



# WAO ANNUAL STATISTICS

## 2013

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## WAO FIGURES SINCE SEPTEMBER 1982

<b>Year</b>	<b>Refuge</b>	<b>Face to Face</b>	<b>Telephone</b>
1982	57	n/a	200
1984	129	n/a	369
1985	53	n/a	592
1986	50	n/a	843
1987	61	30	822
1988	83	79	641
1989	90	114	1403
1990	75	109	1512
1991	74	80	1857
1992	62	74	2462
1993	91	84	1312
1994	97	91	1358
1995	88	57	1428
1996	98	52	1800
1997	109	52	1150
1998	101	50	1241
1999	120	52	1150
2000	105	44	981
2001	115	95	1063
2002	122	87	1478
2003	133	91	1492
2004	132	75	1500
2005	116	115	1215
2006	95	105	1475
2007	100	75	1200
2008	115	72	1318
2009	119	138	1228
2010	125	145	1544
2011	110	104	1347
2012	133	127	2023
2013	153	125	1965
<b>Total</b>	<b>3111</b>	<b>2322</b>	<b>39969</b>

# **CONTENTS**

<b>REFUGE</b>	<b>7</b>
<b>INFORMATION ABOUT RESIDENTS</b>	<b>7</b>
1. Reasons for seeking shelter	7
2. Expectations of the residents (multiple answers)	7
3. Number of children who stayed at the Refuge	8
4. Number of stays	9
5. Source of awareness about WAO	9
6. Length of stays	10
7. Place of residence	10
8. Age	11
9. Nationality	11
10. Marital status	12
11. Level of education	12
12. Occupation	13
12.1 Homemakers	13
12.2 Homemaker not by choice	14
13. Income (per month)	14
14. Contemplated suicide / attempted	15
<b>UNDERSTANDING DOMESTIC VIOLENCE</b>	<b>17</b>
1. Types of abuse experienced by DV survivors (multiple answers)	17
2. Types of physical abuse (multiple answers)	17
3. Length of time in abusive situation - Domestic violence is a pattern and not an isolated incident	17
3.1 Abused by husband / cohabitee / boyfriend	17
3.2 Abused by family members or relatives	19
4. Triggering factors (multiple answers)	19
5. History of abuse - The chain remains unbroken	20
5.1 Perpetrator's family	20
5.2 Resident's family	20
6. Frequency of the abuse	20
7. The cycle of violence – The number of times the woman tried to leave	21
8. Triggering factors that made the woman leave her house and come to WAO	21
<b>DOMESTIC VIOLENCE: THE PERPETRATORS</b>	<b>22</b>
1. Relationship to residents	22
2. Age	22
3. Nationality	22
4. Level of education	23
5. Occupation	24
6. Income (per month)	24
7. Criminal record	25
8. Domestic Violence Act: Interim Protection Order (IPO)	25
8.1 Police report lodged prior to seeking shelter at WAO	25
8.2 Helping residents to obtain IPOs	26

<b>DOMESTIC VIOLENCE: OUTCOMES</b>	<b>26</b>
1. Status of the residents at the end of 2013	26
2. Support systems	27
3. Reasons cited for returning to abusive situation (multiple answers)	28
4. Occupation	28
<b>MIGRANT DOMESTIC WORKER ABUSE</b>	<b>29</b>
1. Age	29
2. Duration of work before seeking shelter (months)	29
3. Length of stay at shelter	29
4. Reasons for coming to WAO	30
5. Types of abuse experienced by MDW's (multiple answers)	30
<b>MIGRANT DOMESTIC WORKER ABUSE: THE PERPETRATORS</b>	<b>30</b>
1. Age	30
2. Ethnicity	30
3. Occupation	31
<b>MIGRANT DOMESTIC WORKER ABUSE: OUTCOMES</b>	<b>31</b>
1. Status of the Migrant Domestic Workers (MDW) at the end of 2013	31
2. Services provided for MDWs (multiple answers)	31
<b>HUMAN TRAFFICKING</b>	<b>32</b>
1. Nationality	32
2. Age	32
3. Reasons for trafficking	33
4. Traffickers	33
5. Length of stays at shelter	33
6. Duration of work before seeking shelter (months)	34
7. Reasons for coming to WAO	34
8. Types of abuse experienced by trafficked survivors (multiple answers)	34
<b>HUMAN TRAFFICKING: THE PERPETRATORS</b>	<b>35</b>
1. Age	35
2. Ethnicity	35
<b>HUMAN TRAFFICKING: OUTCOMES</b>	<b>35</b>
1. Status of human trafficking survivors at the end of 2013	35
2. Services provided for the trafficked survivors (multiple answers)	36
<b>SINGLE PREGNANT WOMEN</b>	<b>37</b>
1. Age of residents	37
2. Ethnicity of residents	37
3. Level of education of residents	37
4. Reasons for seeking shelter	37
5. Was it consensual sex?	38
6. Knowledge of family planning and the use of contraceptive methods	38
7. Reasons for not using contraception	38

8.	Her family / partner support system	38
<b>SINGLE PREGNANT WOMAN: OUTCOMES</b>		<b>39</b>
1.	Status of the Single Pregnant woman at the end of 2013	39
<b>FACE TO FACE COUNSELLING</b>		<b>41</b>
1.	Monthly breakdown for face to face counselling	41
2.	Problems faced	41
3.	Types of violence experienced by clients (multiple answers)	42
4.	Other problems faced (multiple answers)	42
5.	Needs of the clients (multiple answers)	42
6.	Ex- residents	43
7.	Age	43
8.	Nationality	44
9.	Place of residence	44
10.	Occupation	45
11.	Awareness of WAO	45
12.	Outcomes	45
<b>TELEPHONE COUNSELLING</b>		<b>47</b>
1.	Monthly breakdown of calls recorded	47
2.	Reasons for the calls	47
3.	Information on domestic violence (multiple answers)	48
4.	Length of abuse	49
5.	Who are the callers?	49
6.	Calls made by ex-residents	49
7.	Number of children of callers	49
8.	Residence	50
9.	Nationality	50
10.	Age	51
11.	Occupation	52
12.	Needs of the callers (multiple answers)	52
13.	Awareness of WAO	53
<b>EMAIL ENQUIRIES</b>		<b>54</b>
1.	Monthly breakdown of the emails received	54
2.	Reasons for the emails	54
<b>FACE TO FACE COUNSELLING FOR UNHCR CLIENTS</b>		<b>56</b>
1.	General Information	56
2.	Nationality / ethnicity	56
3.	Age	56
4.	Types of Cases	56
5.	Perpetrators	57
5.1	Rape	57
5.2	Domestic Violence	57
5.3	Sexual Harassment	58

<b>CHILD CARE CENTRE (CCC)</b>	<b>59</b>
<b>CHILDREN'S PROFILE</b>	<b>59</b>
1. Profile of the children at CCC	59
2. Reasons for using the CCC	60
3. Duration of stay	60
4. Children's Education	60
<b>PROFILE OF MOTHERS</b>	<b>61</b>
1. Ethnicity	61
2. Nationality	61
3. Working	61
4. Income	61
5. Housing	62
6. Marital Status	62
<b>STATUS OF THE CHILDREN BY 31 DECEMBER 2013</b>	<b>62</b>
1. Status	62
2. Reasons for children leaving the CCC	62
3. Status of the children after leaving the CCC	63

# REFUGE

## INFORMATION ABOUT RESIDENTS

There were 157 entries into the Refuge in 2013. However, 17 out of 157 were our ex-residents from previous years and four (4) residents came back for shelter within the same year. Therefore, the statistics below highlight the demographics of the 153 individual women who received our services.

The statistics below are based on information shared by the residents.

### 1. Reasons for seeking shelter

Reasons for seeking shelter	Number	Percentage	Number in 2012
Domestic violence	93	60.8	82
Single and pregnant	7	4.6	12
Rape	4	2.6	7
Migrant domestic worker abuse	3	2.0	9
Trafficked	32	20.9	11
Others*	14	9.3	11
<b>Total</b>	<b>153</b>	<b>100.0</b>	<b>132</b>

93 women (60.8 %) sought shelter as a result of domestic violence. WAO also offered shelter to women who were in crisis and required a temporary place to stay.

*\* Others include cases pending investigation by the office of the United Nations High Commissioner for Refugees (UNHCR) in Malaysia and the International Catholic Migration Commission (ICMC) Malaysia. These women do not have a place to stay. One (1) resident also sought shelter at the Refuge in order to accompany a friend who was requiring shelter.*

### 2. Expectations of the residents (multiple answers)

Expectations of the residents	Number	Percentage
Seeking protection	150	98.0
Temporary shelter	140	91.5
Wanting legal assistance	59	38.6
Assistance to return to home country	37	24.1

Most residents sought protection and temporary housing at the Refuge. 98% of the residents sought protection from their husbands, partners, boyfriends, family members, agent and employers, while 91.5% came to WAO for temporary housing. Temporary housing or shelter also includes single pregnant women who wanted to “hide” their pregnancy from families and/or society, and residents who were rescued from detention camps and needed shelter for a night.

### 3. Number of children who stayed at the Refuge

Out of the 153 residents, 107 have children. Some of the children were left with in-laws, husbands or family members. Of 107 mothers, there were 55 mothers who stayed in the shelter with their children. In total, there were 109 children who stayed at the Refuge in 2013 (compared to 117 children in 2012).

Table (a) below shows the breakdown of the number of children who stayed at the Refuge per resident.

*Table (a)*

Number of children who stayed at the Refuge per resident	Number of residents	Percentage
1 child	22	40.0
2 children	16	29.0
3 children	14	25.5
4 children	2	3.7
5 children	1	1.8
<b>Total</b>	<b>55</b>	<b>100.0</b>

Table (b) shows the breakdown of the number of children each resident had.

*Table (b)*

Number of children per resident	Number of women	Percentage	Valid* Percentage
None	44	29.0	29.2
1 child	24	15.70	15.9
2 children	31	20.3	20.5
3 children	36	23.5	23.8
4 children	12	7.8	7.9
5 children and above	4	2.6	2.6
<b>Total</b>	<b>151</b>	<b>98.7</b>	<b>100.0</b>
Not available	2	1.3	
<b>Total</b>	<b>153</b>	<b>100.0</b>	

*\*Valid percentage refers to the total percentage excluding the missing values in a data set.*



#### 4. Number of stays

The majority of the residents at the Refuge (91.5%) were new residents, while 13 (8.5%) residents have stayed previously.

Number of stays	Number	Percentage
First	140	91.5
Second	12	7.8
Third	1	0.7
<b>Total</b>	<b>153</b>	<b>100.0</b>

#### 5. Source of awareness about WAO

As in previous years, residents found out about WAO through friends and relatives, the media (internet, magazines, newspapers, television and radio), and other NGOs (including Pure Life, Malaysian Social Research Institute / MSRI, WEA and Health Equity Initiatives / HEI). Agencies like the hospital, police, and welfare also referred Clients to WAO. Embassies worked together with WAO to house their citizens who required shelter.

Source of awareness about WAO	Number	Percentage
Embassy	31	21.0
Hospital / One Stop Crisis Centre	25	16.3
NGOs	15	9.8
Self (ex-resident) / other ex- resident	13	8.5
Friends	13	8.5
UNHCR	12	7.3
Media / website	11	7.1
Family	8	5.2
Welfare	6	3.8
Legal Aid Centre	5	3.3
International Catholic Migration Commission (ICMC)	5	3.3
Police	4	2.6
Religious institutions	1	0.7
Others*	4	2.6
<b>Total</b>	<b>153</b>	<b>100.0</b>

*\*Others include political parties and ex-employer.*

## 6. Length of stays

The women stayed for varying periods of time, most of the women stayed for less than a week (20.3 %).

Length of stays	Number	Percentage
Less than a week	31	20.3
1 to 2 weeks	16	10.5
2 to 3 weeks	29	19.0
1 to 2 months	23	15.0
2 to 3 months	25	16.3
More than 3 months	21	13.8
Still at WAO	8	5.1
<b>Total</b>	<b>153</b>	<b>100.0</b>

## 7. Place of residence

As we are located in the Klang Valley, most women came from Selangor (57.7 %) and Wilayah Persekutuan (28.5 %).

Residence	Number	Percentage	Valid Percentage
Selangor	79	51.6	57.7
Wilayah Persekutuan	39	25.5	28.5
Johor	6	3.9	4.4
Negeri Sembilan	4	2.6	2.9
Pahang	3	2.0	2.2
Melaka	2	1.3	1.5
Perak	2	1.3	1.5
Penang	2	1.3	1.5
<b>Total</b>	<b>137</b>	<b>89.5</b>	<b>100.0</b>
Not available*	16	10.5	
<b>Total</b>	<b>153</b>	<b>100.0</b>	

\* 'Not available' refers to trafficked survivors who were confined in the house, and did not know the location where they were forced to live and work.

## 8. Age

For the past 10 years, residents were mostly in their 20s (40.5 %) and 30s (30.1%).

Age (years)	Number	Percentage
Less than 20	9	5.9
20 to 29	62	40.5
30 to 39	46	30.1
40 to 49	30	19.6
50 and above	6	3.9
<b>Total</b>	<b>153</b>	<b>100.0</b>

## 9. Nationality

Among 153 residents, there were 81 (53%) Malaysians and 72 (47%) non-Malaysians.

Nationality	Number	Percentage
Malaysian	81	53.0
Indian (India)	31	20.3
Myanmarese	18	11.8
Indonesian	6	4.0
Filipina	5	3.3
Chinese (China)	3	2.0
Sri Lankan	2	1.4
Cambodian	1	0.7
Thai	1	0.7
Vietnamese	1	0.7
Nigerian	1	0.7
Malian	1	0.7
Singaporean	1	0.7
Brazilian	1	0.7
<b>Total</b>	<b>153</b>	<b>100.0</b>

The ethnicity of the 81 Malaysians were:

Ethnicity	Number	Percentage
Indian	47	58.0
Malay	25	30.9
Chinese	7	8.6
Sikh	1	1.3

Sabahan Kadazan	1	1.3
<b>Total</b>	<b>81</b>	<b>100.0</b>

## 10. Marital status

Most of the residents were married. A significant number were married through customary marriages, highlighting that the community does not understand the legal implications of unregistered marriages.

Marital status	Number	Percentage	Valid Percentage
Single	34	22.2	23.0
Registered marriage	58	37.9	39.2
Customary marriage	26	17.0	17.6
Cohabiting	12	7.8	8.1
Widowed	9	5.9	6.1
Divorced	3	2.0	2.0
Separated	6	3.9	4.1
<b>Total</b>	<b>148</b>	<b>96.7</b>	<b>100.0</b>
Not available	5	3.3	
<b>Total</b>	<b>153</b>	<b>100.0</b>	

## 11. Level of education

About 27% of the residents possess a diploma and above.

Level of education	Number	Percentage	Valid Percentage
No formal education	28	18.3	18.9
Primary	24	15.7	16.2
Lower secondary / SRP / PMR	17	11.1	11.5
Upper secondary / SPM	38	24.8	25.7
Form 6 / Certificate / Diploma	27	17.6	18.2
Degree	13	8.5	8.8
Post Graduate	1	0.7	0.7
<b>Total</b>	<b>148</b>	<b>96.7</b>	<b>100.0</b>
Not available	5	3.3	-
<b>Total</b>	<b>153</b>	<b>100.0</b>	-

## 12. Occupation

Almost half of the residents were not formally employed. Of these residents, some had home-based businesses while others were unable to find a job and some had to leave their jobs due to family obligations.

Occupation	Number	Percentage	Valid Percentage
Unemployed*	55	35.9	37.2
Homemaker	27	17.6	18.2
Migrant Domestic Worker	24	15.7	16.2
Factory / Production worker	3	2.0	2.0
Sales	7	4.6	4.7
Administrator / Manager	7	4.6	3.4
Cleaner / General worker	6	3.9	4.1
Professional	5	3.3	3.4
Self-employed / Business	5	3.3	3.4
Student	5	3.3	3.4
Customer service	3	2.0	2.0
Kitchen helper	1	0.7	0.7
Customer service	3	2.0	2.0
<b>Total</b>	<b>148</b>	<b>96.7</b>	<b>100.0</b>
Not available	5	3.3	-
<b>Total</b>	<b>153</b>	<b>100.0</b>	-

*\*Of 55 unemployed residents, 22 residents (40.0 %) were single and 19 (34.5%) were married. Four (4) women were separated, four (4) were widowed and three (3) were divorcee. Most of them were looking for a job.*

### 12.1 Homemakers

Since 2012, we have collected two categories of statistics on homemakers – by choice and not by choice. Of the 27 residents who were homemakers, 22 residents (81.5%) became homemakers not by choice, while five (5) residents (18.5%) became homemakers by choice.

Homemakers	Number	Percentage
By choice	5	18.5
Not by choice	22	81.5
<b>Total</b>	<b>27</b>	<b>100.0</b>

## 12.2 Homemaker not by choice

Of the 22 residents who became homemakers not by choice, 15 (68.2%) said they stayed at home because their husbands did not allow them to work. Six (6) residents (27.3%) stated it was due to the lack of resources for childcare, and one (1) resident stayed at home to take care of her siblings.

Reason of homemaker not by choice	Number	Percentage
Not allowed to work by husband	15	68.2
No one to take care of the children	6	27.3
Have to take care of other siblings	1	4.5
<b>Total</b>	<b>22</b>	<b>100.0</b>

## 13. Income (per month)

Out of 153 residents, 66 women earned an income prior to WAO. Most continued their job after seeking shelter. Out of three (3) Migrant Domestic Workers (MDWs), one (1) got her salary back from her employer after she came to WAO. Around 34 residents earned less than RM1,000 per month.

Income (RM)	Number	Percentage	Valid Percentage
None*	22	33.3	38.6
Below 500	1	1.5	1.8
500 – 999	11	16.7	19.3
1,000 – 1,499	5	7.6	8.8
1,500 – 1,999	4	6.1	7.0
2,000 – 2,499	3	4.5	5.3
2,500 – 4,999	5	7.6	8.8
5,000 – 9,999	4	6.1	7.0
More than 10,000	2	3.0	3.5
<b>Total</b>	<b>57</b>	<b>86.4</b>	<b>100.0</b>
Not available	9	13.6	-
<b>Total</b>	<b>66</b>	<b>100.0</b>	-

\* The 22 residents who did not have any earnings were trafficked survivors.

## 14. Contemplated suicide / attempted

This information is collected to highlight the impact of domestic violence on a survivor's life and how the trauma may have contributed to suicidal thoughts and attempts. With this information, WAO social workers were able to serve clients' needs better during counselling sessions.

Out of 153 women, 48 (31.4%) had contemplated suicide. Of these women, 22 (45.8%) have attempted suicide at least once.

Contemplated suicide	Number	Percentage	Valid Percentage
Yes	48	31.4	32.9
No	98	64.1	67.1
<b>Total</b>	<b>146</b>	<b>95.4</b>	<b>100.0</b>
Not available	7	4.6	-
<b>Total</b>	<b>153</b>	<b>100.0</b>	-

Out of 48 residents who contemplated suicide, 34 (70.8%) were survivors of domestic violence and 8 (16.7%) were trafficked victims.

Type of survivors	Number	Percentage
Domestic Violence	34	70.8
Trafficked	8	16.7
Migrant Domestic Worker	2	4.2
Single Pregnant Woman	1	2.1
Others - no place to stay	3	6.3
<b>Total</b>	<b>48</b>	<b>100.0</b>

Attempted suicide	Number	Percentage
Yes	22	45.8
No	26	54.2
<b>Total</b>	<b>48</b>	<b>100.0</b>

<b>Times attempted</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Once	14	63.6	66.7
Twice	2	9.1	9.5
Three	2	9.1	9.5
Four	1	4.5	4.8
More than four	2	9.1	9.5
<b>Total</b>	<b>21</b>	<b>95.5</b>	<b>100.0</b>
Not available	1	4.5	
<b>Total</b>	<b>22</b>	<b>100.0</b>	

Most of the attempted suicides were done by swallowing sleeping pills, inflicting self-injury, hanging them-selves, and consuming toxic substances or medicine.

<b>Methods of attempting suicide</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Consuming harmful substances	8	36.4	38.1
Swallowing pills	4	18.2	19.0
Inflicting self-injury (stabbing / cutting wrists)	8	36.3	38.1
Attempting to hang themselves	1	4.6	4.8
<b>Total</b>	<b>21</b>	<b>95.5</b>	<b>100.0</b>
Not available	1	4.5	
<b>Total</b>	<b>22</b>	<b>100.0</b>	



## UNDERSTANDING DOMESTIC VIOLENCE

Out of 153 residents who stayed at the shelter, 93 residents were survivors of domestic violence. In 2012, 82 out of 132 residents were domestic violence survivors.

### 1. Types of abuse experienced by DV survivors (multiple answers)

Almost all survivors of domestic violence experienced physical and psychological violence, while many were subjected to other forms of abuse.

Types of abuse	Number	Percentage (out of 93 )
Physical	87	95.6
Psychological	90	98.9
Sexual	32	35.2
Financial	47	51.6
Social	44	48.4

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

Types of physical abuse	Number	Percentage (out of 93)
Beaten with hands and kicking	84	94.4
Beaten with objects	40	44.9
Objects thrown	39	43.8
Hit against a wall / thrown on the floor	29	32.6
Threatened with knife / objects	24	27.0
Scalded / burnt	12	13.5

### 3. Length of time in abusive situation - Domestic violence is a pattern and not an isolated incident

Of 93 survivors of domestic violence 79 were abused by their husbands or boyfriends, while 14 were abused by their family members and in-laws.

#### 3.1 Abused by husband / cohabitee / boyfriend

Perpetrator	Number	Percentage
Husband / ex-husband	66	71.0
Cohabitee	4	4.3

Boyfriend	9	9.7
Family member	14	15.3
<b>Total</b>	<b>93</b>	<b>100.0</b>

54 residents (72%) experienced abuse within the first year of their marriage or relationship.

<b>When the abuse started</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Before marriage / relationship	16	20.1	21.3
Within one year	38	48.1	50.7
Within two years	5	6.3	6.7
Within three years	4	5.1	5.3
Within four years	1	1.3	1.3
Within five years	1	1.3	1.3
After the fifth year	10	12.7	13.4
<b>Total</b>	<b>75</b>	<b>94.9</b>	<b>100.0</b>
Not available	4	5.1	
<b>Total</b>	<b>79.0</b>	<b>100.0</b>	

<b>Length of abuse</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Less than 1 year	10	12.7	13.5
1 to 5 years	38	48.1	51.4
6 to 10 years	15	19.0	20.3
11 to 15 years	3	3.8	4.1
15 to 20 years	4	4.35.1	5.4
More than 20 years	4	4.35.1	5.4
<b>Total</b>	<b>74</b>	<b>79.693.8</b>	<b>100.0</b>
Not available	5	6,2	
<b>Total</b>	<b>79</b>	<b>100.0</b>	

### 3.2 Abused by family members or relatives

14 domestic violence survivors were abused by their family members. Domestic violence is not confined to abuse between spouses only, as it is about unequal power relations where one party seeks to control another through violence.

Perpetrator	Number	Percentage
Parents	10	71.4
Brother	2	14.3
Son-in-law	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Parents	Number	Percentage
Father	4	40
Mother	1	10
Both parents	5	50
<b>Total</b>	<b>10</b>	<b>100.0</b>

Length of abuse	Number	Percentage
Less than a year	5	36.0
1 to 3 years	3	21.4
4 to 5 years	3	21.4
6 to 10 years	1	7.1
More than 10 years	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

### 4. Triggering factors (multiple answers)

Acute jealousy is one of the triggering factors that was highlighted numerously, as abusive men tend to be very jealous, suspicious, and controlling. Alternatively, abuse could start at the end of the month when money dwindles. However, almost 40% of women said the abuse occurred for no apparent reason.

Triggering factors	Number	Percentage (out of 93)
Suspicious nature	44	50.3
Jealousy	38	43.7
Financial problems	35	40.2
No reason	31	35.6

Alcohol	24	27.6
Other women / affairs	20	23.0
Another woman / polygamy	19	21.8
Sexual problems	16	18.4
In-laws interference	15	16.1
Drugs	13	14.9
Gambling problems	6	6.9

## 5. History of abuse - The chain remains unbroken

### 5.1 Perpetrator's family

Almost 70% of perpetrators came from families with a history of abuse.

History of abuse	Number	Percentage	Valid Percentage
Yes	62	66.7	70.5
No	26	28.0	29.5
<b>Total</b>	<b>88</b>	<b>94.6</b>	<b>100.0</b>
Not available	5	5.4	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

### 5.2 Resident's family

History of abuse	Number	Percentage	Valid Percentage
Yes	32	34.4	36.6
No	56	60.2	63.4
<b>Total</b>	<b>88</b>	<b>94.6</b>	<b>100</b>
Not available	5	5.4	-
<b>Total</b>	<b>93</b>	<b>100</b>	<b>-</b>

## 6. Frequency of the abuse

Frequency of abuse	Number	Percentage	Valid Percentage
Daily	25	26.9	28.4
Once a week	11	11.8	12.5
Occasionally	52	55.9	59.1
<b>Total</b>	<b>88</b>	<b>94.6</b>	<b>100.0</b>

Not available	5	5.4	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

## 7. The cycle of violence – The number of times the woman tried to leave

31 women had left for the first time from the abusive situation to seek shelter at WAO. 13 women left five times or more before. Of the 31 women who left, four (4) went back to the abusive situation.

Number of times the women left the abusive situation	Number	Percentage	Valid Percentage
Never left before coming to WAO	31	33.3	34.4
One time	19	20.4	21.1
Two times	13	14.0	14.5
Three times	10	10.8	11.1
Four times	4	4.3	4.4
Five times or more	13	14.0	<b>14.5</b>
<b>Total</b>	<b>90</b>	<b>96.8</b>	<b>100.0</b>
Not available	3	3.2	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

In domestic violence situations, it is common for women to want to give their husbands a second chance, especially if he seemed to show remorse. This is part of the cycle of violence that survivors go through before leaving the abuse. Other reasons reported for returning to abusive situations include financial difficulties, the promise by the husband to change, the need to take care of the children, and not being able to cope with the public stigma as a single mother.

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

46 (51.7%) residents decided to leave their house because the situation had become unbearable i.e., the abuse had worsened, the husband had stopped supporting financially, or she had decided that her husband will never change.

Triggering factors	Number	Percentage	Valid Percentage
Situation in the house became unbearable	46	49.5	51.7
Fear of husband / boyfriend	22	23.7	24.7
There were other networks / resources to help her (e.g. church, NGOs)	12	12.9	13.5
For the sake of the children	6	6.5	6.7
Other factors*	3	3.2	3.4

<b>Total</b>	<b>89</b>	<b>95.7</b>	<b>100.0</b>
Not available	4	4.3	
<b>Total</b>	<b>93</b>	<b>100.0</b>	

*\*Other - Three (3) residents were abandoned by their husbands*

## DOMESTIC VIOLENCE: THE PERPETRATORS

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

### 1. Relationship to residents

<b>Perpetrators</b>	<b>Number</b>	<b>Percentage</b>
Husband / ex-husband	66	71.0
Living partner	4	4.3
Parent(s)	10	10.8
Boyfriend	9	9.7
Sibling(s)	2	2.2
Son-in-law	2	2.2
<b>Total</b>	<b>93</b>	<b>100.0</b>

### 2. Age

The perpetrators were mostly in their 30's (38.5% of perpetrators).

<b>Age (years)</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
20 to 29	21	22.6	25.4
30 to 39	33	35.5	38.4
40 to 49	16	17.2	18.6
50 and above	15	16.1	17.6
<b>Total</b>	<b>85</b>	<b>91.4</b>	<b>100.0</b>
Not available	8	8.6	
<b>Total</b>	<b>93</b>	<b>100.0</b>	

### 3. Nationality

<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>
Malaysian	76	81.7
Indonesian	1	1.1
Myanmar	11	11.8

Malian	1	1.1
Chile	1	1.1
Bangladesh	1	1.1
Indian	1	1.1
Nigerian	1	1.1
<b>Total</b>	<b>93</b>	<b>100.0</b>

Ethnicity of the Malaysian perpetrators:

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Malay	20	26.3	27.0
Chinese	9	11.8	12.2
Indian	43	56.6	58.1
Sikh	1	1.3	2.7
Sabahan Kadazan	1	1.3	100.0
<b>Total</b>	<b>74</b>	<b>97.4</b>	
Not available	2	2.6	
<b>Total</b>	<b>76</b>	<b>100.0</b>	

#### 4. Level of education

The perpetrators had a diverse educational background.

<b>Level of education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
No formal education	11	11.8	13.9
Primary	9	9.7	11.4
Lower secondary / PMR	19	20.4	24.1
Upper secondary / SPM	17	18.3	21.5
Diploma / Form 6	3	3.2	3.8
Degree	5	5.4	6.3
Post graduate	2	2.2	2.5
Do not know	13	14.0	16.5
<b>Total</b>	<b>79</b>	<b>85.0</b>	<b>100.0</b>
Not available	14	15.1	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

## 5. Occupation

The perpetrators came from a diverse occupational background. A significant number, about a fifth, were unemployed.

Occupation	Number	Percentage	Valid Percentage
Unemployed	15	16.1	18.8
Homemaker	1	1.1	1.3
Self-employed / business	23	24.7	28.8
Administrative / manager	12	13.0	15.0
Driver	6	6.5	7.5
Factory / production worker	5	5.4	6.3
Construction	4	4.3	5.0
Cleaner / general worker	3	3.2	3.8
Agents	2	2.2	2.5
Sales	2	2.2	2.5
Customer services	1	1.1	1.3
Professional	1	1.1	1.3
Mechanical	1	1.1	1.3
Others	1	1.1	1.3
Do not know	3	3.2	3.8
<b>Total</b>	<b>80</b>	<b>86.3</b>	<b>100.0</b>
Not available	13	14.0	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

## 6. Income (per month)

Almost 40% of our residents did not know how much the perpetrator earned.

Income (RM)	Number	Percentage	Valid Percentage
None	16	17.2	20.5
500 – 999	2	2.2	2.6
1,000 – 1,499	1	1.1	1.3
1,500 – 1,999	6	6.5	7.7
2,000 – 2,499	6	6.5	7.7
2,500 – 4,999	7	7.5	9.0
5,000 – 9,999	7	7.5	9.0
More than 10,000	1	1.1	1.3



No permanent income	3	3.2	3.8
Do not know	29	31.2	37.2
<b>Total</b>	<b>78</b>	<b>83.9</b>	<b>100.0</b>
Not available	15	16.1	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

## 7. Criminal record

Around 21.4% of the perpetrators had criminal records for crimes besides domestic violence. About 15.5% of the residents were unsure if the perpetrators had criminal records, but they suspected they did. All of these men were either the husband or boyfriend of the women.

<b>Criminal Record</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	18	19.4	21.4
No	53	57.0	63.1
Do not know	13	14.0	15.5
<b>Total</b>	<b>84</b>	<b>93.4</b>	<b>100.0</b>
Not available	9	9.6	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

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

### 8.1 Police report lodged prior to seeking shelter at WAO

Of 93 domestic violence survivors, 25 residents made police reports while staying at the Refuge. WAO's social workers assisted to communicate with the Investigating Officers to check on the status of the case. 60 residents (62.2 %) made police reports prior to arriving at WAO's shelter.

<b>Police report lodged prior to arriving at WAO</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	60	60.2	62.2
No	30	36.6	37.8
<b>Total</b>	<b>90</b>	<b>96.8</b>	<b>100.0</b>
Not available	3	3.2	
<b>Total</b>	<b>93</b>	<b>100.0</b>	

## 8.2 Helping residents to obtain IPOs

WAO assisted 25 residents to apply for Interim Protection Orders (IPOs). 10 residents successfully obtained their IPOs while six (6) were not successful due to the inefficiency of the authorities (police, welfare officer). Nine (9) residents sought shelter at WAO after they obtained IPOs.

Obtained IPO	Number	Percentage
Yes	19	76.0
No	6	24.0
<b>Total</b>	<b>25</b>	<b>100.0</b>

Many residents lodged police reports but did not want to pursue the case. Some did not want to charge the husband, as they did not think it would be in the best interest of their children. These residents felt that lodging police reports were enough for their own protection.

## DOMESTIC VIOLENCE: OUTCOMES

### 1. Status of the residents at the end of 2013

Most residents went on to live independently, while 21 residents (22.6%) went back to the abusive situation due to various reasons i.e., to give the husband another chance, the husband agreed to change his lifestyle, sickness in the family, children's schooling, or fearful that they won't be able to cope financially if they were to do it on their own. Of 21 residents, there was one (1) resident who went back due to a threat from her husband.

Status of the residents	Number	Percentage
Still at WAO	11	11.8
Went back to abusive situation*	21	22.6
Living independently	31	33.3
Staying with family / relatives / friends	19	20.4
Left to country of origin	6	6.5
Went back to UNHCR	1	1.1
Left without informing	4	4.3
<b>Total</b>	<b>93</b>	<b>100.0</b>

\* Refer to the table below.

For the 21 residents who went back to the abusive situation, the following table shows the number of the times they left home before coming to WAO.

Number of times the women had left	Number
Never left home before coming to WAO	6

Once	5
Twice	4
Three times	3
Five times or more	3
<b>Total</b>	<b>21</b>

## 2. Support systems

Most residents received support from family members (parents, siblings, or relatives). Others received help and support from friends and other NGOs (e.g. UNHCR), the Welfare Department, or religious organisations. The support comes in various ways - moral, financial, and temporary housing.

<b>Has a support system</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Yes	63	67.7	70.0
No	27	29.0	30.0
<b>Total</b>	<b>90</b>	<b>96.8</b>	<b>100.0</b>
Not available	3	3.2	-
<b>Total</b>	<b>93</b>	<b>100.0</b>	<b>-</b>

<b>Her support system</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Family members	33	35.4	53.2
Friends	24	25.8	38.7
Relatives	4	4.3	6.4
NGO	2	2.2	3.2
<b>Total</b>	<b>62</b>	<b>66.7</b>	<b>100.0</b>
Not available	3	3.2	
Not applicable	27	30.1	
<b>Total</b>	<b>93</b>	<b>100.0</b>	

Of 21 residents who went back to the abusive situation, 14 did not have a support system from family and friends.

<b>Has a support system</b>	<b>Number</b>
Yes	14
No	7
<b>Total</b>	<b>21</b>

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

Of 153 residents, 21 residents (26.6%) returned to the abusive situation. All of them said that they wanted to give their husbands or partners another chance.

Reasons	Number	Percentage (out of 21)
Give husband another chance	21	100.0
Husband agreed to change his behaviour / lifestyle	7	33.3
Children's education	6	28.5
Financial reasons	4	19.0
Threat from the perpetrator	2	9.5

### 4. Occupation

Of 72 residents who did not return to the abusive situation, 45 had a job when they left WAO and 27 found new jobs. 18 had jobs prior to coming to WAO and they went back to their jobs after they left.

Types of job	Number	Percentage
Administrator / manager	11	24.4
Sales	11	24.4
Factory / production worker	4	8.8
Self-employed / business	4	8.8
Nurse	4	8.8
Migrant Domestic Worker	3	6.6
Cleaner	3	6.6
Medical staff	3	6.6
Customer service	1	2.2
Teacher / lecturer	1	2.2
<b>Total</b>	<b>45</b>	<b>100.0</b>

## MIGRANT DOMESTIC WORKER ABUSE

There are over 600,000 migrant domestic workers (MDW) in Malaysia. The last published statistics from the police in 2009 indicates that there was an average of 50 reports lodged on MDW abuse.

Three (3) of our residents in 2013 were migrant domestic workers who were abused. They were from Indonesia, Cambodia, and the Philippines. They came to Malaysia through an agent from their own country.

### 1. Age

The youngest MDW was an Indonesian who was below 20 years old. They came with proper documents and contracts. The embassies provided assistance in getting back their salary and repatriating them to their original country. One (1) Filipino resident continued working with another employer in Malaysia.

Age (years)	Number	Percentage
20 to 29	1	33.3
30 to 39	1	33.3
More than 50 years	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

### 2. Duration of work before seeking shelter (months)

Length of work	Number	Percentage
1 – 3 months	1	33.3
12 – 18 months	1	33.3
18 – 24 months	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

### 3. Length of stay at shelter

Length of stay	Number	Percentage
2 to 3 weeks	1	33.3
1 to 2 months	1	33.3
4 – 5 months	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

#### 4. Reasons for coming to WAO

Reason	Number	Percentage
Abused by male employer	1	33.3
Abused by female employer	2	66.7
<b>Total</b>	<b>3</b>	<b>100.0</b>

#### 5. Types of abuse experienced by MDW's (multiple answers)

Types of abuse	Number	Percentage ( out of 3)
Physical	1	33.3
Mental	3	100.0
Sexual	-	-
Financial	1	33.3
Social	1	33.3

All MDWs suffered psychological abuse such as being constantly scolded, belittled, and threatened. They were also made to do excessive house chores and were deprived of food and rest. All the workers did not receive their salaries from the employers, except for two. Of the two that did receive their salaries, one was told by their employer that they would put the salary into a bank account and show them the book.

### MIGRANT DOMESTIC WORKER ABUSE: THE PERPETRATORS

#### 1. Age

Age (years)	Number	Percentage
20 - 29	1	33.3
30 - 39	1	33.3
Do not know	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

#### 2. Ethnicity

Ethnicity	Number	Percentage
Chinese	2	66.6
Sikh	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

### 3. Occupation

Occupation	Number	Percentage
Homemaker	1	33.3
Agent	1	33.3
Do not know	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

## MIGRANT DOMESTIC WORKER ABUSE: OUTCOMES

### 1. Status of the Migrant Domestic Workers (MDW) at the end of 2013

Two (2) MDWs went back to their country of origin and one (1) left to stay with another employer.

Status of migrant domestic worker	Number	Percentage
Left to country of origin	2	33.3
Left to another employer	1	33.3
<b>Total</b>	<b>3</b>	<b>100.0</b>

### 2. Services provided for MDWs (multiple answers)

Services provided	Number	Percentage (out of 3)
Helping client to lodge a police report	2	66.7
Taking client to the hospital for examination	1	33.3
Overstay issues	2	66.7
Negotiating with employer / agent	3	100.0
Negotiating with embassy	2	66.7
Helping client get back her wages	1	33.3
Waiver of penalty for overstay	2	66.7
Special pass and check out memo	2	66.7

# HUMAN TRAFFICKING

The overwhelming majority of trafficking victims are undocumented foreign workers in Malaysia from various countries including Philippines, Cambodia, Sri Lanka, India, Indonesia, Thailand, and Vietnam. Many victims travel willingly to Malaysia in search of employment opportunities in plantations, textile factories, and as domestic workers but subsequently encounter forced labour or debt bondage at the hands of their employers, employment agents, or informal labour recruiters. Many of Malaysia's trafficking offenders are individual business people. Large organized crime syndicates are also behind trafficking.

The elements of trafficking are as below:\*

## **The Act** (What is done)

Recruitment, transportation, transfer, harbouring, or receipt of persons.

## **The Means** (How it is done)

Threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability, or giving payments or benefits to a person in control of the victim.

## **The Purpose** (Why it is done)

For the purpose of exploitation, which includes exploiting, prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

To ascertain whether a particular circumstance constitutes trafficking in persons, consider the definition of trafficking in the Trafficking in Persons Protocol and the constituent elements of the offense, as defined by relevant domestic legislation.

*\*United Nations Office on Drugs and Crime, What is Human Trafficking? (n.d.). Retrieved April 9<sup>th</sup>, 2013, from the 'What is Human Trafficking?' <http://www.unodc.org/unodc/en/human-trafficking/what-is-human-trafficking.html>,*

## **1. Nationality**

In 2013, we sheltered 32 trafficked women.

Nationality	Number	Percentage
India	30	93.8
Myanmar	1	3.1
Cambodia	1	3.1
<b>Total</b>	<b>32</b>	<b>100.0</b>

## **2. Age**

Age (years)	Number	Percentage
Less than 20	1	3.1
20 to 29	5	15.6
30 to 39	12	37.5



40 to 49	12	37.5
50 and above	2	6.3
<b>Total</b>	<b>32</b>	<b>100.0</b>

### 3. Reasons for trafficking

Most residents were referred by the embassy, and one (1) was referred by ICMC. The residents reported that they were cheated by their agents.

<b>Trafficked for</b>	<b>Number</b>	<b>Percentage</b>
Labour	1	3.1
Domestic work	24	75.0
Sex work	7	21.9
<b>Total</b>	<b>32</b>	<b>100.0</b>

Most women came from poverty and wanted to change their lifestyle and financial situation by working in Malaysia.

### 4. Traffickers

Out of 32 women, 14 were trafficked by an agent in their home country. Residents reported that they were being moved to a few places in the first weeks of arrival in Malaysia.

<b>Trafficked by</b>	<b>Number</b>	<b>Percentage</b>
Agent in home country	14	43.8
Agent in Malaysia	18	56.3
<b>Total</b>	<b>32</b>	<b>100.0</b>

### 5. Length of stays at shelter

<b>Length of stay</b>	<b>Number</b>	<b>Percentage</b>
Less than a week	4	12.5
1 to 2 weeks	4	12.5
2 to 3 weeks	16	50.0
1 to 2 months	7	21.9
5 to 6 months	1	3.1
<b>Total</b>	<b>32</b>	<b>100.0</b>

## 6. Duration of work before seeking shelter (months)

All residents experienced multiple types of abuse by their employers and agents. Seven (7) residents worked for less than a month and two (2) residents worked for more than a year, while two (2) residents never started work.

Length of work	Number	Percentage	Valid Percentage
Never started work	2	6.3	6.5
Less than a month	7	21.9	22.6
1 – 3 months	10	31.3	32.3
4 – 6 months	2	6.3	6.5
7 – 12 months	8	25.0	25.8
18 – 24 months	2	6.3	6.5
<b>Total</b>	<b>31</b>	<b>96.9</b>	<b>100.0</b>
Not available	1	3.1	
<b>Total</b>	<b>32</b>	<b>100.0</b>	

## 7. Reasons for coming to WAO

Reason	Number	Percentage
Abused by agent	13	40.6
Abused by female employer	10	31.3
Abused by male employer	8	25.0
Abused by employer's son	1	3.1
<b>Total</b>	<b>32</b>	<b>100.0</b>

## 8. Types of abuse experienced by trafficked survivors (multiple answers)

Types of abuse	Number	Percentage (out of 32)
Physical	25	78.1
Mental	32	100.0
Sexual	8	25
Financial	28	87.5
Social	31	96.8

Some women were raped because they refused to listen to instructions and were not allowed to contact anyone including their family members.

## HUMAN TRAFFICKING: THE PERPETRATORS

### 1. Age

Age (years)	Number	Percentage	Valid Percentage
20 to 29	2	6.3	7.1
30 to 39	4	12.5	14.3
40 to 49	5	15.6	17.9
More than 50	4	12.5	14.3
Don't know	13	40.6	46.4
<b>Total</b>	<b>28</b>	<b>87.5</b>	<b>100.0</b>
Not available	4	12.5	
<b>Total</b>	<b>32</b>	<b>100.0</b>	

### 2. Ethnicity

Ethnicity	Number	Percentage
Malay	1	3.1
Chinese	1	3.1
Indian	25	78.1
Sikh	5	15.6
<b>Total</b>	<b>32</b>	<b>100.0</b>

## HUMAN TRAFFICKING: OUTCOMES

### 1. Status of human trafficking survivors at the end of 2013

There were 32 trafficked survivors in 2013. 30 survivors went back to their country of origin, while one (1) is still at WAO waiting for repatriation and one (1) left to stay with her friend.

Status of migrant domestic worker	Number	Percentage
Left to country of origin	30	93.8
Still at WAO	1	3.1
Went to stay with friends	1	3.1
<b>Total</b>	<b>32</b>	<b>100.0</b>

**2. Services provided for the trafficked survivors (multiple answers)**

<b>Services provided</b>	<b>Number</b>	<b>Percentage (out of 32)</b>
Negotiating with embassy	30	93.7
Special pass and check out memo	26	81.2
Waiver of penalty for overstay	25	78.1
Overstay issues	25	78.1
Taking client for hospital examination	10	31.2
Helping client to lodge a police report	4	12.5
Negotiating with employer / agent	3	9.3
Helping client to get her wages	3	9.3

## SINGLE PREGNANT WOMEN

Let's start by saying that we have problem with the terminology "single and pregnant women" as if this is a crisis in itself and even worse is being described as unmarried and pregnant. WAO does not view being pregnant as a problem, nor shame no matter what your status - married, not married, single, partnered not partnered etc. However we live in a society where marriage is viewed as the only legitimate situation where pregnancy can take place therefore the women face stigma and discrimination forcing them to "hide" their pregnancy. Our concern is that most times the women and the men are ignorant of safe sex, family planning and the responsibilities that come with getting pregnant.

Out of 153 residents, seven (7) women were single and pregnant. Of seven (7) residents, six (6) or 85.7 % were between the ages of 20 and 29.

### 1. Age of residents

Age (years)	Number	Percentage
Less than 20 years old	1	14.3
20- 29 years old	6	85.7
<b>Total</b>	<b>7</b>	<b>100.0</b>

### 2. Ethnicity of residents

Ethnicity of residents	Number	Percentage
Malay	4	57.1
Indian	3	42.9
<b>Total</b>	<b>7</b>	<b>100.0</b>

### 3. Level of education of residents

Level of education	Number	Percentage
Upper Secondary / SPM	4	57.1
STPM / Diploma	3	42.9
<b>Total</b>	<b>7</b>	<b>100.0</b>

### 4. Reasons for seeking shelter

Most women came to WAO to hide their pregnancy from family or the society. Although some had family support, their family members still wanted them to stay at an undisclosed location to avoid stigmatisation from neighbours and relatives.

Reasons for seeking shelter	Number	Percentage
Hiding her pregnancy	6	85.7
Lacking resources to give birth	1	14.3
<b>Total</b>	<b>7</b>	<b>100.0</b>

## 5. Was it consensual sex?

All residents said that they were in a consensual relationship.

Consensual sex?	Number	Percentage
Yes	7	100
No	-	-
<b>Total</b>	<b>7</b>	<b>100.0</b>

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

Most residents had knowledge of family planning and the use of contraceptive methods.

Knowledge of family planning?	Number	Percentage
Yes	4	57.1
No	3	42.9
<b>Total</b>	<b>7</b>	<b>100.0</b>

Out of four (4) residents who had the knowledge of family planning, only one (1) had used contraception.

## 7. Reasons for not using contraception

Most residents did not use contraception because they thought that they would not get pregnant.

Reasons for not using contraception	Number	Percentage
Don't know how to use contraceptive	1	33.3
Thought that they would not get pregnant	2	66.7
<b>Total</b>	<b>3</b>	<b>100.0</b>

## 8. Her family / partner support system

Out of seven (7) residents, six (6) received some support from family members and friends, while one (1) resident did not receive any support.

Support system	Number	Percentage
Family	4	66.7
Friends	2	33.3
<b>Total</b>	<b>6</b>	<b>100.0</b>

## SINGLE PREGNANT WOMAN: OUTCOMES

### 1. Status of the Single Pregnant woman at the end of 2013

Of seven (7) residents, four (4) residents decided to give their babies up for adoption.

Status of the baby	Number	Percentage	Valid Percentage
Adoption	4	57.1	66.7
Kept the baby	1	14.3	15.7
Parents taking care of the baby	1	14.3	15.7
<b>Total</b>	<b>6</b>	<b>85.7</b>	<b>100.0</b>
Not available*	1	14.3	
<b>Total</b>	<b>7</b>	<b>100.0</b>	

\* Resident left before giving birth





## FACE TO FACE COUNSELLING

In 2013, 125 clients sought face to face counselling services with WAO, compared to 127 clients in 2012.

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

Month	Number	Percentage
January	6	4.8
February	7	5.6
March	13	10.4
April	11	8.8
May	8	6.4
June	14	11.2
July	13	10.4
August	15	12.0
September	15	12.0
October	8	6.4
November	7	5.6
December	8	6.4
<b>Total</b>	<b>125</b>	<b>100.0</b>

### 2. Problems faced

89 clients (64.6%) sought face to face counselling because of domestic violence.

Reason	Number	Percentage
Domestic violence	89	64.6
Family / relationship related issues	28	23.6
Rape	6	3.9
Sexual harassment	1	3.1
Single and pregnant	1	3.1
<b>Total</b>	<b>125</b>	<b>100.0</b>

### 3. Types of violence experienced by clients (multiple answers)

Types of violence	Number	Percentage (out of 89)
Physical	43	48.3
Psychological	56	62.9
Sexual	16	17.9
Financial	13	14.6
Social	11	12.3

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

Other problems	Number	Percentage
Relationship problems with husband / boyfriend	47	37.6
Depression / mental stress	44	35.2
Husband / boyfriend is jealous / suspicious / insecure / stressed / angry	22	17.6
Divorce / custody / maintenance	17	13.6
Husband in polygamous marriage / affairs	16	12.8
Husband on drugs / alcohol / gambling	14	11.2
Husband / boyfriend unemployed / irresponsible	10	8.0
Unemployed / work related problems	7	5.6
Problems with family / in-laws	6	4.8
Registration (Birth Certificate /IC)	5	4.0
Difficulty coping with children	5	4.0
Housing	5	4.0
Mentally ill / Disabled	4	3.2
Financial help	4	3.2
Police report / IPO	4	3.2

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

Most clients sought face to face counselling because they wanted counselling and guidance (51.2 %). Some wanted advice, specifically on legal matters (16.0 %) and in obtaining an Interim Protection Order (28.8 %). There were clients who requested other information such as getting birth certificates, coping with children, financial assistance, property problems, and requesting to be accompanied to various agencies.

Needs	Number	Percentage (out of 125)
Counselling / Guidance	64	51.2
Help in getting Interim Protection Order	36	28.8
Legal information	20	16.0
Requested information	13	10.4
Shelter	12	9.6
To be accompanied (welfare, court, others)	5	4.0
Counselling for children	4	3.2
Counselling for husband	4	3.2
Financial assistance	2	1.6

## 6. Ex- residents

Of 125 clients who came to WAO for face to face counselling, five (5) or 4.0% were WAO's ex-residents or ex- clients and 120 (96%) were new clients.

Clients	Number	Percentage
Ex-resident or ex-clients	5	4.0
New clients	120	96.0
<b>Total</b>	<b>125</b>	<b>100.0</b>

## 7. Age

The clients were mostly in their 30s (38%) and 40s (25%).

Age (years)	Number	Percentage	Valid Percentage
Under 20 years old	4	3.2	3.7
20 to 29	23	18.4	21.3
30 to 39	41	32.8	38.0
40 to 49	27	21.6	25.0
50 to 59	10	8.0	9.3
60 years and above	3	2.4	2.8
<b>Total</b>	<b>108</b>	<b>86.4</b>	<b>100.0</b>
Not available	17	13.6	-
<b>Total</b>	<b>125</b>	<b>100.0</b>	<b>-</b>

## 8. Nationality

95.4% of clients were Malaysians with 56.3% Indians, 31.1% Chinese, 8.7% Malays and 3.9% others (Punjabi and Indigenous)

Nationality	Number	Percentage	Valid Percentage
Malaysian	103	82.4	95.4
Myanmarese	2	1.6	1.9
Filipino	1	0.8	0.9
Indonesian	1	0.8	0.9
Indian	1	0.8	0.9
<b>Total</b>	<b>108</b>	<b>86.4</b>	<b>100</b>
Not available	17	13.6	
<b>Total</b>	<b>125</b>	<b>100.0</b>	

## 9. Place of residence

Most clients came from Wilayah Persekutuan (41.6 %) and Selangor (52.2 %).

Residence	Number	Percentage	Valid Percentage
Selangor	50	40.0	52.2
Wilayah Persekutuan	40	32.0	41.6
Negeri Sembilan	3	2.4	3.1
Johor	2	1.6	2.1
Pahang	1	0.8	1.0
<b>Total</b>	<b>96</b>	<b>76.8</b>	<b>100.0</b>
Not available	29	23.2	-
<b>Total</b>	<b>125</b>	<b>100.0</b>	-

## 10. Occupation

Occupation	Number	Percentage	Valid Percentage
Unemployed	30	24.0	34.1
Administrator / manager	8	6.4	9.1
Office staff	4	3.2	4.5
Sales	3	2.4	3.4
Self-employed / business	2	1.6	2.3
Restaurant work	2	1.6	2.3
Customer service	2	1.6	2.3
Homemaker	1	0.8	1.1
Student	1	0.8	1.1
Other*	35	28.0	39.8
<b>Total</b>	<b>88</b>	<b>70.4</b>	<b>100.0</b>
Not available	37	29.6	-
<b>Total</b>	<b>125</b>	<b>100.0</b>	<b>-</b>

\* Others include drivers, freelance workers, architects, contractors, and etc.

## 11. Awareness of WAO

Most clients knew about WAO from ex-clients, family, or friends (60.6 %).

Awareness	Number	Percentage	Valid Percentage
Ex-clients / friends / family	20	16.0	60.6
Hospital / One Stop Crisis Centre (OSCC)	4	3.2	12.1
Media (internet, newspaper, radio)	4	3.2	12.1
NGO	3	2.4	9.1
Welfare	1	0.8	3.0
Political party	1	0.8	0.9
<b>Total</b>	<b>33</b>	<b>26.4</b>	<b>100</b>
Not available	92	73.6	-
<b>Total</b>	<b>125</b>	<b>100.0</b>	<b>-</b>

## 12. Outcomes

Ten (10) clients who sought counselling were referred to other agencies, such as the Welfare Department or Legal Aid Centres, One Stop Crisis Centres in hospitals, and other NGOs. Nine (9) clients requested for social workers to accompany them to the police station, court, Welfare Department, National Registration Department, and others. No further action was taken for 90 cases

(72 %), as they had obtained the necessary information through counselling and had identified a possible course of action. However, clients were advised to call back if they need further assistance.

Outcome	Number	Percentage (125)
Referral to agencies	10	8.0
Accompanied to agencies	9	7.2
Follow-up	9	7.2
Sought shelter	5	4.0
Continued counselling	2	1.6
No further action	90	72.0
<b>Total</b>	<b>125</b>	<b>100.0</b>

## TELEPHONE COUNSELLING

- **Number of calls in 2013 - 1,965**
- Number of calls in 2012 - 2,023
- Number of calls in 2011 - 1,347

### 1. Monthly breakdown of calls recorded

Month	Number	Percentage
January	107	5.4
February	131	6.7
March	198	10.1
April	176	9.0
May	187	9.5
June	168	8.5
July	194	9.9
August	191	9.7
September	149	7.6
October	153	7.8
November	159	8.1
December	152	7.7
<b>Total</b>	<b>1965</b>	<b>100.0</b>

### 2. Reasons for the calls

The majority of the calls (60.8%) were related to domestic violence.

Reasons for the calls	Number	Percentage
Domestic violence	1195	60.8
Non domestic violence	620	31.6
Single and pregnant	54	2.7
Sexual harassment	34	1.1
Rape	22	1.1
Child abuse	16	0.8
Domestic worker abuse	15	0.8
Trafficking	6	0.3
Abuse / assault	2	0.1
Incest	1	0.1
<b>Total</b>	<b>1965</b>	<b>100.0</b>

Some of the reasons cited by clients for calling WAO's helpline were relationship problems, either with their husband, boyfriend, or family members (30.9%), and information on divorce, child custody, and maintenance (17.4 %).

Other problems (multiple answers)	Number	Percentage
<b><i>Problems with partners</i></b>		
Relationship problems	608	30.9
Divorce / custody / maintenance	343	17.4
Polygamy / affairs	192	9.7
Jealous / suspicious / insecure / stressed / angry	188	9.5
Drugs / alcohol / gambling	163	8.2
Unemployed / irresponsible	56	2.8
Financial problems	24	1.2
<b><i>Others</i></b>		
Depressed / stress	116	5.9
In-law problems	64	3.2
Difficulties coping with children	60	1.7
Financial help	55	1.5
Police report	46	2.3
Unemployed / work related problems	31	1.5
Housing	27	1.3
Mentally ill / disabled / sick relatives	17	0.8
Registration (Birth Certificate / IC)	11	0.5
Parenting / adoption	11	0.5
Immigration (visa / overstay / permit)	10	0.05

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

Among the 1,195 callers who experienced domestic violence, 81.2% suffered psychological abuse and 72.1% suffered physical abuse. Many suffered more than one type of abuse.

Types of abuse	Number	Percentage (out of 1195)
Physical	862	72.1
Psychological	971	81.2
Sexual	59	3.0
Financial	109	9.1
Social	72	6.0



#### 4. Length of abuse

According to the available data, the majority of callers (48.9%) had experienced domestic violence for six or more years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	13	1.1	7.3
1 to 5 years	78	6.5	43.8
6 to 10 years	34	2.8	19.1
11 to 15 years	16	1.3	9.0
16 to 20 years	22	1.8	12.4
More than 20 years	15	1.3	8.4
<b>Total</b>	<b>178</b>	<b>14.9</b>	<b>100</b>
Not available	1017	85.1	-
<b>Total</b>	<b>1195</b>	<b>100.0</b>	<b>-</b>

#### 5. Who are the callers?

81.5% of the callers were the clients themselves, whereas 18.5% called on behalf of a friend, family member, neighbour or co-worker. Of 364 callers, 5.9% (116 people) were men.

Who called	Number	Percentage
Client / woman herself	1601	81.5
Other than the client	364	18.5
<b>Total</b>	<b>1965</b>	<b>100.0</b>

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

110 calls (5.6%) were made by WAO ex-residents.

Ex-residents	Number	Percentage
Yes	110	5.6
No	1855	94.4
<b>Total</b>	<b>1965</b>	<b>100.0</b>

#### 7. Number of children of callers

Number of Children	Number	Percentage	Valid Percentage
None	129	6.5	10.7
Pregnant	35	1.7	2.9
1 to 2 children	679	34.5	56.6
3 to 4 children	297	15.1	24.7
5 to 6 children	47	2.3	3.9

More than 6 children	11	0.5	0.9
<b>Total</b>	<b>1198</b>	<b>60.9</b>	<b>100.0</b>
Not available	535	27.2	-
Not applicable	232	11.9	-
<b>Total</b>	<b>1965</b>	<b>100.0</b>	<b>-</b>

## 8. Residence

Most clients called from Selangor (43.1 %) and Wilayah Persekutuan (34.2 %).

<b>Residence</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Selangor	629	32.0	43.1
Wilayah Persekutuan	499	25.4	34.2
Johor	85	4.3	5.8
Perak	40	2.0	2.7
Melaka	38	1.9	2.6
Negeri Sembilan	34	1.7	2.3
Pulau Pinang	27	1.4	1.8
Pahang	22	1.1	1.5
Kedah	11	0.6	0.8
Sabah	7	0.4	0.5
Terengganu	6	0.3	0.4
Sarawak	6	0.3	0.4
Kelantan	4	0.2	0.3
Other than Malaysia	52	2.6	3.6
<b>Total</b>	<b>1460</b>	<b>74.3</b>	<b>100</b>
Not available	505	25.7	-
<b>Total</b>	<b>1965</b>	<b>100.0</b>	<b>-</b>

## 9. Nationality

<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Malaysian	1619	82.3	94.1
Philippine	14	0.7	0.8
Indonesian	12	0.6	0.7
Indian	11	0.6	0.6
Myanmarese	10	0.5	0.6
Vietnamese	7	0.4	0.4
China	6	0.3	0.3

Singaporean	2	0.1	0.1
Canadian	2	0.1	0.1
Others	37	1.9	2.2
<b>Total</b>	<b>1720</b>	<b>87.5</b>	<b>100</b>
Not available	245	12.5	-
<b>Total</b>	<b>1965</b>	<b>100.0</b>	<b>-</b>

The ethnic breakdown among the Malaysian callers is as follows:

<b>Ethnicities</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Indian	660	40.8	42.1
Chinese	604	37.3	38.6
Malay	264	16.3	16.9
Others	38	2.3	2.4
<b>Total</b>	<b>1566</b>	<b>94.8</b>	<b>100.0</b>
Not available	53	3.2	-
<b>Total</b>	<b>1619</b>	<b>100.0</b>	<b>-</b>

## 10. Age

Most clients were in their 30s (38.3 %), while 23.9% were in their 20s and 22% were in their 40s.

<b>Age</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Under 20 years old	38	2.3	3.4
20 to 29 years old	266	16.4	23.9
30 to 39 years old	427	26.4	38.3
40 to 49 years old	245	15.1	22.0
50 to 59 years old	98	6.1	8.8
60 years and above	39	2.4	3.6
<b>Total</b>	<b>1113</b>	<b>68.7</b>	<b>100</b>
Not available	506	31.3	-
<b>Total</b>	<b>1619</b>	<b>100</b>	<b>-</b>

## 11. Occupation

Occupation	Number	Percentage	Valid Percentage
Unemployed	166	8.4	18.2
Homemaker	123	6.3	13.5
Clerical worker	111	5.6	12.2
Teacher / Lecturer / Professor	59	3.0	6.5
Administrator / Manager	52	2.7	5.7
Self-employed / Business	51	2.6	5.6
Student	47	2.0	5.2
Medical staff	30	15.3	15.3
Sales	27	1.4	3.0
Government Servant / Officer	22	1.8	4.0
Banker	20	1.0	2.2
Customer Service	19	1.0	2.1
Executive	13	0.7	1.4
General worker / cleaner	12	0.6	1.3
Domestic Workers	10	0.5	1.1
Factory / production worker	9	0.5	1.0
Restaurant worker	6	0.3	0.7
Retired	2	0.1	0.2
Others*	132	7.7	15.4
<b>Total</b>	<b>911</b>	<b>46.4</b>	<b>100.0</b>
Not available	1028	52.3	-
Not applicable	26	1.3	
<b>Total</b>	<b>1965</b>	<b>100.0</b>	<b>-</b>

\* Others include women who earn an income through odd jobs, marketing, baby-sitting, freelance jobs insurance and others.

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

54.1% of the callers requested counselling, while 34.7% requested legal information and information regarding IPOs. 15.8% requested general information, including information regarding counselling for children and friends, and telephone numbers of support services such as the Welfare Department, lawyers, and the Legal Aid Centre.

<b>Need</b>	<b>Number</b>	<b>Percentage (out of 1965)</b>
Counselling	1064	54.1
Legal information	367	18.6
Information regarding IPO	318	16.1
Shelter	311	15.8
General information	311	15.8
Financial assistance	41	2.0
Requested to be accompanied	18	0.9
Counselling for husband	15	0.7
Requested counselling for children	14	0.7

### 13. Awareness of WAO

Most clients heard about WAO through friends, family or ex-clients (35.7%). Following that, 173 clients (34.5%) found out about WAO through the media (newspapers, magazines, radio, television and the internet including WAO's website).

<b>Awareness</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Ex-client / friends / family	179	9.1	35.7
Media (newspapers / magazines / internet)	173	8.8	34.5
NGOs	47	2.4	9.4
Hospitals / One Stop Crisis Centres	30	1.5	6.0
Welfare Department	29	1.5	5.8
Police	12	0.6	2.4
Legal body (Legal Aid Centre, Legal Aid Bureau, etc)	11	0.6	2.2
Religious institution	5	0.3	1.0
Political parties	1	0.1	0.2
Others	15	0.8	2.8
<b>Total</b>	<b>502</b>	<b>25.5</b>	<b>100.0</b>
Not available	1463	74.5	-
<b>Total</b>	<b>1965</b>	<b>100.0</b>	<b>-</b>

## EMAIL ENQUIRIES

In 2013, WAO attended to 238 email enquiries.

### 1. Monthly breakdown of the emails received

Month	Number	Percentage
January	23	9.6
February	22	9.2
March	25	10.5
April	33	13.8
May	25	10.5
June	25	10.5
July	15	6.3
August	15	6.3
September	12	5.0
October	17	7.1
November	14	5.8
December	12	5.0
<b>Total</b>	<b>238</b>	<b>100.0</b>

### 2. Reasons for the emails

Issues	Number	Percentage
Domestic violence	77	32.3
Legal rights	38	15.9
General information	27	11.3
Sexual harassment	20	8.4
Single pregnant woman	5	2.1
Child abuse	4	1.6
Assault	4	1.6
Trafficking	3	1.2
Rape	2	0.8
Child adoption	2	0.8
Migrant domestic worker	1	0.4
Single mother	1	0.4
Other*	54	22.6
<b>Total</b>	<b>238</b>	<b>100.0</b>

*\* Others include requests for interviews by social workers, requests for speakers to give talks, requests for visits by students or organisations and invitations to join public events.*

WAO replied to all emails and urgent matters which involved domestic violence, rape, and child abuse. These emails were followed up with phone calls and face to face counselling. WAO also advised clients on general information and legal advice.

In 2013, we received many emails requesting information on the functions, roles, and services of WAO. College students, researchers, and media personnel wrote to us to enquire about violence against women including domestic violence, rape, and sexual harassment.

## FACE TO FACE COUNSELLING FOR UNHCR CLIENTS

### 1. General Information

Counselling was given to 93 asylum seekers and refugees. The survivors had been identified by UNHCR as Sexual Gender Base Violence (SGBV) survivors and were referred to WAO for face to face counselling. These sessions were carried out at UNHCR premises.

### 2. Nationality / ethnicity

Most of the survivors (72%) were from Myanmar and 13.9% were from Iran.

Ethnicity	Number	Percentage
Myanmar	67	72.0
Iranian	13	13.9
Sri Lankan	6	6.4
Pakistan	2	2.1
Somalia	2	2.1
Liberia	1	1.0
Afghanistan	1	1.0
Palestinian	1	1.0
<b>Total</b>	<b>93</b>	<b>100.0</b>

### 3. Age

Most of the survivors (43%) were between 20 to 29 years old.

Age (years)	Number	Percentage
Below 20 years	10	10.7
20 to 29 years	40	43.0
30 to 39 years	33	35.4
40 to 49 years	9	9.6
<b>Total</b>	<b>93</b>	<b>100.0</b>

### 4. Types of Cases

Types of cases	Number	Percentage
Domestic violence	39	41.9
Rape	33	35.4
Attempted rape	10	10.7
Sexual harassment	5	5.3
Gang Rape	2	2.1
Incest	1	1.0
Others*	3	3.2
<b>Total</b>	<b>93</b>	<b>100.0</b>



*\* Others include health issues, having no place to live, lost contact with family members, grief as a result of witnessing parents / family member being killed by military officers, and resettlement concerns.*

Most rape survivors faced other challenges such as financial problems, having suicidal tendencies and depression, difficulty coping with the situation in Malaysia and harassment by the police. The biggest issues among SGBV survivors in Malaysia were domestic violence and rape.

From 93 SGBV cases, 33 (35.4 %) survivors were raped and 39 (41.9 %) faced domestic violence issues.

## 5. Perpetrators

### 5.1 Rape

Among 45 rape survivors, 41 incidents occurred in their country of origin, while four (4) incidents occurred in Malaysia. Of 41 rape incidents, two (2) were gang rape.

The rape survivors come from various nationalities. 38 survivors were from Myanmar, four (4) Sri Lankan, one (1) Iranian, one (1) Pakistani, and one (1) Somalian. The breakdown of the perpetrators is as below:

Perpetrators	Number	Percentage
Soldier	24	53.2
Stranger	10	22.2
Acquaintance	7	15.5
Police in country of origin	1	2.2
Police in Malaysia	1	2.2
Agent	1	2.2
Employer	1	2.2
<b>Total</b>	<b>45</b>	<b>100.0</b>

### 5.2 Domestic Violence

Out of 93 cases, 39 survivors faced domestic violence.

Perpetrators	Number	Percentage
Husband	35	89.8
Step Father	3	7.6
Living partner / Cohabitee	1	2.6
<b>Total</b>	<b>39</b>	<b>100.0</b>

### 5.3 Sexual Harassment

Out of 93 cases, five (5) survivors were sexually harassed. 4 survivors (80.0%) were harassed in their country of origin (Myanmar, Iran, and Sri Lanka) and one (1) was harassed in Malaysia. The breakdown of the perpetrators is as below:

Perpetrators	Number	Percentage
Soldier	3	60.0
Uncle	1	20.0
Employer	1	20.0
<b>Total</b>	<b>5</b>	<b>100.0</b>

## CHILD CARE CENTRE (CCC)

32 children with 17 mothers sought CCC services in 2013. In 2012, there were 19 children with 11 mothers.

Sought Services at CCC	2012	2013	Increase in %
Children	19	32	68.4
Mother	11	17	54.5

## CHILDREN'S PROFILE

### 1. Profile of the children at CCC

Age :	Numbers	Percentage
Below 3 years old	4	12.5
4 to 6 years old	12	37.5
7 to 9 years old	9	28.1
10 to 12 years old	6	18.8
13 to 15 years old	1	3.1
<b>Total</b>	<b>32</b>	<b>100</b>

Ethnicity	Numbers	Percentage
Indian	10	31.3
Myanmar ethnic group	9	28.1
Malay	8	25.0
Chinese	5	15.6
<b>Total</b>	<b>32</b>	<b>100</b>

Gender	Numbers	Percentage
Male	22	68.8
Female	10	31.3
<b>Total</b>	<b>32</b>	<b>100</b>

Nationality	Numbers	Percentage
Malaysian	23	71.9
Myanmar	9	28.1
<b>Total</b>	<b>32</b>	<b>100</b>

Have been to school before entering CCC	Numbers	Percentage
Yes	9	28.1
No	17	53.1
<b>Total</b>	<b>32</b>	<b>100</b>

## 2. Reasons for using the CCC

Most mothers put their children in the CCC because of housing problems i.e., they did not have a house to keep their children in or they stayed in hostels provided by their employer.

Reason to put children at CCC	Numbers	Percentage
Housing	9	53.0
Financial	4	23.5
Protection	4	23.5
<b>Total</b>	<b>17</b>	<b>100</b>

## 3. Duration of stay

Seven (7) children stayed for less than 1 week. Most children stayed for 5 months and above.

Period	Numbers	Percentage
Less than one week	7	21.9
3 month	2	6.3
5 month	9	28.1
6 month	1	3.1
7 month	1	3.1
8 month	1	3.1
9 month	2	6.3
1 year	1	3.1
1 year and 9 month	1	3.1
2 year	7	21.9
<b>Total</b>	<b>32</b>	<b>100</b>

## 4. Children's Education

### (1) Children attending schools after entering the CCC

17 children attended schools while at the CCC, while 15 children did not attend school. Out of the 15 children, 5 received proper home schooling at the CCC. 10 children did not attend school due to the shortness of their stay at the centre and protection issues.

School	Numbers	Percentage
Yes	17	53.1
No	15	46.9
<b>Total</b>	<b>32</b>	<b>100</b>

## (2) Children's Education Level

Education	Numbers	Percentage
Kindergarten	9	41.0
Elementary school	7	31.8
Secondary school	1	4.5
Home schooling (CCC)	5	22.7
<b>TOTAL</b>	<b>22</b>	<b>100</b>

## PROFILE OF MOTHERS

In 2013, 17 mothers registered their children at the CCC compared to 11 mothers in 2012.

### 1. Ethnicity

Ethnicity	Numbers	Percentage
Indian	6	18.8
Myanmarese	6	18.8
Malay	3	17.6
Chinese	2	11.8
<b>Total</b>	<b>17</b>	<b>100</b>

### 2. Nationality

Nationality	Numbers	Percentage
Malaysian	11	64.7
Myanmar	6	35.3
<b>Total</b>	<b>32</b>	<b>100</b>

### 3. Working

Working	Numbers	Percentage
Yes	17	100
No	0	0
<b>Total</b>	<b>17</b>	<b>100</b>

### 4. Income

Income	Numbers	Percentage
Below RM 1000	8	47.1
RM 1000 - RM1500	3	17.6
RM 1500 - RM2000	3	17.6
Above RM 2000	3	17.6
<b>Total</b>	<b>17</b>	<b>100</b>

## 5. Housing

Housing	Numbers	Percentage
Renting a house	5	29.4
Provided by the company / employer	5	29.4
Renting a room	3	17.6
Family member's place	1	5.9
At WAO's refuge	3	17.6
<b>Total</b>	<b>17</b>	<b>100</b>

## 6. Marital Status

Status	Numbers	Percentage
Divorced	2	11.8
Separated from husband / partner	15	88.3
<b>Total</b>	<b>17</b>	<b>100</b>

## STATUS OF THE CHILDREN BY 31 DECEMBER 2013

### 1. Status

Status	Numbers	Percentage
Checked out	28	87.5
Still at the CCC	4	12.5
<b>Total</b>	<b>32</b>	<b>100</b>

### 2. Reasons for children leaving the CCC

Reason	Numbers	Percentage
Completed two (2) years at CCC	9	32.1
Resettled to another country with the mother	6	21.4
Support from a family member	5	17.9
Mother is able to find a place and support for the children	4	14.3
Only want to stay for a short while	4	14.3
<b>Total</b>	<b>28</b>	<b>100</b>

### 3. Status of the children after leaving the CCC

Status	Numbers	Percentage
Staying with the mother	13	46.4
Went back to the father / abusive situation	7	25.0
Staying with mother in another country	6	21.4
Staying with grandparents	2	7.1
<b>Total</b>	<b>28</b>	<b>100</b>