

# WAO ANNUAL STATISTICS 2006

Shelter/Refuge Services  
Face to Face Counselling  
Telephone Counselling  
Email Enquiries

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## OUR SERVICES THROUGH THE YEARS

Number of women who utilized WAO's services in 2004:

Shelter/Refuge:               95 women  
 Face to face counselling:   105 women  
 Telephone counselling:     1475 callers

WAO figures since September 1982

Year	Shelter/Refuge	Face to face	Telephone
1982-82	57	n/a	200
1984	129	n/a	369
1985	53	n/a	592
1986	50	n/a	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	1321
1994	97	91	1358
1995	88	57	1428
1996	98	52	1800
1997	109	52	1150
1998	101	50	1241
1999	120	52	1120
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
<b>Total</b>	<b>2256</b>	<b>1536</b>	<b>29323</b>

## SHELTER/REFUGE

### A. GENERAL INFORMATION

There were 97 entries through out this year; however two of them came back for the same reason in the same year. Therefore we highlight the demographics of 95 women who received our services.

In 2006, 95 women were given shelter, in comparison in 2005 where 116 women were given shelter.

#### 1. Reasons for seeking shelter

67% 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.

Reason for seeking shelter	Number	Percentage
Domestic violence	63	66.3
MDW abuse	13	13.7
Abused / Homeless, Single mother / Single mother pregnancy	6	6.3
No place to stay	5	5.3
Rape	3	3.2
Trafficked	2	2.1
Sexual Harassment	2	2.1
Homeless Refugees	1	1.0
	<b>95</b>	<b>100.0</b>

#### 2. Number of children

In 2006, there were 88 children at the refuge compared to 55 in 2005. Some of the women left behind their children to be taken care of by other family members.

Children of WAO	Number	Percentage
Cared by other family members	52	54.7
1 child	21	22.1
2 children	13	13.7
3 children	5	5.2
* 4 children	3	3.2
5 children	1	1.1
<b>Total</b>	<b>95</b>	<b>100.0</b>
<i>Case referred by UNHCR *</i>	<i>4</i>	

4 children belonging to a Myanmar-Rohingga mother were referred by UNHCR for a one-night shelter before they could find a long-term children's home for them.

#### 3. Number of visits

Majority of the residents (92.8%) in 2006 were new clients, while 7(7.2%) women were residents from the previous years. One of them of them sought shelter for the fourth time.

<b>Number of visits to WAO</b>	<b>Number</b>	<b>Percentage</b>
First	90	92.8
Second	6	6.2
Fourth	1	1.0
<b>Total</b>	<b>95</b>	<b>100.0</b>

#### **4. Sources of awareness**

As in the previous years, the residents were aware about us from the police, media (internet, magazine, newspaper, television, radio) and other NGOs (Tenaganita, AWAM, MCA etc). Friends, relative and family members also had informed them about us. About 13.7 % of women knew about us through UNHCR.

<b>Sources of awareness</b>	<b>Frequency</b>	<b>Percentage</b>
NGO	28	29.5
UNHCR	13	13.7
Relatives/Family	12	12.6
Friends	9	9.4
Media	8	8.4
Police	7	7.4
Welfare	5	5.3
Hospitals/One-stop Centre	5	5.3
Self (ex-resident)	4	4.2
Religious institution	4	4.2
<b>Total</b>	<b>95</b>	<b>100</b>

#### **5. Length of stay**

29% of the residents stayed at the shelter for less than one week, 18% less than two weeks while another 20% stayed between one to two months.

<b>Length of stay</b>	<b>Number</b>	<b>Percentage</b>
Less than a week	27	28.5
1 to 2 weeks	17	17.9
2 to 3 weeks	5	5.2
1 to 2 months	19	20.0
2 to 3 months	16	16.8
More than 3 months	11	11.6
<b>Total</b>	<b>95</b>	<b>100.0</b>

#### **6. Residence**

Most of the residents, 42% came from Selangor and 39% came from Wilayah Persekutuan Kuala Lumpur.

<b>State</b>	<b>NUMBER</b>	<b>Percentage</b>
Selangor	40	42.1
Wilayah Persekutuan Kuala Lumpur	37	39.0
Johor	6	6.3
Negeri Sembilan	4	4.1

Pulau Pinang	3	3.1
Perak	1	1.0
Pahang	1	1.0
Kelantan	1	1.0
Kedah	1	1.0
Melaka	1	1.0
<b>Total</b>	<b>95</b>	<b>100</b>

### 7. Age

The residents were mostly in their 20's (44%) and 30's (37%)

Age	Number	Percentage
Less than 20 years old	9	9.5
20 to 29	42	44.2
30 to 39	35	36.8
40 to 49	9	9.5
<b>Total</b>	<b>95</b>	<b>100</b>

### 8. Nationality

62% of the residents were Malaysian. 12% of the residents were from Myanmar, huge increase compared to previous year, where we only had 2% come from Myanmar. 4% of women were from other countries such Colombia, Liberia, Nigeria, and Morocco.

Nationality	NUMBER	Percentage
Malaysia	59	62.2
Indonesia	17	20.0
Sri Lanka	1	1.0
Filipina	1	1.0
Cambodian	1	1.0
Myanmar	10	10.6
Singapore	1	1.0
India	1	1.0
Others *	4	4.2
<b>Total</b>	<b>95</b>	<b>100.0</b>

The 59 Malaysian's were;

Ethnicity	Number	Percentage
Malay	21	35.6
Chinese	9	15.2
Indian	29	49.2
<b>Total</b>	<b>59</b>	<b>100.0</b>

### 9. Marital status

52% of the women had registered their marriages and 5% were married through customary rites and 10% was cohabiting with their partners. 24% were single.

<b>Marital status</b>	<b>Number</b>	<b>Percentage</b>
Single	23	24.2
Legally married	49	51.6
Customary marriage	5	5.3
Cohabiting	9	9.5
Divorced	2	2.1
Separated	5	5.3
Widowed	2	2.0
<b>Total</b>	<b>95</b>	<b>100.0</b>

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

30 of the residents had primary education or less, reached SPM level and 6% had a first degree.

<b>Level of education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	8	8.4	9.5
Primary	8	8.4	9.5
SRP	12	12.6	14.3
SPM	25	26.3	29.8
Secondary *	7	7.4	8.3
Diploma/Form 6	19	20.0	22.6
Degree	5	5.3	6.0
<b>Total</b>	<b>84</b>	<b>88.4</b>	<b>100.0</b>
Not available	11	11.6	
<b>Total</b>	<b>95</b>	<b>100.0</b>	

\* For non Malaysian

### **11. Occupation**

51% of the residents were not formally employed, some of them being homemakers and others unable to find a job.

15% were employed as migrant domestic workers, 11% had their own businesses or held freelance jobs and 7 % were professionals such as accountants, secretaries and admin managers. There was also one woman who worked as a recycle garbage collector.

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>
Unemployed	34	35.7
Homemaker	15	15.7
Cleaner/General worker	5	5.3
Professional	7	7.4
Self-employed/Business	10	10.5
Administrator/Manager	1	1.1
Student	1	1.1
Sales	2	2.1
Services sector	4	4.2
Foreign domestic worker	14	14.7
Other	1	1.1
Factory/ Production Worker	1	1.1
<b>Total</b>	<b>95</b>	<b>100.0</b>

## 12. Income

50% of the residents did not have any income, 22% had an income of RM 500 and below, and 8% earned between RM 500 – RM 999.

Income	Number	Percentage	Valid Percentage
None	46	48.4	50.0
< RM 500	20	21.1	21.7
RM 500 - 999	8	8.4	8.7
RM 1000 - 1499	5	5.3	5.4
RM 1500 - 1999	5	5.3	5.4
RM 2000 -2499	4	4.2	4.3
> RM 2500	5	5.3	5.4
<b>Total</b>	<b>92</b>	<b>96.8</b>	<b>100.0</b>
Not available	3	3.2	
<b>Total</b>	<b>95</b>	<b>100</b>	

## B. INFORMATION ON DOMESTIC VIOLENCE

### a) INFORMATION ON THE ABUSE

Out of 97 women, 63 were victims-survivors of domestic violence, compared to 58 in the previous year.

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

The most frequent type of abuse is psychological (98%), and physical (92%). 55% were financial, 50% were social and 15% were sexual.

Type of abuse	Number	Percentage
Physical	57	92.1
Psychological	61	98.4
Sexual	9	14.5
Financial	34	54.8
Social	32	49.2

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

Beating with hands and kicking is one form of physical abuse that occurs in most cases (90%). 48% of women had objects thrown at her or were beaten with objects (46%).

Description	Number	PERCENTAGE
Beaten with hands and kicked	58	89.2
Beaten with objects	29	46.0
Throwing of objects	30	47.6
Hitting against a wall/thrown on the floor	20	31.4
Assault with knife / objects	11	17.4
Scalding/burning	9	14.3
Other	6	9.5

### 3. Length of time in abusive situation

57% of domestic violence survivors faced the abuse in the first year of their marriage. About 18% responded that the violence had started before marriage.

Length of time	Number	Percent	Valid Percentage
Before marriage	11	17.5	17.5
Within the first year	36	57.1	57.1
Within the second year	6	9.7	9.7
Within the third year	1	1.6	1.6
Within the fourth year	4	6.5	6.5
After the fifth year	4	6.5	6.5
<b>Total</b>	<b>62</b>	<b>98.4</b>	<b>100.0</b>
Not available	1	1.6	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

Most of the women had been abused for 1 to 5 years (37%). 25% had been abused for 6 to 10 years while 19% had been abused for 11 to 15 years.

Frequency	Number	Percentage	Valid Percentage
Less than 1 year	11	17.5	17.5
1 to 5 years	22	34.4	35.5
6 to 10 years	16	25.8	25.8
11 to 15 years	12	19.4	19.4
16 to 20 years	1	1.6	1.6
<b>Total</b>	<b>62</b>	<b>98.4</b>	<b>100.00</b>
Not available	1	1.6	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

### 4. Frequency of the abuse

	Number	Percentage	Valid Percentage
Daily	16	25.4	25.8
Once a week	13	20.6	21.0
Occasionally	32	47.6	51.6
Other	1	1.6	1.6
<b>Total</b>	<b>62</b>	<b>98.4</b>	<b>100.0</b>
Not available	1	1.6	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

### 5. Considered / Attempted suicide

19% or 12 women had considered suicide.

Considered suicide	Number	Percentage
Yes	12	19.0
No	51	81.0
<b>Total</b>	<b>63</b>	<b>100.0</b>

Among them, 5 had attempted suicide. One attempted suicide three times (cut her wrist, drank Clorox and jumped from a double storey house), Two tried to attempt suicide twice (both took pills), One had an overdose and tried to run towards a busy road, one tried to jumped from the third floor.

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	6	50.0
No	6	50.0
<b>Total</b>	<b>12</b>	<b>100</b>

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

38(60%) women had made at least one previous attempt to leave the abusive environment. Out of these 39 women, 55% had only tried once while 18% have tried to leave 5 times or more.

	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Once	21	33.3	55.3
Twice	4	6.3	10.5
Three times	5	7.9	13.2
Four times	1	1.6	2.6
Five times or more	7	11.1	18.4
<b>Total</b>	<b>38</b>	<b>60.3</b>	<b>100.0</b>
Never left before	19	30.2	
Not available	6	9.5	
<b>Total</b>	<b>25</b>	<b>39.7</b>	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

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

46% decided to leave the house because the situation of the house become unbearable, 18% left because they were too scared of their husbands or partners, another 16% left as they had resources / networks to support them.

<b>Triggering factor</b>	<b>Number</b>	<b>Percentage</b>
Children	3	5.0
Too scared of the husband	11	17.5
Situation in the house become unbearable	29	46.0
To pursue for divorce	6	4.8
Network / resources to help her	10	15.9
Husband had another women	5	8.0
Others	10	15.9
<b>Total</b>	<b>63</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

Relationship	Number	Percentage
Husband	53	84.1
Parents	2	3.2
Boyfriend	4	6.3
Live-in partner	4	6.3
<b>Total</b>	<b>63</b>	<b>100.0</b>

### 2. Age

The perpetrators were mostly in their 30s (57%)

Age	Number	Percentage
20 to 29	11	17.5
30 to 39	36	57.1
40 to 49	12	19.0
50 years old and over	4	6.3
<b>Total</b>	<b>63</b>	<b>100.0</b>

### 3. Nationality

86% of the perpetrators were Malaysian. The break-up of the ethnic groups is: Indian (45%), Malay (33%) and Chinese (22%).

Nationality	Number	Percentage
Malaysian	54	85.7
Sri Lankan	1	1.6
Myanmar	6	9.5
Others	2	3.1
<b>Total</b>	<b>63</b>	<b>100.0</b>

\* Others include one South African and one Columbian.

Ethnicity	Number	Percentage
Malay	15	27.8
Chinese	9	16.7
Indian	30	55.6
<b>Total</b>	<b>54</b>	<b>100.0</b>

### 4. Level of education

30% of the perpetrators have reached their SRP level, while 33% had reached their SPM level. 9% hold university degrees.

Level of education	Number	Percentage	Valid Percentage
None	1	1.6	2.3
Primary	4	6.3	9.3

SRP	13	20.6	30.2
SPM	14	22.2	32.6
Diploma/Form 6	7	16.3	16.3
Degree	4	6.3	9.3
<b>Total</b>	<b>43</b>	<b>68.3</b>	<b>100.00</b>
Not available	20	31.7	
<b>Total</b>	<b>63</b>	<b>100.00</b>	

\* 32% were not available as the women either did not know or know the similar version from their foreign country.

### 5. Occupation

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

Occupation	Number	Percentage	Valid Percentage
Unemployed	9	13.8	15.8
Factory/production worker	3	4.6	5.3
Cleaner/General worker	5	7.7	8.7
Professional	3	4.6	5.3
Technical worker	4	6.2	7.0
Self-employed/Business	18	28.6	31.6
Administrator/Manager	1	1.6	1.7
Sales	6	9.5	10.5
Service sector	5	7.9	8.7
Other	3	4.8	5.3
<b>Total</b>	<b>57</b>	<b>90.5</b>	<b>100.0</b>
Not available	6	9.5	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

\* Other includes two gangsters and one government servant.

### 6. Income

12% of the perpetrators do not have any income, 40% earned RM2500 and above while 16% earned between RM 1000 – RM 1499. However there were 13 residents who were not sure how much their husbands or partners earned. 9% earned more than RM2500.

	Number	Percentage	Valid Percentage
None	6	9.5	12.0
< RM500	1	1.6	2.0
RM 500 - 999	3	4.8	6.0
RM 1000 - 1499	8	12.7	16.0
RM 1500 - 1999	7	11.1	14.0
RM 2000 - 2499	5	7.9	10.0
> RM 2500	20	31.7	40.0
<b>Total</b>	<b>50</b>	<b>79.4</b>	<b>100.0</b>
Not available	13	20.6	
	<b>63</b>	<b>100.0</b>	

**7. Triggering factors (multiple answers)**

Jealousy (54%) and suspicion (57%) are the main triggering factors the residents thought are the reasons men abuse them. Other factors such as financial problems (43%) of the perpetrators were among one the major triggering factors. However 43% of the abuse occurred for no reason at all.

<b>Triggering factor</b>	<b>NUMBER</b>	<b>Percentage</b>
No reason	27	42.9
Jealous	34	54.0
Suspicion	36	57.1
Financial problem	27	42.9
Alcohol	20	31.7
Drug	10	15.9
Gambling	5	8.0
Extra marital affair (s)	11	17.5
Work related stress	6	9.5
Child related problems	8	12.7
In-laws interference	7	11.1
Sexual	3	4.8
Other	9	14.3

**8. Criminal record**

14% of the perpetrators had criminal records for crimes other than domestic violence. About 5% were not sure if the perpetrators had previous criminal records and were suspicious about it.

<b>Past conviction</b>	<b>Number</b>	<b>Percentage</b>
Yes	9	14.3
No	51	80.9
<b>Total</b>	<b>60</b>	<b>95.2</b>
Not available	3	4.8
<b>Total</b>	<b>63</b>	<b>100.0</b>

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

Out of 63 women, 15 of them applied or voiced their intention to get an IPO. However, only 8 finally obtained the IPO.

<b>Got an IPO</b>	<b>Number</b>	<b>Percentage</b>
Yes	8	53.3
No	7	42.7
<b>Total</b>	<b>15</b>	<b>100.0</b>

*Compared to last year, the number of women getting IPO declined from 11 to 8. Some women only voiced their intention and made police report but they didn't want to pursue with IPO. One woman mentioned that by making the police report should be sufficient enough.*

## c) OUTCOMES

### 1. Status of the women at the end of 2006

26% of the women went to stay with their family/friend/relative, compared to 33% the previous year. 34% went and lived independently. The percentage of women who left and live independently had increased from 19% to 26%. This might reflect that now women don't really need to depend on others if they had decided to leave the abusive situation.

36% of the women went back to live with the abusive partners.

	Frequency	Percentage	Valid Percentage
Still at WAO	3	3.2	4.8
Went back to abusive situation	22	35.5	35.5
Living independently	21	33.9	33.9
Went to stay with family/relative/friend	16	25.8	25.8
<b>Total</b>	<b>62</b>	<b>98.4</b>	<b>100.0</b>
Not available	1	1.6	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

The average length of stay at WAO has become shorter compared to the previous year. In 2005, 45 % of the women stayed less than three weeks as compared to 60% this year.

Length of stay	Number	Percentage
Less than a week	21	33.3
1 to 2 weeks	12	19.0
2 to 3 weeks	4	6.3
1 to 2 months	10	15.9
2 to 3 months	12	19.0
More than 3 months	4	6.3
<b>Total</b>	<b>63</b>	<b>100.0</b>

### 2. Her support system

54% of women mentioned they had their own support systems or network, whereas 46% do not have any.

Support system	Number	Percentage
Yes	34	53.9
No	29	46.1
<b>Total</b>	<b>63</b>	<b>100.0</b>

Most of women received support from their family members (parents, brothers or sisters and relatives). There were 3 women who received support from their in-law family. However among the 35 women who had their own support system, 8 women had still decided to go back to their abusive situation.

Support system	Number	Percentage
Family members	22	64.7
In-law family	3	8.8
Friends	4	11.8
Religious group	2	5.9

Community members	3	8.8
<b>Total</b>	<b>34</b>	<b>100.0</b>

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

22 or 37% of women decided to go back to the abusive situation. All the 24 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 children's schooling (38%) or husbands decided to change their lifestyle (33%). Only 12.5% went back for financial reason.

Reason	Number	Percentage
Give husband another chance	22	100.0
Children's schooling	9	37.5
Financial reason	3	12.5
Husband agreed to change lifestyle	8	33.3
Under threat from husband	3	12.5
Illness in family	6	25.0
Other	4	16.7

\* Above table is calculated based on 22 women who went back to the abusive situation.

### 4. Type of accommodation

19 women choose to stay independently, while most of them stayed with family, relatives or friends.

Accommodation	Number	Percentage
Renting a house or room/own home	19	46.3
With family/relatives	16	39.0
With friends	3	7.3
In a registered home	2	4.9
Provided by employer	1	2.4
<b>Total</b>	<b>41</b>	<b>100</b>

### 5. Occupation

Most of the ex-residents who decided not to go back to their abusive situation were working as professionals, had their own businesses or worked in the service sector. About 50% or 31 women who were not working, this included 14 or 22% women who are not Malaysian women.

Occupation	Number	Percentage	Valid Percentage
Factory/production worker	2	3.2	7.4
Cleaner/General worker	3	4.8	11.1
Professional	6	9.5	22.2
Self-employed/Business	6	9.5	22.2
Administrator/Manager	2	3.2	7.4
Sales	2	3.2	7.4
Services sector	6	9.5	22.2
<b>Total</b>	<b>27</b>	<b>42.9</b>	<b>100.0</b>
Not available	5	7.9	

Not working	31	49.2	
<b>Total</b>	<b>36</b>	<b>57.1</b>	
<b>Total</b>	<b>63</b>	<b>100.0</b>	

## MIGRANT DOMESTIC WORKER ABUSE

### A. GENERAL INFORMATION

Out of 97 women, 13 were migrant domestic workers who were abused. 11 of them were from Indonesia, 1 of them from India and another from Cambodia (16years old) . The police, public and other NGOs (e.g. Tenaganita, AWAM) referred most of the cases to our shelter. One of them had sought shelter at WAO before, while the other ten were new cases.

#### *1. Length of stay*

Length of stay	Number	Percentage
Less than a week	1	4.3
1 to 2 weeks	2	8.7
2 to 3 weeks	1	4.3
1 to 2 months	4	17.4
More than 3 months	5	21.7
<b>Total</b>	<b>13</b>	<b>100.0</b>

#### *2. Reason for coming to WAO*

Reason	Number	Percentage
Abused by employer	10	76.9
Other *	3	23.1
Total	13	100

\* Two were cheated by agents and one was short changed by her employer.

### a) INFORMATION ON THE ABUSE

#### *1. 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	10	76.9
Psychological	10	76.9
Sexual	2	15.4
Financial	5	38.5
Social	5	38.5

<b>Physical violence</b>	<b>Number</b>	<b>Percentage</b>
Beating with hands and kicking	9	69.2
Throwing with objects	2	15.4
Hitting against a wall/thrown on the floor	1	7.7

### **2. Frequency of the abuse**

The abuse occurred daily in four cases, in another 2 cases they were abused once a week. The rest were unpredictable. 2 women reported they were abused only once or twice.

<b>Frequency</b>	<b>Number</b>	<b>Percentage</b>
Daily	4	40.0
Once a week	2	20.0
Only once/twice	2	20.0
Unpredictable	2	20.0
<b>Total</b>	<b>10</b>	<b>100.0</b>

### **3. When the abuse started**

In 70% of the cases, the employer started to abuse them as soon as they started work or about 1 month after they had started to work. In 2 cases, the abuse started between 6 to 12 months later.

<b>When it started</b>	<b>Number</b>	<b>Percentage</b>
Since started work	4	40.0
1 month after started work	3	30.0
4 to 6 months	1	10.0
6 to 12 months	2	20.0
<b>Total</b>	<b>10</b>	<b>100.0</b>

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

9 of the perpetrators were employers, one was a male agent who cheated her and one was a male stranger. Out of 9 employers only one is male while others were female.

### **1. Age**

<b>Age</b>	<b>NUMBER</b>	<b>Percentage</b>	<b>Valid Percentage</b>
20 to 29	1	9.0	11.2
30 to 39	4	36.4	44.4
40 to 49	4	36.4	44.4
<b>Total</b>	<b>9</b>	<b>81.8</b>	<b>100.0</b>
Not available	2	18.2	
<b>Total</b>	<b>11</b>	<b>100</b>	

### **2. Ethnicity**

Most of the perpetrators were Chinese 80%; one was an Indian and one was an Indonesian.

<b>Ethnicity</b>	<b>NUMBER</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Chinese	8	72.7	80
Indian	1	9.1	10
Others	1	9.1	10
<b>Total</b>	<b>10</b>	<b>90.9</b>	<b>100</b>
Not available	1	9.1	
<b>Total</b>	<b>11</b>	<b>100</b>	

### *3. Occupation*

<b>Occupation</b>	<b>NUMBER</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Homemaker	2	18.1	20
Professional	3	27.3	30
Self-employed/Business	5	45.5	50
<b>Total</b>	<b>10</b>	<b>90.9</b>	<b>100</b>
Not available	1	9.1	
<b>Total</b>	<b>11</b>	<b>100</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 (8 cases), Cambodia (one case), two went to the Indonesian Embassy and one is still at WAO, waiting for an outcome of a pending court case.

<b>Status at the end of 2005</b>	<b>Number</b>	<b>Percentage</b>
Still at WAO	1	7.7
Left the country to country of origin	8	61.5
Went to embassy	2	15.4
Unknown*	2	15.4
<b>Total</b>	<b>13</b>	<b>100.0</b>

\* *Left WAO without informing anyone.*

## FACE TO FACE COUNSELING

### A. GENERAL INFORMATION

**In 2005, 115 women sought face to face counselling from WAO. This number decreased to 105 women in 2006.**

#### 1. Problems faced

51% of the women came for face to face counselling due to domestic violence problems. 31% came because of the issues other than violence, this includes; legal issues pertaining to divorce, child custody, matrimonial property, EPF, sexual harassment etc. Besides there were also individual sessions conducted to counsel mothers and their children.

Reason	Number	Percentage
Domestic violence	53	50.5
Other than violence *	32	30.5
Migrant Domestic Worker abuse**	8	7.6
Abuse/Assault ***	9	8.6
Rape	3	2.9
<b>Total</b>	<b>105</b>	<b>100.0</b>

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

\*\* Well-wishers on behalf of the MDW's

\*\*\* By co-workers, strangers and friends.

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

Other problems	Number	Percentage
Divorce/custody/maintenance	44	42.9
Relationship problem with husband /boyfriend	58	55.3
Husband jealous/suspicious/insecure/stress/angry	9	8.7
Husband unemployed/irresponsible	8	7.6
Polygamy marriage/affairs	4	3.8
Husband on drugs/alcohol/gambling	7	6.7
Partner unemployed	1	1.0
Problem with family/In-law problems	11	10.6
Rape/Assault	6	5.8
Depression/mental stress	19	18.1
Husband on drugs/alcohol/gambling	7	6.7
Police report/IPO	9	8.6
Sexual harassment/Harassment	4	3.8
Child abuse/incest	3	2.9
Single mother pregnancy/abortion/adoption	1	1.0
Financial/housing problem	4	3.9
Other*	3	2.9

The women also faced other problems other than violence. The problems mostly related to relationship problem with husbands or boyfriend (55%), issues on divorce, child

custody and maintenance (43%), depression and mental stress (18%) and also problems with family or in laws (11%). There was an increase in cases of women who suffered from depression and mental stress; 18% in 2006 compared to 4% in previous year.

\* Other problems were related to health, problem with housemate, wanted shelter for children and sexuality issues.

### 3. Needs of the clients (multiple answers)

The women came for face-to-face counselling mainly because they needed counselling & guidance (95%). Some of them wanted to get advise specifically on legal matters (30%) and also because they lived in a crisis situation and or needed a place to stay (11%).

About 18% requested the social workers to accompany them to courts, welfare office, Jabatan Pendaftaran Negara (JPN) and Embassies.

Needs	Number	Percentage
Counselling / Guidance	100	95.2
Legal information	31	29.5
Other information	16	15.2
Shelter	12	11.4
Help in getting IPO	13	12.4
Financial assistance	3	2.9
Accompany to court / welfare / etc	18	17.1

### 4. Ex-clients

Of the 105 women who came for face to face counselling, 43% of them were WAO's ex-clients from the same or previous years, this include 22% were ex-residents, 17.1% ex-face to face clients, 4% ex-telephone clients. 57% were new clients.

Ex-resident	Number	Percentage
Yes	45	42.9
Ex resident	23	21.9
Ex FFC	18	17.1
Ex Tel	4	3.8
No	60	57.1
<b>Total</b>	<b>105</b>	<b>100.0</b>

### 5. Age

The clients were mostly in their 30s (47%) and 20s (27%).

Age	Number	Percentage
20 years and below	9	8.6
20 to 29	28	26.7
30 to 39	49	46.7
40 to 49	15	14.3
50 years old and above	4	3.8
<b>Total</b>	<b>105</b>	<b>100.0</b>

## 6. Occupation

31% of the clients were not working; they either depended on their husbands or partners or family members. 13% of the women still studied in either college or university. 10% of the women were professionals such as doctors, IT executives, accountant and secretaries.

<b>Occupation</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percentage</b>
Unemployed	30	28.6	30.9
Factory/production worker	3	2.9	3.1
Cleaner/General worker	5	4.8	5.2
Professional	10	9.5	10.3
Technical worker	1	1.0	1.0
Self-employed/Business	5	4.8	5.2
Administrator/Manager	6	5.7	6.2
Student	13	12.4	13.4
Clerical worker	5	4.8	5.2
Sales	1	1.0	1.0
Services sector	4	3.8	4.1
Teacher	5	4.8	5.2
Other	9	8.6	9.3
<b>Total</b>	<b>97</b>	<b>92.4</b>	<b>100.0</b>
Not available	8	7.6	
<b>Total</b>	<b>105</b>	<b>100.0</b>	

## 7. Residence

Most of the clients came from Selangor (56%) and Wilayah Persekutuan Kuala Lumpur (36%). There were 2 clients who came from East Malaysia, one from Miri and another from Bintulu.

<b>Residence</b>	<b>Number</b>	<b>Percentage</b>
Wilayah Persekutuan	38	36.2
Selangor	59	56.2
Johor	2	1.9
Perak	1	1.0
Negeri Sembilan	1	1.0
Pulau Pinang	2	1.9
Sarawak	2	1.9
<b>Total</b>	<b>105</b>	<b>100.0</b>

## 8. Nationality

84% of the clients were Malaysian. The others were Sri Lankan (7%) and Indonesian (4%).

<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>
Malaysian	88	83.8
Indonesian	4	3.8
Eurasian	3	2.8
Thai	3	2.9

Sri Lankan	7	6.7
<b>Total</b>	<b>105</b>	<b>100.0</b>

Among the Malaysian clients, they were mostly Indians (36%), followed by Chinese (23%) and Malays (21%)

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

15% or 16 women had considered suicide.

<b>Considered suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	16	15.3
No	89	84.7
<b>Total</b>	<b>105</b>	<b>100.0</b>

Among them, 6 had attempted suicide. 2 of the women took sleeping pills, 1 overdose, 2 drank Clorox and another tried to jump from the 5th floor.

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	6	40
No	9	60
<b>Total</b>	<b>16</b>	<b>100</b>

### **10. Awareness**

Most of the clients knew about WAO from their friends or family members and they themselves were also WAO's ex client (55%). They also knew from the internet and media such as radio, television, magazine, newspaper (34%), and other NGOs such as MCA and AWAM

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>
Police	1	1.0
One-stop centre/Hospitals	1	1.0
NGO	6	5.7
Media	36	34.3
Ex-client/Friends/Family	58	55.2
Lawyer/legal aid centre	1	1.0
Religious institution	1	1.0
Other	1	1.0
<b>Total</b>	<b>105</b>	<b>100.0</b>

### **11. 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%) for those who need 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. These women were raped, sexually harassed or had been sexually abused in their younger days. These sessions were for their healing.

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 counselling centre / LPPKN	10	9.5	10.5
Referred to welfare / legal aid council	13	12.4	13.7
Referred to other home / children home	5	4.8	5.3
Referred to Embassy	2	1.9	2.1
<i>Total</i>	<i>30</i>	<i>28.6</i>	<i>31.6</i>
<b><i>Accompanied</i></b>			
Accompanied to police station	6	5.7	6.3
Accompanied to welfare	5	4.8	5.3
Accompanied to JPN	5	4.8	5.3
Accompanied back to their home	2	1.9	2.1
<i>Total</i>	<i>18</i>	<i>17.1</i>	<i>19.0</i>
Come for shelter	10	9.52	10.5
Continue counselling	12	11.4	12.6
Case close / no further action	25	23.8	26.3
<b>Total</b>	<b>95</b>	<b>67.7</b>	<b>100.0</b>
Not available	10	9.5	
<b>Total</b>	<b>105</b>	<b>100.0</b>	

## TELEPHONE COUNSELLING

### A. GENERAL INFORMATION

Number of calls in 2006: 1475

Number of calls in 2005: 1215

Number of calls in 2004: 1500

#### *1. Reasons for the call*

51% of the calls received were related to domestic violence, 41% of the calls were not related to violence.

Reason for the call	Number	Percentage	Valid Percentage
Domestic violence	738	50.0	50.9
Other problems	583	39.5	40.2
MDW abuse	15	1.0	1.0
Abuse / Assault	24	1.6	1.7
Rape	26	1.8	1.8
Child abuse	15	1.0	1.0
<b>Total</b>	<b>1451</b>	<b>98.4</b>	<b>100.0</b>
Not available	24	1.6	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

58% of the callers had relationship problems either with their husband, partner or boyfriends. 27% of the callers called for information on divorce, child custody and maintenance. 14% of the callers had problems of depression and stress. The number of callers who called for parenting issues had increased from 3.5% to 9% this year.

Other problems (multiple answers)	Number	Percentage
<i>Problems with husband</i>		
Relationship problems with husband	774	52.5
Unemployed / irresponsible	141	9.6
Drugs / alcohol / gambling	59	4.0
Jealous / suspicious / insecure / stress / angry	44	3.0
Polygamy / affairs	175	11.9
Financial problems	98	6.6
Divorce / custody / maintenance	392	26.6
<i>Problems with boyfriend</i>		
Relationship problems	71	4.8
Unemployed / irresponsible	32	2.2
Drugs / alcohol / gambling	14	0.9
Jealous / suspicious / insecure / stress / angry	12	0.8
Polygamy / affairs	21	1.4
Financial problems	12	0.8

Custody / maintenance	25	1.7
<b>Others</b>		
Depressed / stress	196	13.3
Financial help	57	3.9
In-law problems	62	4.2
Unemployed / work related problems	93	6.3
Sexual harassment / rape / incest	59	4.0
Single parent	102	6.9
Single mother pregnancy	40	2.7
Housing	48	3.3
Immigration (visa / overstay / permit)	31	2.1
Registration (bc / ic)	41	2.8
Parenting / adoption	127	8.6
Police	74	5.0
Child abuse	41	2.8
Mentally ill / disabled / sick relative	28	1.9

## 2. Who are the callers?

82% of the callers were the clients themselves, whereas 17% were calling on behalf of a friend, family, neighbour or co-worker. 89 or 6.0% callers were male.

Who called	Number	Percentage
Client	1211	82.1
Other than the client	267	17.9
<b>Total</b>	<b>1475</b>	<b>100.0</b>

## 3. Residence

Most of the clients were calling from Selangor (43%) and Kuala Lumpur (36%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutan	388	26.3	42.4
Selangor	328	22.2	35.8
Johor	53	3.6	5.8
Perak	38	2.6	4.2
Negeri Sembilan	35	2.4	3.8
Kelantan	3	0.2	0.3
Pahang	18	1.2	2.0
Kedah	7	0.5	0.8
Melaka	9	0.6	1.0
Terengganu	1	0.1	0.1
Pulau Pinang	9	0.6	1.0
Other	26	1.8	2.8
<b>Total</b>	<b>915</b>	<b>62.0</b>	<b>100.0</b>
Not available	560	38.0	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

#### 4. Nationality

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

Nationality	Number	Percentage	Valid Percentage
Malaysia	1341	90.9	97.8
Indonesia	9	0.6	0.6
Thailand	4	0.3	0.3
Filipina	1	0.1	0.1
China	3	0.2	0.2
India	4	0.3	0.3
Others	22	1.5	1.5
<b>Total</b>	<b>1388</b>	<b>94.1</b>	<b>100.0</b>
Not available	87	5.2	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

Among Malaysian callers,

Malay	273	20.4
Chinese	614	45.8
Indian	417	31.1
Other	37	2.8
<b>Total</b>	<b>1341</b>	<b>100.0</b>

#### 5. 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	51	3.5	5.2
20 to 29	242	16.4	24.8
30 to 39	455	30.8	46.6
40 to 49	168	11.4	17.2
50 years old and above	61	4.1	6.2
<b>Total</b>	<b>977</b>	<b>100.0</b>	<b>100.0</b>
Not available	498	33.8	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

#### 6. Occupation

Most of the clients did not earn an income; being either unemployed (22%) or homemakers (11%).

There were some professionals (7%), clerical workers (6%), factory workers (11%) and self-employed/ own business (6%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	224	15.2	21.6
Homemaker	112	7.6	10.8
Factory/production worker	113	7.7	10.9
Domestic helper	15	5.0	1.4
General worker/cleaner	58	3.9	5.6
Professional	74	4.1	7.1
Technical worker	8	0.5	0.7
Self-employed/business	60	4.1	5.8
Administrator/manager	59	4.0	5.7
Student	25	1.7	2.4
Clerical worker	66	4.5	6.4
Sales	53	3.6	5.1
Services sector	67	4.5	6.4
Teacher	48	3.3	4.6
Other	54	3.7	5.2
<b>Total</b>	<b>1036</b>	<b>70.2</b>	<b>100.0</b>
Not available	439	29.1	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

### 7. Need (multiple answers)

78% of the callers requested for the counselling, 26% requested legal information while 12% requested for information regarding IPO. There were 31% of callers who called for general information which included information regarding counselling for children and friends.

<b>Need</b>	<b>Number</b>	<b>Percentage</b>
Counselling	1138	77.2
Legal information	385	26.1
Shelter	168	11.4
Information regarding IPO	182	12.3
General information	455	30.8
Counselling for husband	10	0.7
Financial assistance	72	4.9
Requested to be accompanied	148	10.0
Other	209	14.2

### 8. Awareness

42% 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 (27%). 22% of them were WAO ex-client.

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Police	23	1.6	2.5
Welfare Department	10	0.7	1.1

Hospitals/One Stop Crisis Center	25	1.7	2.8
Legal body (LAC, LAB etc)	52	3.5	5.7
NGO/MCA	29	2.0	3.2
Media/Internet	376	25.5	41.4
Ex client	200	13.6	22.0
Friends/Family	245	16.6	27.0
Operator	50	3.4	5.5
Religious institution	13	0.9	1.4
Other	26	1.8	2.8
<b>Total</b>	<b>908</b>	<b>61.6</b>	<b>100.0</b>
Not available	508	38.4	
<b>Total</b>	<b>1475</b>	<b>100.0</b>	

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## E-MAIL ENQUIRIES

We received about 181 e-mails last year. The queries pertained to:

Issues	Number
Domestic violence	45
Legal Rights	16
Child Abuse	15
Sexual Harassment	6
Single mother pregnancy	5
Rape	3
Foreign Domestic Worker	6
Immigration matters	2
Child Adoption	2
Incest /Abuse by father	3
Assault	2
Ask for information	71
Trafficking	5
<b>Total</b>	<b>181</b>

All of the e-mails were replied and urgent matters like domestic violence, rape and child abuse was followed through with phone calls and face- to- face counselling. There were some who e-mailed back for further clarification and note of appreciation to WAO.

There was an alarming increase on child abuse cases reported to WAO via e-mail medium. In most cases, the senders stayed in the child's neighbourhood. There were complaints about neighbours who abused their migrant domestic workers. This showed people were willing to help the abused.

In 2006, one foreigner had e-mailed WAO about a Cambodian girl who has been trafficked to Malaysia and forced to be a sex worker. With the co-operation of the police and Cambodian embassy through emails, sms and phone calls, the girl had been rescued together with two other girls who were also trafficked to Malaysia.

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

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## REFUGEE/ ASYLUM SEEKER Project

### A. SHELTER

WAO had given shelter for 14 women in the year 2006. This includes 11 Myanmar women, and 1 woman each from Sri Lanka, Nigeria, and Liberia. There were eight domestic violence cases, two rape cases, and one each on sexual harassment, attempted rape, evicted suddenly, and trafficked.

### B. FACE-TO-FACE COUNSELING

Counselling was given for 118 women, out of which, 10 women came for follow-up counselling.

Most of them were raped in the country of origin (Myanmar). Their own community members or agents in Malaysia or at the Borders raped some of them. There were some who were sexually harassed by the local police. There were four cases of domestic violence. These sessions were carried out either at the UNHCR office (stopped after August), at the 3<sup>rd</sup> Centre or at their own community centres.

### C. INCIDENT REPORT TAKING

We took down incidents of SGBV violations that happened to 20 women and passed them onto UNHCR for further action. This report is detailed and the only interview where they are asked how they were sexually abused or harassed.

### D. GROUP WORK

From January till April 2006, WAO had conducted a support group for rape survivors. This support group consisted of 8 sessions (16 hours). 15 women from the Chin community and Myanmar Muslim community participated in this support group.

### E. SGBV COMMUNITY TRAINING

WAO had conducted 8 SGBV trainings in partnership with UNHCR for the various refugee communities since May 2006.

SGBV Training	May		Jun		Jul		Aug		Sept		Oct		Nov		Dec	
	1st D	2nd D	1st D	2nd D	1st D	2nd D	1st D	2nd D	1st D	2nd D	1st D	2nd D	1st D	2nd D	1st D	2nd D
Men	16	13	15	10 **	17	17	15	4**	34	29	22	19	28	16 **	18	18
Women	17	20	18	5	No	No	12	12	17	17	12	9	3	3	5	5

\*\* The men did not attend the second day as they had other priorities.

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