.4	32.2
Ex client	186	15.5	21.3
Friends/Family	252	21.0	28.9
Operator	12	1.0	1.4
Religious institution	11	0.9	0.9
<b>Total</b>	<b>872</b>	<b>72.7</b>	<b>100.0</b>
Not available	328	37.3	
<b>Total</b>	<b>1200</b>	<b>100.0</b>	

### ***11. Migrant Domestic Worker abuse***

Among 25 migrant domestic worker abuse cases, WAO social workers successfully rescued two workers from their abusive situation, merely through telephone calls. These two cases were reported to WAO by their neighbours. The women were rescued by the police and security officers in the apartment and sent to their respective agencies before being repatriated. They managed to receive their wages and went back to Indonesia.

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## E-MAIL ENQUIRIES

We received about 158 e-mails in 2007. The queries pertained to:

<b>Issues</b>	<b>Number</b>
Domestic violence	42
Legal Rights	34
Child Abuse	4
Sexual Harassment	5
Single pregnant woman	1
Rape	1
Foreign Domestic Worker	7
Immigration matters	6
Child Adoption	1
Incest /Abuse by father	1
Assault	1
General information	50
Single mother	5
<b>Total</b>	<b>158</b>

We replied to all the emails and urgent matters like domestic violence, rape and child abuse were followed through with phone calls and face- to- face counselling.

In 2007, there were many emails requesting for information such as functions, roles and services of WAO. Besides this, there were emails on how to get a job and to increase their sources of income.

Many college students, researchers, media personnel, wrote to us to enquire about Violence against Women issues such as domestic violence, rape and sexual harassment as they needed the information for their term paper or project.

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## INCIDENT REPORT TAKING AND FACE TO FACE COUNSELLING FOR REFUGEES AND ASYLUM SEEKERS

### A. INCIDENT REPORT TAKING

#### 1. General Information

We took down incidents of SGBV violations experienced by 242 women and passed the reports onto UNHCR for further action. This report is detailed and the only interview where asylum seekers/refugee women are asked how they were sexually abused or harassed.

#### 2. Nationality / ethnicity

99% of women who came for incident report taking were from Myanmar, there were two women from Sri Lanka.

The women who came from Myanmar, 73% came from the Chin State (Tidim 19%, Hakka/Lai 18%, Falam 14%, 12% and other group in Chin 11%), 12% came from Kachin State, and 4% came from other parts of Myanmar.

	Number	Percentage
<b>Chin</b>		
Falam	34	14.0
Tidim	45	18.6
Hakka / Lai	44	18.2
Zo	28	11.6
Others	26	10.7
<b>Total for Chin</b>	<b>177</b>	<b>73.1</b>
Kachin	28	11.6
Karen	5	2.1
Kayin	2	0.8
Shan	7	2.9
Mon	5	2.1
Myanmar Muslim	5	2.1
Arakan	1	0.4
Kyumi	1	0.4
Myanmar	9	3.7
Sri Lankan	2	0.8
<b>Total</b>	<b>242</b>	<b>100.0</b>

#### 3. Age

23% women were below 20 years old, this includes 11% who were either 16 years old or below 16 years. There was one who was 14 years old. Majority of women were from 20 years to 25 years (34%), follow by 30 years to 39 years (23%)

Age (years)	Number	Percentage
16 or below 16	25	10.3
17 to 19	31	12.8
20 to 25	81	33.6
26 to 29	36	14.9
30 to 39	55	22.7
40 to 49	12	5.0
50 and above	2	0.8
<b>Total</b>	<b>242</b>	<b>100.0</b>

#### 4. Type of Cases

169 cases or 70% were rape incidents, 9% were attempted rape, 5% were trafficking / slavery.

24 cases were not SGBV related, these included pregnant women who need protection or a letter to seek medical assistance, or needed financial help, wanted to find a job or were afraid to stay alone / depressed because their spouses were arrested or had disappeared.

Type of cases	Number	Percentage
Rape	169	69.8
Attempted Rape	22	9.2
Domestic Violence	3	1.2
Sexual Harassment	11	4.5
Trafficking/Slavery	13	5.4
Other then SGBV	24	9.9
<b>Total</b>	<b>242</b>	<b>100.0</b>

\* Note: There were clients who reported more than one incident.

#### 5. Perpetrators

##### 5.1 Rape Incidents

Among 169 women who reported rape incidents, 91 incidents happened in Myanmar (country of origin), 11 incidents happened in transit, others in Malaysia.

Perpetrators	Number	Percentage
Military	91	53.8
People smuggler / Agent	11	6.5
Community Members	12	7.1
Police	1	0.6
Employer	18	10.7
Strangers(unable to identify)	29	17.2
Others	7	4.1
<b>Total</b>	<b>169</b>	<b>100.0</b>



### 5.2 Attempted Rape Incidents

Among 22 women who reported attempted rape incidents, nine (9) incidents happened in Myanmar (country of origin), other happened in Malaysia.

<b>Perpetrators</b>	<b>Number</b>	<b>Percentage</b>
Military	9	40.9
Community Members	3	13.6
Police	3	13.6
Employer	2	9.0
Strangers(unable to identify)	5	22.7
<b>Total</b>	<b>22</b>	<b>100.0</b>

### 6. Outcome

WAO referred 215 women or 89% onto UNHCR for further action. The social workers also discussed with the women about going for a medical check-up, however not everyone agreed to do so and so WAO referred 30% of the women for a medical check-up at ACTS mobile clinic in Bukit Bintang or Puchong., three(3) women were referred to UNHCR for police report or further investigation.

Since most of the women were rape survivors, WAO encouraged them to come for follow-up counselling.

<b>Outcome</b>	<b>Number</b>	<b>Percentage</b>
Referred back to UNHCR for registration	215	88.8
Referred for medical check-up screening	73	30.1
Referred to OPI for police reports	3	1.2
Referred back to WAO for counselling sessions	140	57.8

## B. FACE-TO-FACE COUNSELING

### 1. General Information

Counselling was given to 119 women, out of which eight (8) women came for follow-up counselling. They were either women who came for incident report taking or referred directly to us by UNHCR. These sessions were carried out either at WAO centre or at their own community centres in Bukit Bintang, Pudu Plaza or Jalan Imbi.

### 2. Nationality / ethnicity

53% of Myanmar women came from Chin State (Tidim 9.2%, Hakka/Lai 13%, Falam 13%, Zo 5% and other group in Chin 12%), 13% came from Kachin State, 9% came from Karen, 5% from Mon and 11% from other ethnicity in Myanmar.

Ethnicity	Number	Percentage
<b>Chin</b>		
Falam	16	13.4
Tidim	11	9.2
Hakka / Lai	16	13.4
Zo	6	5.0
Others	14	11.8
<i>Total for Chin</i>	73	52.8
Kachin	16	13.4
Karen	11	9.2
Mon	6	5.0
Others	13	10.9
<b>Total</b>	<b>119</b>	<b>100.0</b>

### 3. Age

20% of the women were below 20 years old, this includes 8% who were either 16 years old or below 16 years. Majority of women were from 20 years to 29 years (46%), follow by 30 years to 39 years (19%).

Age (years)	Number	Percentage
16 or below 16	10	8.4
17 to 19	13	10.9
20 to 29	55	46.2
30 to 39	22	18.5
40 to 49	7	5.9
Not sure	2	1.7
<b>Total</b>	<b>119</b>	<b>100.0</b>

#### **4. Type of Cases**

89 cases or 74% were rape incidents, 8% were attempted rape, 5% sexual harassment.

10 cases were not SGBV related, these includes pregnant women who need protection or letter to seek medical assistance, or needed financial help, want to find a job or afraid to stay alone / depressed because their spouses were arrested or disappeared. There was a case who sought counselling because she was infected by HIV / Aids.

<b>Type of cases</b>	<b>Number</b>	<b>Percentage</b>
Rape	89	74.8
Attempted Rape	10	8.4
Domestic Violence	4	3.4
Sexual Harassment	6	5.0
Other then SGBV	10	8.4
<b>Total</b>	<b>119</b>	<b>100.0</b>

Most of the rape survivors came with more than one issue. Some of them had been raped both in their country of origin and in Malaysia. Some were rape survivors and subsequently were sexually harassed by their employers, customers or the police. About 60% of the rape survivors expressed they couldn't sleep during the night, had mood swings, and about 45% of them shown signs of panic attack.

Some of the rape survivors were more traumatized ad they also faced difficult situation when their spouses were arrested or were separated during the transit journey to Malaysia. There were seven (7) cases where they were raped in front of their parents / grand parent / husband or children. In four (4) cases their family members were killed when they tried to protect the woman. In one case, the military burnt the village while raping her and other women.

#### **5. Perpetrators**

##### **5.1 Rape Incidents**

Among the 89 women who reported rape, 48% of the incidents occurred in Myanmar (country of origin); five (5) incidents happened in transit, others happened mostly in Malaysia.

<b>Perpetrators</b>	<b>Number</b>	<b>Percentage</b>
Military	43	48.3
People smuggler / Agent	8	9.0
Community Members	5	5.6
Employer	9	10.1
Customers	2	2.2
Strangers / can't identify	22	24.7
<b>Total</b>	<b>89</b>	<b>100.0</b>

**5.2 Attempted Rape Incidents**

Among the 10 women who reported attempted rapes, five (5) incidents happened in Myanmar (country of origin), other happened in Malaysia.

<b>Perpetrators</b>	<b>Number</b>	<b>Percentage</b>
Military	5	50.0
Community Members	2	20.0
Employer	3	30.0
<b>Total</b>	<b>10</b>	<b>100.0</b>

**5.3 Sexual Harassment incidents**

Fifteen women had counselling because of sexual harassment. Their perpetrators were mainly police who had stopped them to see their documents.

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