

REFUGE/SHELTER

A. GENERAL INFORMATION

There were 127 entries, however eight (8) of the women had come back for the same reason within the same year, therefore we highlighted the demographics of the 119 women who received our services.

In 2009, 119 women were given shelter, in comparison in 2008 where 115 women were given shelter.

1. Reasons for seeking shelter

75% or 89 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 included children abused by client's employer, husband neglected her, cheated by friend, the client's child was a witness for trafficking case, problems with the housemate and problems in getting back her child from China.

Reasons for seeking shelter	Number	Percentage
Domestic violence	89	74.8
Single mother pregnancy	6	5.9
Rape	1	0.8
No place to stay	7	5.9
MDW Abuse	4	3.4
Family problems	2	1.7
Trafficked	3	2.5
Others	7	5.0
Total	119	100

2. Expectations of the client (multiple answers)

84% of the clients came to the shelter to seek protection from their husband, living partner, boyfriend, family members or their employers. 25% clients came for temporary housing; this included those who had no place to stay and those who wanted to hide their pregnancy from their parent or neighbours. 22% of the clients mentioned specifically that they wanted WAO's assistance in their marriage matters. 4% wanted WAO's to assist them to go back to their home country. There were one case who were referred to WAO by police officer for a night stay before they sent the client to airport

Expectations of the clients	Number	Percentage
Seeking protection	100	84.0
Wanting legal assistance	26	21.8
Temporary housing	30	25.2
Assistance for going back to home country	5	4.2
Other	1	0.8

3. Number of children

In 2009, there were 117 children at the Refuge compared to 91 children in 2008. However some of the women left their children at the Refuge so that they can be taken care of by other family members. Therefore in total, the residents have 219 children.

Number of children	Number	Total
None	32	0
1 child	24	24
2 children	27	54
3 children	17	51
4 children	13	52
5 children	3	15
6 children	1	6
8 children	1	8
9 children	1	9
Total	119	219

4. Number of visits

The majority of the residents in 2009 were new clients (85%), while 15% women were residents from the previous years.

Number of visits	Number	Percentage
First	101	84.9
Second	12	10.1
Third	4	3.4
Fourth	2	1.7
Total	119	100

5. Source of awareness

As in the previous years, the residents knew about WAO from friends, relatives and family members, media (internet, magazine, newspaper, television, and radio), other NGOs (AWAM, WCC etc) and even political parties (MCA, MIC etc). Some residents heard about us through government agencies such as the welfare department, hospital and police. Six (6) women came to us through UNHCR.

Source of awareness	Number	Percentage
Media	15	12.6
NGO	18	15.1
Friends	20	16.8
Police	6	5.0
Self (ex-resident)	17	14.3
UNHCR	6	5.0
Other ex-resident	3	2.5
Relatives/ Family	7	6.1
One Stop Crisis Centre	7	5.9
Religious institution	3	2.5
Embassy	1	0.8
Welfare	11	9.2
Others	5	4.2
Total	119	100.0

6. Length of stay

30% of the residents stayed at the shelter for less than one week, 19% less than two weeks while another 11% stayed between one to two months. In 2009, there were 10% or 11 women who stayed more than 3 months.

Length of stay	Number	Percentage
Less than a week	36	30.3
1 to 2 weeks	23	19.3
2 to 3 weeks	12	10.1
1 to 2 months	14	11.8
2 to 3 months	16	13.4
More than 3 months	18	15.1
Total	119	100

7. Residence

Most of the residents were from Selangor (54%) and 27% came from Wilayah Persekutuan Kuala Lumpur.

Residence	Number	Percentage
Selangor	64	53.8
Wilayah Persekutuan	32	26.9
Johor	7	5.9
Perak	4	3.4
Melaka	1	0.8

Residence	Number	Percentage
Pahang	2	1.7
Negeri Sembilan	2	1.7
Kedah	1	0.8
Perlis	1	0.8
Penang	3	2.5
Terengganu	2	1.7
Total	119	100

8. Age

The residents were mostly in their 30's (46%) and 20's (35%)

Age (years)	Number	Percentage
Less than 20	6	5.0
20 to 29	41	34.5
30 to 39	55	46.2
40 to 49	13	10.9
50 and above	4	3.4
Total	119	100

9. Nationality

77% of the residents were Malaysians. 9% or 11 residents were from Myanmar, 5% or six (6) from Indonesia Others were Sri Lanka (3), Cambodian (2), Philippines (2), India (1) and Pakistan (1)

Nationality	Number	Percentage
Malaysian	92	80.0
Myanmarese	11	10.0
Indonesian	6	5.0
Indian	1	0.8
Philippines	2	1.7
Cambodian	2	2.0
Iraqi	1	0.8
Pakistan	1	0.8
Sri Lankan	3	1.7
Total	119	100

The ethnicities of the 92 Malaysians are listed as below.

Ethnicity	Number	Percentage
Malay	22	21.0
Chinese	18	15.1
Indian	48	43.7
Others *	4	18.5
Total	92	100

*Others include two (2) from Sabah (Iban and Khadazan) and another two (2) from Sarawak (Dayak and Kerabit)

10. Marital status

58% of the women had registered marriages, 8% were married through customary rites, and 5% were cohabiting with their partners. 19% were single.

Marital Status	Number	Percentage
Single	23	19.3
Legally married	69	58.0
Customary marriage	9	7.6
Cohabiting	6	5.0
Divorced	3	2.5
Separated	8	6.7
Widowed	1	0.8
Total	119	100

11. Level of education

12% of the residents had primary education, 50% had reached secondary education, 17% had either a diploma or Form Six, and 7% had a first degree. There were 17 women who had not received any formal education. Among them, one (1) of the women who is differently able (mute and deaf) received some basic education in sign language

Level of Education	Number	Percentage
None	18	14.3
Primary	15	13.0
Lower secondary/SRP/PMR	23	19.3
Upper secondary/SPM	35	29.4
Diploma	10	8.4
Form 6 / Certificate	10	8.4
Degree	5	4.2
Post graduate	3	2.5
Total	119	100.0

12. Occupation

63% of the residents were not formally employed, some of them had home based businesses, others were unable to find a job and some had to leave their jobs.

9% of our residents were in sales or business, 7% were employed as migrant domestic workers, 4% worked as a cleaners or general workers and 1% was administrators or managers. There was one woman who was retired. Under the category of "others", one working as a part-time tuition teacher and another woman worked as a helper at a kindergarten.

Occupation	Number	Percentage
Unemployed	74	62.2
Home based businesses	4	0.9
Migrant domestic worker	6	7.0
Cleaner/General worker	3	3.5
Sales	3	1.7
Services sector	4	0.9
Administrator/Manager	1	0.9
Student	2	1.7
Factory/production worker	4	2.6
Self-employed/Business	5	8.7
Technical worker	2	1.7
Clerk	5	1.7
Professional	2	1.7
Supervisor	1	0.8
Other	2	0.9
Retired	1	0.8
Total	119	100.0

13. Income (per month)

67% of the residents did not have any monthly income. Some of the residents who has home based business, they did not earn monthly income. Most of their earning depended on occasion especially during festive seasons. 3% had an income of RM500 and below, and 12% earned between RM500 - RM 999. 4% of the residents earned between RM 2,500 - RM 4,999.

Income (RM)	Number	Percentage	Valid Percentage
None	79	66.9	66.9
Below 499	4	3.4	3.4
500 – 999	14	11.8	11.8
1,000 – 1,499	11	9.3	9.3

Income (RM)	Number	Percentage	Valid Percentage
1,500 – 1,999	3	2.5	2.5
2,000 – 2,499	1	0.8	0.9
2,500 – 4,999	5	4.2	4.2
>10, 000	1	0.8	0.9
Total	118	99.2	100.0
Not available	1	0.8	
Total	119	100.0	

14. Considered / Attempted suicide

38% or 44 women considered suicide.

Considered suicide	Number	Percentage	Valid Percentage
Yes	44	37.0	38.2
No	71	59.6	61.8
Total	115	96.6	100.0
Not available	4	3.4	
Total	119	100.0	

Among them, 26 women had attempted suicide at least once.

Attempted suicide	Number	Percentage	Valid Percentage
Yes	26	59.1	60.5
No	17	38.6	39.5
Total	43	97.7	100.0
Not Available	1	2.3	
Total	44	100.0	

26 women had attempted suicide attempted suicide once. There was one (1) woman who attempted suicide for six (6) times. Most of them attempted suicide by swallowing sleeping pills, cutting their wrists with a knife or cutter, drinking Clorox, hanging themselves, jumping from their flats, drinking medicine and attempting to get hit by vehicles.

Times attempted	Number	Percentage	Valid Percentage
Once	14	53.8	60.9
Twice	5	19.2	21.8
Three	3	11.5	13.0
Six	1	3.8	4.3
Total	23	88.5	100.0
Not available	3	11.5	
Total	26	100.0	

15. Services provided by WAO

Besides 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.

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

Clients are made to understand the dynamics of domestic violence, how to lodge police reports and how to apply for IPO. The social worker will discuss this not only with domestic violence residents but also with other residents as general information.

87 residents arrived at an understanding on the dynamics of domestic violence and how to deal with it when they leave WAO. This information is useful especially for those who have decided to go back to their abusive situations as they will be made aware of their options.

Information on the dynamics of domestic violence	Before residents came to WAO	When they left WAO
Yes	29	87

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

How to lodge police reports	Before residents came to WAO	When they left WAO
Yes	40	84

Only 16 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. 79 women understood how to apply for an IPO when they left WAO.

How to apply for IPO	Before residents came to WAO	When they left WAO
Yes	16	79

15.2 Issues on family planning, 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.

How to use contraceptive methods	Before residents came to WAO	When they left WAO
Yes	64	96

How to do breast self examination	Before residents came to WAO	When they left WAO
Yes	44	77

Knowledge on HIV/AIDS	Before residents came to WAO	When they left WAO
Yes	69	93

15.3 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 their husbands, the social workers would provide them with the information.

Marriage Tribunal

Only eight (8) residents had heard of the marriage tribunal. When they left WAO, 37 of them had acquired this information. Some residents do not need the information as their marriages were not registered.

Marriage Tribunal	Before residents came to WAO	When they left WAO
Yes	8	37

Divorce Procedures

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

Divorce Procedure	Before residents came to WAO	When they left WAO
Yes	16	52

Child Custody

Child Custody	Before residents came to WAO	When they left WAO
Yes	14	56

Maintenance/ Alimony

Maintenance/ Alimony	Before residents came to WAO	When they left WAO
Yes	12	51

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 the residents how to negotiate with their employees for their wages and salaries, especially in cases where the employers refuse to pay her. The social workers assisted two residents in getting their wages and salaries.

Budgeting

Information on Budgeting	Before residents came to WAO	When they left WAO
Yes	43	84

Loan/Debt/Bankruptcy

Information on Loan/Debt/Bankruptcy	Before residents came to WAO	When they left WAO
Yes	10	34

Salary/Wages

Salary/Wages	Before residents came to WAO	When they left WAO
Yes	23	44

15.5 Issues on social visit pass, permanent residency

For the non-Malaysians who came to seek shelter in 2009 (including the four (4) migrant domestic workers), WAO provided them with information about their social visit pass, how to apply for permanent residency (PR) and discussed issues around overstaying.

Social Visit Pass

Information on Social Visit Pass	Before residents came to WAO	When they left WAO
Yes	4	13

Application for PR

Apply for PR	Before residents came to WAO	When they left WAO
Yes	1	7

Issues on overstaying

Apply for overstaying	Before residents came to WAO	When they left WAO
Yes	4	12

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.

National Registration Department (for identity card, /birth certificate /marriage certificate)

Information on National Registration Department procedures	Before residents came to WAO	When they left WAO
Yes	18	42

Welfare Department

Information on Welfare (IPO, financial assistance, counselling)	Before residents came to WAO	When they left WAO
Yes	20	36

Lawyer/Legal Aid Center (LAC)

Information on Lawyer/LAC (divorce, custody and maintainence)	Before residents came to WAO	When they left WAO
Yes	9	39

Religious Bodies

Information on the Religious Bodies	Before residents came to WAO	When they left WAO
Yes	15	26

Other NGO

Information on other NGOs (children's home, marriage counselling, financial assistant)	Before residents came to WAO	When they left WAO
Yes	17	42

B. INFORMATION ON DOMESTIC VIOLENCE

a) INFORMATION ON THE ABUSE

There were 119 women who sought shelter at the Refuge. Out of those, **89 were victims or survivors of domestic violence**, compared to 62 in the previous year which shows an increase of 44%.

1. Types of abuse (multiple answers)

Type of abuse	Number	Percentage
Physical	82	92.1
Psychological	89	100.0
Sexual	29	32.6
Financial	55	61.8
Social	53	59.6

2. Types of physical abuse (multiple answers)

Description	Number	Percentage
Beaten with hands and kicking	81	91.0
Beaten with objects	42	47.2
Objects thrown	32	36.0
Hit against a wall/thrown on the floor	32	36.0
Assaulted with knife / objects	24	27.0
Scalded/burnt	18	20.2
Others	22	24.7

3. Length of time in abusive situation

3.1 Abused by Husband/Cohabiter/Boyfriend

Perpetrator	Number	Percentage
Husband	78	95.1
Boyfriend	3	3.7
Cohabiter	1	1.2
Total	82	100.0

When the abuse started	Number	Percentage
Before marriage	8	9.0
Within one year	49	55.1
Within two years	3	3.4
Within three years	5	5.6
Within four years	4	4.5
Within five years	5	5.6
After the fifth year	8	9.0
Total	82	92.1

Length of abuse	Number	Percentage
Less than 1 year	5	5.6
1 to 5 years	31	34.8
6 to 10 years	28	31.5
11 to 15 years	8	9.0
16 to 20 years	6	6.7
More than 20 years	4	4.5
Total	82	92.1

3.2 Abused by family members or relatives

Seven (7) of the domestic violence survivors were abused by their family members. Among them 43% or three women were abused between 1 to 2 years, 29% or two (2) women were abused between three to four years. There was one (1) woman who has been abused for more then ten years.

Perpetrator	Number	Percentage
Parents	4	57.1
Brothers	1	14.3
Sisters	1	14.3
Relatives	1	14.3
Total	7	100.0

Length of abuse	Number	Percentage
1 to 2 years	3	42.8
3 to 4 years	2	28.5
4 to 5 years	1	14.3
10 years and above	1	14.3
Total	7	100.0

4. History of Abuse

4.1 Perpetrator's family

History of Abuse	Number	Percentage	Valid Percentage
Yes	36	40.4	42.4
No	29	32.6	34.1
Don't know	20	22.5	23.5
Total	85	95.5	100.0
Not available	4	4.5	
Total	89	100.0	

4.2 Resident's family

History of Abuse	Number	Percentage	Valid Percentage
Yes	23	25.8	26.7
No	63	70.8	73.3
Total	86	96.6	100.0
Not available	3	3.4	
Total	89	100.0	

5. Frequency of the abuse

Frequency of abuse	Number	Percentage
Daily	25	28.1
Once a week	22	24.7
Occasionally	42	47.1
Total	89	100.0

6. Considered / Attempted suicide

Out of 89 domestic violence survivors, 39 or 45% of them had considered suicide.

Considered suicide	Number	Percentage	Valid Percentage
Yes	39	43.8	44.8
No	48	53.9	55.2
Total	87	97.7	100.0
Not available	2	2.3	
Total	89	43.8	

Twenty-six of the survivors had attempted suicide at least once. There was one (1) survivor who attempted suicide six (6) times

Attempted suicide	Number	Percentage
Yes	26	66.6
No	13	33.4
Total	39	100.0

Frequency of attempts	Number	Percentage	Valid Percentage
One time	14	53.8	58.3
Two times	5	19.2	20.8
Three times	3	11.5	12.5
Four times	1	3.5	4.1
Six times	1	3.5	3.5
Total	24	92.4	100.0
Not available	2	7.6	
Total	26	100.0	

6.1 Ways of committing suicide

Nine (9) out of twenty-six women who attempted suicide took sleeping pills, four (4) women cut their wrists, three (3) attempted to jump from flat dwellings, two (2) women drank Clorox, two (2) drank medicine and there was one (1) woman who tried to kill herself by jumping in front of the moving train.

Ways of committing suicide	Number	Percentage	Valid Percentage
Took sleeping pills	9	34.6	39.2
Cut wrist	4	15.4	17.4
Drank Clorox	2	7.7	8.7
Drank medicine	2	7.7	8.7
Jumped off from flat	3	11.5	13.0
Hung by saree tied to the fan	2	7.7	8.6
Attempted to jump in front of moving train	1	3.8	4.4
Total	23	88.5	100.0
Not available	3	11.5	
Total	26	100.0	

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

54 (61%) women had attempted to leave the abusive situation for at least once. Out of these 54 women, ten (10) had tried more than five times while twenty-two others had tried only once. There were 34 (39%) women who had never left the abusive situation before.

Number of times they leave	Number	Percentage	Valid Percentage
Never left before	34	38.2	38.6
One times	22	24.7	40.7
Two times	14	15.7	25.9
Three times	7	7.9	13.0
Four times	1	1.1	1.9
Five times or more	10	11.2	18.5
Total	88	98.8	100.0
Not available	1	1.1	
Total	89	100.0	

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

45% decided to leave the house because the situation in the house had become unbearable (e.g. the abuse worsened; husband stopped financial support), and 29% left because they feared their husbands. The other factors are: they were kicked out by family members and the husband threatened to send her to a psychiatric ward.

Triggering factors	Number	Percentage
For the sake of the children	3	3.3
Fear of husband	25	28.1
Situation in the house became unbearable	46	51.7
There were other networks/resources to help her (e.g. church, NGO)	12	13.5
Husband had another woman	1	1.1
Other factors	2	2.2
Total	89	100

b) INFORMATION ON THE PERPETRATORS

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

1. Relationship to the residents

Perpetrators	Number	Percentage
Husband	78	87.6
Parent	4	4.5
Boyfriend	3	3.4
Cohabiter	1	1.1
Brothers	1	1.1
Sisters	1	1.1
Relatives	1	1.1
Total	89	100.0

2. Age

The perpetrators were mostly in their 30's (45%)

Age (years)	Number	Percentage
Less than 20 years old	1	1.1
20 to 29	11	12.4
30 to 39	40	44.9
40 to 49	30	33.7
50 and above	7	7.9
Total	89	100

3. Nationality

88% of the perpetrators were Malaysians and others were Myanmarese, two (2) Iraqi, and (1) Eurasian. The breakdown by ethnic group of the Malaysians was: Indians (56%), Malays (22%) and Chinese (19%).

Nationality	Number	Percentage
Malaysian	78	87.6
Myanmarese	8	9.0
Eurasian	1	1.1
Iraqi	2	2.2
Total	89	100.0

Ethnicity	Number	Percentage
Malay	17	21.7
Chinese	15	19.3
Indian	44	56.4
Others *	2	2.6
Total	78	100.0

* One (1) Malaysian Pakistani, One Malaysian Eurasian

4. Level of education

19% of the perpetrators had reached their SRP level, while 22% had reached their SPM level. There was one (1) who was a post-graduate. 11% did not know about their partners' level of education.

Level of Education	Number	Percentage	Valid Percentage
None	5	5.6	5.8
Primary	14	15.7	16.3
SRP	20	22.5	23.3
SPM	20	22.5	23.3
Diploma / Form 6	8	9.0	9.3
Degree	8	9.0	9.3
Post graduate	1	1.1	1.2
Don't know	10	11.2	11.6
Total	86	96.6	100.0
Not available	3	3.4	
Total	89	100.0	

5. Occupation

26% of the perpetrators were unemployed. The others were either self-employed (23%) or worked in the service sector (8%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	23	25.8	26.4
Professional	3	3.4	3.5
Factory/production worker	4	4.5	4.7
Cleaner/general worker	5	5.6	5.8
Technical worker	6	6.7	7.0
Self-employed/own business	20	22.5	23.3
Administrator/manager	5	5.6	5.8
Salesperson	3	3.4	3.5
Service sector worker	7	7.9	8.1
Student	1	1.1	1.2
Clerical worker	1	1.1	1.2
Other*	5	5.6	5.8
Retired	1	1.1	1.2
Don't know	3	3.4	3.1
Total	87	97.8	100.0
Not available	2	2.2	
Total	89	100.0	

* Others include soldier, human trafficking agent, drug pusher, lorry driver and contractor.

6. Income

26% of the perpetrators did not earn any form of income and 15% earned between RM1, 000 –RM 1,499. However, three (3) of the perpetrators earned between RM5, 000-9999 and eight (8) earned more then RM10, 000. There were 13 residents who were not sure how much their husbands or partners earned.

Income (RM)	Number	Percentage	Valid Percentage
None	23	25.8	26.4
< 500	2	2.2	2.3
500 – 999	4	4.5	4.6
1,000 – 1,499	13	14.6	14.9
1,500 – 1,999	4	4.5	4.6
2,000 – 2,499	7	7.9	8.0
2,500 – 4,999	13	14.6	14.9
5,000 – 9,999	3	3.4	3.4

Income (RM)	Number	Percentage	Valid Percentage
> 10,000	8	9.0	9.2
Don't know	10	11.2	11.5
Total	87	97.8	100.0
Not available	2	2.2	
Total	89	100.0	

7. Triggering factors (multiple answers)

The residents cited 3 main reasons for the abuse. They were: suspicious nature (48%), jealousy (55%), and financial problems (43%). However, 40% of them said the abuse occurred for no apparent reasons.

Triggering factors	Number	Percentage
No reason	36	40.4
Jealousy	49	55.1
Suspicious nature	43	48.3
Financial problems	38	42.7
Child related problems	12	13.5
Alcohol	30	33.7
Work related stress	20	22.5
Drugs	17	19.1
In-laws interference	11	12.4
Gambling problems	9	10.1
Sexual problems	14	15.7
Another woman/polygamy	13	14.6
Other women/affairs	12	13.5

8. Criminal record

17% of the perpetrators held criminal records for crimes besides domestic violence. About 7% of the women were unsure if the perpetrators held previous criminal records, but had their suspicions about it.

Criminal Record	Number	Percentage
Yes	15	16.9
No	68	76.4
Don't know	6	6.7
Total	89	100.0

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

9.1 Police report lodged prior to seeking shelter at WAO

48 of the women had lodged at least one police report prior to their coming to WAO. Some had lodged police reports just before they had 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. 25 residents made police reports while staying at the Refuge.

Police report lodged prior to WAO	Number	Percentage
Yes	48	53.9
No	41	46.1
Total	89	100.0

9.2 Helping residents to obtain IPO's

WAO assisted twenty women in getting IPO's. Eight (8) got the IPO and there was one (1) who was reported for violation of IPO.

Obtained IPO	Number	Percentage
Yes	8	40.0
No	12	60.0
Total	20	100.0

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

Among the eight (8) women that obtained IPOs, one (1) of the husbands violated the IPO.

c) OUTCOMES

1. Status of the women at the end of 2009

24% of the women went on to live independently. 24% left WAO to stay with their families, relatives or friends. 3% returned to their own homes because their husbands or partners had vacated the house.

Status of the women	Number	Percentage	Valid Percentage
Went back to abusive situation	21	23.6	24.4
Living independently	37	41.6	43.2
Left for another centre	3	3.4	3.4
Returned to country of origin	1	1.1	1.1
Returned to own home	3	3.4	3.4
Went to stay with family/relative/friend	21	23.6	24.4
Total	86	96.6	100.0
Not available	3	3.4	
Total	89	100.0	

2. Her support system

74% of the women mentioned that they had their own network/support system, whereas 26% did not have any.

Her support system	Number	Percentage
Yes	66	74.2
No	23	25.8
Total	89	100.0

Most of women received support from their family members (parents, brothers, sisters or relatives). There were two (2) women who received support from their in-laws. The support comes form various forms either moral, financial or provide temporary housing when they leave WAO.

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

Their support systems	Number	Percentage
Family Members	32	36.0
Relatives	5	5.6
In-laws	2	2.2
Religious community	3	3.4
NGO	3	3.4
Friends	20	22.5
Boyfriends	1	1.1
Total	66	100.0

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

21 or 24% of the women decided to return to their abusive situations. All the 21 women who went back to their abusive situations said that they wanted to give their husbands or partners 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.

Almost all the foreign wives who were married to Malaysian citizens and who had sought shelter at WAO eventually returned to their husband because of immigration problems such as overstaying and the need to renew their social visit passes – this had to be done by their husbands who were their sponsors.

Reasons	Number	Percentage
Give husband another chance	19	21.3
Children's education	8	9.0
Financial reasons	2	2.2
Husband agreed to change his behaviour	5	5.6
Under threat from husband	1	1.1
Illness in family	2	2.2
Other reasons	10	11.2

4. Occupation

Most of the ex-residents who decided not to return to their abusive situations were self-employed, had their own businesses, worked in the service sector or were clerical workers.

About 52% or 46 women were still unemployed at the end of their stay at WAO.

Type of job	Number	Percentage	Valid Percentage
Factory/production worker	5	5.6	12.2
Technical worker	2	2.2	4.9
Cleaner/General worker	6	6.7	14.6
Professional	2	2.2	4.9
Administrator/Manager	3	3.4	7.3
Self-employed/Business	3	3.4	7.3
Clerical worker	6	6.7	14.6
Sales	2	2.2	4.9
Services sector	6	6.7	14.6
Teacher	2	2.2	4.9
Others	4	4.5	9.8
Total	41	46.1	100.0
Not applicable	46	51.7	
Not available	2	2.2	
Total	89	100.0	

C. MIGRANT DOMESTIC WORKER ABUSE

Four (4) of our residents in 2009 were migrant domestic workers.

Two (2) of them were from Indonesia and another two (2) from Cambodia. The police, relevant embassies and UNHCR referred most of the abuse cases reported to them to our shelter.

1. Age

Age (years)	Number	Valid Percentage
Less than 20	1	25.0
20 to 29	2	50.0
30 to 39	1	25.0
Total	4	100.0

2. Length of work

Length of work (month)	Number	Percentage	Valid Percentage
1-3	2	50.0	66.7
4-6	1	75.0	33.3
Total	3	25.0	100.0
Not available	1	100.0	
Total	4		

* She only stayed here for one night

3. Length of stay at shelter

Length of stay	Number	Percentage
Less than one week	1	25.0
1 to 2 weeks	1	25.0
More than 2 weeks*	2	50.0
Total	4	100.0

* They stayed for more than 2 months

4. Reasons for coming to WAO

All four (4) of them came because they were abused by their employer.

Reason	Number	Percentage
Abused by employer	4	100
Total	4	100.0

5. Type of abuse (multiple answers)

Psychological and sexual abuses were the most frequently reported types of abuse.

Type	Number	Percentage
Physical	3	75.0
Psychological	4	100.0
Sexual	4	100.0
Financial	3	75.0
Social	2	50.0

The physical violence included beating with hands and kicking with feet, scalding and burning, throwing objects and beating with objects.

Physical violence	Number	Percentage
Beaten with hands and kicking	4	100.0
Scalded/burnt	4	100.0
Objects thrown	1	75.0
Assaulted with knife / objects	1	75.0

6. Frequency of the abuse

The abuse occurred daily in four (4) cases, in one (1) case, the information was unavailable due to the victim's short length of stay.

Frequency	Number	Percentage	Valid Percentage
Occasionally	3	75.0	100.0
Total	3	75.0	100.0
Not available	1	25.0	
Total	4	100.0	

7. When did the abuse start?

In one (1) case, the employer started to abuse them after about one month from the time they started work. In three (3) cases, the abuse started between one to three months later.

When it started	Number	Percentage	Valid Percentage
1 month after started work	2	50.0	50.0
1 to 3 months	2	50.0	50.0
Total	4	100.0	100.0

b) INFORMATION ON THE PERPETRATORS

Among all four (4) cases of abuse, one (1) case of abuse was by the employer's children and the others were on abuse by the female employer.

1. Age

Age (years)	Number	Percentage	Valid Percentage
30 to 39	2	50.0	66.7
50 years old and over	1	25.0	33.3
Total	3	75.0	100.0
Not available	1	25.0	
Total	4	100.0	

2. Ethnicity

Most of the perpetrators were Chinese 75% and one (1) was Indian

Ethnicity	Number	Percentage
Chinese	3	75.0
Indian	1	25.0
Total	4	100.0

3. Occupation

Occupation	Number	Percentage	Valid Percentage
Homemaker	1	25.0	33.3
Self-employed/Business	1	25.0	33.3
Service sector	1	25.0	33.3
Total	3	75.0	100.0
Not available	1	25.0	
Total	4	100.0	

c) OUTCOMES**1. Status of the migrant domestic worker (MDW) at the end of 2008**

There were four (4) MDW .One women went back to her country of origin, one returned to the agent, one decided to live independently and the last one went to the embassy.

Status of migrant domestic worker	Number	Percentage
Living independently	1	25.0
Left the country to country of origin	1	25.0
Return to Agent	1	25.0
Went to embassy	1	25.0
Total	4	100.0

2. Services provided for Migrant Domestic Worker

Services provided	Number	Percentage
Police Report *	2	50.0
Hospital Examination	2	50.0
Immigration for check out memo and special pass	1	25.0
Negotiation with Employer / Agent	3	75.0
Embassy (Cambodia and Indonesia)	4	100.0

** Only two (2) of MDWs lodged police reports prior to coming to the WAO refuge. However, the social worker still needed to call the investigating officers to do a follow-up especially on her documents and to negotiate with the employers for wages and compensation*

Outcome	Number	Percentage
Employer / Agent returned the passport	1	25.0
Client received wages	2	50.0
Client received compensation	1	25.0
Got special pass and check out memo to leave the country	1	25.0

D. SINGLE PREGNANT WOMEN

Out of the 119 women, six (6) were single pregnant women. All the six (6), were within the ages of 20-29 years.

1. Age of client

Age (years)	Number	Percentage
20 to 29	6	100.0
Total	6	100.0

2. Ethnicity of residents

Ethnicity of residents	Number	Percentage
Malay	6	100.0
Total	6	100.0

3. Level of education of the six (6) residents

Level of education	Number	Percentage
Primary	1	14.3
SPM / Secondary	4	57.1
Form 6/Certificate	1	14.3
Total	6	100.0

4. Reason 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. Two women came to WAO because they had no place to go and needed resources to give birth.

Reason for seeking shelter	Number	Percentage
To hide her pregnancy	4	66.7
Family can't accept her	1	16.7
Needed resources to give birth	1	16.7
Total	6	100.0

5. Was it a consensual relationship?

85% or five (5) women's said that they were in a consensual relationship. There is one (1) woman was raped by her boyfriend.

Consensual relationship	Number	Percentage	Valid Percentage
Yes	5	83.3	83.3
No	1	16.7	16.7
Total	6	100.0	100.0

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

Out of six (6) women there are 83% or five (5) women had the knowledge of family planning.

Knowledge of family planning	Number	Percentage
Yes	5	83.3
No	1	16.7
Total	6	100.0

Of the five (5) women who had knowledge of family planning, none of them used a contraceptive method.

7. Reasons for pregnancy

Most of the women do not use contraceptive methods because they felt that they will not get pregnant.

Reasons for pregnancy	Number	Percentage
Feel they won't get pregnant	5	83.3
Not applicable	1	16.7
Total	6	100.0

8. Her family / partner support system

Only two (2) women (33.3%) received support from either family member or their partners.

Support system	Number	Percentage
Family Members	2	33.3
Not applicable	4	66.7
Total	6	100.0

9. Outcome

Four (4) women decided to give up their baby for adoption. However, two (2) women decided to keep her baby after the baby was born.

Status of the baby	Number	Percentage
Gave for adoption	4	66.7
Kept the baby	2	33.3
Total	6	100.0

FACE TO FACE COUNSELLING

A. GENERAL INFORMATION

In 2008, 72 women sought face to face counselling from WAO. This number increased to 138 women in 2009, shown an increase of 91%.

1. Monthly breakdown for face to face counselling

Month	Number	Percentage
January	12	8.7
February	21	15.2
March	36	26.1
April	5	3.6
May	8	5.8
June	4	2.9
July	8	5.8
August	5	3.6
September	13	9.4
October	7	5.1
November	8	5.8
December	11	8.0
Total	138	100.0

2. Problems faced

69% or 90 women sought face to face counselling due to domestic violence problems. 23% came because of issues other than domestic violence which was, legal issues pertaining to immigration problems such as birth certificate or passport issues, 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 need for shelter.

One (1) woman required counselling because of sexual harassment and the other nine (9) or 6% for rape.

Reason	Number	Percentage
Domestic violence	95	68.8
Other than violence	32	23.2
Domestic worker abuse	2	1.4
Rape	9	6.5
Total	138	100.0

3. Types of violence (multiple answers)

Among 90 domestic violence cases, the types of violence faced by the women were:

Types of violence	Number	Percentage
Physical	72	80.0
Psychological	80	88.9
Sexual	6	6.7
Financial	13	14.4
Social	8	8.9

* 16 cases suffered domestic violence for more than five (5) years.

4. Other problems faced (multiple answers)

Other problems	Number	Percentage
Divorce/custody/maintenance	36	26.1
Relationship problems with husband /boyfriend	101	73.2
Husband /boyfriend jealous/suspicious/insecure/stress/angry	11	8.0
Husband / boyfriend unemployed/irresponsible	15	10.9
Husband polygamous marriage/affairs	18	13.0
Husband on drugs/alcohol/gambling	17	12.3
Husband / boyfriend financial problems	8	5.8
Problems with family/In-laws	3	2.2
Sexual Harassment/Incest	2	1.4
Depression/mental stress	36	26.1
Police report/IPO	10	7.2
Child abuse/incest	8	5.8
Single mother pregnancy/abortion	1	0.7
Unemployed / work related problems	6	4.3
Visa / Immigration	3	2.2
Registration (BC/IC)	2	1.4
Mentally ill/Disabled/Sick relative	2	1.4
Others	8	5.8

The women also faced other problems besides violence. These problems were relationship issues with their husbands or boyfriends (73%), conflicts with divorce, child custody and maintenance (26%), depression and mental stress (26%) and problems with husbands who were in polygamous marriages or had affairs (13%).

In 2009, issues related to relationship and depression were slightly lower (73%) compared to 2008 when it was 78%. All clients who suffered from domestic violence were under some form of mental stress.

5. Needs of the clients (multiple answers)

Most of the women sought face-to-face counselling mainly because they wanted counselling and guidance (62%). Some of them wanted advice, specifically on legal matters (28%) and also assistance in getting an IPO (20%).

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	86	62.3
Legal information	38	27.5
Other information	8	5.8
Shelter	14	10.1
Help in getting IPO	27	19.6
To be accompanied (welfare, court, other)	5	3.6
Financial assistance	4	2.9

6. Ex-clients.

Of the 138 women who came for face to face counselling, 28% of them were WAO's ex-clients, 72% were new clients.

Ex-Clients	Number	Percentage
Ex resident or Ex clients	14	10.1
No	124	89.9
Total	138	100.0

7. Age

The clients were mostly in their 30's (37%) and 20's (21%).

Age (years)	Number	Percentage
20 years old or below	6	4.6
20 to 29	39	28.2
30 to 39	52	37.7
40 to 49	27	19.6
50 years old and above	14	10.1
Total	138	100.0

8. Nationality

94% of the clients were Malaysians. The others were Indonesians (1%), Eurasians (1%), Philippine's (1%) and others (4%). Among the Malaysian clients, they were mostly Indians (40%), followed by Chinese (26%) and Malays (16%).

Nationality	Number	Percentage
Malaysian	129	93.5
Indonesian	1	0.7
Eurasian	1	0.7
Filipino	2	1.4
Others	5	3.6
Total	138	100.0

9. Residence

Most of the clients came from Wilayah Persekutuan (49%) and Selangor (48%).

Residence	Number	Percentage
Wilayah Persekutuan	68	49.3
Selangor	66	47.8
Perak	2	1.4
Johor	2	1.4
Total	138	100.0

10. Occupation

24% of the clients are professionals, 13% of the clients work as cleaners or general workers. There were 16% or 18 of the clients were not working, they were dependent on their husbands, partners or family members. 3% of the women had their own business or helped their partners to run the business.

Occupation	Number	Percentage	Valid Percentage
Unemployed/Housewives	18	13.0	16.1
Homemaker	7	5.1	6.3
Factory/ production Worker	6	4.3	5.4
Cleaner/General worker	14	14	12.5
Technical worker	1	0.7	0.9
Self-employed/Business	4	2.9	3.6
Professional	27	19.6	24.1
Administrator/Manager	5	3.6	4.5
Student	1	0.7	0.9
Clerical worker	6	4.3	5.4
Sales	7	5.1	6.3

Occupation (cont)	Number	Percentage	Valid Percentage
Officer	3	2.2	2.7
Customer service	1	0.7	0.9
Clerk	1	0.7	0.9
Services sector	2	1.4	1.8
Teacher	2	1.4	1.8
Other	7	5.1	6.3
Total	112	81.2	100.0
Not available	26	18.8	
Total	138	100.0	

11. Considered / Attempted suicide

Two (2) women considered suicide, whereas the others did not.

Considered suicide	Number	Percentage
Yes	2	1.4
No	136	98.6
Total	138	100.0

None of them attempted suicide. They were more focused in finding solutions to their present problems without ending their life.

12. Awareness

Most of the clients knew WAO from the media (70%). Other clients (22%) knew WAO from their friends or family members.

Awareness	Number	Percentage
Police	2	1.4
Welfare	1	0.7
One-stop centre/Hospitals	3	2.2
NGO	3	4.2
Media (internet / newspaper)	96	69.5
Ex-client/Friends/Family	31	22.4
Lawyer/Legal Aid Centre	1	0.7
Telephone directory	1	0.7
Total	138	100.0

13. Outcome

9% or 13 clients who sought counselling were later referred to other agencies, such as the welfare department or Legal Aid Centres (1%), hospital OSCC (2%) and other NGO's (4%). Three (3) or (2%) clients requested the social workers to accompany them to agencies, such as to the police station (1%). Two (2) women requested the social worker to accompany them to court.

43% of the cases came only once, 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 left with many options. .

Outcome	Number	Percentage	Valid Percentage
Referral			
Referred to welfare / legal aid centre	1	0.7	0.7
Referred to other home / children's home	1	0.7	0.7
Referred to embassy / agents	1	0.7	0.7
<i>Total</i>	3	<i>2.1</i>	<i>2.1</i>
Accompanied			
Accompanied to police station	7	5.0	5.1
Accompanied to welfare	2	1.4	1.4
Accompanied to court	3	2.1	2.1

Accompanied (cont)			
Accompanied to immigration	1	0.7	0.7
<i>Total</i>	13	9.4	0.7
Follow-up			
Follow-up with DPP / police	1	0.7	0.7
Sought shelter	14	10.1	10.2
Continued counselling	46	33.3	33.5
No further action	60	43.4	43.7
Total	137	99.2	100.0
Not available	1	0.7	
Total	138	100.0	

TELEPHONE COUNSELLING

A. GENERAL INFORMATION

- Number of calls in 2009: 1,228
- Number of calls in 2008: 1,318
- Number of calls in 2007: 1,200

1. Monthly breakdown of calls received

Month	Number	Percentage
January	112	9.1
February	71	5.8
March	99	8.1
April	127	10.3
May	112	9.1
June	138	11.2
July	107	8.7
August	74	6.0
September	97	7.9
October	128	10.4
November	73	5.9
December	89	7.2
Total	1228	100

2. Reasons for the calls

63% of the calls received were related to domestic violence, 33% of the calls were not related to domestic violence.

Reasons for the calls	Number	Percentage	Valid Percentage
Domestic violence	750	61.1	62.9
Other than violence	408	33.2	34.3
Domestic worker abuse	9	0.7	0.8
Abuse/Assault	14	1.1	1.1
Rape	10	0.8	0.9
Total	1191	97.0	100.0
Not available	37	3.0	
Total	1228	100.0	

66% of the callers had relationship problems either with their husband, partner (56%) or boyfriends (10%). 27% of the callers called for information on divorce, child custody and maintenance. In 2009, 32% of the callers had problems of depression and stress compared to 2008, which was 22%.

Other problems (multiple answers)	Number	Percentage
Problems with husband		
Relationship problems with husband	639	72.8
Unemployed / irresponsible	103	11.7
Drugs / alcohol / gambling	78	8.9
Jealous / suspicious / insecure / stress / angry	59	6.7
Polygamy / affairs	169	19.2
Financial problems	60	6.8
Divorce / custody / maintenance	270	30.8
Problems with boyfriend		
Relationship problems	48	34.5
Unemployed / irresponsible	4	2.9
Drugs / alcohol / gambling	2	1.4

Problems with boyfriend	Number	Percentage
Jealous / suspicious / insecure / stress / angry	3	2.2
Relationship with another woman	2	1.4
Financial problems	3	2.2
Custody / maintenance	1	0.7
Others		
Depressed / stress	349	28.4
Financial help	83	6.8
In-law problems	28	2.3
Unemployed / work related problems	14	1.1
Sexual harassment / rape / incest	24	2.0
Single parent	14	1.1
Single mother pregnancy	39	3.2
Housing	24	2.0
Immigration (visa / overstay / permit)	17	1.4
Registration (BC/IC)	21	1.7
Parenting / adoption	27	2.2
Police reporting	106	8.6
Child abuse	23	1.9
Mentally ill / disabled / sick relative	24	2.0

3. Information on domestic violence (multiple answers)

Among the 750 callers who suffered domestic violence, 54% suffered psychological abuse and 66% were physically abused, many suffered more than one type of abuse.

Type of abuse	Number	Percentage
Physical	407	54.3
Psychological	497	66.3
Sexual	24	3.2
Financial	94	12.5
Social	72	69.6

4. Length of abuse

53 callers (representing 18% of callers for whom such information is available) was had been abused for less than 1 year, and 117 callers (39%) was being had been in the abusive situation for 1 to 5 years. However, there were a total of 130 callers (43%) callers who had been abused for six (6) or more years and above.

Length	Number	Percentage	Valid Percentage
Less than 1 year	53	7.1	17.7
1 to 5 years	117	15.6	39.0
6 to 10 years	58	7.7	19.3
11 to 15 years	27	3.6	9.0
16 to 20 years	22	2.9	7.3
More than 20 years	23	3.1	7.7
Total	310	41.3	100.0
Not available	440	58.6	
Total	750	100.0	

5. Who are the callers?

86% of the callers were the clients themselves, whereas 14% called on behalf of a friend, family member, neighbour or co-worker. 46 or 4% of the callers (49 persons) were males.

Who called	Number	Percentage
Client /Woman herself	1051	85.6
Other than the client	177	14.4
Total	1228	100.0

6. Calls made by Ex-residents

19 calls or (2%) of calls were made by WAO ex-residents.

Ex-residents	Number	Percentage	Valid Percentage
Yes	19	1.5	1.6
No	1173	95.5	98.4
Total	1192	97.1	100.0
Not available	36	2.9	
Total	1228	100.0	

7. Number of Children of Callers

Most of the clients had two (2) or fewer children. From the total number of callers, 28% of them had no children, 48% had 1 or 2 children, and 19% had 3 or 4 children.

Number of Children	Number	Percentage	Valid Percentage
None	263	21.4	27.7
1 to 2 children	465	37.9	48.9
3 to 4 children	188	15.3	19.8
5 to 6 children	30	2.4	3.2
More than 6 children	4	0.3	0.4
Total	950	77.4	100.0
Not Available	278	22.6	
Total	1228	100.0	

8. Residence

Most of the clients were calling from Wilayah Persekutuan (44%) or/and Selangor (39%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutuan	413	33.6	44.5
Selangor	368	30.0	39.6
Johor	31	2.5	3.3
Perak	23	1.9	2.5
Negeri Sembilan	36	2.9	3.9
Kelantan	1	0.1	0.1
Pahang	11	0.9	1.2
Kedah	10	0.8	1.1
Melaka	10	0.8	1.1
Terengganu	3	0.2	0.3
Pulau Pinang	6	0.5	0.6
Sabah	2	0.1	0.2
Sarawak	2	0.1	0.2
Other	13	1.4	1.8
Total	929	75.7	100.0
Not available	299	24.3	
Total	1228	100.0	

9. Nationality

97% of the clients were Malaysians. The other callers were from Vietnam, Taiwan, Pakistan, Egypt, Singapore, Iran, Australia, England and Myanmar.

Nationality	Number	Percentage	Valid Percentage
Malaysian	1137	92.6	97.1
Indonesian	13	1.1	1.1
Filipina	2	0.2	0.2
Chinese	2	0.2	0.2
Indian	2	0.2	0.2

Others	15	1.2	1.3
Total	1171	95.4	100.0
Not available	57	4.6	
Total	1228	100.0	

The ethnic breakdown of among the Malaysian callers is as follows, there were;

Ethnicity	Number	Percentage	Valid Percentage
Malay	192	16.9	17.6
Chinese	465	40.9	42.8
Indian	393	34.6	36.2
Iban, Sarawakian, Eurasian	38	3.3	3.4
Total	1088	95.7	100.0
Not available	49	4.3	
Total	1137	100.0	

10. Age

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

Age	Number	Percentage	Valid Percentage
Less than 20 years old	31	2.5	3.2
20 to 29 years old	255	20.8	26.6
30 to 39 years old	403	32.8	42.1
40 to 49 years old	194	15.8	20.3
50 years old and above	75	6.1	7.8
Total	958	78.0	100.0
Not available	270	22.0	
Total	1228	100.0	

11. Occupation

Most of the clients did not have any income. They were either unemployed (29%) or homemakers (10%). Some of the clients were administrators/managers (10%), general workers or cleaners (2%), workers in various service sectors (3%), those who were self-employed/owned their own business (7%) and factory/ production workers (2%).

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

Occupation	Number	Percentage	Valid Percentage
Unemployed	192	15.6	28.6
Home-based business	68	5.5	10.1
Factory/production worker	15	1.2	2.2
General worker/cleaner	16	1.3	2.3
Professional	33	2.7	4.9
Technical worker	2	0.2	0.2
Self-employed/business	48	3.9	7.1
Administrator/manager	65	5.3	9.7
Student	21	1.7	3.1
Clerical worker	13	1.1	1.9
Sales	28	2.3	4.1
Services sector	23	1.9	3.4
Teacher	23	1.9	3.4
Retired	8	0.7	1.1
Officer	17	1.4	2.5
Customer services	20	1.6	3.0
Clerk	34	2.8	5.0
Other	44	3.6	6.5

Occupation	Number	Percentage	Valid Percentage
Total	670	54.4	100.0
Not available	558	45.4	
Total	1228	100.0	

12. Needs of the callers (multiple answers)

64% of the callers requested counselling, 29% requested legal information while the other 18% requested information regarding IPOs. There were 47% of the callers who called for requested general information, including. 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.

Needs	Number	Percentage
Counselling	781	63.6
Legal information	360	29.3
Shelter	141	11.5
Information regarding IPO	220	17.9
General information	573	46.7
Counselling for husband	13	1.1
Financial assistance	56	4.6
Request to be accompanied	21	1.7
Other	102	8.3

13. Considered suicide

17 (or 1% of the callers who provided such information) had considered suicide, while the other 1123 or 981% had not considered suicide.

Among the 1% or 17 women who had considered suicide before, 15 callers or 2% were victims of domestic violence.

Considered suicide	Number	Percentage	Valid Percentage
Yes	17	1.4	1.5
No	1123	91.4	98.5
Total	1140	92.8	100.0
Not available	88	7.2	
Total	1228	100.0	

14. Attempted suicide

Among the 17 callers who had considered suicide, 38% or 6 callers (38%) had attempted suicide and 10 or 62% of the callers have not attempted suicide.

Attempted suicide	Number	Percentage	Valid Percentage
Yes	6	35.3	37.5
No	10	58.8	62.5
Total	16	94.1	100.0
Not available	1	5.9	
Total	17	100.0	

15. Awareness

Most 47% of the clients (47%) found out knew about WAO through the media (newspaper, magazine, radio, television, and including, Internet: WAO's website). The next biggest group also heard knew about us from our ex-clients, their own friends or family members (28%).

Awareness	Number	Percentage	Valid Percentage
Police	8	0.7	1.5
Welfare Department	23	1.9	4.5
Hospitals/One Stop Crisis Centre	17	1.4	3.4
Legal body (LAC, LAB etc)	5	0.4	1.0

Awareness	Number	Percentage	Valid Percentage
NGO	29	2.4	5.7
Media (Newspapers/Internet etc.)	236	19.2	46.9
Ex- client/Friends/Family	142	11.6	28.1
Religious institution	7	0.6	1.4
Telephone directory	16	1.3	3.2
WAO staff, volunteers or members	7	0.6	1.4
Other	13	1.1	2.6
Total	503	40.9	100.0
Not available	725	59.1	
Total	1228	100.0	

E-MAIL ENQUIRIES

We received 160 e-mails in 2009.

1. Number of emails received each month

Month	Number	Percentage
January	19	12
February	16	10
March	10	6.3
April	13	8.1
May	4	3.0
June	6	3.8
July	14	8.0
August	12	8.0
September	16	10
October	13	8.1
November	19	11.8
December	18	11.2
TOTAL	160	100.0

2. Reasons for the emails

Issues	Number	Percentage
Domestic violence	30	18.7
Legal Rights	19	11.8
Child Abuse	2	1.2
Sexual Harassment	6	3.7
Single pregnant woman	2	1.2
Foreign Domestic Worker	4	2.5
Immigration matters	1	1.2
Child Adoption	6	3.7
Incest /Abuse by father	1	0.6
Assault	4	2.5
General information	76	47.5
Single mother	9	5.6
Total	160	100

We replied to all the emails and urgent matters which involved domestic violence, rape and child abused. 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 2009, 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 contact for legal referrals.

There were also a few emails from NGOs in Australia seeking help with respect to their Sri Lankan clients whose refugee status claims were being processed. The clients' family members were stuck in Malaysia while in transit to Australia, and were being harassed by agents who assist in sending the clients to Australia.

In addition, 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, to obtain information 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 50 female asylum seekers and refugees. Out of this, four (4) women came for the follow-up counselling. These were women who came for incident report taking or were referred directly to us by UNHCR. These sessions were carried out at WAO centre or at their own community centres in Bukit Bintang or Jalan Imbi.

2. Nationality / ethnicity

48% of the Myanmar women came from Chin State (Tidim 12%, Mara 4%, Falam 2%, Zomie 6% and others 16%), 24% women came from other states in Myanmar. There were also women from different countries such as Somali, Sri Lanka, Afghanistan, Iran, Iraq and Russian.

Ethnicity	Number	Percentage
Chin	2	4.0
Falam	1	2.0
Tidim	10	12.0
Mindat	1	2.0
Zomie	3	6.0
Lai	1	2.0
Mara	2	4.0
Mano	1	2.0
Rachaine	1	2.0
Lante	1	2.0
Hakka	1	2.0
Total from Chin State	24	48.0
Kachin	2	4.0
Mon	1	2.0
Shan	1	2.0
Karanie	1	2.0
Rohingya	4	8.0
Burmese	3	6.0
Total from other states in Myanmar	12	24.0
Somali	5	10.0
Sri Lanka	1	2.0
Iraq	1	2.0
Iran	1	2.0
Afghanistan	5	10.0
Russia	1	2.0
Total from other countries	14	28.0
Grand Total	50	100.0

3. Age

24% of the women were below 20 years old. The other 8% ranged from ages 17 to 19 years old. 50% of the women were from the ages of 20 to 29 years old.

Age (years)	Number	Percentage
16 or below	8	16.0
17 to 19	4	8.0
20 to 29	25	50.0
30 to 39	8	16.0
40 to 49	3	6.0
50 years old and above	1	2.0
Not sure	1	2.0
Total	50	100.0

4. Type of Cases

34 cases or 68% were rape incidents. This included gang rape (14%), attempted rape (2%) and sexual harassment (2%). Seven (7) cases or 14% were domestic violence cases. Five (5) of the cases were not related to Sexual Gender Base Violence (SGBV). However, it included cases that involved clients who felt helpless because their daughter was kidnapped, or clients who are HIV positive. There were also cases whereby the daughter was raped, clients harassed by their husbands, husbands having affairs, fears that the husband would take her child away, as well as the inability to cope with the emotions of a child who were subjected to sexual assault. Some clients wanted to talk about their feelings and emotions to the social worker.

In the case of the Somali women, almost all of them were gang raped. One of them had their family members were murdered by the rebels. Some of them witnessed gang rape.

Type of cases	Number	Percentage
Rape	26	52.0
Gang rape	7	14.0
Attempted rape	1	2.0
Domestic violence	7	14.0
Sexual harassment	1	2.0
Kidnapped	1	2.0
Depression	2	4.0
Other then SGBV	5	20.0
Total	50	100.0

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 34 women who reported rape, 28 of the incidents occurred in Myanmar (country of origin); one (1) incident happened during transit and five (5) occurred in Malaysia.

Perpetrators	Number	Percentage	Valid Percentage
Military	13	38.2	39.3
Police	2	5.8	6.0
Rebel/Soldier	9	26.4	27.2
People smuggler / Agent	1	2.9	3.0
Family members	2	5.8	6.0
Community members	1	2.9	3.0
Strangers	3	8.8	9.0
Strangers in Malaysia	2	5.8	6.0
Total	33	97.1	100.0
Not available	1	2.9	
Total	34	100.0	

5.2 Gang Rape Incidents

There were seven (7) women who were gang raped victims, were perpetrated by military, rebel and the strangers.

Perpetrators	Number	Percentage
Military	3	42.8
Rebel	3	42.8
Stranger	1	14.2
Total	7	100.0

5.3 Sexual Harassment incidents

The one case of sexual harassment was committed by the boyfriend's friend.