



# WAO ANNUAL STATISTICS

## 2010

Prepared and analysed by Puveshini Rao  
Copy edited by Sarah Thwaites

Assisted by Wong Su Zane, Jessie Ang, Nazlina bt Abd Ghani, Uma Devi and Diyana Yahaya.  
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*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*  
*Email: [wao@po.jaring.my](mailto:wao@po.jaring.my)*  
*Website: [www.wao.org.my](http://www.wao.org.my)*

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## OUR SERVICES THROUGH THE YEARS

WAO figures since September 1982

Year	Shelter / Refuge	Face to Face	Telephone
1982	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	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
2008	115	72	1318
2009	119	138	1228
2010	125	145	1544
<b>Total</b>	<b>2,715</b>	<b>1,966</b>	<b>34,634</b>

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# REFUGE

## INFORMATION ABOUT CLIENTS

There were 138 entries into the shelter in 2010 however eight of the women had come back for the same reason multiple times within the same year. Therefore in the statistics below the demographics of the 125 individual women who received our services are highlighted. Please note that the information gathered in this report is based on information that was shared by the clients.

In 2010, 125 women were given shelter, compared to 119 in 2009.

### 1. *Reasons for seeking shelter*

Eighty-eight women (70.4% of the residents) sought shelter as a result of domestic violence. WAO also offered shelter to women who faced other problems and were in need of a temporary place to stay. In the table below, 'others' refers to cases including a tourist who lost her belongings, a woman from Sri Lanka in search of her husband and a woman who required accommodation during a court case.

Reasons for seeking shelter	Number	Percentage
Domestic violence	88	70.4
Single and pregnant	20	16.0
Rape	4	3.2
No place to stay	2	1.6
Migrant domestic worker abuse	2	1.6
Sexual harassment	2	1.6
Trafficked	1	0.8
Others	6	4.8
<b>Total</b>	<b>125</b>	<b>100</b>

### 2. *Expectations of the clients (multiple answers)*

Almost 70% of the clients came to the shelter to seek protection from their husband, partner, boyfriend, family members or their employers. Another 70% came to WAO for temporary housing. 40.8% of the clients mentioned specifically that they wanted WAO to assist them in legal matters. Almost 5% of the women wanted WAO to assist them to go back to their home country. In the table below, 'other' includes single pregnant women who are hiding their pregnancy from their families and/or society, clients who stayed for a night or two due to court cases and also to cool off from the stressors in their life.

<b>Expectations of the clients</b>	<b>Number</b>	<b>Percentage</b>
Seeking protection	87	69.6
Wanting legal assistance	51	40.8
Temporary housing	87	69.6
Assistance for returning to home country	6	4.8
Other	21	16.8

### 3. *Number of children*

Out of the 125 women who received our services, 82 had children. In 2010, there were **100 children at the Refuge** compared to 117 in 2009. Table (a) depicts the number of children of each of the women who received our services. However, not all the women brought all their children to the Refuge. Out of the 82 women who had children, 28 did not bring their children with them. Table (b) shows how many children were brought to the Refuge and stayed.

*Table (a)*

<b>Number of children per woman</b>	<b>Number of women</b>
None	43
1 child	23
2 children	23
3 children	20
4 children	10
5 children	4
6 children	1
More than 6 children	1
<b>Total</b>	<b>125</b>

*Table (b)*

<b>Number of children brought to the Refuge</b>	<b>Number of women</b>	<b>Percentage</b>
None	28	34.1
1 child	25	30.5
2 children	17	20.7
3 children	8	9.8
4 children	3	3.7
5 children	1	1.2
<b>Total</b>	<b>82</b>	<b>100</b>

#### 4. *Number of visits*

The majority of the residents in 2010 were new clients (80%), while 20% of the women had been residents in previous years.

<b>Number of visits</b>	<b>Number</b>	<b>Percentage</b>
First	100	80
Second	13	10.4
Third	9	7.2
Fourth or more	3	2.4
<b>Total</b>	<b>125</b>	<b>100</b>

#### 5. *Source of awareness about WAO*

As in previous years, residents found out about WAO from friends and relatives, the media (internet, magazines, newspapers, television and radio) and other NGOs (including AWAM and WCC). In the table below, 'others' includes political parties (MCA, MIC etc), school guidance counsellors and lecturers. Some residents heard about WAO through government agencies including the welfare department, hospitals and the police. Fourteen women came to know about WAO through the UNHCR.

<b>Source of awareness</b>	<b>Number</b>	<b>Percentage</b>
Self (ex-resident)	25	20
UNHCR	14	11.2
Police	13	10.4
Welfare	11	8.8
Media	11	8.8
NGO	10	8
Relatives/ Family	10	8
Friends	8	6.4
One Stop Crisis Centre	7	5.6
Others	7	5.6
Religious institution	6	4.8
Other ex-resident	2	1.6
Embassy	1	0.8
<b>Total</b>	<b>125</b>	<b>100</b>



## 6. *Length of stay*

23.2% of the residents stayed at the Refuge for less than one week. A further 23.2 % stayed between one and three weeks, while another 40% stayed between one and three months. 13.6% of our clients stayed for more than three months.

<b>Length of stay</b>	<b>Number</b>	<b>Percentage</b>
Less than a week	29	23.2
1 to 2 weeks	13	10.4
2 to 3 weeks	16	12.8
1 to 2 months	30	24.0
2 to 3 months	20	16.0
More than 3 months	17	13.6
<b>Total</b>	<b>125</b>	<b>100</b>

## 7. *Place of residence*

Most of the clients at the Refuge were from Selangor (56.8%) and 25.6% came from Wilayah Persekutuan Kuala Lumpur.

<b>Residence</b>	<b>Number</b>	<b>Percentage</b>
Selangor	71	56.8
Wilayah Persekutuan	32	25.6
Perak	4	3.2
Penang	4	3.2
Pahang	3	2.4
Kedah	3	2.4
Johor	2	1.6
Melaka	1	0.8
Negeri Sembilan	1	0.8
Kelantan	1	0.8
Sarawak	1	0.8
Terengganu	1	0.8
Other than Malaysia	1	0.8
<b>Total</b>	<b>125</b>	<b>100</b>

## 8. Age

The residents were mostly in their 30s (34.4%) and 20s (44%)

Age (years)	Number	Percentage
Less than 20	10	8.0
20 to 29	55	44.0
30 to 39	43	34.4
40 to 49	15	12.0
50 and above	2	1.6
<b>Total</b>	<b>125</b>	<b>100</b>

## 9. Nationality

74.4% of the residents were Malaysians, 13.6% of the residents were from Myanmar, 2.4% of the residents from Indonesia and another 2.4% were from Sri Lanka, while 1.6% of the residents were from India. There was one resident each from Cambodia, the Philippines, China, Taiwan, Vietnam, France and Iraq.

Nationality	Number	Percentage
Malaysian	93	74.4
Myanmar	17	13.6
Indonesian	3	2.4
Sri Lankan	3	2.4
Indian	2	1.6
Filipina	1	0.8
Chinese	1	0.8
Cambodian	1	0.8
Taiwanese	1	0.8
Vietnamese	1	0.8
French	1	0.8
Iraqi	1	0.8
<b>Total</b>	<b>125</b>	<b>100</b>

The ethnicities of the 93 Malaysians are listed below.

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	34	36.6
Chinese	10	10.8
Indian	46	49.5
Indigenous groups	3	3.2
<b>Total</b>	<b>93</b>	<b>100</b>

### **10. Marital status**

26.4% of the residents were single and 48% of the women had registered marriages. 10.4% were married through customary rites and 5.6 % were separated.

<b>Marital Status</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage<sup>1</sup></b>
Single	33	26.4	26.6
Registered marriage	60	48	48.4
Customary marriage	13	10.4	10.5
Cohabiting	4	3.2	3.2
Divorced	6	4.8	4.8
Separated	7	5.6	5.6
Widowed	1	0.8	0.8
<b>Total</b>	<b>124</b>	<b>99.2</b>	<b>100</b>
Not available	1	0.8	-
<b>Total</b>	<b>125</b>	<b>100</b>	-

One resident's marital status is unknown as she stayed for only one night.

### **11. Level of education**

17.1% of the residents had primary education, 50% had reached secondary education, 15% had either a diploma or completed Form Six and 8% had a first degree. There were nine women who had not received any formal education.

<b>Level of Education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
No Formal Education	9	7.2	7.2
Primary	21	16.8	17.1
Lower secondary / SRP / PMR	21	16.8	17.1
Upper secondary / SPM*	42	33.6	34.1
Form 6 / Certificate	11	8.8	8.9

<sup>1</sup> Valid percentage refers to the total percentage excluding the missing values in a data set.  
WAO Annual Statistics Report 2010

Diploma	7	5.6	5.7
Degree	10	8.0	8.1
Post graduate	2	1.6	1.6
<b>Total</b>	<b>123</b>	<b>98.4</b>	<b>100</b>
Not available	2	1.6	-
<b>Total</b>	<b>125</b>	<b>100</b>	-

\* Includes a client from Sri Lanka who had completed O-Levels.

WAO was not able to obtain information from two residents as they left before this information could be gathered.

## 12. Occupation

56% of the residents were not formally employed. Some of them had home-based businesses, others were unable to find a job and some had had to leave their jobs due to family obligations. Another 7% of the residents were homemakers and had been so for some time, another 6% were working as cleaners or general workers and 5% were students.

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	69	55.2	55.6
Homemaker	9	7.2	7.3
Factory / Production Worker	5	4.0	4.0
Cleaner / General Worker	7	5.6	5.6
Professional	4	3.2	3.2
Self-employed / Business	3	2.4	2.4
Administrator / Manager	3	2.4	2.4
Student	6	4.8	4.8
Clerical Worker	4	3.2	3.2
Sales	2	1.6	1.6
Service Sector (Hospitality)	4	3.2	3.2
Migrant Domestic Worker	3	2.4	2.4
Government Agencies	2	1.6	1.6
Teacher / Lecturer / Professor	2	1.6	1.6
Customer Service	1	0.8	0.8
<b>Total</b>	<b>124</b>	<b>99.2</b>	<b>100</b>
Not available	1	0.8	-
<b>Total</b>	<b>125</b>	<b>100</b>	-

### 13. *Income (per month)*

68% of the residents did not have any monthly income. 3% had an income of RM500 and below, and 13% earned between RM500 and RM999. 5% of the residents earned between RM2,500 and RM4,999.

<b>Income (RM)</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	85	68	68.5
Below 500	4	3.2	3.2
500 – 999	16	12.8	12.9
1,000 – 1,499	9	7.2	7.3
1,500 – 1,999	3	2.4	2.4
2,000 – 2,499	1	0.8	0.8
2,500 – 4,999	6	4.8	4.8
<b>Total</b>	<b>124</b>	<b>99.2</b>	<b>100</b>
Not available	1	0.8	-
<b>Total</b>	<b>125</b>	<b>100</b>	-

### 14. *Considered / Attempted suicide*

44% of the residents (55 women) had considered suicide.

<b>Considered suicide</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	55	44	47
No	62	49.6	53
<b>Total</b>	<b>117</b>	<b>93.6</b>	<b>100</b>
Not available	8	6.4	-
<b>Total</b>	<b>125</b>	<b>100</b>	-

Among them, 20 women had attempted suicide at least once.

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>
Yes	20	36.4
No	35	63.6
<b>Total</b>	<b>55</b>	<b>100</b>

Nine women had attempted suicide once while five had attempted it twice. Only two residents had attempted suicide more than four times. Most of them attempted suicide by swallowing sleeping pills, cutting their wrists with a knife or cutter, drinking toxic substances or drinking medicine.

<b>Times attempted</b>	<b>Number</b>	<b>Percentage</b>
Once	9	45.0
Twice	5	25.0
Three	3	15.0
Four	1	5.0
More than four	2	10.0
<b>Total</b>	<b>20</b>	<b>100</b>

### **15. Services provided by WAO**

Besides providing counselling and shelter services to the residents, the social workers also provided other services for the clients in order to meet their individual needs. These services included providing information on financial matters, visas and social visit passes, permanent residency and networking with other agencies.

In all the tables below, the number of women who had gained the particular knowledge by the time they had left WAO also includes the women who had this knowledge before they came to WAO.

#### **15.1 Awareness about information on the dynamics of domestic violence and on Interim Protection Orders (IPO)**

Clients are provided counselling and helped to understand the dynamics of domestic violence, how to lodge police reports and how to apply for an IPO. The social workers discuss this information not only with domestic violence survivors, but also with other residents.

Ninety-eight residents had developed an understanding of the dynamics of domestic violence and how to deal with it by the time they left WAO. For the women who decided to return to abusive situations, the information they received at WAO will be vital as they are now more aware of their options.

<b>Awareness of the dynamics of domestic violence</b>	<b>Number of residents who had acquired this knowledge before coming to WAO</b>	<b>Number of residents who had the knowledge upon leaving WAO</b>
	31	98

Ninety-three women understood how to lodge police reports after they left WAO. WAO social workers taught them how to write the reports and what the process is after lodging the police reports.

<b>Knowledge of how to lodge police reports</b>	<b>Number of residents who had acquired this knowledge before coming to WAO</b>	<b>Number of residents who had the knowledge upon leaving WAO</b>
	45	93

Only 26 residents knew about IPOs before they came to WAO. Many residents were not informed even though they had lodged police reports many times before. The Investigating Officers (IO) and

front desk officers did not inform them about the IPO procedures. Eighty-six women understood how to apply for an IPO when they left WAO.

Knowledge of how to apply for IPO	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	26	86

### 15.2 Issues on family planning, breast self examination and HIV/AIDS

This component relates to health issues, such as family planning methods, how to conduct self breast examination and knowledge regarding HIV/AIDS.

Knowledge of contraceptive methods	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	61	102

Knowledge of how to do a breast self examination	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	49	96

Knowledge of HIV/AIDS	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	59	98

### 15.3 Issues on legal procedures

This component relates to legal procedures, such as the marriage tribunal, divorce and custody issues. Although some residents did not have any intention to divorce their husbands, the social workers would nevertheless provide them with the information.

#### 15.3.1 Marriage Tribunal

Only sixteen residents had heard of the Marriage Tribunal. Forty-three women were aware of the role of the Marriage Tribunal when they left WAO.

Knowledge about the Marriage Tribunal	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	16	43

### *15.3.2 Divorce Procedures*

Knowledge of divorce procedures	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	19	54

### *15.3.3 Child Custody*

Knowledge of child custody procedures	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	16	53

### *15.3.4 Maintenance*

Knowledge of maintenance procedures	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	15	52

## **15.4 Issues on financial matters**

This component relates to financial matters, such as teaching residents how to do their budgeting. In some cases where the residents had incurred a loan primarily due to their husbands' or partners' financial problems, the social workers together with the LAC students also provided them with information and resources to deal with this. We also referred them to AKPK (Agensi Kaunseling dan Pengurusan Kredit) for financial counselling.

WAO also teaches residents how to negotiate with their employers for their wages, especially in cases where employers refuse to pay.

### *15.4.1 Budgeting*

Knowledge of budgeting	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	35	66

### *15.4.2 Loan / debt / bankruptcy*

Knowledge of loans / debts / bankruptcy	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	12	31

### *15.4.3 Salary / wages*



Knowledge of negotiating with employers about salary / wages	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
		29

### 15.5 Visas, social visit passes and permanent residency

For the non-Malaysians who sought shelter in 2010, WAO provided them with information about their social visit passes, how to apply for permanent residency (PR) and discussed issues around overstaying visas. Most of the non-Malaysians were referred to us by UNHCR and therefore had refugee status in Malaysia. A few others wanted to return to their home countries.

#### 15.5.1 Social Visit Pass

Knowledge of the Social Visit Pass	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
		4

#### 15.5.2 Application for Permanent Residency

Knowledge of applying Permanent Residency	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
		1

#### 15.5.3 Issues about overstaying visas

Knowledge of issues related to overstaying visas	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
		2

### 15.6 Networking with other agencies

WAO also provided the residents with useful information about different agencies who are able to assist them. In some cases, WAO linked them with the officers from these agencies for direct assistance.

**15.6.1 National Registration Department (for identity cards / birth certificates /marriage certificates)**

Knowledge of Jabatan Pendaftaran Negara procedures	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	24	51

**15.6.2 Welfare Department**

Knowledge of the role of the welfare department (IPO, financial assistance and counselling)	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	28	59

**15.6.3 Lawyers / Legal Aid Centre (LAC)**

Knowledge of the role of lawyers / LAC (divorce, custody and maintenance)	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	12	34

**15.6.4 Religious Bodies**

Knowledge of relevant religious bodies	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	7	19

**15.6.5 Other NGOs**

Knowledge of other NGOs (children's homes, marriage counselling and financial assistance)	Number of residents who had acquired this knowledge before coming to WAO	Number of residents who had the knowledge upon leaving WAO
	22	37

## DOMESTIC VIOLENCE: THE ABUSE

There were 125 women who sought shelter in the Refuge in 2010 and of that number, **88 were survivors of domestic violence**. In 2009, 89 women out of the 119 residents in the Refuge were domestic violence survivors. In 2010, there has been a decrease in the percentage of domestic violence cases compared to 2009.

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

Type of abuse	Number	Percentage
Physical	83	94.3
Psychological *	85	96.6
Sexual	31	35.2
Financial	58	65.9
Social	46	52.3

\* There were two cases in which the clients did not identify that they were psychologically abused; and one case in which the information was not available.

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

Description	Number	Percentage
Beaten with hands and kicking	83	94.3
Beaten with objects	47	53.4
Objects thrown	42	47.7
Hit against a wall / thrown on the floor	32	36.3
Assaulted with knife / objects	23	26.1
Scalded/burnt	9	10.2

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

Among the 88 survivors, 78 women were abused by their husband or boyfriend, while ten were abused by their family members. Information regarding one client was not available as she only stayed in the Refuge for one night.

#### 3.1 Abused by husband / co-habitor / boyfriend

Perpetrator	Number	Percentage
Husband / ex-husband	71	91
Boyfriend	7	9
<b>Total</b>	<b>78</b>	<b>100</b>

<b>When the abuse started</b>	<b>Number</b>	<b>Percentage</b>
Before marriage	18	23.1
Within one year	39	50
Within two years	9	11.5
Within three years	3	3.8
Within four years	-	0
Within five years	6	7.7
After the fifth year	3	3.8
<b>Total</b>	<b>78</b>	<b>100</b>

<b>Length of abuse</b>	<b>Number</b>	<b>Percentage</b>
Less than 1 year	9	11.5
1 to 5 years	31	39.7
6 to 10 years	18	23.1
11 to 15 years	12	15.4
16 to 20 years	7	9
More than 20 years	1	1.9
<b>Total</b>	<b>78</b>	<b>100</b>

### 3.2 Abused by family members or relatives

Nine of the domestic violence survivors were abused by family members.

<b>Perpetrator</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Parents	6	60	66.7
Siblings	1	10	11.1
Relatives	2	20	22.2
<b>Total</b>	<b>9</b>	<b>90</b>	<b>100</b>
Not available	1	10	-
<b>Total</b>	<b>10</b>	<b>100</b>	<b>-</b>

The following table shows the breakdown based on the gender of the perpetrator. The siblings and relatives were all men.

<b>Parents</b>	<b>Number</b>	<b>Percentage</b>
Father	2	33.3
Mother	3	50
Both	1	16.7
<b>Total</b>	<b>6</b>	<b>100</b>

<b>Length of abuse</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
1 to 2 years	5	50	55.6
3 to 4 years	1	10	11.1
4 to 5 years	2	20	22.2
<b>10 years and above</b>	<b>1</b>	<b>10</b>	<b>11.1</b>
<b>Total</b>	<b>9</b>	<b>90</b>	<b>100</b>
Not Available	1	10	-
<b>Total</b>	<b>10</b>	<b>100</b>	<b>-</b>

#### 4. *History of abuse*

##### 4.1 Perpetrator's family

<b>History of abuse</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes *	34	38.6	41.5
No	29	33	35.4
Don't know	19	21.6	23.2
<b>Total</b>	<b>82</b>	<b>93.2</b>	<b>100</b>
Not available	6	6.8	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

\* Out of the six perpetrators who were parents, four had a background of abuse.

##### 4.2 Resident's family

<b>History of abuse</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	23	26.1	27.7
No	60	68.2	72.3
<b>Total</b>	<b>83</b>	<b>94.3</b>	<b>100</b>
Not available	5	5.7	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

## 5. *Frequency of the abuse*

Frequency of abuse	Number	Percentage	Valid Percentage
Daily	34	38.6	39.1
Once a week	13	14.8	14.9
Occasionally	35	39.8	40.2
Others	5	5.7	5.7
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not Available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

## 6. *Considered / attempted suicide*

Out of the 88 domestic violence survivors, 48 women (54.5%) had considered suicide.

Considered suicide?	Number	Percentage	Valid Percentage
Yes	48	54.5	55.8
No	38	43.2	44.2
<b>Total</b>	<b>86</b>	<b>97.7</b>	<b>100</b>
Not available	2	2.3	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

Out of the 48 survivors who had considered suicide, 17 had attempted suicide at least once.

Attempted suicide?	Number	Percentage
Yes	17	35.4
No	31	64.6
<b>Total</b>	<b>48</b>	<b>100</b>

Frequency of attempts	Number	Percentage
One time	8	47.1
Two times	3	17.6
Three times	3	17.6
Four times	1	5.9
More than Four	2	11.8
<b>Total</b>	<b>17</b>	<b>100</b>

### 6.1 Methods of attempting suicide

Out of the 17 women who attempted suicide, five consumed some form of harmful substance (poison or cleaning detergent) while seven took pills and four resorted to self injury. The information for one client was not available.

Methods of attempting suicide	Number	Percentage	Valid Percentage
Consuming harmful substances	5	29.4	31.2
Swallowing pills	7	41.2	43.8
Self injury (stab, wrist cutting)	4	23.5	25
<b>Total</b>	<b>16</b>	<b>88.6</b>	<b>100</b>
Not available	1	5.9	-
<b>Total</b>	<b>17</b>	<b>100</b>	<b>-</b>

### 7. Number of times the woman tried to leave the abusive situation

Forty-four women (50%) had attempted to leave the abusive situation at least once. Out of these 44 women, twelve had tried more than five times while nine others had tried only once. There were 40 (45.5%) women who had never left the abusive situation before.

Number of times the women had left	Number	Percentage	Valid Percentage
Never left before	40	45.5	47.7
One time	9	10.2	10.7
Two times	12	13.6	14.3
Three times	8	9.1	9.5
Four times	3	3.4	3.6
Five times or more	12	13.6	14.3
<b>Total</b>	<b>84</b>	<b>95.5</b>	<b>100</b>
Not available	4	4.5	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

**8. *Triggering factors that made the woman leave her house and come to WAO***

48.9% decided to leave their house because the situation had become unbearable (for example, the abuse worsened, the husband stopped financial support, the woman decided that her husband would never change), and 20% left because they feared their husbands. Other factors included that they were kicked out by family members or that they have been on the run from their husbands.

<b>Triggering factors</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
For the sake of the children	3	3.4	3.4
Fear of husband	20	22.7	23.0
Situation in the house became unbearable	43	48.9	49.4
There were other networks/resources to help her (e.g. church, NGO)	11	12.5	12.6
Other factors	10	11.4	11.5
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>



## DOMESTIC VIOLENCE: THE PERPETRATORS

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

### 1. *Relationship to the clients*

Perpetrators	Number	Percentage	Valid Percentage
Husband / ex-husband	71	80.7	81.6
Parent(s)	6	6.8	6.9
Boyfriend	7	8.0	8.0
Sibling(s)	1	1.1	1.1
Relative(s)	2	2.3	2.3
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not Available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

### 2. *Age*

The perpetrators were mostly in their 30's (44%).

Age (years)	Number	Percentage	Valid Percentage
20 to 29	16	18.2	18.6
30 to 39	39	44.3	45.3
40 to 49	23	26.1	26.7
50 and above	8	9.1	9.3
<b>Total</b>	<b>86</b>	<b>97.7</b>	<b>100</b>
Not Available	2	2.3	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

### 3. *Nationality*

77% of the perpetrators were Malaysian and 17% were Burmese. Among the Malaysians, the breakdown by ethnic group was: Indians (60%), Malays (25%) and Chinese (11.8%).

Nationality	Number	Percentage	Valid Percentage
Malaysian	68	77.3	78.2
Indonesian	1	1.1	1.1
Indian	1	1.1	1.1
Sri Lankan	1	1.1	1.1
Burmese	15	17.0	17.2
Bangladeshi	1	1.1	1.1

<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not Available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

The ethnicity of the Malaysian perpetrators:

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	17	25.0
Chinese	8	11.8
Indian	43	63.2
<b>Total</b>	<b>68</b>	<b>100</b>

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

17% of the perpetrators had reached their PMR level or SPM level. 18.2% of the women did not know about their abusers' level of education.

<b>Level of education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
No formal education	10	11.4	12.2
Primary	9	10.2	11.0
Lower Secondary / PMR	15	17.0	18.3
Upper Secondary / SPM	15	17.0	18.3
Diploma / Form 6	8	9.1	9.8
Degree	9	10.2	11.0
Don't know	16	18.2	19.5
<b>Total</b>	<b>82</b>	<b>93.2</b>	<b>100</b>
Not available	6	6.8	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

#### **5. Occupation**

22.7% of the perpetrators were unemployed. Some were either self-employed (18.2%) or worked in the service sector (14.8 %).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	20	22.7	23.5
Factory / production worker	4	4.5	4.7
Cleaner / general worker	8	9.1	9.4
Professional	6	6.8	7.1
Technical worker	8	9.1	9.4
Self employed / business	16	18.2	18.8

Administrator / manager	1	1.1	1.2
Sales	2	2.3	2.4
Service sector (Hospitality)	13	14.8	15.3
Retired	2	2.3	2.4
Government agencies	1	1.1	1.2
Others	1	1.1	1.2
Don't Know	3	3.4	3.5
<b>Total</b>	<b>85</b>	<b>96.6</b>	<b>100</b>
Not available	3	3.4	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

## 6. *Income*

41% of the clients did not know how much their partners earned. 19.3 % of the perpetrators did not have any form of income and 11.4 % earned between RM2,000 and RM2,499. Three of the perpetrators earned between RM5,000 and RM9,999 and two earned more then RM10,000.

<b>Income (RM)</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	17	19.3	19.5
< 500	1	1.1	1.1
500 – 999	4	4.5	4.6
1,000 – 1,499	8	9.1	9.2
1,500 – 1,999	4	4.5	4.6
2,000 – 2,499	10	11.4	11.5
2,500 – 4,999	2	2.3	2.3
5,000 – 9,999	3	3.4	3.4
> 10,000	2	2.3	2.3
Don't know	36	40.9	41.4
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

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

The residents cited three main reasons for the abuse. They were: suspicious nature (44.3%), jealousy (43.2%) and financial problems (44.3%). However, 37.5% of them said the abuse occurred for no apparent reason.

<b>Triggering factors</b>	<b>Number</b>	<b>Percentage</b>
No reason	33	37.5
Jealousy	38	43.2

Suspicious nature	39	44.3
Financial problems	39	44.3
Child related problems	13	14.8
Alcohol	27	30.7
Work related stress	16	18.2
Drugs	20	22.7
In-laws interference	15	17.0
Gambling problems	4	4.5
Sexual problems	15	17
Another woman / polygamy	15	17
Other women / affairs	14	15.9

## 8. *Criminal record*

15.9% of the perpetrators had criminal records for crimes besides domestic violence. About 6% of the women were unsure if the perpetrators had criminal records, but had suspicions.

<b>Criminal Record</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	14	15.9	16.1
No	68	77.3	78.2
Don't know	5	5.7	5.7
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not Available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

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

### 9.1 **Police report lodged prior to seeking shelter at WAO**

Sixty-three of the women had lodged at least one police report prior to coming to WAO. Some had lodged police reports just before they arrived at WAO to seek shelter. When they were at WAO, the social workers assisted them in communicating with the investigating officer to check on the status of the case. Thirty-four residents made police reports while staying at the Refuge.

<b>Police report lodged prior to arriving at WAO</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	63	71.6	72.4
No	24	27.3	27.6
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
Not Available	1	1.1	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

## 9.2 Helping residents to obtain IPOs

WAO assisted twenty-five women in obtaining IPOs. Sixteen women were successful in getting an IPO and there was one perpetrator who violated the IPO.

Obtained IPO	Number	Percentage
Yes	16	64
No	7	28
In the process	2	8
<b>Total</b>	<b>25</b>	<b>100</b>

Many women lodged police reports to report the abuse, but did not want to pursue the case. Some of them refused to charge the husband as the children were living with him. They felt that lodging police reports were enough for their own protection.

## DOMESTIC VIOLENCE: OUTCOMES

### 1. *Status of the women at the end of 2010*

Almost 40% of the women went on to live independently. 25% went back to the abusive situation while 3.4% returned to their own homes because their husbands or partners had vacated the house.

Status of the women	Number	Percentage	Valid Percentage
Still at WAO	2	2.3	2.4
Went back to abusive situation	22	25	25.9
Living independently	35	39.8	41.2
Left to country of origin	5	5.7	5.9
Returned to own home	3	3.4	3.5
Staying with family / relatives / friends	16	18.2	18.8
Moved to a different home	2	2.3	2.4
<b>Total</b>	<b>85</b>	<b>96.6</b>	<b>100</b>
Not Available	3	3.4	-
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

### 2. *Her support systems*

Almost 70% of the women mentioned that they had their own network or support system, whereas 30% did not have any.

Her support systems	Number	Percentage	Valid Percentage
Yes	61	69.3	70.1
No	26	29.5	29.9
<b>Total</b>	<b>87</b>	<b>98.9</b>	<b>100</b>
<b>Not Available</b>	<b>1</b>	<b>1.1</b>	<b>-</b>
<b>Total</b>	<b>88</b>	<b>100</b>	<b>-</b>

Most of women received support from their family members (parents, siblings or other relatives). Some others received help and support from other NGOs (e.g. UNHCR) or the Welfare Department or religious organisations. There were three women who received support from their in-laws. The support comes in various forms – either moral, financial or the provision of temporary housing when they leave or during their stay in WAO.

Her support systems	Number	Percentage
Family members	34	55.7
Relatives	2	3.3
In-laws	3	4.9
Religious community	1	1.6

NGO	7	11.6
Friends	13	21.3
Boyfriends	1	1.6
<b>Total</b>	<b>61</b>	<b>100</b>

Despite stating that they had support systems, thirteen women still decided to return to their abusive situations.

### 3. *Reasons cited for returning to abusive situation (multiple answers)*

Twenty-two (25%) of the women decided to return to their abusive situations. Thirteen women who went back to the abusive situations said that they wanted to give their husband or partner another chance. The other reasons as to why the women decided to go back were to look after the children's educational needs, for financial reasons or the husbands had convinced them that they would not abuse them again.

Other reasons include family pressures or going back after a cooling down period and because the children are with the husband.

Reasons	Number	Percentage
Give husband another chance	13	59.1
Children's education	8	36.4
Financial reasons	2	9.1
Husband agreed to change his behaviour /lifestyle	4	18.2
Under threat from husband	2	9.1
Illness in family	3	13.6
Other reasons	10	45.5

### 4. *Occupation*

Out of the 66 women who were not returning to their abusive situations, 30 women found jobs to sustain themselves. Most of the ex-residents who decided not to return to their abusive situations were factory workers, in the sales or services sector.

About 54.5% (36 women) were still unemployed at the end of their stay at WAO.

Type of job	Number	Percentage
Factory/production worker	5	16.7
Cleaner / General Worker	2	6.7
Professional	2	6.7
Self-employed/ Business	2	6.7
Administrator/ Manager	2	6.7
Clerical worker	4	13.3

Sales	5	16.7
Service sector (Hospitality)	4	13.3
Teacher/ Lecturer/ Professor	1	3.3
Customer Service	2	6.7
Government Agencies	1	3.3
<b>Total</b>	<b>30</b>	<b>100</b>



## MIGRANT DOMESTIC WORKER ABUSE

Two of our residents in 2010 were migrant domestic workers. One was from the Philippines and the other was from Vietnam. There was no physical violence involved in both of these cases. One of them was deprived of her salary while the other was cheated by her agent and was working without a permit during her time with her employer.

### 1. Age

Age (years)	Number	Percentage
20 to 29	1	50
30 to 39	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 2. Length of work

Length of work (month)	Number	Percentage
7 - 12 months	1	50
13- 18 months	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 3. Length of stay at shelter

Length of stay	Number	Percentage
2 to 3 weeks	1	50
1 to 2 months	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 4. Reasons for coming to WAO

Reason	Number	Percentage
Abused by employer	2	100
<b>Total</b>	<b>2</b>	<b>100</b>

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

Type of abuse	Number	Percentage
Financial	2	100

## MIGRANT DOMESTIC WORKER ABUSE: THE PERPETRATORS

One of the perpetrators was an agent (male) while the other was a female employer.

### 1. *Age*

Age (years)	Number	Percentage
30 to 39	1	50
40 to 49	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 2. *Ethnicity*

Ethnicity	Number	Percentage
Chinese	1	50
Indian	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 3. *Occupation*

Occupation	Number	Percentage
Self-employed / business	1	50
Administrator / manager	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

## MIGRANT DOMESTIC WORKER ABUSE: OUTCOMES

### 1. *Status of the migrant domestic workers at the end of 2010*

There were two MDWs at the refuge in 2010. One woman went back to her country of origin and one decided to live independently.

Status of migrant domestic worker	Number	Percentage
Living independently	1	50
Left the country to country of origin	1	50
<b>Total</b>	<b>2</b>	<b>100</b>

### 2. *Services provided for migrant domestic workers*

Services provided	Number	Percentage
Procedure of making police reports / IPO	2	100
Contraceptive methods	2	100
Social Visit Pass	1	50
Overstay issues	2	100
Negotiating with employer / agent	1	50
Negotiating with Embassy	2	100
Helping client get her wages	1	50
Waiver of penalty for overstay	1	50
Special pass and check out memo	1	50

Both clients did not want to lodge a police report. However, they were briefed about the procedures of making the police report.

Outcome	Number	Percentage
Got special pass and check out memo to leave the country	1	50

## SINGLE PREGNANT WOMEN

Out of the 125 women, twenty were single and pregnant. Eleven women (55 %) were between the ages of 20 and 29.

### 1. *Age of clients*

Age (years)	Number	Percentage
Less than 20 years old	7	35
20- 29 years old	11	55
30- 39 years old	2	10
<b>Total</b>	<b>20</b>	<b>100</b>

### 2. *Ethnicity of clients*

Ethnicity of residents	Number	Percentage
Malay	15	75
Indian	5	25
<b>Total</b>	<b>20</b>	<b>100</b>

### 3. *Level of education of clients*

Level of education	Number	Percentage
Primary	2	10
Lower Secondary / PMR	1	5
Upper Secondary / SPM	13	65
Form 6/ Certificate	2	10
Diploma	2	10
<b>Total</b>	<b>20</b>	<b>100</b>

### 4. *Reasons for seeking shelter*

Most of these women came to WAO to hide their pregnancy from either their family or society. Even though some of them had family support, their family members still wanted them to stay in an undisclosed place to avoid stigmatisation from their villagers and relatives. One woman came to WAO because she had no place to go and needed resources to give birth.

Reasons for seeking shelter	Number	Percentage
Hiding her pregnancy	16	80
Abuse by boyfriend	1	5
Family unwilling to accept her	2	10
Lacking resources to give birth	1	5
<b>Total</b>	<b>20</b>	<b>100</b>

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

Seventeen women (85%) said that they were in a consensual relationship. Two women were raped by their boyfriends and one was raped by her cousin.

Consensual relationship?	Number	Percentage
Yes	17	85
No	3	15
<b>Total</b>	<b>20</b>	<b>100</b>

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

Out of the twenty women, 85% had knowledge of family planning.

Knowledge of family planning?	Number	Percentage
Yes	17	85
No	3	15
<b>Total</b>	<b>20</b>	<b>100</b>

Of the 17 women who had the knowledge of family planning, only one of them used a contraceptive method. In total out of the 20 single pregnant women, 19 did not use any contraception.

### 7. *Reasons for pregnancy*

Most of the women don't use contraception because they felt that they would not get pregnant.

Reasons for pregnancy	Number	Percentage
Didn't know how to use contraception	2	10.5
Felt that they would not get pregnant	8	42.1
Partner did not approve	2	10.5
Others	7	36.8
<b>Total</b>	<b>19</b>	<b>100</b>

### 8. *Her family / partner support system*

Seventeen women received some form of support from family members or their partner.

<b>Support system</b>	<b>Number</b>	<b>Percentage</b>
None	3	15
Family	16	80
Boyfriend	1	5
<b>Total</b>	<b>20</b>	<b>100</b>

### 9. *Outcomes*

Fourteen women decided to give up their baby for adoption.

<b>Status of the baby</b>	<b>Number</b>	<b>Percentage</b>
Gave for adoption	14	70
Kept the baby	5	25
Taken care by family / relatives	1	5
<b>Total</b>	<b>20</b>	<b>100</b>

## FACE TO FACE COUNSELLING

In 2010, there were 145 women who sought our services for face to face counselling. In 2009, 138 women came to WAO for face to face counselling – which shows that in 2010 there was an increase of 5.1%.

### 1. *Monthly breakdown for face to face counselling*

Month	Number	Percentage
January	26	17.9
February	16	11.0
March	14	9.7
April	14	9.7
May	8	5.5
June	10	6.9
July	9	6.2
August	8	5.5
September	14	9.7
October	9	6.2
November	8	5.5
December	9	6.2
<b>Total</b>	<b>145</b>	<b>100</b>

### 2. *Problems faced*

63.4% (92 women) sought face to face counselling owing to domestic violence. 32.4% came to WAO because of issues other than domestic violence which included legal issues pertaining to immigration, problems with obtaining birth certificates or passports, divorce, children's custody, maintenance and matrimonial property issues. Other than legal issues, there were issues regarding single pregnant woman, financial assistance for single parents, depression, sexual harassment, and also the need for shelter. Besides domestic violence, clients also sought help for other forms of sexual violence such as sexual harassment (eight women) and rape (six women).

Reason	Number	Percentage
Domestic violence	92	63.4
Other than violence	35	24.1
Sexual Harassment	8	5.5
Rape	6	4.1
<b>Total</b>	<b>145</b>	<b>100</b>

### 3. *Types of violence (multiple answers)*

Among 92 domestic violence cases, the types of violence faced by the women were:

Types of violence	Number	Percentage
Physical	63	68.5
Psychological	76	82.6
Sexual	18	19.6
Financial	16	17.4
Social	15	16.3

### 4. *Other problems faced (multiple answers)*

Other problems	Number	Percentage
Divorce / custody / maintenance	28	19.3
Relationship problems with husband / boyfriend	62	42.1
Husband / boyfriend jealous / suspicious / insecure / stressed / angry	13	9.0
Husband / boyfriend unemployed / irresponsible	13	9.0
Husband in polygamous marriage / affairs	21	14.5
Husband on drugs / alcohol / gambling	14	9.7
Husband / boyfriend financial problems	10	6.9
Problems with family / in-laws	6	4.1
Sexual harassment	12	8.3
Depression / mental stress	37	25.5
Police report / IPO	8	5.5
Child abuse	4	2.8
Single mother pregnancy / abortion	1	0.7
Unemployed / work related problems	5	3.4
Visa / immigration	1	0.7
Registration (BC/IC)	2	1.4
Financial help	4	2.8
Others *	6	4.1



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

Most of the women sought face to face counselling mainly because they wanted counselling and guidance (81.4%). Some of them wanted advice, specifically on legal matters (32.4%) and also assistance in getting an IPO (22.1%). There were clients who also requested other information such as their rights regarding sexual harassment, getting birth certificates, coping with children, financial assistance and property problems.

Needs	Number	Percentage
Counselling / Guidance	118	81.4
Legal information	47	32.4
Other information	4	2.8
Shelter	13	9.0
Help in getting IPO	32	22.1
To be accompanied (welfare, court, other)	1	0.7
Financial assistance	7	4.8
Counselling for husband	8	5.5
Requested information	19	13.1

### 6. Ex-clients

Of the 145 women who came to WAO for face to face counselling, 18.6% of them were WAO's past clients and 81.4% were new clients.

Ex-Clients?	Number	Percentage
Ex-resident or ex-clients	27	18.6
New clients	118	81.4
<b>Total</b>	<b>145</b>	<b>100</b>

### 7. Age

The clients were mostly in their 30s (34.5%) and 20s (20.7%).

Age (years)	Number	Percentage	Valid Percentage
20 years old or below	2	1.4	1.6
20 to 29	30	20.7	23.4
30 to 39	50	34.5	39.1
40 to 49	33	22.8	25.8
50 years old and above	13	9.0	10.2
<b>Total</b>	<b>128</b>	<b>88.3</b>	<b>100</b>
Not available	17	11.7	-
<b>Total</b>	<b>145</b>	<b>100</b>	-

## 8. Nationality

92.4% of the clients were Malaysian. Among the Malaysian clients, they were mostly Indians (53.7%), followed by Chinese (20.1%) and Malays (16.4%).

Nationality	Number	Percentage	Valid Percentage
Malaysian	134	92.4	96.4
Filipina	2	1.4	1.4
Others	3	2.1	2.2
<b>Total</b>	<b>139</b>	<b>95.9</b>	<b>100</b>
Not available	6	4.1	-
<b>Total</b>	<b>145</b>	<b>100</b>	<b>-</b>

## 9. Place of residence

Most of the clients came from Wilayah Persekutuan (24.8%) and Selangor (45.5%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutuan	36	24.8	30.0
Selangor	66	45.5	55.0
Johor	2	1.4	1.7
Perak	1	0.7	0.8
Negeri Sembilan	5	3.4	4.2
Pahang	2	1.4	1.7
Melaka	3	2.1	2.5
Pulau Pinang	1	0.7	0.8
Sarawak	4	2.8	3.3
<b>Total</b>	<b>120</b>	<b>82.8</b>	<b>100</b>
Not available	25	17.2	-
<b>Total</b>	<b>145</b>	<b>100</b>	<b>-</b>

## 10. Occupation

23.4% of the clients were unemployed while 10.3% of the clients were homemakers. 6.2% of the women were in education while 7.6% did other jobs such as freelancing, marketing etc.

Occupation	Number	Percentage	Valid Percentage
Unemployed	34	23.4	28.6
Homemaker	15	10.3	12.6
Factory / production worker	4	2.8	3.4
Migrant domestic worker / domestic worker	4	2.8	3.4

Professional	5	3.4	4.2
Technical worker	3	2.1	2.5
Self-employed / business	2	1.4	1.7
Administrator / manager	6	4.1	5.0
Student	8	5.5	6.7
Clerical worker	4	2.8	3.4
Sales	6	4.1	5.0
Service sector (Hospitality)	7	4.8	5.9
Customer service	1	0.7	0.8
Teacher / lecturer / professor	9	6.2	7.6
Other	11	7.6	9.2
<b>Total</b>	<b>119</b>	<b>82.1</b>	<b>100</b>
Not available	26	17.9	-
<b>Total</b>	<b>145</b>	<b>100</b>	<b>-</b>

### ***11. Considered / attempted suicide***

Ten women considered suicide.

<b>Considered suicide</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	10	6.9	7.2
No	129	89.0	92.8
<b>Total</b>	<b>139</b>	<b>95.9</b>	<b>100</b>
<b>Not available</b>	<b>6</b>	<b>4.1</b>	<b>-</b>
<b>Total</b>	<b>145</b>	<b>100</b>	<b>-</b>

Three out of the ten clients who considered suicide actually attempted it.

## 12. Awareness of WAO

Most of the clients knew about WAO from ex-clients, family or friends (25.5%). Other clients (13.8%) knew about WAO from the media.

Awareness	Number	Percentage	Valid Percentage
Police	14	9.7	11.9
Welfare	11	7.6	9.3
NGO	11	7.6	9.3
Media (internet, newspaper, radio)	20	13.8	16.9
Ex-clients / friends / family	37	25.5	31.4
Lawyer / Legal Aid Centre	12	8.3	10.2
Other	13	9.0	11.0
<b>Total</b>	<b>118</b>	<b>81.4</b>	<b>100</b>
<b>Not available</b>	<b>27</b>	<b>18.6</b>	<b>-</b>
<b>Total</b>	<b>145</b>	<b>100</b>	<b>-</b>

## 13. Outcomes

13.1% of the clients (19 women) who sought counselling were later referred to other agencies, such as the Welfare Department or Legal Aid Centres, the hospital One Stop Crisis Centres and other NGOs. Seven (4.8%) clients requested that the social workers accompany them to agencies, such as to the police station, court, the Welfare Department and the National Registration Department among others.

Outcome	Number	Percentage
Referral to agencies	19	13.1
Accompanied to agencies	7	4.8
Follow-up	22	15.2
Sought shelter	7	4.8
Continued counselling	14	9.7
No further action	76	52.4
<b>Total</b>	<b>145</b>	<b>100</b>

52.4% of the women came only once to WAO, however the social workers advised them to call back when necessary. Most of them had obtained enough information through the counselling sessions and they were able to identify their problems and left with many options.

## TELEPHONE COUNSELLING

- **Number of calls in 2010: 1,544**
- Number of calls in 2009: 1,228
- Number of calls in 2008: 1,318

### 1. *Monthly breakdown of calls recorded*

Month	Number	Percentage
January	123	8.0
February	71	4.6
March	139	9.0
April	138	8.9
May	178	11.5
June	134	8.7
July	145	9.4
August	128	8.3
September	99	6.4
October	128	8.3
November	143	9.3
December	118	7.6
<b>Total</b>	<b>1544</b>	<b>100</b>

### 2. *Reasons for the calls*

61.7 % of the calls recorded were related to domestic violence while 31.4% of the calls were related to issues other than violence.

Reasons for the calls	Number	Percentage
Domestic violence	953	61.7
Other than violence	577	31.4
Domestic worker abuse	2	0.1
Abuse / assault	7	0.5
Rape	2	0.1
Child abuse	3	0.2
<b>Total</b>	<b>1544</b>	<b>100</b>

62.4% of the callers had relationship problems either with their husband, boyfriend or family members. 23.9% of the callers wanted information on divorce, child custody and maintenance. In 2010, 11.5% of the callers had experienced depression and stress. In 2009, this percentage was 32%.

<b>Other problems (multiple answers)</b>	<b>Number</b>	<b>Percentage</b>
<b><i>Problems with husband</i></b>		
Relationship problems with husband	605	39.2
Unemployed / irresponsible	89	5.8
Drugs / alcohol / gambling	94	6.1
Jealous / suspicious / insecure / stressed / angry	54	3.5
Polygamy / affairs	150	9.7
Financial problems	41	2.7
Divorce / custody / maintenance	230	14.9
<b><i>Problems with boyfriend</i></b>		
Relationship problems	48	3.1
Unemployed / irresponsible	4	0.3
Drugs / alcohol / gambling	1	0.1
Jealous / suspicious / insecure / stress / angry	7	0.5
Relationship with another woman	4	0.3
Financial problems	1	0.1
Custody / maintenance	2	0.2
<b><i>Others</i></b>		
Depressed / stress	177	11.5
Financial help	37	2.4
Difficulties coping with children	29	1.9
In-law problems	56	3.6
Unemployed / work related problems	22	1.4
Sexual harassment / rape / incest	37	2.4
Single parent	27	1.7
Single mother pregnancy	69	4.5
Housing	19	1.2
Immigration (visa / overstay / permit)	9	0.6
Registration (BC / IC)	13	0.8
Parenting / adoption	14	0.9
Police reporting	49	3.2
Child abuse	18	1.2
Mentally ill / disabled / sick relative	10	0.6

### 3. *Information on domestic violence (multiple answers)*

Among the 953 callers who suffered domestic violence, 51.5% suffered psychological abuse and 58.1% were physically abused, many suffered more than one type of abuse.

Type of abuse	Number	Percentage
Physical	554	58.1
Psychological	491	51.5
Sexual	35	3.7
Financial	53	5.6
Social	44	4.6

### 4. *Length of abuse*

133 callers (21.3%) had been abused for less than one year, and 166 callers (17.4%) had been in an abusive situation for one to five years. However, there were a total of 324 callers (34%) callers who had been abused for six or more years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	133	14.0	21.3
1 to 5 years	166	17.4	26.6
6 to 10 years	132	13.9	21.2
11 to 15 years	76	8.0	12.2
16 to 20 years	63	6.6	10.1
More than 20 years	53	5.6	8.6
<b>Total</b>	<b>623</b>	<b>65.4</b>	<b>100</b>
Not available	330	34.6	-
<b>Total</b>	<b>953</b>	<b>100</b>	<b>-</b>

### 5. *Who are the callers?*

69.2% of the callers were the clients themselves, whereas 30.8% called on behalf of a friend, family member, neighbour or co-worker. 13% of the callers (62 people) were men.

Who called	Number	Percentage
Client / woman herself	1068	69.2
Other than the client	476	30.8
<b>Total</b>	<b>1544</b>	<b>100</b>

## 6. *Calls made by ex-residents*

56 calls (3.6%) were made by WAO ex-residents.

Ex-residents	Number	Percentage
Yes	56	3.6
No	1488	96.4
<b>Total</b>	<b>1544</b>	<b>100</b>

## 7. *Number of children of callers*

Most of the clients had two or fewer children. From the total number of callers, 10% had no children, 33.8% had one or two children and 17% had three or four children.

Number of Children	Number	Percentage	Valid Percentage
None	161	10.4	15.6
Pregnant	37	2.4	3.6
1 to 2 children	522	33.8	50.7
3 to 4 children	266	17.2	25.8
5 to 6 children	32	2.1	3.1
More than 6 children	12	.8	1.2
<b>Total</b>	<b>1030</b>	<b>66.7</b>	<b>100</b>
Not Available	401	26.0	-
Not Applicable	113	7.3	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

## 8. *Residence*

Most of the clients were calling from Wilayah Persekutuan (22.3%) and Selangor (26.2%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutuan	345	22.3	35.2
Selangor	404	26.2	41.2
Johor	38	2.5	3.9
Perak	52	3.4	5.3
Negeri Sembilan	35	2.3	3.6
Kelantan	14	0.9	1.4
Pahang	12	0.8	1.2
Kedah	11	0.7	1.1
Melaka	18	1.2	1.8
Terengganu	4	0.3	0.4
Pulau Pinang	28	1.8	2.9



Sabah	6	0.4	0.6
Sarawak	4	0.3	0.4
W.P Labuan	3	0.2	0.3
Other than Malaysia	6	0.4	0.6
<b>Total</b>	<b>980</b>	<b>63.5</b>	<b>100</b>
Not available	564	36.5	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

## 9. Nationality

88.5% of the callers were Malaysian. The other callers were from Vietnam, Taiwan, Pakistan, Singapore, England and Myanmar.

Nationality	Number	Percentage	Valid Percentage
Malaysian	1366	88.5	96.2
Indonesian	15	1.0	1.1
Singaporean	1	0.1	0.1
Filipina	6	0.4	0.4
Indian	9	0.6	0.6
Chinese	2	0.1	0.1
Others	21	1.4	1.5
<b>Total</b>	<b>1420</b>	<b>92.0</b>	<b>100</b>
Not available	124	8.0	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

The ethnic breakdown among the Malaysian callers is as follows:

Ethnicity	Number	Percentage	Valid Percentage
Malay	218	16.0	16.6
Chinese	419	30.7	32
Indian	641	46.9	48.9
Others	33	2.4	2.5
<b>Total</b>	<b>1311</b>	<b>96</b>	<b>100</b>
Not available	55	4	-
<b>Total</b>	<b>1366</b>	<b>100</b>	<b>-</b>

## 10. Age

Most of the clients were in their 30s (22.1%), while 14.5% were in their 20s and 11.9% were in their 40s.

Age	Number	Percentage	Valid Percentage
Under 20 years old	38	2.5	4.3
20 to 29 years old	224	14.5	25.4
30 to 39 years old	341	22.1	38.7
40 to 49 years old	183	11.9	20.8
50 to 59 years old	78	5.1	8.9
60 years and above	17	1.1	1.9
<b>Total</b>	<b>881</b>	<b>57.1</b>	<b>100</b>
Not available	663	42.9	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

## 11. Occupation

Most of the clients did not have any income. They were either unemployed (7.4%) or homemakers (8.1%). Some of the clients were administrators/managers (1.9%), general workers or cleaners (1.5%), workers in various service sectors (1.6%), those who were self-employed or owned their own business (2.1%) and factory/production workers (1.9%).

In the table below, 'others' includes people who work in various organisations that do not fit into any of the other occupation groups. Included are women who are doing, for example, odd jobs, marketing and insurance.

Occupation	Number	Percentage	Valid Percentage
Unemployed	115	7.4	17.2
Home-based business	125	8.1	18.7
Factory/production worker	30	1.9	4.5
General worker/cleaner	23	1.5	3.4
Professional	30	1.9	4.5
Self-employed/ Business	32	2.1	4.8
Administrator/ Manager	29	1.9	4.3
Student	40	2.6	6.0
Clerical worker	63	4.1	9.4
Sales	22	1.4	3.3
Services Sector	25	1.6	3.7
Domestic Workers	8	0.5	1.2
Retired	4	0.3	0.6
Teacher/ Lecturer/Professor	28	1.8	4.2

Customer Service	7	0.5	1.0
Government Servant/ Officer	9	0.6	1.3
Others	77	5.0	11.5
<b>Total</b>	<b>667</b>	<b>43.2</b>	<b>100</b>
Not Available	877	56.8	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

### 12. Needs of the callers (multiple answers)

46.6% of the callers requested counselling, 21% requested legal information and information regarding IPOs. 15% of the callers requested general information. This included information regarding counselling for children and friends and telephone numbers of support services such as the Welfare Department, lawyers and the Legal Aid Centre.

Need	Number	Percentage
Counselling	719	46.6
Legal information	324	21
Shelter	168	10.9
Information regarding IPO	325	21
Requested counselling for children	13	0.8
Counselling for husband	29	1.9
Financial assistance	26	1.7
Requested to be accompanied	7	0.5
General Information	232	15.0
Other	42	2.7

### 13. Considered suicide

29 (or 1.9 % of the callers who provided such information) had considered suicide, while the other 875 or 56.7% had not considered suicide.

Among the 1.9% or 29 women who had considered suicide, 18 callers (62%) were victims of domestic violence.

Considered suicide	Number	Percentage	Valid Percentage
Yes	29	1.9	3.2
No	875	56.7	96.8
<b>Total</b>	<b>904</b>	<b>58.5</b>	<b>100</b>
Not available	640	41.5	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

#### 14. *Attempted suicide*

Among the 29 callers who had considered suicide, 48.3% (14 callers) had attempted suicide and 41.4% (12 callers) had not attempted suicide.

<b>Attempted suicide</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	14	48.3	53.8
No	12	41.4	46.2
<b>Total</b>	<b>26</b>	<b>89.7</b>	<b>100</b>
Not available	3	10.3	-
<b>Total</b>	<b>29</b>	<b>100</b>	<b>-</b>

#### 15. *Awareness of WAO*

Most of the clients heard about WAO through friends, family or ex-clients (14.8%). The next biggest group, 229 of the clients (14.8%), found out about WAO through the media (newspapers, magazines, radio, television and the internet including WAO's website).

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Police	107	6.9	8.3
Welfare Department	114	7.4	8.9
Hospitals / One Stop Crisis Centres	116	7.5	9.0
Legal body (LAC, LAB etc)	103	6.7	8.0
NGOs	108	7.0	8.4
Media (newspapers / magazines / internet)	170	11.0	13.3
Ex- client / friends / family	229	14.8	17.8
Religious institution	105	6.8	8.2
Government agencies	108	7.0	8.4
Others	123	8.0	9.6
<b>Total</b>	<b>1283</b>	<b>83.1</b>	<b>100</b>
Not available	261	16.1	-
<b>Total</b>	<b>1544</b>	<b>100</b>	<b>-</b>

## EMAIL ENQUIRIES

We received 297 emails in 2010.

### 1. *Number of emails received each month*

Month	Number	Percentage
January	29	9.8
February	8	2.7
March	26	8.8
April	27	9.1
May	19	6.4
June	28	9.4
July	19	6.4
August	15	5.1
September	58	19.5
October	22	7.4
November	34	11.4
December	12	4.0
<b>TOTAL</b>	<b>297</b>	<b>100</b>

### 2. *Reasons for the emails*

Issues	Number	Percentage
Domestic violence	83	27.9
Legal rights	12	4.0
Child abuse	11	3.7
Sexual harassment	20	6.7
Single pregnant woman	4	1.3
Foreign domestic worker	5	1.7
Immigration matters	2	0.7
Child adoption	2	0.7
Incest / abuse by father	0	0
Assault	12	4.0
General information	139	46.8
Single mother	7	2.4

<b>Total</b>	<b>297</b>	<b>100</b>
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We replied to all the emails and urgent matters which involved domestic violence, rape and child abuse. These emails were followed through with phone calls and face to face counselling. We also gave guidance and helped clients with general information and legal advice.

In 2010, there were many emails requesting information regarding the function, roles and services of WAO. Besides that, there were questions on how to retrieve birth certificates, registering children for school (for single mothers) and contacts for legal referrals.

In addition, many college students, researchers and media personnel wrote to us to enquire about violence against women including domestic violence, rape and sexual harassment.

## FACE TO FACE COUNSELLING FOR UNHCR CLIENTS

Counselling was given to 21 female asylum seekers and refugees. These were women who came for incident report taking or were referred directly to us by UNHCR. These sessions were carried out at the WAO centre or at UNHCR.

### *1 Nationality / ethnicity*

66.7% of the women were from Myanmar while 33.3% were from other countries.

Ethnicity	Number	Percentage
<b>Myanmar</b>		
Tedim	1	4.8
Rohingya	3	14.3
Molamia	1	4.8
Hakka	3	14.3
Falan	1	4.8
Burmese/ Buddhist	2	9.6
Miso	1	4.8
Kadim	1	4.8
Kadi	1	4.8
<b>Total from Myanmar</b>	<b>14</b>	<b>66.7</b>
<b>Other than Myanmar</b>		
Somali	5	23.8
Sri Lanka	2	9.6
<b>Total from other countries</b>	<b>7</b>	<b>33.3</b>
<b>Grand Total</b>	<b>21</b>	<b>100</b>

### *3. Age*

47.6% of the women were between 20 to 29 years old. The other 28.6% ranged from the ages of 30 to 39 years old.

Age (years)	Number	Percentage
Below 20 years	1	4.8
20 to 29 years	10	47.6
30 to 39 years	6	28.6
40 to 49 years	4	19.0
<b>Total</b>	<b>21</b>	<b>100</b>

#### 4. *Type of cases*

Twelve cases (57.3%) were rape incidents. This included gang rape (4.8%), attempted rape and sexual harassment (4.8%) and rape (42.9%). Seven cases (33.3%) were domestic violence cases. Two of the cases were not related to sexual gender based violence (SGBV). This included having fear towards soldiers and also one case where the client did not want to speak.

In the case of the Somali women, almost all of them were raped. One of them was abused by her husband.

Type of cases	Number	Percentage
Rape	9	42.9
Gang rape	1	4.8
Attempted rape	1	4.8
Domestic violence	7	33.3
Sexual harassment	1	4.8
Other than SGBV	2	9.5
<b>Total</b>	<b>21</b>	<b>100</b>

Most of the rape survivors had more than one issue such as being separated from their husbands during the transit journey to Malaysia, husbands who were arrested, difficulty coping with life in Malaysia, having suicidal tendencies, depression, having no place to stay in Malaysia, domestic violence and harassment.

#### 5. *Perpetrators*

##### 5.1 **Rape incidents**

Among the 12 women who reported rape, 10 of the incidents occurred in Myanmar (country of origin) and one incident occurred in Malaysia while the information on the other incident was not available.

Perpetrators	Number	Percentage	Valid Percentage
Military	7	33.3	36.8
Rebel/Soldier	2	9.5	10.5
Husbands/ Ex-husband	6	28.6	31.6
Family members	1	4.8	5.3
Community members	2	9.5	10.5
Strangers in Malaysia	1	4.8	5.3
<b>Total</b>	<b>19</b>	<b>90.5</b>	<b>100</b>
Not available	2	9.5	-
<b>Total</b>	<b>21</b>	<b>100</b>	<b>-</b>



## **5.2 Gang rape incidents**

There was one woman who was gang raped and this was perpetrated by the military.

## **5.3 Sexual harassment incidents**

The one case of sexual harassment was committed by the military.