



WAO ANNUAL STATISTICS 2008

Prepared by Wong Su Zane

Assisted by Shoba Aiyar, Jessie Ang, Nazlina bt Abd Ghani and Uma Devi, Siti Salina Shamsudin

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

Tel : 603 – 79575636/0636

Fax : 603-79563237

E-mail : wao@po.jaring.my

Website : www.wao.org.my

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OUR SERVICES THROUGH THE YEARS

Number of women utilized WAO's services in 2008

Shelter/Refuge: 115 women
 Face to face counselling: 72 women
 Telephone counselling: 1318
 Email enquiries: 146

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	1,403
1990	75	109	1,512
1991	74	80	1,857
1992	62	74	2,462
1993	91	84	1,312
1994	97	91	1,358
1995	88	57	1,428
1996	98	52	1,800
1997	109	52	1,150
1998	101	50	1,241
1999	120	52	1,150
2000	105	44	981
2001	115	95	1,063
2002	122	87	1,478
2003	133	91	1,492
2004	132	75	1,500
2005	116	115	1,215
2006	95	105	1,475
2007	100	75	1,200
2008	115	72	1,318
Total	<u>2,471</u>	<u>1,683</u>	<u>31,862</u>

REFUGEE/SHELTER

A. GENERAL INFORMATION

There were 120 entries, however five (5) of the women had come back for the same reason within the same year, therefore we highlight the demographics of 115 women who received our services.

In 2008, 115 women were given shelter, in comparison to 2007 where 100 women were given shelter.

1. Reasons for seeking shelter

54% 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. Other cases include abuse by the agent who brought the victim to Malaysia for marriage, protection from RELA, harassment and abuse by husband's ex-employer. There was also a case of an ex-resident who sought shelter for two days while waiting for the relevant embassy to issue travel documents.

Reasons for seeking shelter	Number	Percentage
Domestic violence	62	53.9
Single mother pregnancy	9	7.8
Rape	5	4.4
No place to stay	6	5.2
MDW Abuse *	7	6.1
MDW problem with employer**	1	1.0
Family problems	5	4.4
Trafficked	2	1.7
Financial problems	6	5.2
Refugee	4	3.4
Others	8	6.9
Total	115	100

* There was abuse of the domestic worker.

** There was no abuse, however, the domestic worker left her employment as she did not like the employer.

2. Number of children

In 2008, there were 91 children at the Refuge compared to 77 in 2007. Some of the women, however, left behind their children to be taken care of by other family members. Therefore, in total, the residents had 192 children in all.

Number of children	Number	Total
None	41	0
1 child	22	22
2 children	17	34
3 children	18	54
4 children	6	24
5 children	2	10
6 children	4	24
8 children	3	24

	Total	192
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3. *Number of visits*

Majority of the residents (86%) in 2008 were new clients, while 15 (17%) women were residents from previous years. One (1) of them had sought shelter more than five times.

Number of visits	Number	Percentage
First	99	86.1
Second	8	7.0
Third	4	3.5
Fourth	2	1.7
Fifth	1	0.9
More than five times	1	0.9
Total	115	100

4. *Sources of awareness*

As in previous years, the residents knew about WAO from friends, relatives and family members, media (internet, magazine, newspaper, television, and radio) and other NGOs (AWAM, WCC etc) and even political parties (MCA, MIC etc). Some residents heard about us through government agencies such as welfare, hospitals and police. Nine (9) women came to us through UNHCR.

Sources of awareness	Number	Percentage
Media	17	14.8
NGO	15	13.0
Friends	14	12.2
Police	13	11.3
Self (ex-resident)	11	9.6
UNHCR	9	7.8
Other ex-residents	8	7.0
Relatives / Family	6	5.2
One Stop Crisis Centre	5	4.3
Religious institution	3	2.6
Website	3	2.6
Embassy	1	0.9
Welfare	4	3.5
Others	6	5.2
Total	115	100.0

5. *Length of stay*

28% of the residents stayed at the shelter for less than one week, 20% less than two weeks while another 19% stayed between one to two months.

Length of stay	Number	Percentage
Less than a week	32	28.0
1 to 2 weeks	23	20.0
2 to 3 weeks	14	12.1
1 to 2 months	22	19.1
2 to 3 months	13	11.3
More than 3 months	11	9.5
Total	115	100

6. Residence

Most of the residents, 48% came from Selangor and 34% came from Wilayah Persekutuan Kuala Lumpur. This year we sheltered women from East Malaysia.

Residence	Number	Percentage
Selangor	55	47.8
Wilayah Persekutuan	39	33.9
Johor	2	1.7
Perak	7	6.1
Melaka	2	1.7
Pahang	1	0.9
Negeri Sembilan	2	1.7
Kedah	3	2.6
Perlis	1	0.9
Sarawak	3	2.6
Total	115	100

7. Age

The residents were mostly in their 20s (47%) and 30s (26%).

Age (years)	Number	Percentage
Less than 20	11	10.0
20 to 29	54	47.0
30 to 39	30	26.0
40 to 49	15	13.0
50 and above	5	4.3
Total	115	100

8. Nationality

66% of the residents were Malaysian. 12% of the residents were from Myanmar, 8% from Indonesia and 1% from India.

Nationality	Number	Percentage
Malaysian	76	66.1
Myanmarese	14	12.2
Indonesian	9	7.8
Indian	1	0.9
Filipina	4	3.5
Cambodian	4	3.5
Pakistani	3	2.6
Iran	2	2.6
China	1	0.9
Nigeria	1	0.9
Total	115	100

The ethnicity of the 76 Malaysians are as below:

Ethnicity	Number	Percentage
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Malay	24	32.0
Chinese	10	13.1
Ethnicity (cont')	Number	Percentage
Indian	40	52.6
Indigenous Sarawak	2	2.6
Total	76	100

9. Marital status

43% of the women had registered their marriages and 8% were married through customary rites and 7% were cohabiting with their partners. 31% were single.

Marital Status	Number	Percentage
Single	36	31.3
Legally married	49	43.0
Customary marriage	9	7.8
Cohabiting	8	7.0
Divorced	6	5.2
Separated	4	3.4
Widowed	3	2.6
Total	115	100

10. Level of education

21% of the residents had primary education, 54% had reached secondary education, 9% had either a diploma or Form Six, and 10% had a first degree.

Level of Education	Number	Percentage	Valid Percentage
None	7	6.1	6.3
Primary	21	18.3	18.8
Lower secondary/SRP/PMR	20	17.4	17.9
Upper secondary/SPM	42	36.5	37.5
Diploma/Form 6	10	8.7	8.9
Degree	11	9.6	9.8
Other	1	0.9	0.9
Total	112	97.4	100.0
Not available	3	2.6	
Total	115	100.0	

11. Occupation

58% of the residents were not formally employed, some of them being homemakers, others being unable to find a job, some had to leave their jobs.

7% were employed as migrant domestic workers, 3% were in sales or service sector, 4% worked as cleaners or general workers, 1% were administrators or managers. There was one woman who worked as a part time singer.

Occupation	Number	Percentage	Valid Percentage
Unemployed	67	58.3	58.8
Homemaker	9	7.8	7.9
Migrant domestic worker	8	7.0	7.0
Cleaner/General worker	4	3.5	3.5
Sales	2	1.7	1.8

Services sector	1	0.9	0.9
Administrator/Manager	1	0.9	0.9
Occupation (cont')	Number	Percentage	Valid Percentage
Student	2	1.7	1.8
Factory/production worker	3	2.6	2.6
Self-employed/Business	10	8.7	8.8
Technical worker	2	1.7	1.8
Clerk	2	1.7	1.8
Professional	2	1.7	1.8
Other	1	0.9	0.9
Total	114	99.1	100.0
Not available	1	1.0	
Total	115	100.0	

12. Income

65% of the residents did not have any income, 7% had an income of RM500 and below, and 14% earned between RM500 - RM 999. 3% of the residents earned between RM 2,500 - RM 4,999.

Income (RM)	Number	Percentage	Valid Percentage
None	75	65.2	67.0
500	8	7.0	7.1
500 – 999	16	13.9	14.3
1,000 – 1,499	5	4.3	4.5
1,500 – 1,999	3	2.6	2.7
2,000 – 2,499	2	1.7	1.8
2,500 – 4,999	3	2.6	2.7
Total	112	97.4	100.0
Not available	3	2.6	
Total	115	100.0	

13. Considered / Attempted suicide

41 women had considered suicide. Among those who considered suicide, 19 attempted suicide.

Considered suicide	Number	Percentage
Yes	41	36.0
No	70	61.0
Total	111	97.0
Not available	4	3.0
Total	115	100

Attempted suicide	Number	Percentage
Yes	19	16.5
No	35	30.4
Total	54	47.0
Not Available	5	4.3
Not Applicable	56	48.7
Total	115	100.0

17% or 19 women had attempted suicide, 11 or 10% attempted suicide once. There were two (2) women who attempted suicide four times. Most of them attempted by cutting their wrist with a knife or cutter, using sleeping pills, drinking Clorox and swallowing an overdose of pills.

Times attempted	Number	Percentage
Once	11	9.6
Twice	5	4.3
Three	1	0.9
More than 4	2	1.7
Total	19	16.5
Not applicable	71	61.7
Not available	25	21.7
Total	115	100.0

14. Services provided by WAO

Beside counselling and shelter services to the residents, the social workers also provided other services for the clients in order to meet their individual needs, such as issues on financial matters, issues on social visit pass, permanent residents and networking with other agencies.

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

Clients are also made to understand dynamics of domestic violence, how to lodge police reports and how to apply for IPOs. The social worker will discuss this with domestic violence residents and also other residents as general information.

74 residents understood the dynamics of domestic violence and how to deal with it when they left the WAO. This information is useful, especially for those who had decided to go back to their abusive situation, to know of their options.

Information on the dynamics of domestic violence	Before resident came to WAO	When they left WAO
Yes	25	74

70 residents understood how to lodge police reports after they left the WAO. WAO social workers taught them how to write the reports and explained the process after lodging the police reports.

How to lodge police reports	Before resident came to WAO	When they left WAO
Yes	34	70

Only 15 residents knew about an IPO before they came to WAO. Many residents were not informed even though they had lodged police reports before. Their Investigating Officer did not inform them about the IPO procedures. 68 expressed that they understood how to apply for an IPO when they left WAO.

How to apply for IPO	Before resident came to WAO	When they left WAO
Yes	15	68

14.2 Issues on family planning, self examination and HIV/Aids

This component relates to health issues, such as family planning method, how to conduct breast self examination and knowledge of information on HIV/Aids.

How to use contraceptive methods	Before resident came to WAO	When they left WAO
Yes	57	95

How to do self examination	Before resident came to WAO	When they left WAO
Yes	31	94

Knowledge on HIV/Aids	Before resident came to WAO	When they left WAO
Yes	60	96

14.3 Issues on legal procedures

This component relates to legal procedures, such as marriage tribunal, divorce and custody issues. Although some residents did not have any intention to divorce the husband, the social workers will still equip them with the information.

Marriage Tribunal

Only 8 residents had heard of the marriage tribunal. When they left the WAO, 33 of them acquired this information. Some residents do not need the information as their marriage is not registered.

Marriage Tribunal	Before resident came to WAO	When they left WAO
Yes	8	33

Divorce Procedures

39 residents understood the divorce procedures and where to seek legal help.

Divorce Procedure	Before resident came to WAO	When they left WAO
Yes	11	39

Child Custody

Child Custody	Before resident came to WAO	When they left WAO
Yes	5	40

Maintenance/ Alimony

Maintenance/ Alimony	Before resident came to WAO	When they left WAO
Yes	6	42

14.4 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 husband or partner with 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 the residents the methods of negotiating with their employer for their wages and salary, especially in cases where the employer refuses to pay the resident. The social workers assisted two residents in getting their wages and salary.

Budgeting

Information on Budgeting	Before resident came to WAO	When they left WAO
Yes	50	95

Loan/Debt/Bankruptcy

Information on Loan/Debt/Bankruptcy	Before resident came to WAO	When they left WAO
Yes	13	47

Salary/Wages

Salary/Wages	Before resident came to WAO	When they left WAO
Yes	26	61

14.5 Issues on social visit pass, permanent residency.

Among the non-Malaysians who came to seek shelter in 2008 (including the eight (8) migrant domestic workers). WAO provided them with information about their social visit pass, how to apply for permanent residence (PR) and discussed issues pertaining to overstaying.

Social Visit Pass

Information on Social Visit Pass	Before resident came to WAO	When they left WAO
Yes	12	16

Application for PR

Apply for PR	Before resident came to WAO	When they left WAO
Yes	4	8

Issues on overstaying

Information on overstaying	Before resident came to WAO	When they left WAO
Yes	7	16

14.6 Networking with other agencies

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

Jabatan Pendaftaran Negara (for identity card, /birth certificate /marriage certificate)

Information on Jabatan Pendaftaran Negara procedures	Before resident came to WAO	When they left WAO
Yes	32	66

Welfare Department

Information on Welfare (IPO, financial assistance, counselling)	Before resident came to WAO	When they left WAO
Yes	29	60

Lawyer/Legal Aid Center (LAC)

Information on Lawyer/LAC (divorce, custody and maintenance)	Before resident came to WAO	When they left WAO
Yes	14	58

Religious Bodies

Information on Religious Bodies	Before resident came to WAO	When they left WAO
Yes	15	54

Other NGO

Information on other NGOs (children's home, marriage counselling, financial assistant)	Before resident came to WAO	When they left WAO
Yes	19	70

B. INFORMATION ON DOMESTIC VIOLENCE

a) INFORMATION ON THE ABUSE

Out of 115 women seeking shelter at the Refuge **62 were victims-survivors of domestic violence**, compared to 66 in the previous year.

** note : some of the data is not same as the total numbers as there was one case who stayed for one night, another is a Myanmar woman who stayed for three nights and we could not communicate with her due to language barriers.*

1. Types of abuse (multiple answers)

Type of abuse	Number	Percentage
Physical	59	95.2
Psychological	62	100.0
Sexual	24	39.0
Financial	45	72.6
Social	41	66.1

2. Types of physical abuse (multiple answers)

Description	Number	Percentage
Beating with hands and kicking	57	91.9
Beating with objects	33	53.2
Throwing with objects	28	45.2
Hitting against a wall/thrown on the floor	23	34.8
Assault with knife / objects	18	29.0
Scalding/burning	11	17.7
Other	14	22.6

3. Length of time in abusive situation

3.1 Abused by Husband/Cohabitee/Boyfriend

Perpetrator	Number	Percentage
Husband	46	86.8
Boyfriend	5	9.4
Cohabitee	2	3.8
Total	53	100.0

When the abuse started	Number	Percentage	Valid Percentage
Before marriage	11	20.8	22.5
Within the first year	26	49.1	53.1
Within the second year	1	1.9	2.0
Within the third year	1	1.9	2.0
Within the fourth year	2	3.8	4.1
After the fifth year	5	9.4	10.2
Total	49	92.5	100.0
Not available	4	7.5	
Total	53	100.0	

Length of abuse	Number	Percentage	Valid Percentage
Less than 1 year	4	3.8	7.8
1 to 5 years	22	41.5	43.1
6 to 10 years	11	20.8	21.6
11 to 15 years	6	11.3	11.8
16 to 20 years	6	11.3	11.8
More than 20 years	2	3.8	3.9
Total	51	96.2	100.0
Not available	2	3.8	
Total	53	100.0	

3.2 Abused by family members or relatives

Nine (9) of the domestic violence survivors were abused by their family members. Of that number, 67% were abused between one (1) to five (5) years. Two (2) of the women were abused by their own family members for more than twenty years.

Perpetrator	Number	Percentage
Parents	3	33.4
Brothers	2	22.2
Sisters	2	22.2
Mother-in-law	1	11.1
Relatives	1	11.1
Total	9	100.0

Length of abuse	Number	Percentage
Less than 1 year	2	22.2
1 to 5 years	4	44.5
16-20 years	1	11.1
More than 20 years	2	22.2
Total	9	100.0

4. History of Abuse

4.1 Perpetrator's family

History of Abuse	Number	Percentage	Valid Percentage
Yes	27	43.5	46.6
No	15	24.2	25.9
Don't know	16	25.8	27.5
Total	58	93.5	100.0
Not available	4	6.5	
Total	62	100.0	

4.2 Woman's family

History of Abuse	Number	Percentage	Valid Percentage
Yes	16	25.8	26.7
No	44	71.0	73.3
Total	60	96.8	100.0
Not available	2	3.2	
Total	62	100.0	

5. Frequency of the abuse

Frequency of abuse	Number	Percentage	Valid Percentage
Daily	18	29.0	30.5
Once a week	10	16.2	16.9
Occasionally	31	50.0	52.6
Total	59	95.2	100.0
Not available	3	4.8	
Total	62	100.0	

6. Considered / Attempted suicide

There were 41 women out of the 115 women who considered suicide; out of this 32 were domestic violence survivors. Among those who considered suicide, 18 actually attempted suicide.

Considered suicide	Number	Percentage
Yes	32	51.6
No	30	48.4
Total	62	100.0

Attempted suicide	Number	Percentage
Yes	18	56.3
No	14	43.8
Total	32	100.0

Times attempted	Number	Percentage
Once	5	27.8
Twice	5	27.8
Three	3	16.7
Four	3	16.7
More than five times	2	11.0
Total	18	100.0

Ways of committing suicide	Number	Percentage
Took sleeping pills	2	11.1
Cut wrist	3	16.7
Drank Clorox	2	11.1
Took Panadol with Coke	1	5.6
Took other types of pills	4	22.1
Jumped off from the flat	1	5.6
Hung by saree tied to the fan	2	11.1
Drank Clorox and cut wrist	3	16.7
Total	18	100.0

7. Number of times the women tried to leave the abusive situation

35 (58%) women had at least one previous attempt to leave the abusive situation. Out of these 35 women, seven (7) had tried more than five (5) times while 15 had tried only once. There were 25 women who never left the abusive situation before.

Number of times they leave	Number	Percentage	Valid Percentage
Never left before	25	40.3	41.7
Once	15	24.2	25.0

Number of times they leave (cont')	Number	Percentage	Valid Percentage
Twice	5	8.0	8.2
Three times	5	8.0	8.2
Four times	3	4.9	5.1
Five times or more	7	11.3	11.8
Total	60	96.7	100.0
Not available	2	3.3	
Total	62	100.0	

8. Triggering factors that made the women leave the house before coming to WAO

42% decided to leave the house because the situation in the house became unbearable, and 25% left because they feared the husbands.

Triggering factors	Number	Percentage	Valid Percentage
Sake of the children	4	6.4	6.7
Fear of husband	15	24.2	25.0
Situation in the house unbearable	25	40.3	41.8
Other network/resources to help her (Church, NGO)	6	9.6	9.8
Husband had another woman	3	4.9	5.0
Other factors	7	11.3	11.7
Total	60	96.7	100.0
Not available	2	3.3	
Total	62	100.0	

b) INFORMATION ON THE PERPETRATORS

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

1. Relationship to the residents

Perpetrators	Number	Percentage
Husband	46	74.2
Parents	3	4.8
Boyfriend	5	8.1
Cohabitee	2	3.2
Brothers	2	3.2
Sisters	2	3.2
In-law Female	1	1.6
Relatives	1	1.6
Total	62	100.0

2. Age

The perpetrators were mostly in their 30s (32%)

Age (years)	Number	Percentage	Valid Percentage
20 to 29	16	25.8	26.7
30 to 39	19	30.6	31.6

Age (years) (<i>cont'</i>)	Number	Percentage	Valid Percentage
40 to 49	17	27.4	28.4
50 and above	8	12.9	13.3
Total	60	96.7	100.0
Not available	2	3.3	
Total	62	100.0	

3. Nationality

86% of the perpetrators were Malaysian. The break-up of the ethnic groups among the Malaysians is: Indian (47%), Malay (41%) and Chinese (18%).

Nationality	Number	Percentage
Malaysian	53	85.5
Bangladesh	1	1.6
Palestinian	1	1.6
Myanmarese	6	9.7
Nigerian	1	1.6
Total	62	100.0

Ethnicity	Number	Percentage
Malay	14	41.2
Chinese	11	17.7
Indian	27	47.1
Total	53	100.0

4. Level of education

36% of the perpetrators have reached their SRP level, while 22% had reached their SPM level. There were two (2) who were post-graduate. 12% did not know about their partners' level of education.

Level of Education	Number	Percentage	Valid Percentage
None	4	6.4	6.8
Primary	4	6.4	6.8
SRP/Lower secondary	21	33.9	35.6
SPM/Higher secondary	13	21.0	22.0
Diploma/Form 6	8	13.0	13.5
Post graduate	2	3.2	3.4
Don't know	7	11.3	11.9
Total	59	95.2	100.0
Not available	3	4.8	
Total	62	100.0	

5. Occupation

23% of the perpetrators were unemployed. Most of the perpetrators were either self-employed (23%) or in the service sector (15%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	14	22.6	23.3
Homemaker	2	3.2	3.2
Factory/production worker	3	4.8	5.0
Cleaner/General worker	2	3.2	3.2

Occupation (cont')	Number	Percentage	Valid Percentage
Technical worker	4	6.5	6.8
Self-employed/Business	14	22.6	23.3
Administrator	4	6.5	6.7
Sales	1	1.6	1.8
Service sector	9	14.5	15.0
Other	7	11.3	11.7
Total	60	96.8	100.0
Not available	2	3.2	
Total	62	100.0	

* Other includes three part-time workers, two drug pushers, one contractor and one police officer.

6. Income

25% of the perpetrators do not have any income, 18% earned between RM1,000 – RM 1,499. Two (2) of the perpetrators earned between RM 5,000-9999 and one (1) earned more than RM 10,000. Note, there were 12 residents who were not sure how much their husbands or partners earned.

Income (RM)	Number	Percentage	Valid Percentage
None	14	22.6	24.6
< 500	3	4.8	5.3
500 – 999	3	4.8	5.3
1,000 – 1,499	10	16.7	17.5
1,500 – 1,999	5	8.1	8.8
2,000 – 2,499	3	4.8	5.3
2,500 – 4,999	4	6.5	7.0
5,000 – 9,999	2	3.2	3.5
> 10,000	1	1.6	1.8
Don't know	12	19.4	21.1
Total	57	92.0	100.0
Not available	5	8.0	
Total	62	100.0	

7. Triggering factors (multiple answers)

Suspicion, (42%), jealousy (39%) and financial problems (40%) are the main triggering factors the residents cited as reasons men abuse them. However, 45% of them said the abuse occurred for no reason at all.

Triggering factor	Number	Percentage
No reason	28	45.2
Jealousy	24	38.7
Suspicious of her	26	41.9
Financial problems	25	40.3
Child-related problems	14	22.6
Alcohol	9	14.5
Work-related stress	7	11.3
Drugs	11	17.7
In-laws interference	5	8.1
Gambling	3	4.8
Sexual problems	8	12.9
Other	9	14.5

8. Criminal record

21% of the perpetrators had criminal records for a crime other than domestic violence. About 16% were not sure if the perpetrators had previous criminal records but had their suspicions about it.

Criminal Record	Number	Percentage	Valid Percentage
Yes	12	19.3	20.7
No	37	59.7	63.8
Don't know	9	14.4	15.5
Total	58	93.5	100.0
Not available	4	6.5	
Total	62	100.0	

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

9.1 Police report lodged prior to WAO

31 of the women had lodged at least one police report prior to WAO. Some lodged police reports just before they came to the WAO for shelter. When they were at the WAO, the social worker assisted them in communicating with the investigating officer to check on the status of the case. 13 residents made police reports while they stayed at the Refuge.

Police report lodged prior to WAO	Number	Percentage	Valid Percentage
Yes	31	50.0	52.5
No	28	46.8	47.5
Total	59	95.2	100.0
Not available	3	4.8	
Total	62	100.0	

9.2 Helping residents to get an IPO

WAO assisted eight (8) women in getting an IPO, of which six (6) got the IPO.

Got an IPO	Number	Percentage
Yes	6	75.0
No	2	25.0
Total	8	100.0

Many women lodged a police report to report about the abuse but did not want to pursue to the case further. Some of them did not want to charge the husband as the children were with him. They felt lodging police reports were enough for their protection. One woman could not get the IPO because her investigation officer in Penang delayed it. Another woman was informed that since her marriage was not registered, the Domestic Violence Act does not protect cohabitants and thus was unable to obtain an IPO.

Among the six (6) women that obtained their IPOs, none of their husbands violated the IPO.

c) OUTCOMES

1. Status of the women at the end of 2008

30% of the women went on to live independently. 23% left the WAO to stay with their family, relatives or friends. 8% returned to their own homes because their husband or partner had vacated the house or was arrested and currently in prison.

Status of the women	Number	Percentage
Still at WAO	3	4.8
Went back to abusive situation	16	25.8
Living independently	18	29.0
Left for another centre	1	1.6
Left the country to country of origin	5	8.1
Returned to own home	5	8.1
Went to stay with family/relative/friend	14	22.6
Total	62	100.0

2. Her support system

90% of the women mentioned that they had their own support system or network, whereas 10% do not have any.

Her support system	Number	Percentage
Yes	56	90.3
No	6	9.7
Total	62	100.0

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

However, among the 56 women who had their own support system, 16 women still decided to go back to their abusive situation.

Their support system	Number	Percentage
Family Members	23	41.1
Relatives	7	12.5
In-law Family	2	3.8
Religious Group	4	7.1
NGO	5	8.8
Friends	15	26.8
Total	56	100.0

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

16 or 31% of the women decided to go back to the abusive situation. All of the 16 women who went back to the abusive situation left the shelter because they wanted to give their husband or partner another chance. The other reasons why women decided to go back are because of the children's schooling, financial reasons or the husbands had convinced them that they would change.

Almost all the foreign wives who were married to Malaysians, who came to WAO's shelter, went back to their husbands because of immigration problems such as overstaying, renewal of social visit pass by their husbands who were their sponsors.

Reasons	Number	Percentage
Give husband another chance	16	30.8
Children's schooling	6	9.7
Financial reason	2	3.2
Husband agreed to change lifestyle	6	9.7
Under threat from husband	7	11.3
Illness in family	1	1.6
Social Visit Pas / Permanent Resident Application	5	8.1

5. Occupation

Most of the ex-residents who decided not to go back to their abusive situation were self-employed or had their own business, or worked in the service sector or as a clerical worker. About 28% or 13 women were not working.

Type of job	Number	Percentage	Valid Percentage
Factory/production worker	1	2.1	3.3
Technical worker	1	2.1	3.3
Cleaner/General worker	4	8.7	13.4
Professional	1	2.1	3.3
Administrator/Manager	2	4.1	6.7
Self-employed/Business	6	13.3	20.0
Clerical worker	6	13.3	20.0
Sales	2	4.1	6.7
Services sector	6	13.3	20.0
Teacher	1	2.1	3.3
Total	30	65.2	100.0
Not working	13	28.3	
Not available	3	6.5	
Total	46	100.0	

B. MIGRANT DOMESTIC WORKER ABUSE

a) INFORMATION ON THE ABUSE

Eight (8) of our residents in 2008 were migrant domestic workers.

Four (4) of them were from Indonesia and four (4) were from Cambodia. The police, public and other NGO and Embassies referred most of the cases to our shelter.

1. Age

Age (years)	Frequency	Percent
Less than 20	1	12.5
20 to 29	6	75.0
30 to 39	1	12.5
Total	8	100.0

2. Length of work

Length of work (month)	Frequency	Percent
1-3	2	25.0
4-6	1	12.5
7-12	3	37.5
18-24	2	25.0
Total	8	100.0

3. Length of stay at shelter

Length of stay	Number	Percentage
Less than a week	4	50.0
1 to 2 weeks	3	37.5
More than 2 weeks	1	12.5
Total	8	100.0

4. Reasons for coming to WAO

Five (5) of them came because they were abused by their employer. One (1) came because of a dispute between the agency and the employer, the other came because she was being sexually harassed by the employer, and one (1) had a misunderstanding with the employer.

Reason	Number	Percentage
Abused by employer	5	62.5
Others	3	37.5
Total	8	100.0

5. Type of abuse (multiple answers)

Psychological and financial abuses were the most frequent type of abuses.

Type	Number	Percentage
Physical	1	12.5
Psychological	4	50.0
Financial	3	37.5
Social	2	25.0

Instances of physical violence included beating with hands and kicking with feet, throwing objects and threatening with a broom.

Physical violence	Number	Percentage
Beating with hands and kicking	2	25.0
Beating with objects	1	12.5
Threatening with broom	1	12.5

6. Frequency of the abuse

The abuse occurred daily in four (4) cases, in one (1) case, it was unpredictable.

Frequency	Number	Percentage	Valid Percentage
Occasionally	4	50.0	66.7
Unpredictable	1	12.5	33.3
Total	5	62.5	100.0
Not applicable	3	37.5	
Total	8	100.0	

7. When did the abuse start?

In most of the cases, the employer started to abuse them as soon as they started work or about one (1) month after they had started work. In three (3) cases, the abuse started between one (1) to three (3) months later.

When it started	Number	Percentage	Valid Percentage
Since started work	1	12.5	20.0
1 month after started work	1	12.5	20.0
1 to 3 months	3	37.5	60.0
Total	5	62.5	100.0
Not applicable	3	37.5	
Total	8	100.0	

b) INFORMATION ON THE PERPETRATORS

Among five (5) cases who were abused by either employer or agents, two (2) were by their male employer, one (1) by the female employer and two (2) by the female agent.

1. Age

Age (years)	Number	Percentage	Valid Percentage
20 to 29	0	0.0	0.0
30 to 39	4	50.0	80.0
40 to 49	1	12.5	20.0
Total	5	62.5	100.0
Not applicable	3	37.5	
Total	8	100.0	

2. Ethnicity

Most of the perpetrators were Chinese (80%) and one (1) was Malay.

Ethnicity	Number	Percentage
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Chinese	4	80.0
Malay	1	20.0
Total	5	100.0

3. Occupation

Occupation	Number	Percentage	Valid Percentage
Unemployed	1	12.5	20.0
Administrator / Manager	1	12.5	20.0
Self-employed/Business	3	37.5	60.0
Total	5	62.5	100.0
Not applicable	3	37.5	
Total	8	100.0	

c) OUTCOMES

1. Status of the migrant domestic worker at the end of 2008

Most of the women went back to their country of origin, two (2) returned to the agents, one (1) is still at WAO. One (1) had found a new employer and decided to leave the WAO.

Status of migrant domestic worker	Number	Percentage
Still at WAO	1	12.5
Left the country to country of origin	4	50.0
Return to Agent	2	25.0
Other (found new employment)	1	12.5
Total	8	100.0

2. Services provided for Migrant Domestic Worker

Services provided	Number	Percentage
Police Report *	2	25.0
Immigration for check out memo and special pass	3	37.5
Negotiation with Employer / Agent	7	87.5
Embassy (Cambodia and Indonesia)	3	37.5

- Most of the MDWs who came to the WAO lodged police reports prior to coming to the Refuge. However, the social worker still needed to call the investigating officers to do follow-up, especially pertaining to their documents and to negotiate with the employers.

Outcome	Number	Percentage
Employer / Agent returned the passport	7	87.5
Client received wages	7	87.5
Employer / Agent paid for the air ticket	4	50.0
Received special pas and check out memo	5	62.5

D. SINGLE PREGNANT WOMEN

Out of 115 women, nine (9) were single pregnant women. Most of them are within 22-24 years, however, there was one (1) who was only 17 years old.

1. Age of client

Age (years)	Number	Percentage
17	1	11.1
22 to 24	6	66.7
27 to 30	2	22.2
Total	9	100.0

2. Ethnicity of residents

Ethnicity of residents	Number	Percentage
Malay	8	88.9
Others(Indonesian)	1	11.1
Total	9	100.0

3. Level of education of the nine(9) residents

Level of education	Number	Percentage
Primary	1	11.1
SPM / Secondary	6	66.7
Diploma / Form 6	1	11.1
Degree	1	11.1
Total	9	100.0

4. Reason for seeking shelter

Eight (8) women came to the WAO to hide their pregnancy from either their family or society. Even though some of them have family support, their family members still wanted them to stay in an undisclosed place to avoid stigmatisation from their villagers and relatives. One (1) woman came to WAO because she had no place to go.

Reason for seeking shelter	Number	Percentage
Hide her pregnancy	8	88.9
Other	1	11.1
Total	9	100.0

5. Was it a consensual relationship?

78% or six (6) women said they were in a consensual relationship, 22% or two (2) women were raped, one (1) woman's answer is not available.

Among the women who had consensual relationships, six (6) were their boyfriends. Even though, one (1) woman's boyfriend wanted to be responsible for the baby, they could not do so because of financial reasons.

For the other two (2) women, even though the pregnancy was caused by their boyfriend, they did not consent to having sex.

Consensual relationship	Number	Percentage	Valid Percentage
Yes	6	66.7	74.0
No	2	22.2	25.0

Total	8	88.9	100.0
Not available	1	11.1	
Total	9	100.0	

6. Knowledge of family planning and the use of contraceptive methods?

For the six (6) women who had consensual relationships, 50% or three (3) women expressed that they knew about family planning.

Knowledge of family planning	Number	Percentage
Yes	3	50.0
No	3	50.0
Total	6	100.0

Of the three (3) women who had knowledge of family planning, only one (1) used a contraceptive method.

Use of Contraceptive	Number	Percentage
Yes	1	33.3
No	2	66.7
Total	3	100.0

7. Reasons for pregnancy

Most of the women didn't use contraceptive methods; either they felt they won't get pregnant or they had the wrong perception (for example they thought external ejaculation will not get them pregnant). One woman didn't know how to use condom.

Reasons for pregnancy	Number	Percentage
Don't know how to use	1	33.3
Feel they won't get pregnant	2	66.7
Total	3	100.0

8. Her family / partner support system

44.4% or four (4) women got support from either their family members or their partner.

Support system	Number	Percentage
Family Members	2	50.0
Friends	1	25.0
Boyfriend	1	25.0
Total	4	100.0

9. Outcome

Eight (8) women decided to give up their baby for adoption. However, one (1) woman decided to keep her baby after the baby was born.

Status of the baby	Number	Percentage
Gave up for adoption	8	89.9
Kept the baby	1	11.1
Total	9	100.0

FACE TO FACE COUNSELLING

A. GENERAL INFORMATION

In 2007, 75 women sought face to face counselling from WAO. This number decreased to 72 women in 2008.

1. *Monthly breakdown for face to face counselling sessions conducted*

Month	Number	Percentage
January	4	5.6
February	5	6.9
March	4	5.6
April	4	5.6
May	4	5.6
June	6	8.4
July	7	9.7
August	9	12.5
September	7	9.7
October	6	8.4
November	8	11.0
December	8	11.0
Total	72	100.0

2. *Problems faced*

58% of the women came for face to face counselling due to domestic violence problems. 25% came because of issues other than violence, which included legal issues pertaining to divorce, child custody, matrimonial property, EPF. Other issues included immigration and pregnancies. In three cases, besides counselling the clients, our social worker also had to counsel their parents and partners in order to support the clients further.

There were seven (7) or 10% cases of sexual harassment, five (5) or 7% cases of rape.

Reason	Number	Percentage
Domestic violence	42	58.3
Other than violence	18	25.0
Sexual Harassment	7	9.7
Rape	5	7.0
Total	72	100.0

3. *Types of violence (multiple answers)*

Among 42 domestic violence cases, the types of violence the women faced were:

Types of violence	Number	Percentage
Physical	30	71.4
Psychological	42	100.0
Sexual	9	12.5
Financial	15	20.8
Social	9	12.5

* 15 cases suffered domestic violence for more than seven years.

4. Other problems faced (multiple answers)

Other problems	Number	Percentage
Divorce/custody/maintenance	35	48.6
Relationship problems with husband /boyfriend	45	62.5
Husband /boyfriend jealous/suspicious/insecure/stressed/angry	12	16.7
Husband / boyfriend unemployed/irresponsible	12	16.7
Husband polygamous marriage/affairs	15	20.8
Husband on drugs/alcohol/gambling	10	13.9
Husband / boyfriend financial problems	8	11.1
Problems with family/In-laws	9	12.5
Rape/Assault	7	9.7
Depression/mental stress	56	77.8
Police report/IPO	10	13.9
Child abuse/incest	7	9.7
Single mother pregnancy/abortion	3	4.2
Parenting / adoption	8	11.1
Unemployed / work related problems	4	5.6
Financial/housing problem	10	13.9
Visa / Immigration	11	15.3
Others *	2	2.8

The women also faced other problems other than violence. The problems were mostly related to the relationship with their husbands or boyfriends (63%), issues on divorce, child custody and maintenance (49%), depression and mental stress (78%) and problems with their husbands who were in polygamous marriages or had affairs (21%).

In 2008, issues of depression and mental stress became a bigger problem for some of the clients, (78%) compared to last year (39%). All clients who suffered from domestic violence were under some form of mental stress.

Two of the face to face counselling clients came because they were suffering from depression due to HIV infection. One of them is a refugee who was referred to the WAO by a WAO ex-UNHCR client.

5. Needs of the clients (multiple answers)

Women come for face-to-face counselling mainly because they wanted counselling and guidance (100%). Some of them wanted to get advice specifically on legal matters (49%) and also assistance in getting an IPO (21%).

There were clients who also sought for other information such as how to renew social visit passes, how to get birth certificates, and how to enrol their children into a children's home.

Needs	Number	Percentage
Counselling / Guidance	72	100
Legal information	35	48.6
Other information	21	29.2
Shelter	12	16.7
Help in getting an IPO	15	20.8
To be accompanied (welfare, court, other)	10	13.9
Financial assistance	10	13.9

6. Ex-clients.

Of the 72 women who came for face to face counselling, 28% of them were WAO's ex-clients, 72% were new clients.

Ex-Clients	Number	Percentage
Yes	20	27.8
Ex-resident	8	
Ex-FFC client	4	
Ex-Telephone Counselling client	8	
First time with WAO	52	72.2
Total	72	100.0

7. Age

The clients were mostly in their 30s (38%) and 20s (31%).

Age (years)	Number	Percentage
20 and below	3	4.2
20 to 29	22	30.6
30 to 39	27	37.5
40 to 49	17	23.5
50 and above	3	4.2
Total	72	100.0

8. Nationality

85% of the clients were Malaysian. The others were Indonesians (6%), Taiwanese (3%), Indians (3%) and Chinese (3%). Among the Malaysian clients, they were mostly Chinese (51%), followed by Indians (34%) and Malays (15%).

Nationality	Number	Percentage
Malaysian	61	84.6
Indonesian	4	5.6
Taiwanese	2	2.8
Indian	2	2.8
Chinese	2	2.8
Myanmarese	1	1.4
Total	72	100.0

9. Residence

Most of the clients came from Wilayah Persekutuan Kuala Lumpur (50%) and Selangor (35%).

Residence	Number	Percentage
Wilayah Persekutuan	36	50.0
Selangor	25	34.6
Johor	1	1.4
Perak	3	4.2
Negeri Sembilan	3	4.2
Pulau Pinang	3	4.2
Sabah	1	1.4
Total	72	100.0

10. Occupation

39% of the clients were not working; they were dependent on their husbands or partners or family members. 11% of the women had their own business or helped their partners to run the business.

Occupation	Number	Percentage	Valid Percentage
Unemployed	26	36.1	38.8
Homemaker	3	4.1	4.4
Cleaner/General worker	3	4.1	4.4
Technical worker	1	1.4	1.5
Self-employed/Business	7	9.7	10.5
Administrator/Manager	6	8.4	9.0
Student	6	8.4	9.0
Clerical worker	5	7.0	7.5
Sales	2	2.8	3.0
Services sector	4	5.6	6.0
Teacher	1	1.4	1.5
Other	3	4.1	4.4
Total	67	93.1	100.0
Not available	5	6.9	
Total	72	100.0	

11. Considered / Attempted suicide

15% or ten (10) women had considered suicide.

Considered suicide	Number	Percentage
Yes	10	14.9
No	62	85.1
Total	72	100.0

Among those who considered suicide, six (6) had attempted suicide. Three (3) cut their wrists, two (2) overdosed with pills and one (1) drank Chlorox.

12. Awareness

Most of the clients knew the WAO from the internet and media (40%). Some knew about us from their friends or family members.

Awareness	Number	Percentage
Police	2	2.8
One-stop centre/Hospitals	3	4.2
NGO	3	4.2
Media	29	40.3
Ex-client/Friends/Family	24	33.3
Lawyer/Legal Aid Centre	3	4.2
Religious institution	3	4.2
Welfare	5	6.8
Total	72	100.0

13. Outcome

14 (21%) clients who sought counselling were later referred to other agencies, such as the welfare department or Legal Aid Centres (7%), other children's home (7%) and Embassy or agent (6%). 14 (21%) clients requested the social workers to accompany them to agencies, such as the police station (4%), welfare office (3%), registration office (4% each) and the immigration department. 15% of the women decided to come to our Refuge after receiving counselling from the social workers.

29% of the cases came once only, however the social workers advised them to call back when necessary. Most of them had obtained enough information through the counselling sessions; they were also able to identify their problems and went away with many options.

Outcome	Number	Percentage	Valid Percentage
<i>Referral</i>			
Referred to welfare / legal aid centre	5	6.9	7.4
Referred to other home / children's home	5	6.9	7.4
Referred to embassy / agents	4	5.5	5.8
<i>Total</i>	14	19.5	20.6
<i>Accompanied</i>			
Accompanied to police station	3	4.1	4.4
Accompanied to welfare	2	2.8	2.9
Accompanied to JPN	3	4.1	4.4
Accompanied to court	4	5.5	5.8
Accompanied to immigration	2	2.8	2.9
<i>Total</i>	14	19.5	20.6
<i>Follow-up</i>			
Follow-up with DPP / police	2	2.8	2.9
<i>Total</i>	2	2.8	2.9
Sought shelter	10	13.9	14.7
Continued counselling	8	11.1	11.8
No further action	20	27.8	29.4
Total	68	94.5	100.0
Not available	4	5.5	
Total	72	100.0	

TELEPHONE COUNSELLING

A. GENERAL INFORMATION

- Number of calls in 2008: 1,318
- Number of calls in 2007: 1,200
- Number of calls in 2006: 1,475

1. Monthly breakdown of calls received

Month	Number	Percentage
January	134	10.1
February	130	9.9
March	111	8.4
April	127	9.6
May	124	9.4
June	128	9.7
July	86	6.5
August	82	6.2
September	111	8.4
October	79	6.0
November	89	6.8
December	117	9.0
Total	1318	100

2. Reasons for the calls

60% of the calls received were related to domestic violence, 35% of the calls were not related to violence.

Reasons for the calls	Number	Percentage
Domestic violence	790	60.0
Other than violence	455	34.5
Domestic worker abuse	15	1.1
Abuse/Assault	35	2.7
Rape	23	1.7
Total	1318	100.0

66% of the callers had relationship problems either with their husbands, partners (56%) or boyfriends (10%). 27% of the callers called for information on divorce, child custody and maintenance. 32% of the callers had problems with depression and stress compared to the previous year, which was 22%.

Other problems (multiple answers)	Number	Percentage
<i>Problems with husband</i>		
Relationship problems with husband	741	56.2
Unemployed / irresponsible	107	8.1
Drugs / alcohol / gambling	93	7.1
Jealous / suspicious / insecure / stressed / angry	72	5.5
Polygamy / affairs	185	14.0
Financial problems	115	8.7

Other problems (multiple answers) (cont')	Number	Percentage
Divorce / custody / maintenance	361	27.4
<i>Problems with boyfriend</i>		
Relationship problems	135	10.2
Unemployed / irresponsible	25	1.9
Drugs / alcohol / gambling	21	1.6
Jealous / suspicious / insecure / stressed / angry	17	1.3
Relationship with another woman	21	1.6
Financial problems	25	1.9
Custody / maintenance	67	5.5
<i>Others</i>		
Depressed / stress	421	32.0
Financial help	121	9.2
In-law problems	64	4.9
Unemployed / work related problems	58	4.4
Sexual harassment / rape / incest	57	4.3
Single parent	66	5.0
Single mother pregnancy	89	6.8
Housing	35	2.7
Immigration (visa / overstay / permit)	22	1.7
Registration (bc/ic)	25	1.9
Parenting / adoption	57	4.3
Police reporting	86	6.5
Child abuse	78	6.0
Mentally ill / disabled / sick relative	31	2.4

3. Information on domestic violence (multiple answers)

Among 790 callers who suffered domestic violence, 91% suffered psychological abuse and 63% were physically abused.

Type of abuse	Number	Percentage
Physical	494	62.5
Psychological	716	90.6
Sexual	61	7.7
Financial	193	24.4
Social	72	9.1

4. Length of abuse

Length	Number	Percentage	Valid Percentage
Less than 1 year	104	13.1	23.3
1 to 5 years	221	28.0	50.0
6 to 10 years	51	6.5	11.5
11 to 15 years	32	4.1	7.2
16 to 20 years	15	1.9	3.4
More than 20 years	21	2.6	4.6
Total	444	56.2	100.0
Not available	346	43.8	
Total	790	100.0	

5. Who are the callers?

75% of the callers were the clients themselves, whereas 26% called on behalf of a friend, family, neighbour or co-worker. 154 or 12% callers were male callers.

Who called	Number	Percentage
Client/Woman	976	74.5
Other than the client	342	25.5
Total	1318	100.0

6. Calls made by Ex-residents

110 or 8% of calls were made by WAO ex-residents.

Ex-residents	Number	Percentage
Yes	110	8.3
No	1208	91.7
Total	1318	100.0

7. Number of Children of Callers

Most of the clients had 2 or less than 2 children. Among all, 26% of the callers have no children, 49% have 1 to 2 children, and 21% have 3 to 4 children.

Number of Children	Number	Percentage	Valid Percentage
None	271	20.6	25.6
1 to 2 children	516	39.2	48.7
3 to 4 children	220	16.7	20.8
5 to 6 children	40	3.0	3.8
More than 6 children	12	0.9	1.1
Total	1059	80.4	100.0
Not Available	259	19.6	
Total	1318	100.0	

8. Residence

Most of the clients were calling from Wilayah Persekutuan (42%) and Selangor (37%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutuan	416	31.6	41.6
Selangor	370	28.1	37.0
Johor	43	3.3	4.3
Perak	38	2.9	3.8
Negeri Sembilan	32	2.4	3.2
Kelantan	2	0.2	0.2
Pahang	22	1.7	2.2
Kedah	11	0.8	1.1
Melaka	11	0.8	1.1
Terengganu	5	0.4	0.5
Pulau Pinang	35	2.7	3.5
Sabah	8	0.6	0.8
Sarawak	7	0.5	0.7
Total	1000	75.9	100.00
Not available	318	24.1	
Total	1318	100.0	

9. Nationality

93% of the clients were Malaysian. The other callers were from Vietnam, Taiwan, Pakistan, Egypt, Singapore, Iran and Myanmar.

Nationality	Number	Percentage	Valid Percentage
Malaysian	1201	91.0	93.0
Indonesian	25	1.9	2.5
Thai	1	0.1	0.1
Filipina	9	0.8	0.7
Chinese	20	1.5	1.6
Indian	4	0.3	0.3
Others	32	2.4	2.5
Total	1292	98.0	100.0
Not available	26	2.0	
Total	1318	100.0	

Among the Malaysian callers, there were:

Malay	215	16.6
Chinese	728	56.4
Indian	324	25.1
Iban, Sarawakian, Eurasian.	25	2.0
Total	1292	100.0

10. Age

Most of the clients were in their 30s (42%), while 26% were in their 20s and 22% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	62	4.7	6.0
20 to 29	268	20.3	25.9
30 to 39	431	32.7	41.7
40 to 49	224	17.1	21.7
50 years old and above	49	3.7	4.7
Total	1034	78.5	100.0
Not available	284	21.5	
Total	1318	100.0	

11. Occupation

Most of the clients did not earn an income; being either unemployed (26%) or homemakers (8%). There were some administrators/managers (11%), general workers or cleaners (7%), working in service sectors (7%), self-employed/own business (5%) and factory/ production workers (4%).

Other occupations included the staff of government sectors, hospitals and executives from the corporate sector.

Occupation	Number	Percentage	Valid Percentage
Unemployed	245	18.6	25.8
Homemaker	74	5.6	7.8
Factory/production worker	33	2.5	3.5
General worker/cleaner	70	5.3	7.4
Professional	78	6.0	8.2
Technical worker	12	0.9	1.3

Occupation (cont')	Number	Percentage	Valid Percentage
Self-employed/business	42	3.2	4.4
Administrator/manager	102	7.7	10.8
Student	51	3.9	5.4
Clerical worker	33	2.5	3.5
Sales	46	3.5	4.8
Services sector	63	4.7	6.6
Teacher	21	1.6	2.2
Other	79	6.0	8.3
Total	949	72	100.0
Not available	369	28.0	
Total	1318	100.0	

12. Need (multiple answers)

57% of the callers requested for counselling, 36% requested legal information while 20% requested for information regarding IPO. There were 32% callers who called for general information. This included information regarding counselling for children and friends, telephone numbers of support services such as welfare department, lawyers, and Legal Aid Centres.

Need	Number	Percentage
Counselling	750	56.9
Legal information	464	35.2
Shelter	208	15.8
Information regarding IPO	255	19.3
General information	416	31.6
Counselling for husband	16	1.2
Financial assistance	71	5.4
Requested to be accompanied	59	4.5
Other	40	3.0

13. Considered suicide

332 or 26% of the callers considered suicide, while 970 or 74% had not considered suicide.

Among 26% who had considered suicide, 268 callers or 81% were victims of domestic violence.

Considered suicide	Number	Percentage	Valid Percentage
Yes	332	25.2	25.5
No	970	73.6	74.5
Total	1302	98.8	100.0
Not available	16	1.2	
Total	1318	100.0	

14. Attempted suicide

Among the callers who had considered suicide, 75 or 23% of the callers had attempted suicide and 257 or 78% of the callers had not attempted suicide.

Attempted suicide	Number	Percentage
Yes	75	22.6
No	257	77.4
Total	332	100.0

15. Awareness

50% of the clients knew about the WAO through the media (newspaper, magazine, radio, television) and the Internet (WAO's website). They also knew us from our ex-clients, their own friends or family members (29%).

Awareness	Number	Percentage	Valid Percentage
Police	15	1.2	1.7
Welfare Department	16	1.2	1.8
Hospitals/One Stop Crisis Centre	28	2.1	3.2
Legal body (LAC, LAB etc)	7	0.5	0.8
NGO	32	2.4	3.6
Media	448	34.0	50.3
Ex client/Friends/Family	252	19.1	28.3
Religious institution	3	0.2	0.3
Other	78	5.9	8.8
Government agencies	11	0.9	1.2
Total	890	67.5	100.0
Not available	428	32.5	
Total	1318	100.00	

E-MAIL ENQUIRIES

We received about 146 e-mails in 2008.

1. Monthly breakdown for e-mails received

Month	Number	Percentage
January	11	7.5
February	12	8.2
March	9	6.2
April	18	12.3
May	10	6.8
June	18	12.3
July	8	5.5
August	15	10.3
September	8	5.5
October	7	4.8
November	14	9.6
December	16	11.0
TOTAL	146	100.0

2. Reasons for the emails

Issues	Number	Percentage
Domestic violence	49	33.6
Legal Rights	26	17.8
Child Abuse	3	2.1
Sexual Harassment	9	6.2
Single pregnant woman	2	1.4
Foreign Domestic Worker	5	3.4
Immigration matters	4	2.7
Child Adoption	5	3.4
Incest /Abuse by father	1	0.7
Assault	4	2.7
General information	33	22.6
Single mother	5	3.4
Total	146	100

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

In 2008, there were many emails requesting for information such as functions, roles and services of WAO. Besides this, there were emails enquiring about procedures to get birth certificates, to register the child for school (for single mothers with a child), and contacts for legal referrals.

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

FACE-TO-FACE COUNSELING for UNHCR's Clients

1. General Information

Counselling was given to 63 female asylum seekers and refugees, out of which five (5) women came for follow-up counselling. They were either women who come for incident report taking or were referred directly to us by UNHCR. These sessions were carried out either at the WAO centre or at their own community centres in Bukit Bintang or Jalan Imbi.

2. Nationality / ethnicity

61% of Myanmar women came from Chin State (Tidim (10%), Hakka (5%), Falam (29%), Zomie (3%) and others (14%)), 14% came from Kachin State, 8% are Myanmar Muslim.

Ethnicity	Number	Percentage
Chin	9	14.3
Falam	18	28.6
Tidim	6	9.5
Hakka	3	4.8
Zomie	2	3.2
Total from Chin State	38	60.4
Kachin	9	14.3
Somali	3	4.7
Rohingya	3	4.7
Muslim	5	7.9
Karen	1	1.6
Tidiem	3	4.8
Sri Lanka	1	1.6
Total	63	100

3. Age

27% of the women were below 20 years old. This included 8% who were either 16 years old or below 16 years of age. Majority of the women were from 20 to 29 years old (46%), followed by 17 to 19 years old (19%).

Age (years)	Number	Percentage
16 or below	5	7.9
17 to 19	12	19.0
20 to 29	29	46.0
30 to 39	9	14.3
40 to 49	6	9.5
Not sure	2	3.3
Total	63	100.0

4. Types of Cases

44 cases or 70% were rape incidents, 5% were attempted rape and 2% were sexual harassment cases. 12 cases or 19% were domestic violence. 3 of the cases were not related to Sexual Gender Base Violence (SGBV), but it included cases such as feeling helpless due to the client's daughter being robbed and harassed, harassment from the police, the husband having affairs and the client fears that the husband would take her child away, as well as inability to cope with the emotions of a child subjected to sexual assault. There was one case whereby the social worker conducted a

family counselling session with the family members in order to help the child. An adult attempted to rape the child in their own home.

Type of cases	Number	Percentage
Rape	44	69.8
Attempted Rape	3	4.8
Domestic Violence	12	19.0
Sexual Harassment	1	1.6
Other than SGBV	3	4.8
Total	63	100.0

Most of the rape survivors came with more than one issue, including issues such as being separated from their husbands during the transit journey to Malaysia, their husbands being arrested, difficulty in coping with living 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 44 women who reported rape, 33 of the incidents occurred in Myanmar (country of origin); three (3) incidents happened in transit and eight (8) occurred in Malaysia.

Perpetrators	Number	Percentage
Military	33	75.0
People smuggler / Agent	3	6.8
Community Members	1	2.3
Strangers / can't identify	1	2.3
Not available	6	13.6
Total	44	100.0

5.2 Attempted Rape Incidents

All three (3) women who reported attempted rapes were perpetrated by members of their own community.

Perpetrators	Number	Percentage
Community Members	3	100
Total	3	100.0

5.3 Sexual Harassment incidents

The one and only case of sexual harassment was committed by a stranger.