

WAO ANNUAL STATISTICS 2014



**ERASE THE VIOLENCE.
REPORT DOMESTIC VIOLENCE.**

WAO

Call the Women's Aid Organisation
at 03-7956 3488 or visit www.wao.org.my

WAO ANNUAL STATISTICS 2014

Who, Where and How?

2014 → 169 Residents

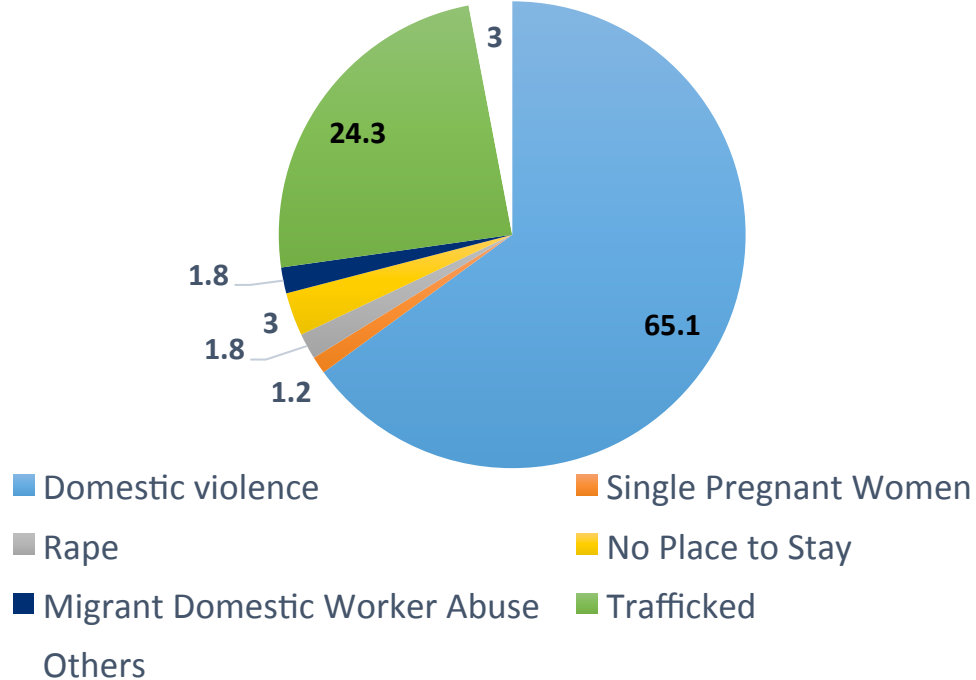
2013 → 153 Residents

14 Residents



N = 169 residents (%)

Reasons for seeking shelter



Topography

- Most of the residents came from the Klang Valley.
- 34 women (20%) came from outside of Klang Valley.
- 7 women couldn't identify their location.

Nationality

- Majority of the residents were Malaysians (86 women) while 32 each from Myanmar and India.
- The rest (19) were from Indonesia, Sri Lanka, China, Pakistan, Iran, Iraq, Vietnam and Kenya.

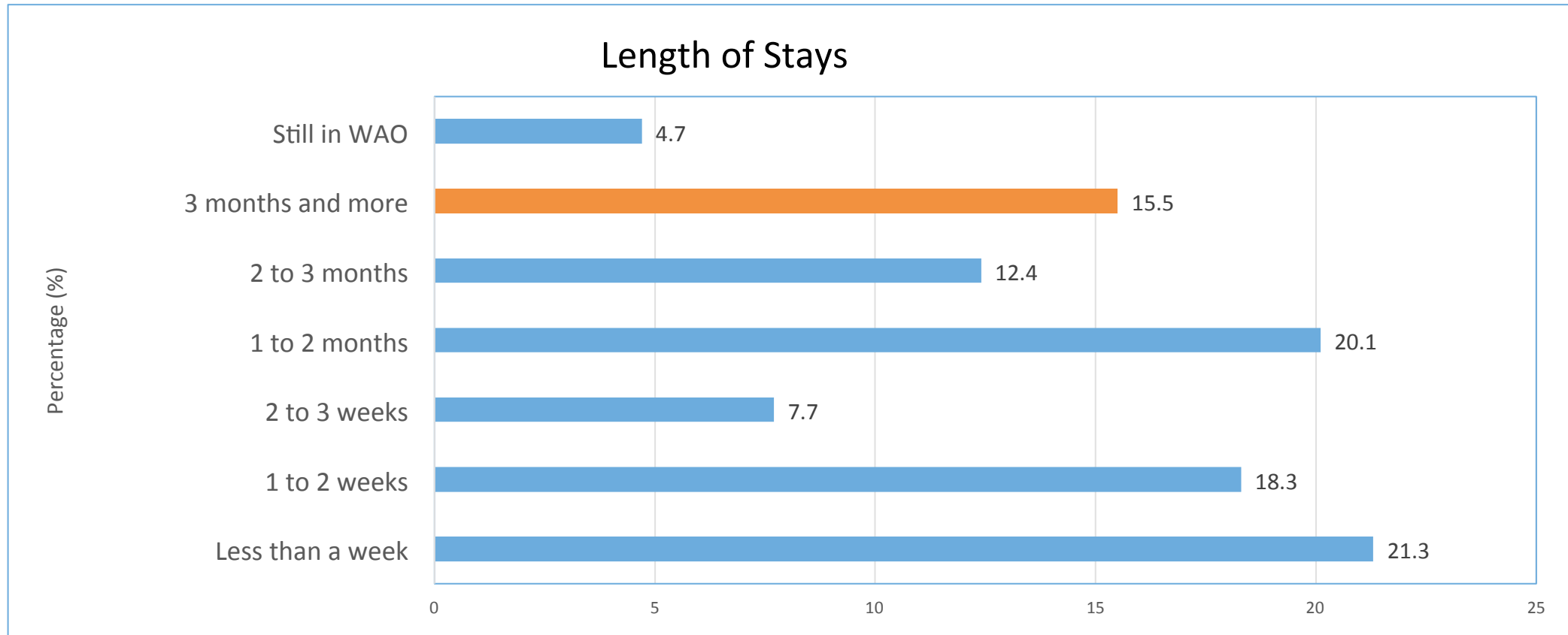
Referrals

- The major source of referrals were from embassies and International Catholic Migration Coalition (ICMC), with both agencies referring 57 women (33.7%).
- 11% of residents knew about WAO through media especially after the publicity of TINA SMS Services (Think I Need Aid).

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Length of stay of residents

N = 169 residents (%)



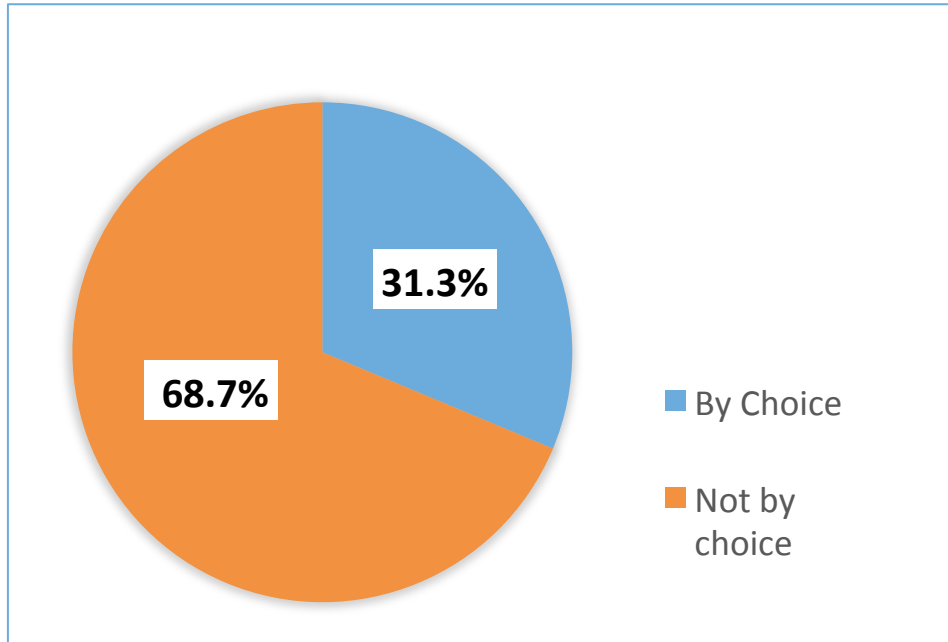
Extension of Stay

- 26 residents or 15.5% stayed more than 3 months.

WAO ANNUAL STATISTICS 2014

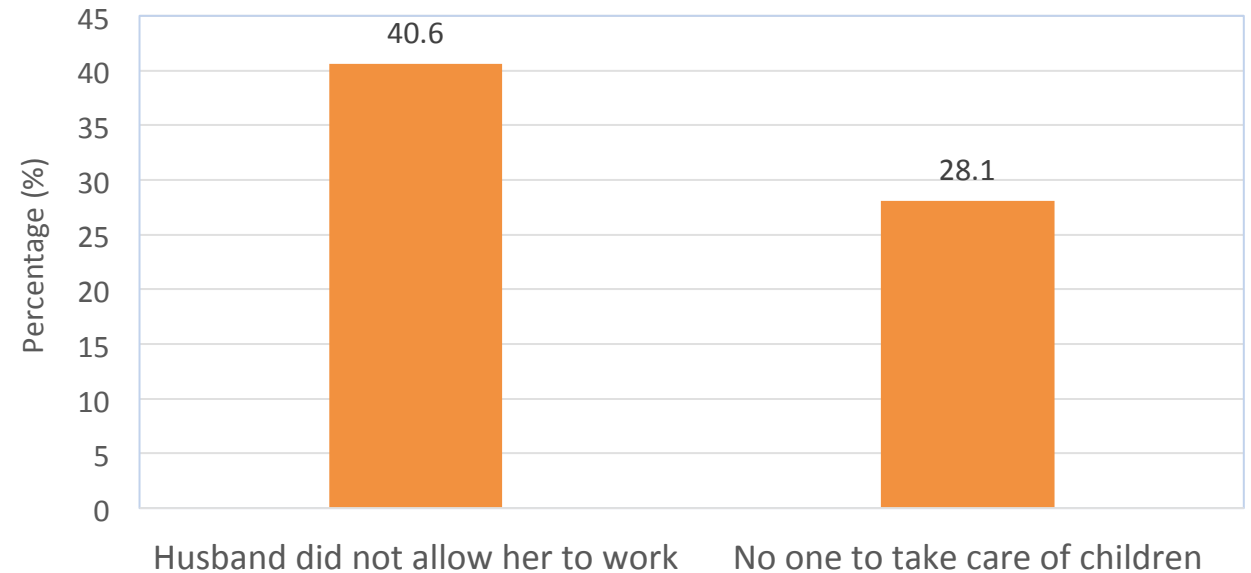
Reasons of become homemakers

N = 169 residents



N = 22 residents

Homemakers Not By Choice Because



Homemakers

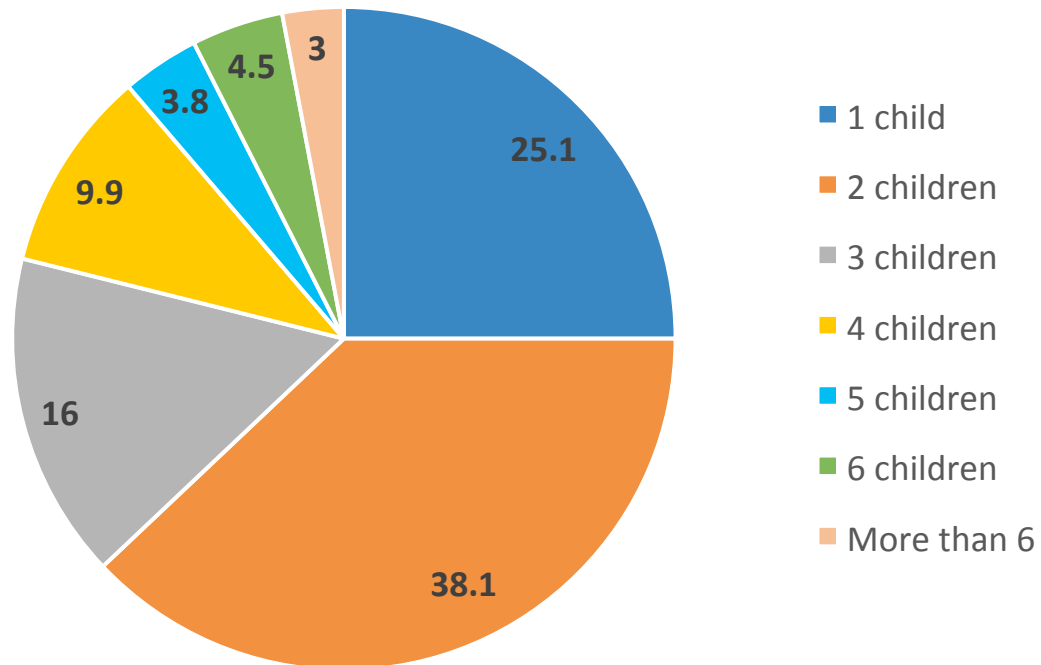
- Out of 169 residents, 18.9% or 32 women were homemakers and 22 women said they became homemakers not by choice.
- At the end of 2014, 7 women left WAO to live independently and 4 women started jobs as a restaurant worker, helper and administrator.

WAO ANNUAL STATISTICS 2014

Children brought by mothers to the Refuge

N = 69 mothers with 131 children

Children brought by mothers to the Refuge



Children

- Out of 131 children sheltered in the refuge, 60 were given CCC services.
- 38% of the mothers brought 2 children to the Refuge while 25% brought 1 child.

WAO ANNUAL STATISTICS 2014

DOMESTIC VIOLENCE

The powerful and moving real-life stories of three victim-survivors of domestic violence

SURVIVORS SPEAK UP

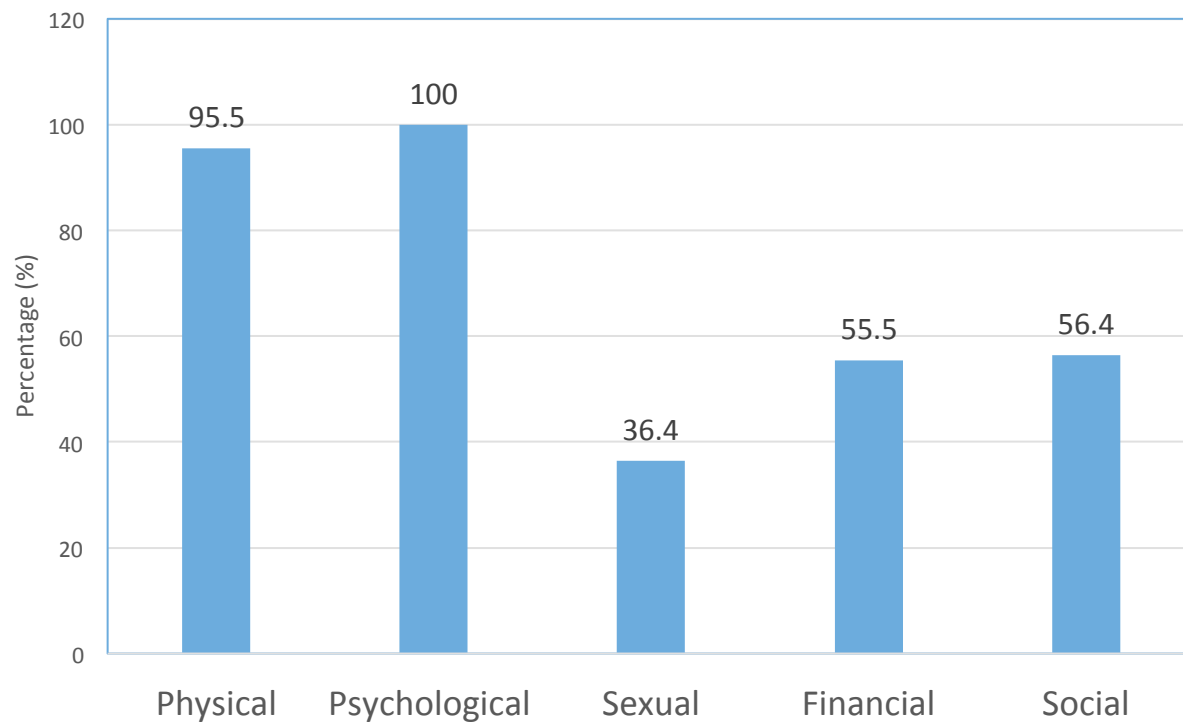


DOMESTIC VIOLENCE

Types of Abuse and Perpetrators

N = 110 residents (%)

Types of abuse experienced



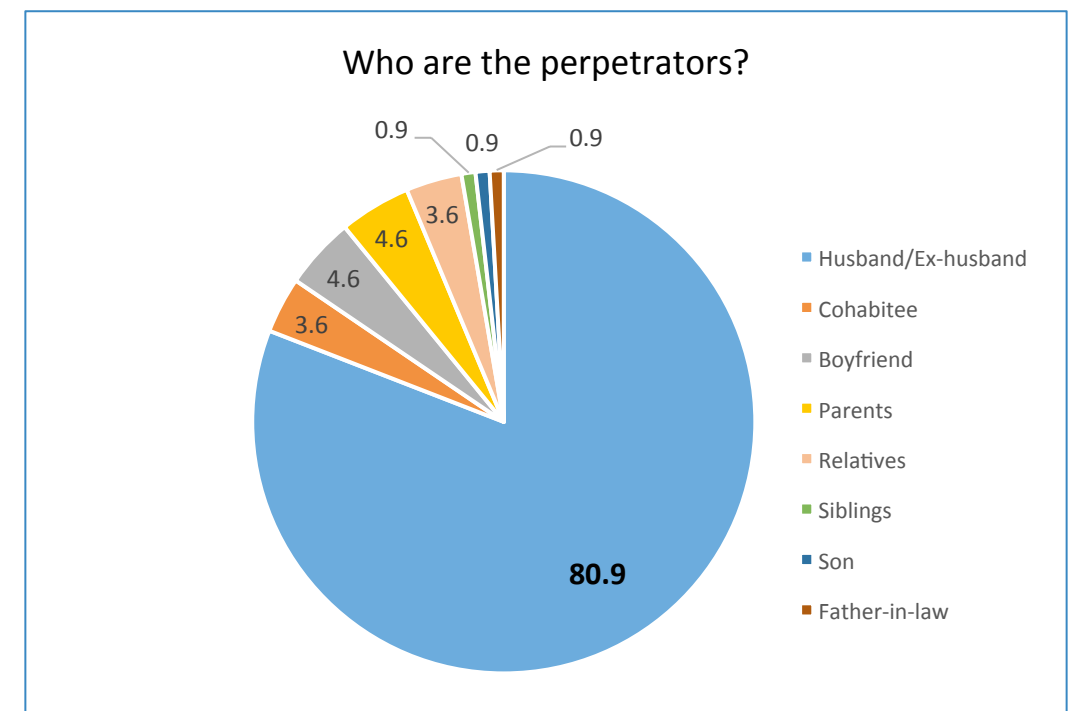
2014 → 110 Survivors

2013 → 93 Survivors

17 Survivors



N = 110 residents (%)

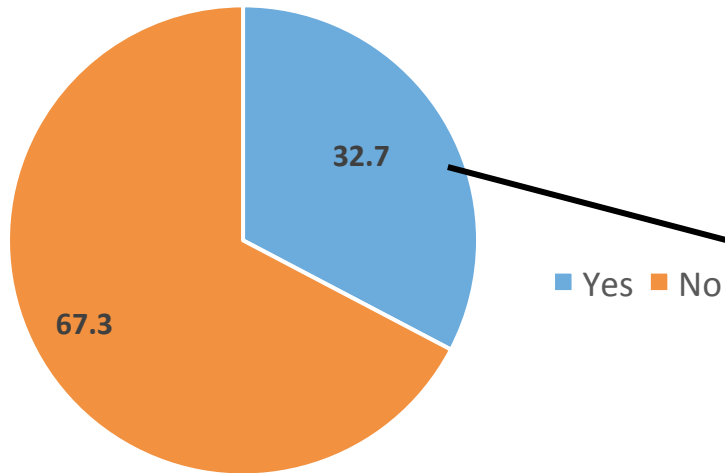


DOMESTIC VIOLENCE

Who contemplated suicide ?

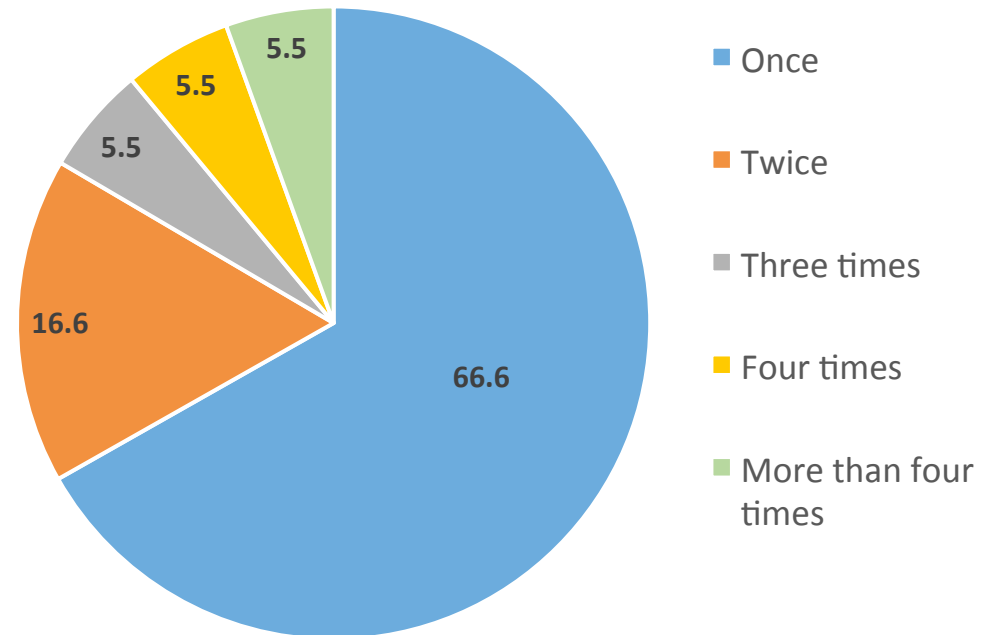
N = 110 residents (%)

Have residents contemplated suicide?



N = 36 residents (32.7%)

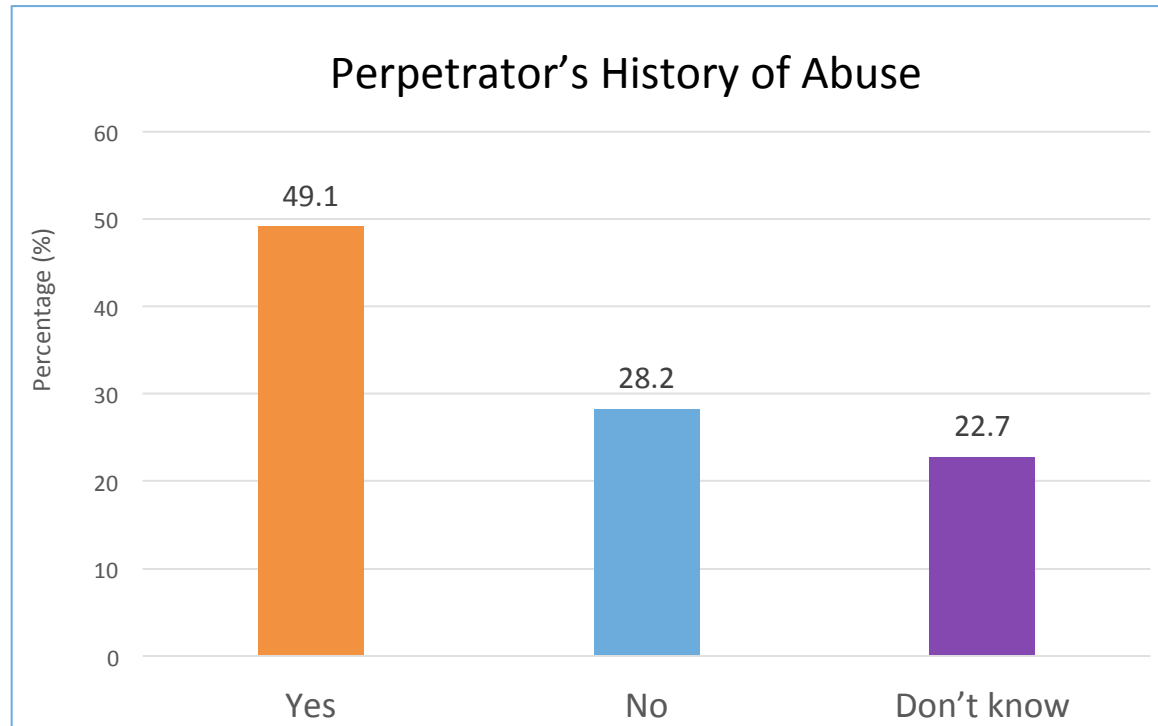
How many times attempted?



DOMESTIC VIOLENCE

History of Abuse

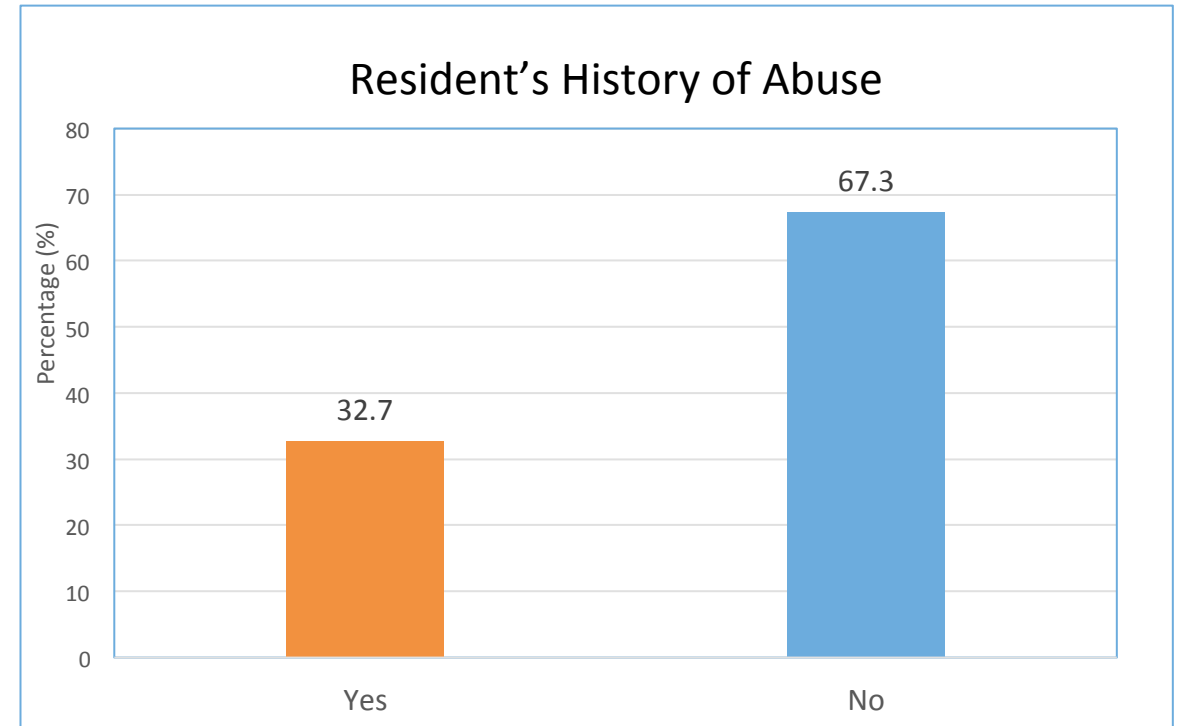
N = 110 residents (%)



Partners

- Out of 110 residents, 54 women (49.1%) said that their abusers came from abusive background.
- 29 perpetrators were convicted for different criminal offenses.

N = 110 residents (%)



Clients

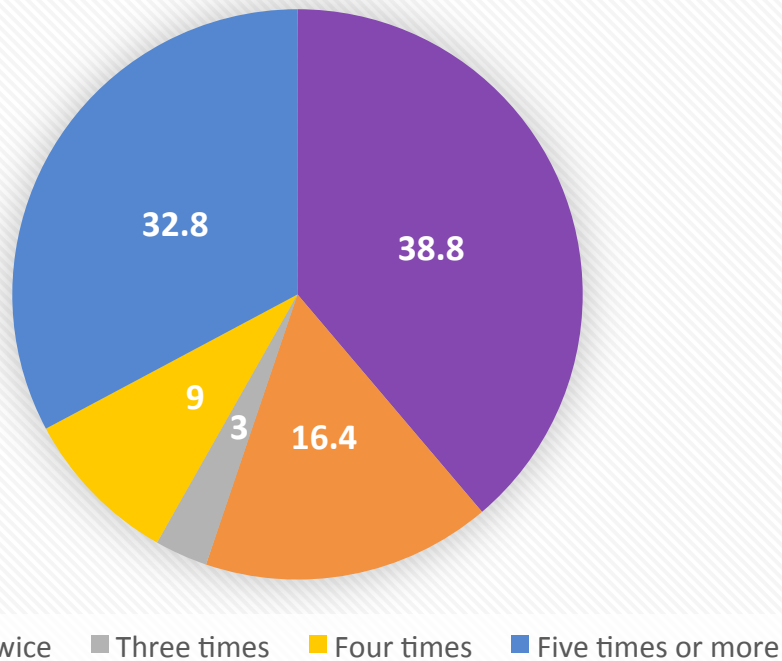
- Out of 110 residents, 36 women (32.7%) came from abusive background.
- Out of the 36 women, 24 women had support system and 12 women received support from family members.

DOMESTIC VIOLENCE

Have survivors tried to leave abusive situation before?

N = 67 residents

How many times survivors have tried to leave?



N = 67 residents

Reasons why residents went back to abusive situations (multiple answers)	Number of residents
Husbands agree to change	53
Threatened by husband	20
Education of the children	16
Financial reasons	7
Mental torture by family	7
Cannot stay without him	5
Sicknesses	3
Visa / permit problem	3
Others*	24

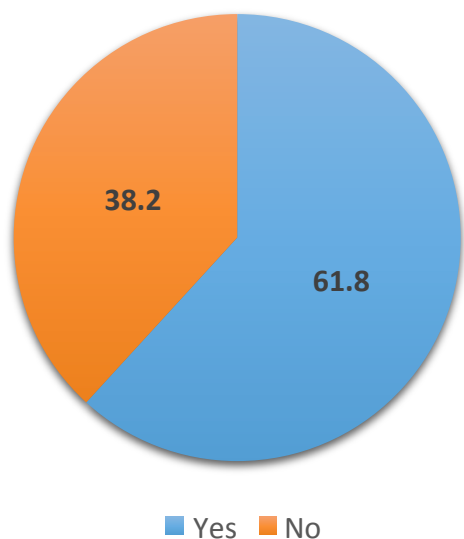
* Others include: not prepared for divorce, family members will disown her, stigmatisation by society, etc

DOMESTIC VIOLENCE

Police Assistance Sought

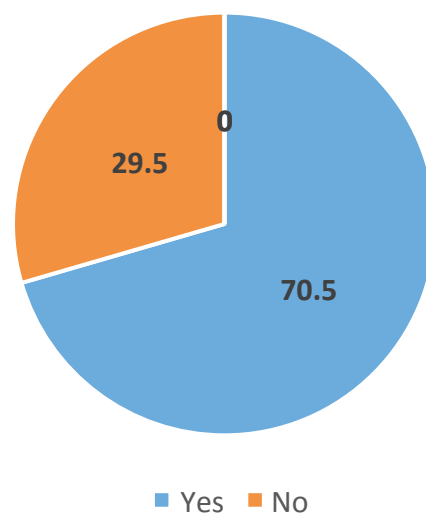
N = 110 residents (%)

Sought Help from Police Before



N = 68 residents (61.8%)

Satisfied with the assistance



After coming to WAO

Social workers helped 32 women to lodge a police report

N = 42 residents (38.2%)

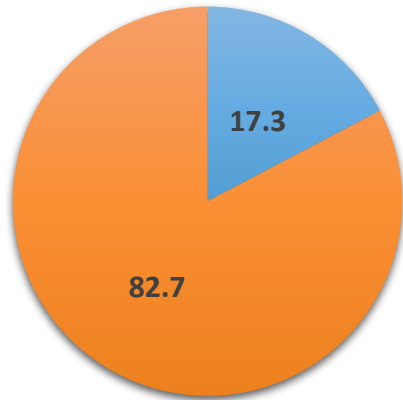
Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 42)
Client just wants to move on with her life	14	33.3
Language barrier	14	33.3
Give husband / partner / family members another chance	10	23.8
Do not trust the police	7	16.6
Scared of police officer	7	16.6
Prior bad experience	3	7.1
Lack of financial resources	3	7.1
Threatened by husband / partner / family members	3	7.1
Confined in the house	2	4.7
Husband / partner / family members influential	2	4.7
Husband / partner / family members a police officer	1	2.3

DOMESTIC VIOLENCE

Welfare Assistance Sought

N = 110 Residents (%)

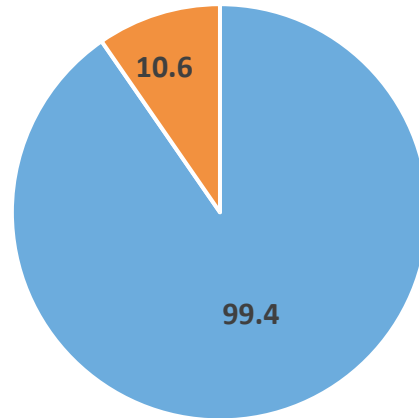
Sought help from Welfare Department before



■ Yes ■ No

N = 19 Residents (17.3%)

Satisfied with the assistance



■ Yes ■ No

After coming to WAO

Social workers helped **27** residents to apply for IPO through the welfare department. **14** residents obtained IPOs successfully. 1 resident obtained a PO (and 1 FFC client has also obtained a PO).

N = 91 Residents (82.7%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 91)
Lack of awareness	51	46.4
Client is non-Malaysian	19	17.3
Do not trust government officer	13	11.8
Feel that it is not necessary	11	10.0
Language barrier	8	7.3
Lack of financial resources to travel to welfare office	7	6.4

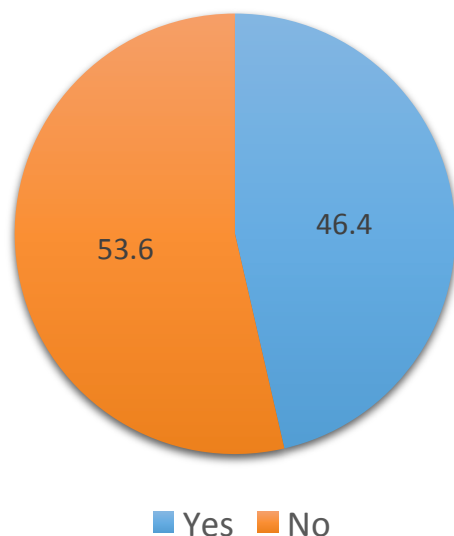
Of 110 DV survivors, 76 women were Malaysian and 34 women were non-Malaysian.

DOMESTIC VIOLENCE

Medical Assistance Sought

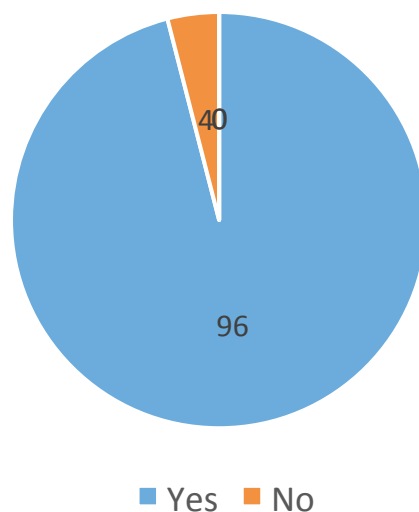
N = 110 Residents (%)

Sought help from medical before



N = 51 Residents (46.4%)

Satisfied with the assistance



N = 59 Residents (53.6%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 59)
Felt injuries are not serious	30	50.8
Felt injuries are not visible	15	25.4
Language barrier	11	18.6
No physical injuries	10	16.9
No support, afraid of going alone	9	15.2
Scared of being arrested because undocumented	9	15.2
Lack of financial resources	7	11.8
Threatened by perpetrators	5	8.4
Confined in the house	5	8.4
Can't find anyone to take care of the children	5	8.4
Informed to lodge police report first	1	1.6

After coming to WAO

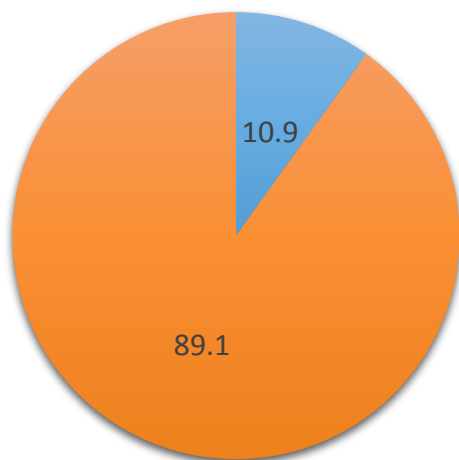
Social workers helped 41 residents who have never sought medical assistance before, to receive medical treatment from hospitals.

DOMESTIC VIOLENCE

Legal Assistance Sought

N = 110 Residents (%)

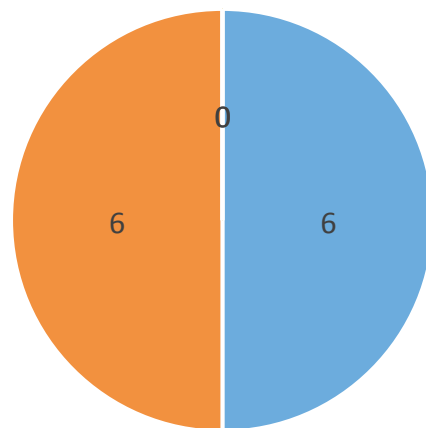
Sought help from legal before



■ Yes ■ No

N = 12 Residents (10.9%)

Satisfied with the assistance



■ Yes ■ No

N = 98 Residents (89.1%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 98)
Lack of information	41	41.8
Lack of financial resources	32	32.6
No intention to get divorce	26	26.5
Client is a refugee	13	13.2
Client is non-Malaysian	9	9.1
Language barrier	4	4.0
Legal Aid Centre only available in big cities	1	10.2
The process is too long	1	1.0

After coming to WAO:

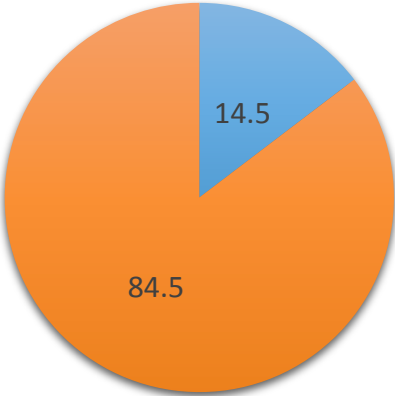
Social workers helped 38 residents to have access to legal services i.e., legal aid centre, lawyers, etc

DOMESTIC VIOLENCE

Religious Service Assistance Sought

N = 110 Residents (%)

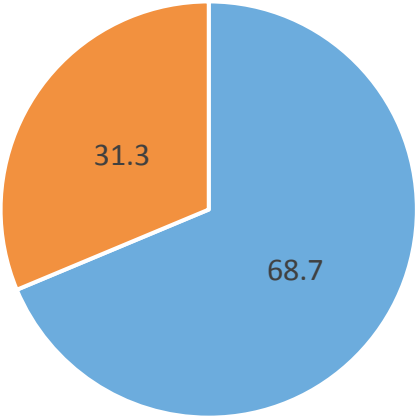
Sought help from religious service providers before



■ Yes ■ No

N = 16 Residents (14.5%)

Satisfied with the assistance



■ Yes ■ No

N = 94 Residents (84.5%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 94)
Client never thought of this	80	85.1
Client felt they won't help but ask her to go back to their husband	13	13.8

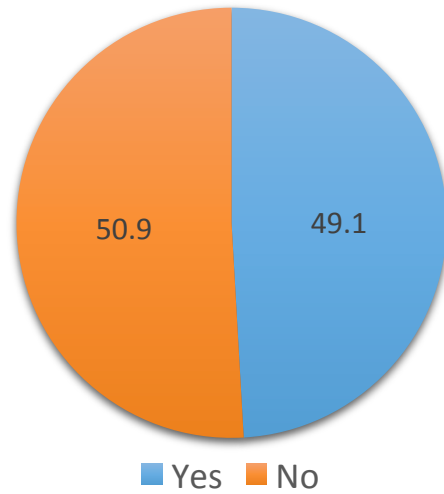
16 residents have sought assistance from religious service providers prior to WAO such as from Kadi, Imam, Islamic Religious Institutions such as JAIS, and Christian organisations.

DOMESTIC VIOLENCE

Family members Assistance Sought

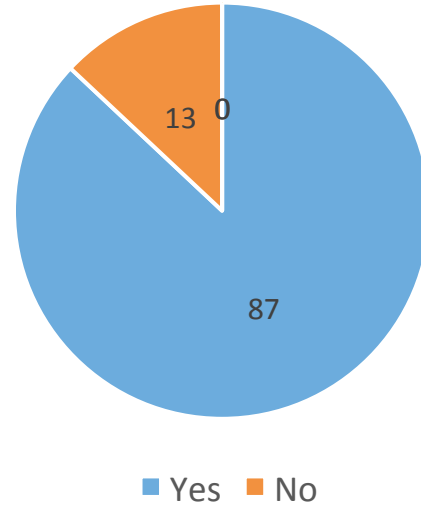
N = 110 Residents (%)

Sought help from family members before



N = 54 Residents(49.1%)

Satisfied with the assistance



N = 56 Residents (50.9%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 56)
Do not want to be a burden to them	25	44.6
Family members are not supportive	24	42.8
Ashamed to seek help	11	19.6
Do not have any family members	10	17.8
Prior bad experience	8	14.2

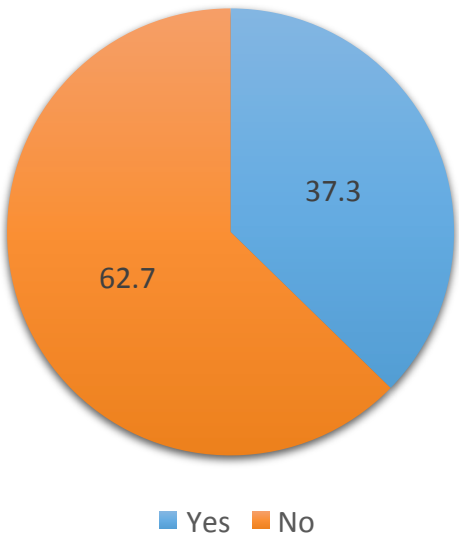
Family Members

DOMESTIC VIOLENCE

NGOs Assistance Sought

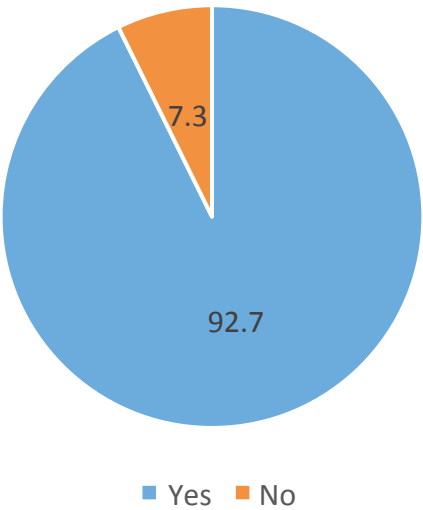
N = 110 Residents (%)

Sought help from NGOs before



N = 41 Residents (37.3%)

Satisfied with the assistance



N = 69 Residents (62.7%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 69)
No awareness of other NGOs	65	94.2
Unable to go during office hours	2	2.8
Lack of financial resources	2	2.8
Prior bad experience	1	1.4
Language barrier	1	1.4
Too scared to go alone	1	1.4

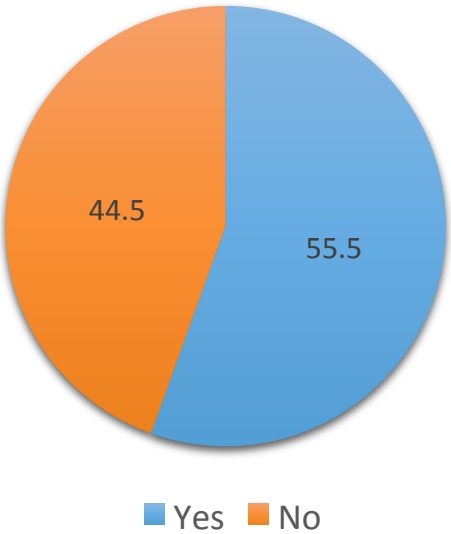
NGO'S

DOMESTIC VIOLENCE

Friend Assistance Sought

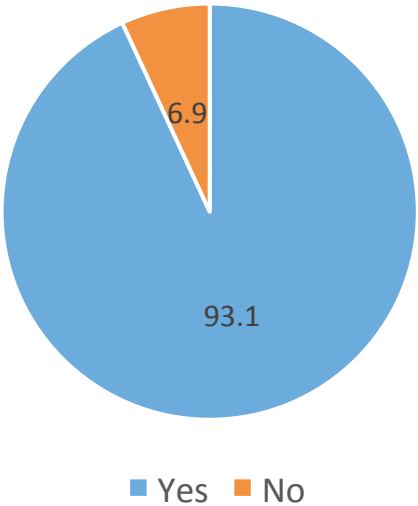
N = 110 Residents (%)

Sought help from friends before



N = 58 Residents (55.5%)

Satisfied with the assistance



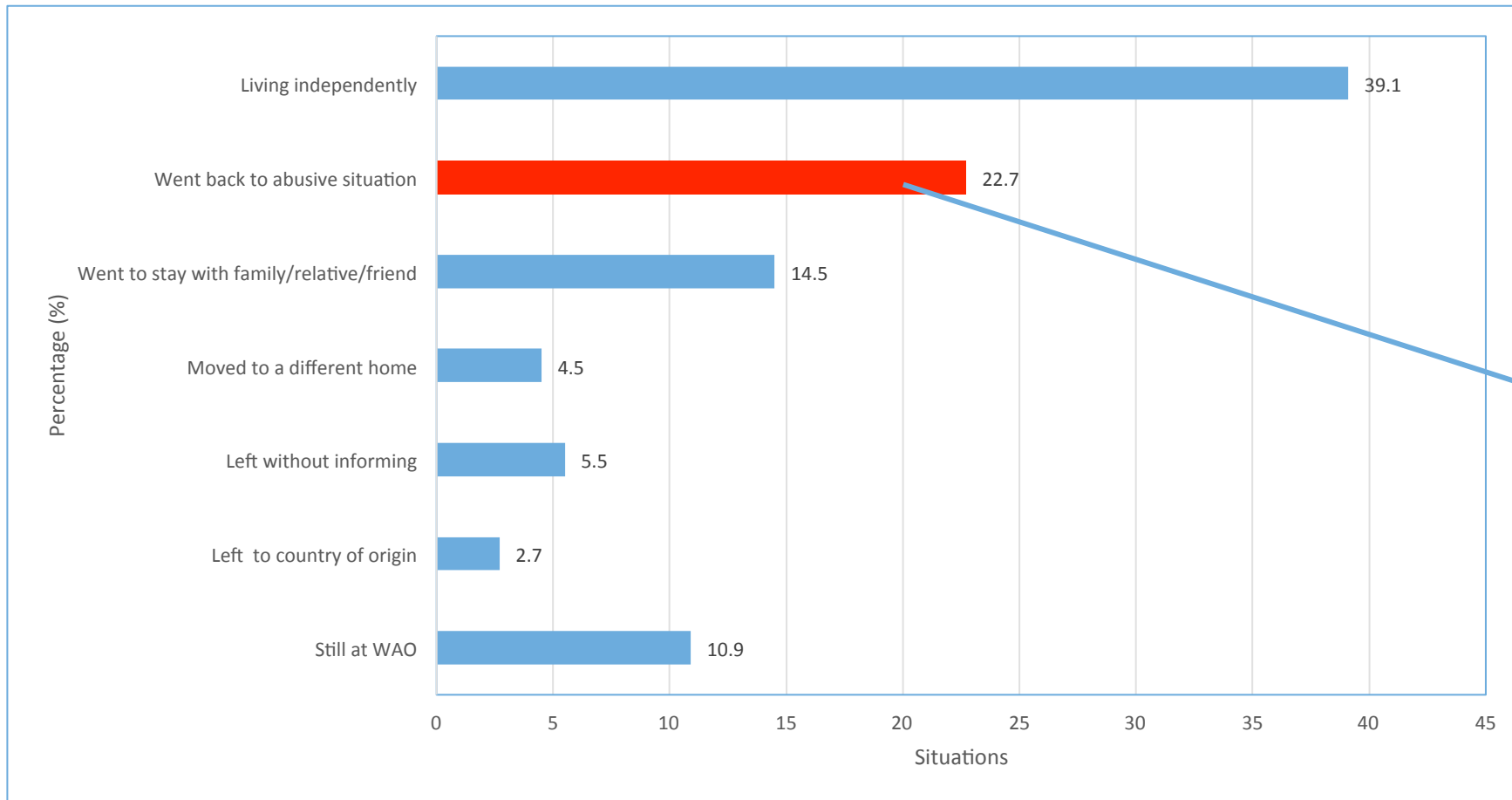
Friends

N = 52 Residents (44.5%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 52)
Do not want to burden them	31	59.6
No friends in Malaysia	11	21.1
Ashamed to seek help	9	17.3
Scared friends will break confidentially	4	7.6
Prior bad experience with friends	2	3.5

DOMESTIC VIOLENCE

Status of Survivors



Leaving abusive situation

22.7% went back to the abusive situation after leaving WAO while 39.1 % went to live independently.

Went back to abusive situation

Most of them wanted to give their husband another chance. Some also said that their husbands have agreed to change his behaviours / lifestyle.

68% reported that they do not have any support system and therefore went back to the abusive situation.

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TRAFFICKED



TRAFFICKED

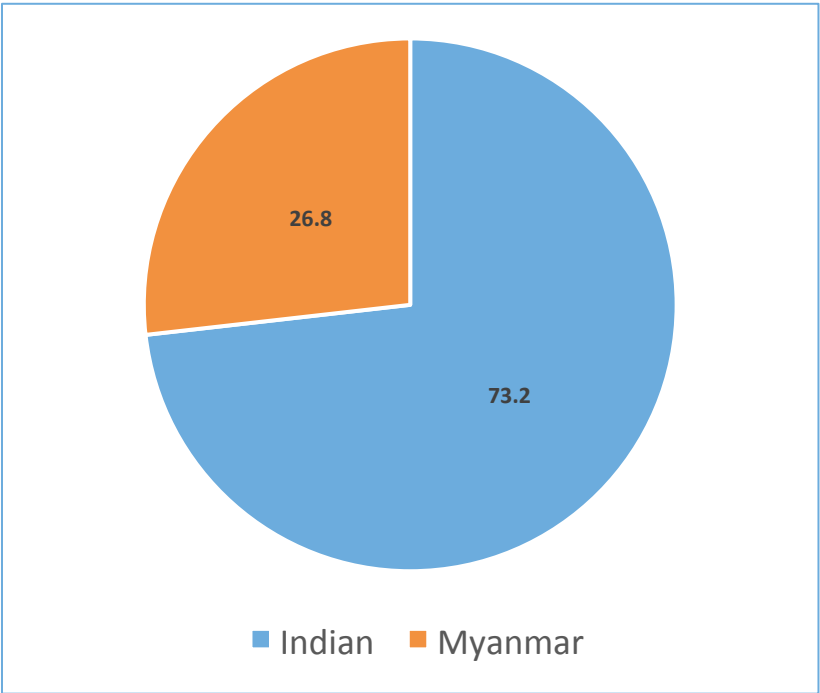
trafficked survivors & reasons they were trafficked

2014 → 41 survivors
2013 → 32 survivors

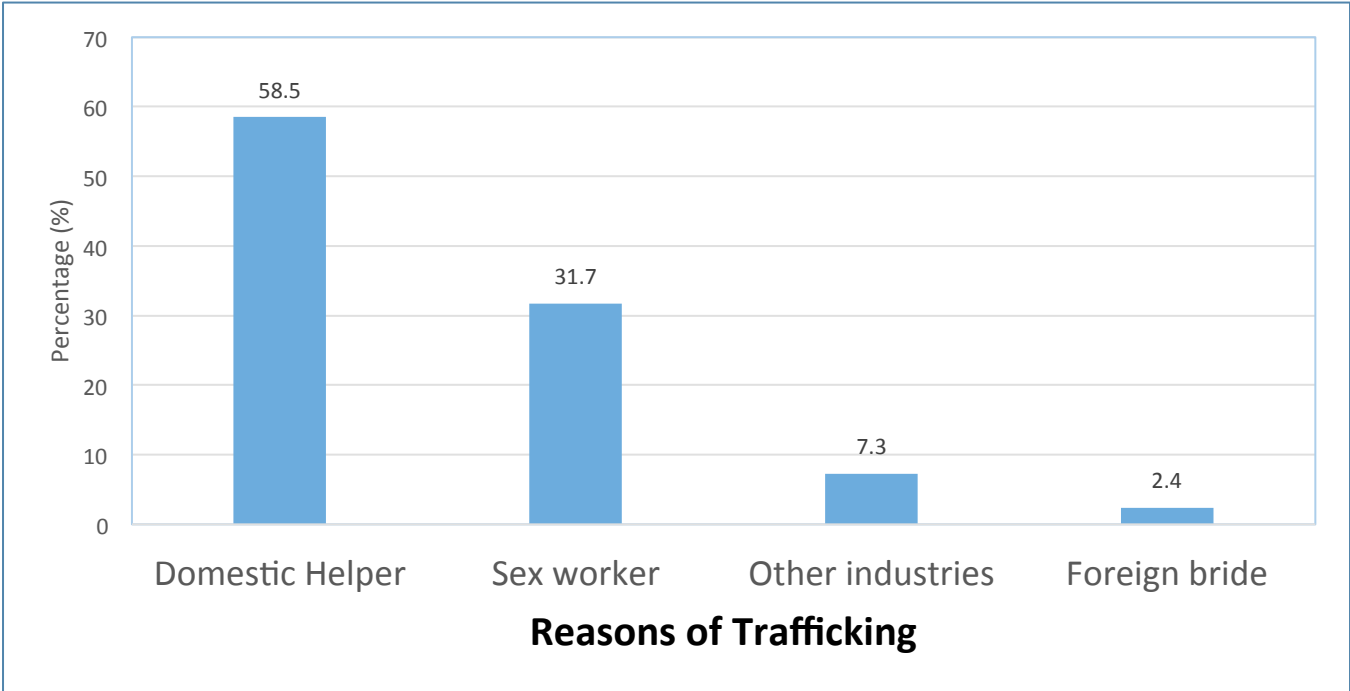


9 survivors

N = 41 survivors (%)



N = 41 survivors (%)



Trafficked Survivors

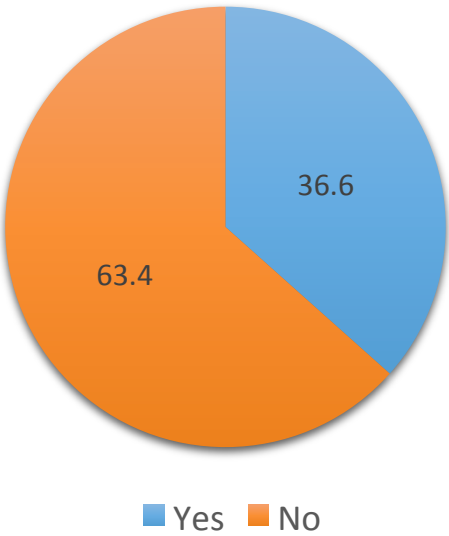
29 trafficked survivors (70%) were repatriated back to their country of origin while 8 women or 19.5% left to community shelter.

TRAFFICKED

Assistance Sought : Police

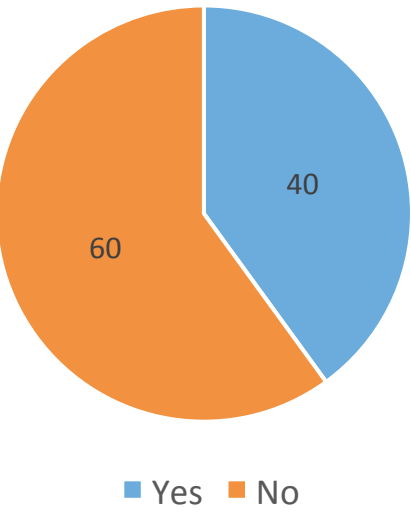
N = 41 residents

Sought help from police before



N = 15 residents (36.6%)

Satisfied with the assistance



Reasons residents did not seek assistance from police

N = 26 residents (63.4%)

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 26)
Language barrier	24	92.3
Scared of police officers	12	46.1
Lack of financial resources	4	15.3
Confined in the house	3	11.5
Want to move on with their lives	1	3.8

After coming to WAO:

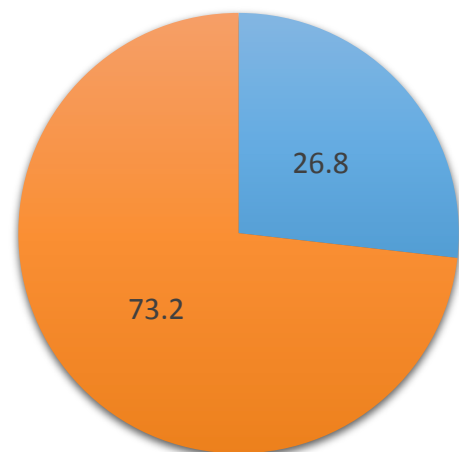
Social workers helped 3 residents to lodge police reports

Assistance Sought : Medical Service Providers

Table in descending order

N = 41

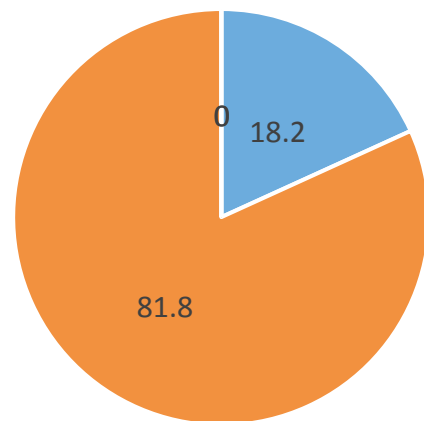
Sought help from medical before



■ Yes ■ No

N = 11

Satisfied with the assistance



■ Yes ■ No

Medical Service Providers

Out of 73.2% (30) residents who did not seek help from medical service providers prior to WAO, social workers helped 17 residents to have access to medical services.

Reasons residents did not seek assistance from medical service providers

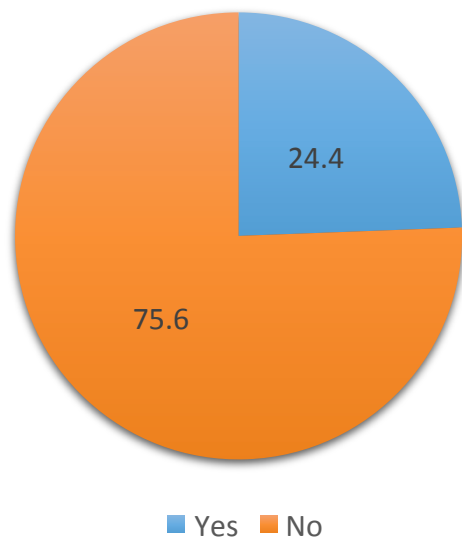
N = 30

Reasons resident did not seek assistance (multiple answers)	Number of residents	Percentage (out of 30)
No support	3	10.0
Language barrier	15	50.0
Threatened by perpetrator	2	6.6
Confined in the house	5	16.6
Lack of financial resources	3	10.0
Scared of arrest because undocumented	14	46.6
Felt injuries not visible	2	6.6
Felt injuries not serious	5	16.6
No physical injuries to seek treatment	7	23.3

Assistance Sought : NGOs

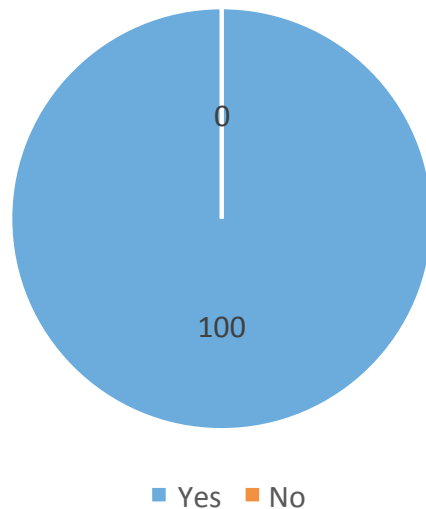
N = 41

Sought help from NGOs before



N = 10

Satisfied with the assistance



NGO'S





After DV – Trafficking first

Reasons residents did not seek assistance
from other NGOs
N = 31

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage (out of 31)
Lack of information	27	87.0
Language barrier	5	16.1
Lack of financial resources	1	3.2
Too scared to go alone	3	9.6

WAO ANNUAL STATISTICS 2014

Other type of cases

Types	2014	2013	
Migrant Domestic Worker	3	3	-
Single & Pregnant	2	7	 5
No place to stay	5	7	 2
Others	5	7	 2

Others

5 residents were categorised as others and this refers to those who needed protection eg. while waiting for her resettlement and in hiding due to safety risks.

SPWs

2 Single Pregnant Women stayed in the Refuge. They came to hide their pregnancies. The women did not have much knowledge on family planning and did not use contraceptive methods because they thought they would not get pregnant.

1 mother gave her baby for adoption and the other mother kept her baby with the support of family members.

MDWs

2 Migrant Domestic Workers (MDWs) who stayed in the Refuge were from Indonesia and 1 from India.

WAO helped them to lodge police reports and negotiate with the agents/employers. 1 resident has left to the country of origin with her wages.

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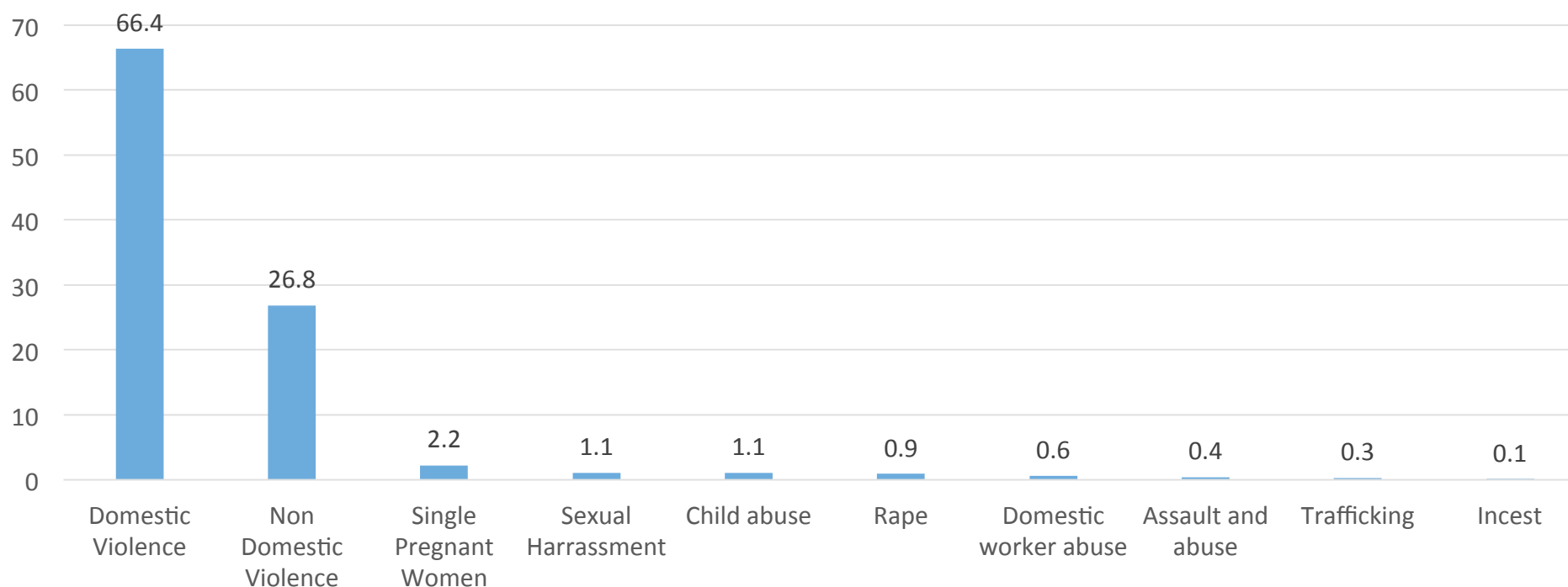
Telephone Counselling

2014 → 1,740 calls

2013 → 1,965 calls



225 calls



The majority of calls were on domestic violence, with 1,155 calls or 66.4%

66.4% of calls in 2014 were on domestic violence, while 60.8% of calls in 2013 were on domestic violence.



WAO ANNUAL STATISTICS 2014

Face To Face Counselling

2014 → **111 Clients**

2013 → **125 Clients**



14 Clients

72.1% (80 clients) sought face to face counselling because of domestic violence.
Most of the clients came from Wilayah Persekutuan (42.3 %) and Selangor (52.3 %).

Face To Face Counselling - UNHCR Refugee

2014 → **45 clients**

2013 → **93 clients**



48 Clients

WAO ANNUAL STATISTICS 2015

Face to Face Counselling – UNHCR Refugees

Similar style of comparison

Ethnicity	Percentage (%)
Myanmar	86.7
Iranian	4.4
Sri Lankan	2.2
Pakistan	2.2
Somalia	2.2
Syrian	2.2
Total	100.0



- *In 2014, WAO provided counselling to 45 asylum seekers and refugees referred by UNHCR.*
- *In 2013, there were 93 counselling sessions.*

WAO ANNUAL STATISTICS 2014

Email Enquiries

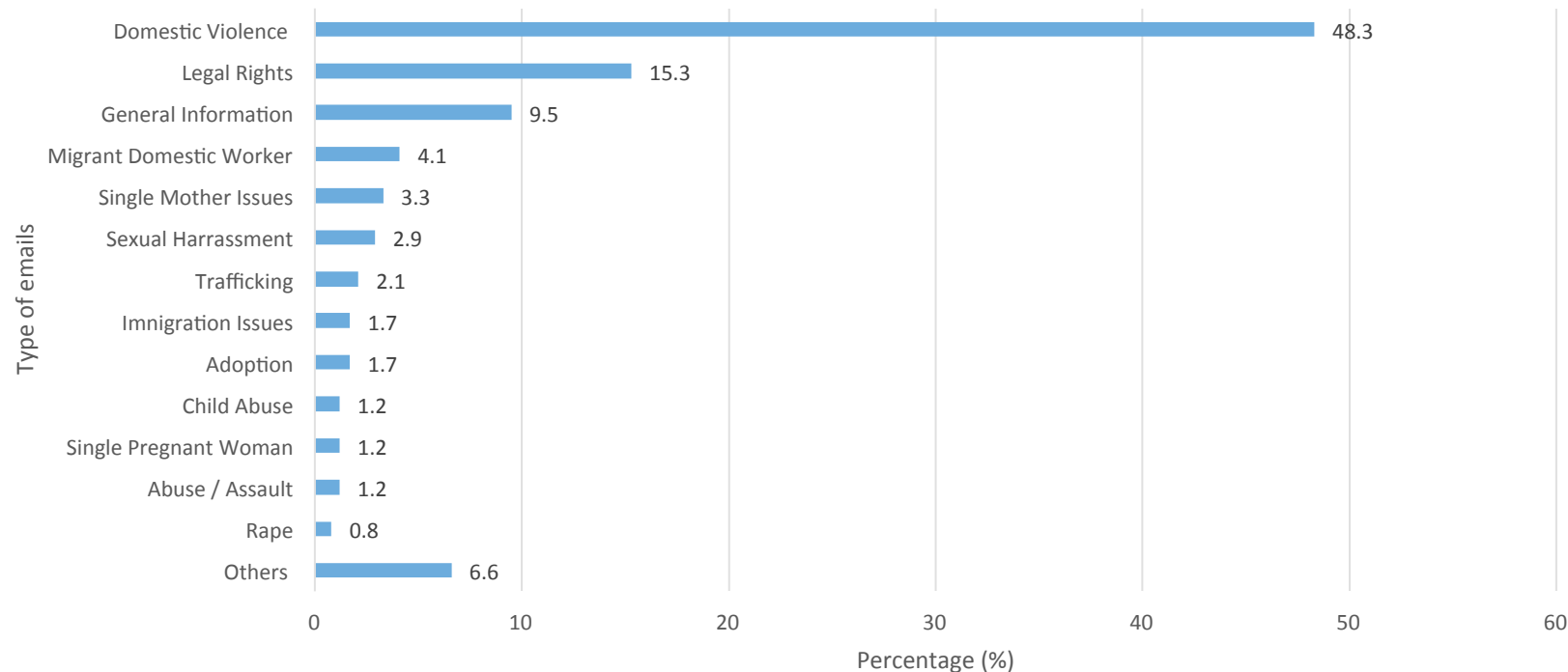
2014 → 242 emails

2013 → 238 emails

4 emails



Type of emails



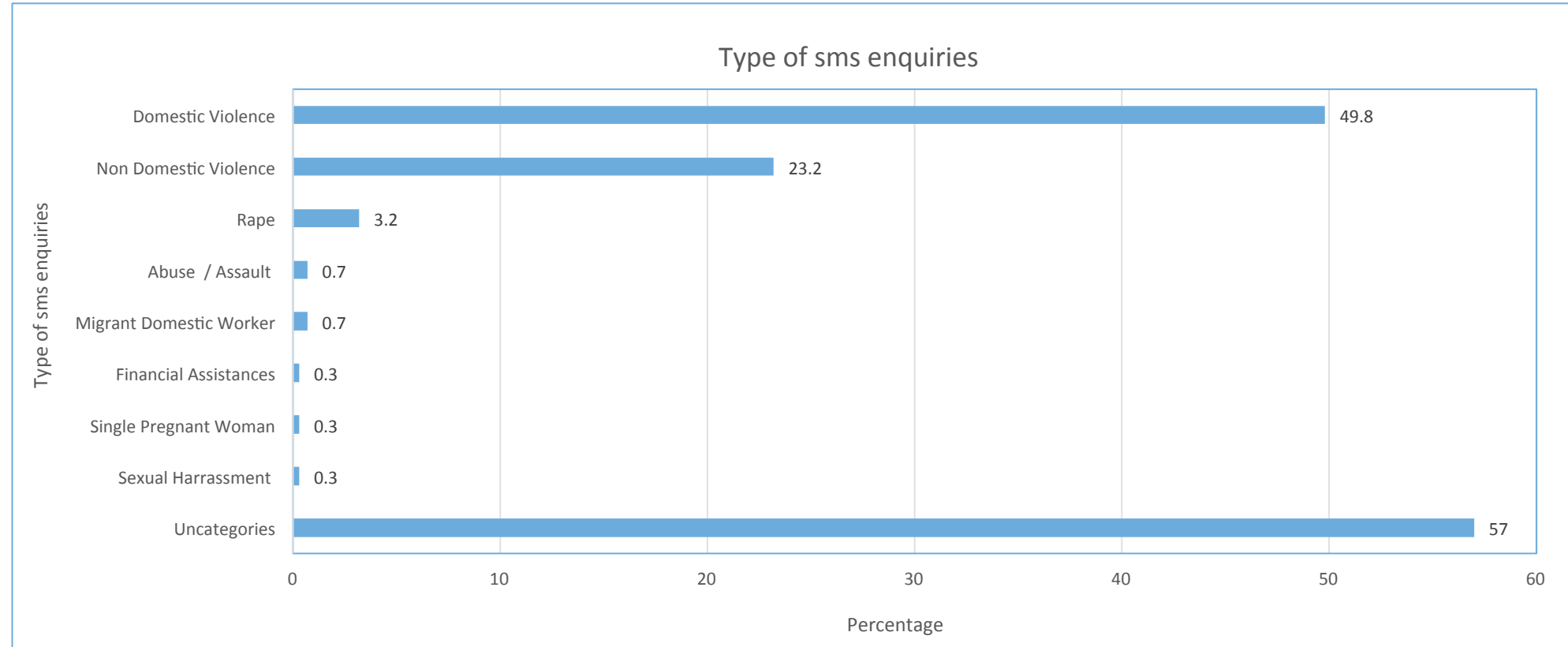
womensaidorg@gmail.com

- Almost 50% of emails received were about domestic violence.
- There were 15.2 % of emails received seeking information on legal rights which includes divorce, child custody, properties and etc.

WAO ANNUAL STATISTICS 2014

TINA SMS Services

N = 279 SMS conversations



“Think I Need Aid” (TINA), WAO SMS services was launched in March 2014.

By the end of 2014, TINA has attended to 279 SMS conversations.

WAO ANNUAL STATISTICS 2014

CHILD CARE SERVICES

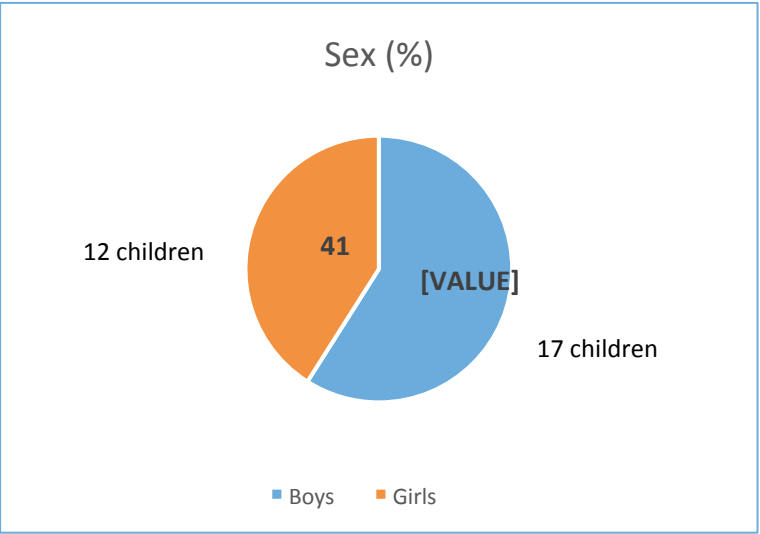


*In 2014, the CCC care for 64 children from 24 mothers.
Of 64 children, 29 are registered and 35 children came to CCC due to emergency.
CCC statistics reflect the status of 29 children.
In 2013, the CCC care for 32 children from 17 mothers.*

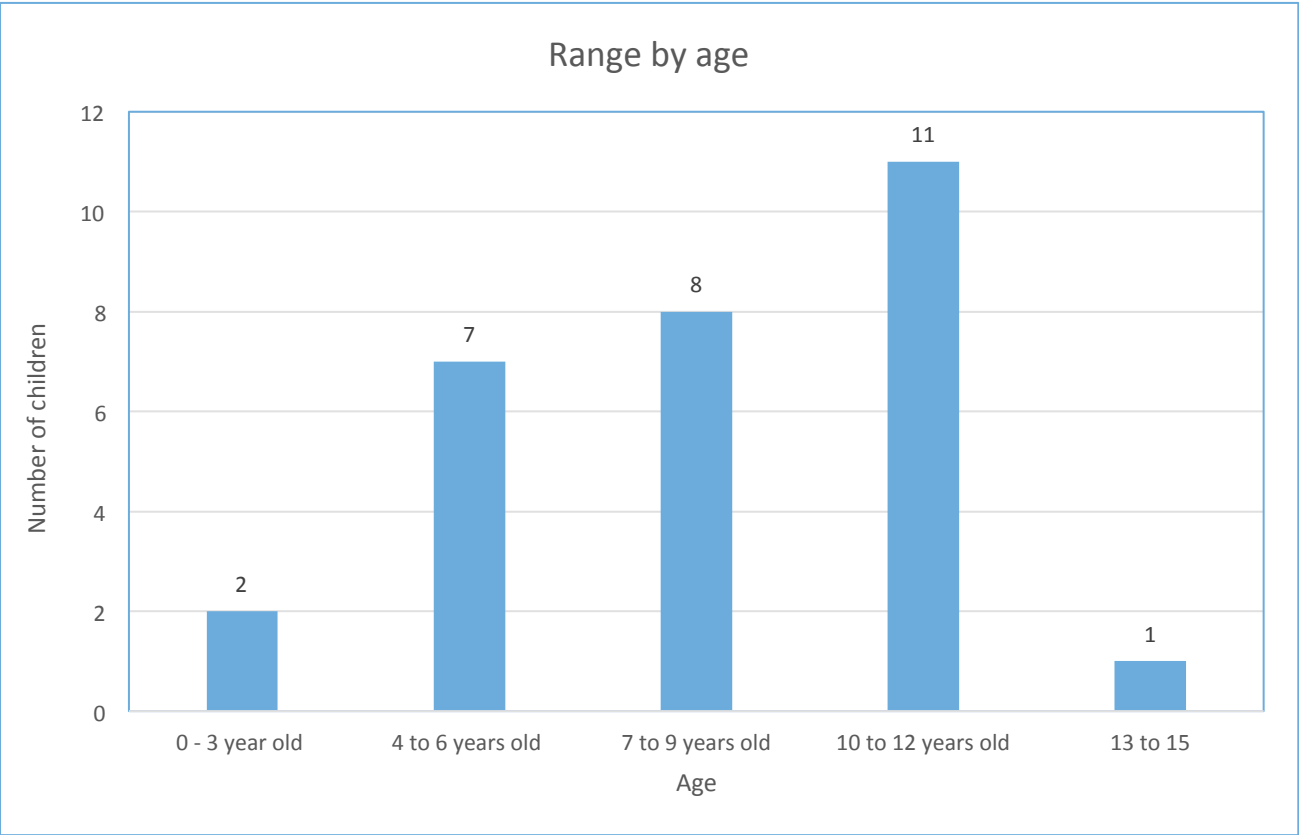
CHILD CARE SERVICES

Children's profile

N = 29 children (%)



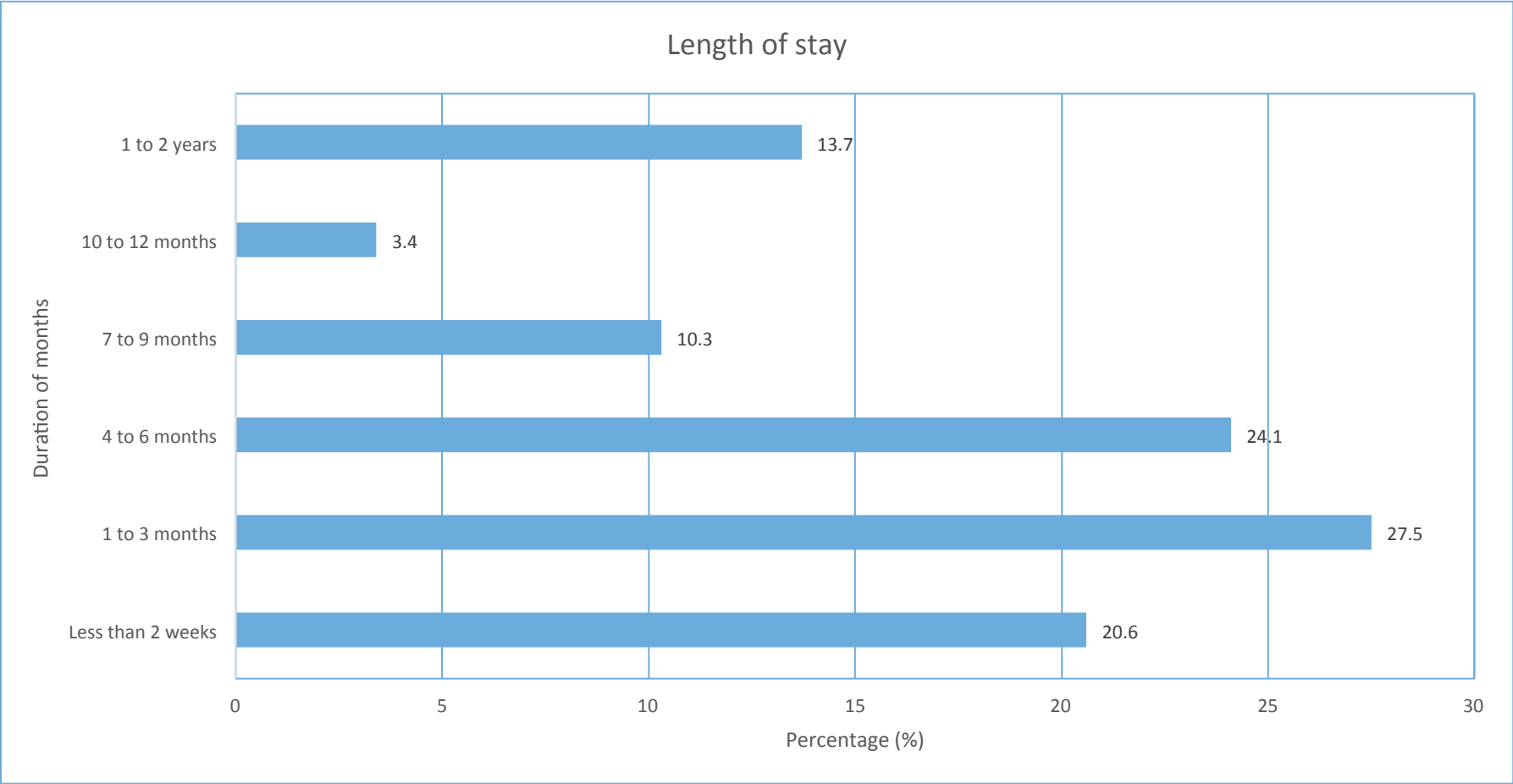
N = 29 children



CHILD CARE SERVICES

Length of stay

N = 29 children (%)

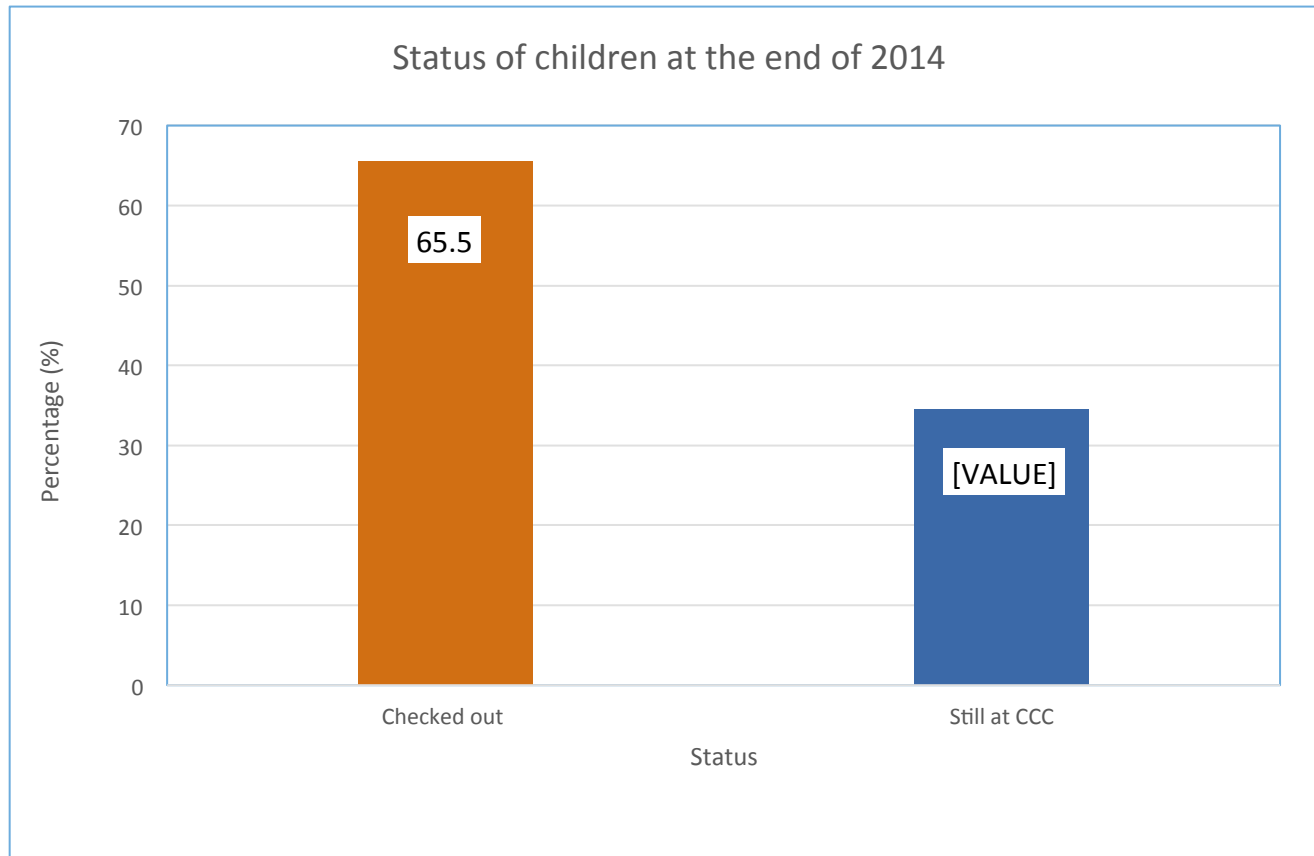


27.5% or 8 children stayed at the CCC for 1 to 3 months, e.g. Refugee children.

CHILD CARE SERVICES

Status of children

N = 29 children (%)



Of 29 children, 19 children or 65.5% have left to stay with their mothers.

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Residents' Feedback: WAO Services

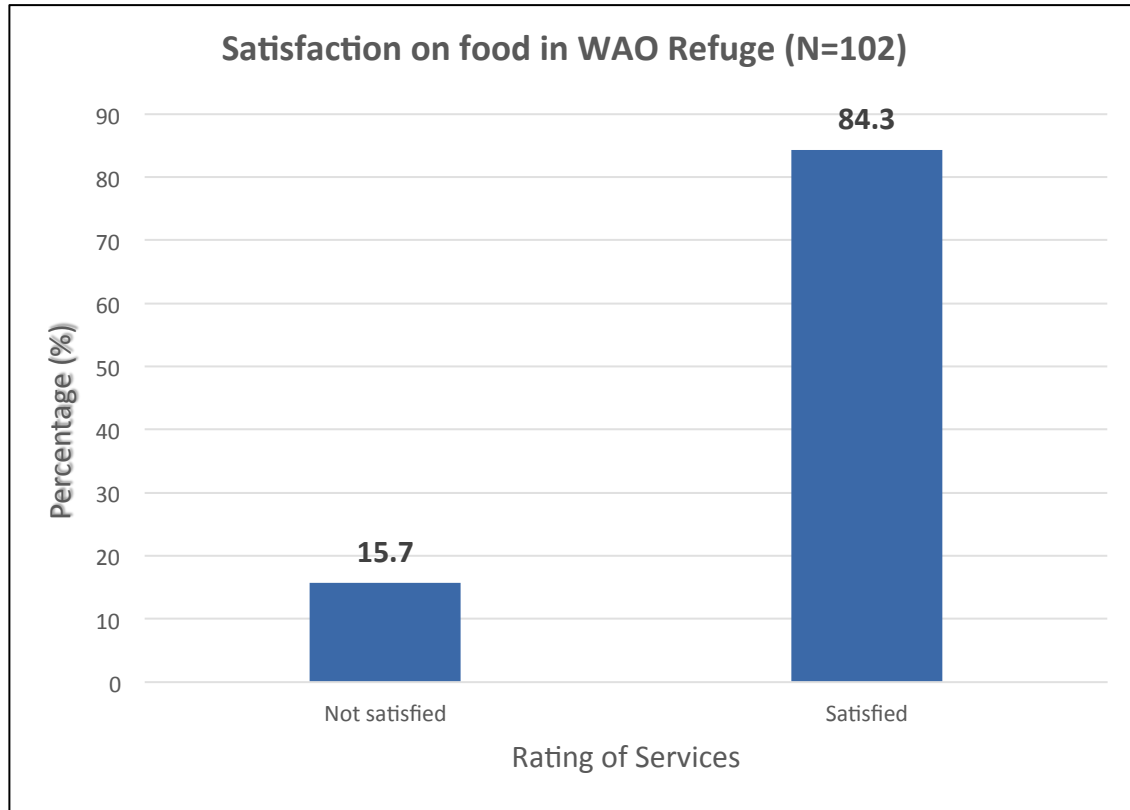


Satisfied

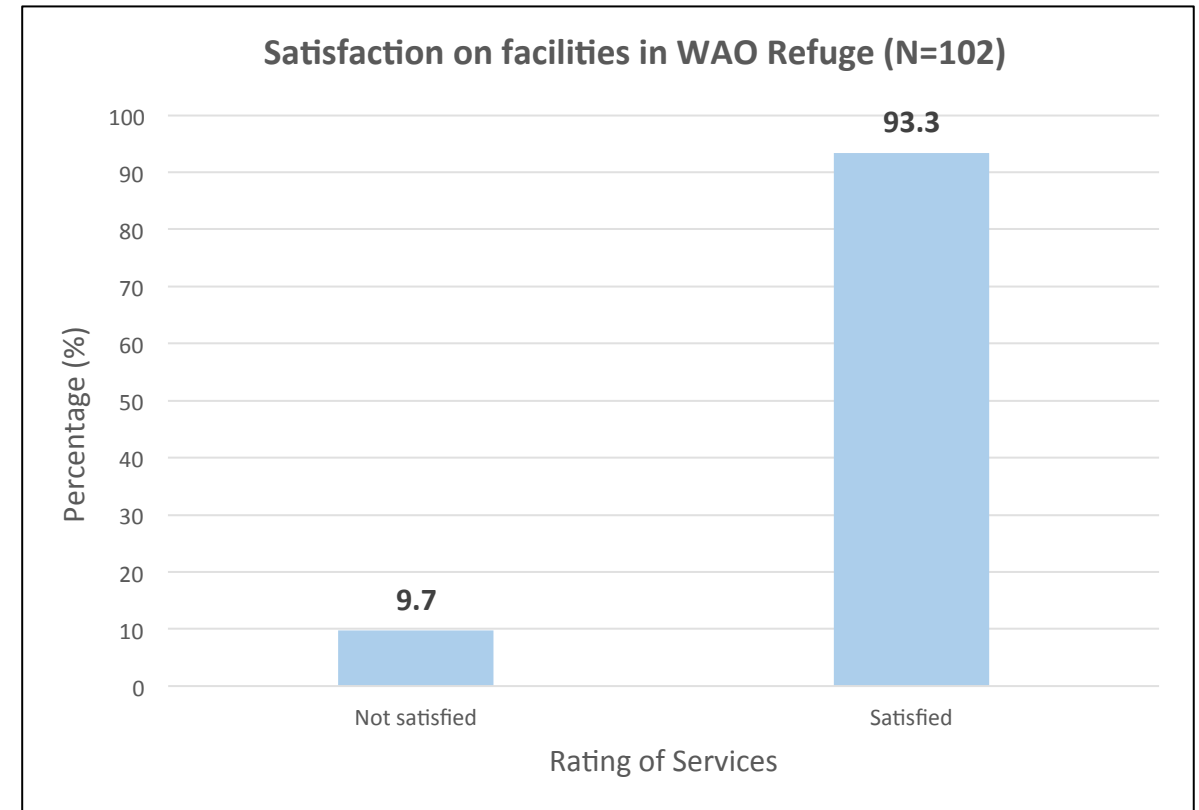
Not Satisfied

Residents' Feedback: WAO Services

WAO Refuge



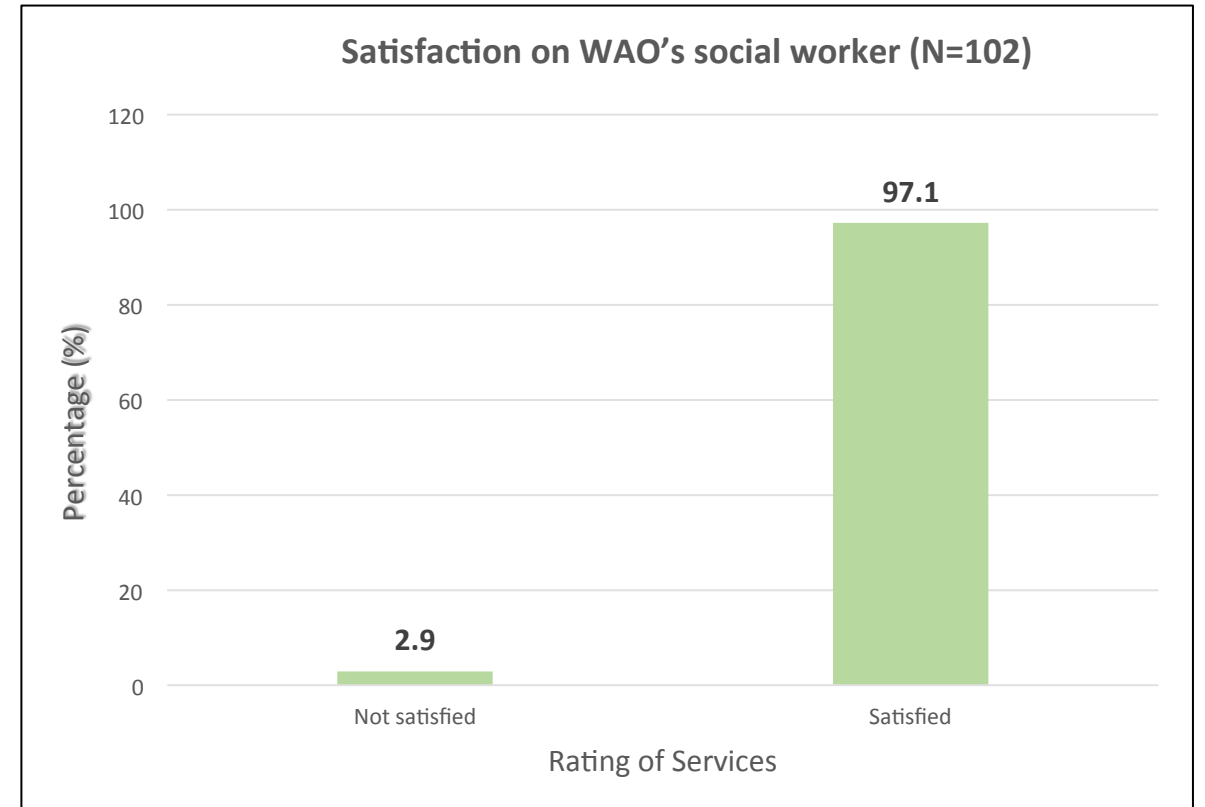
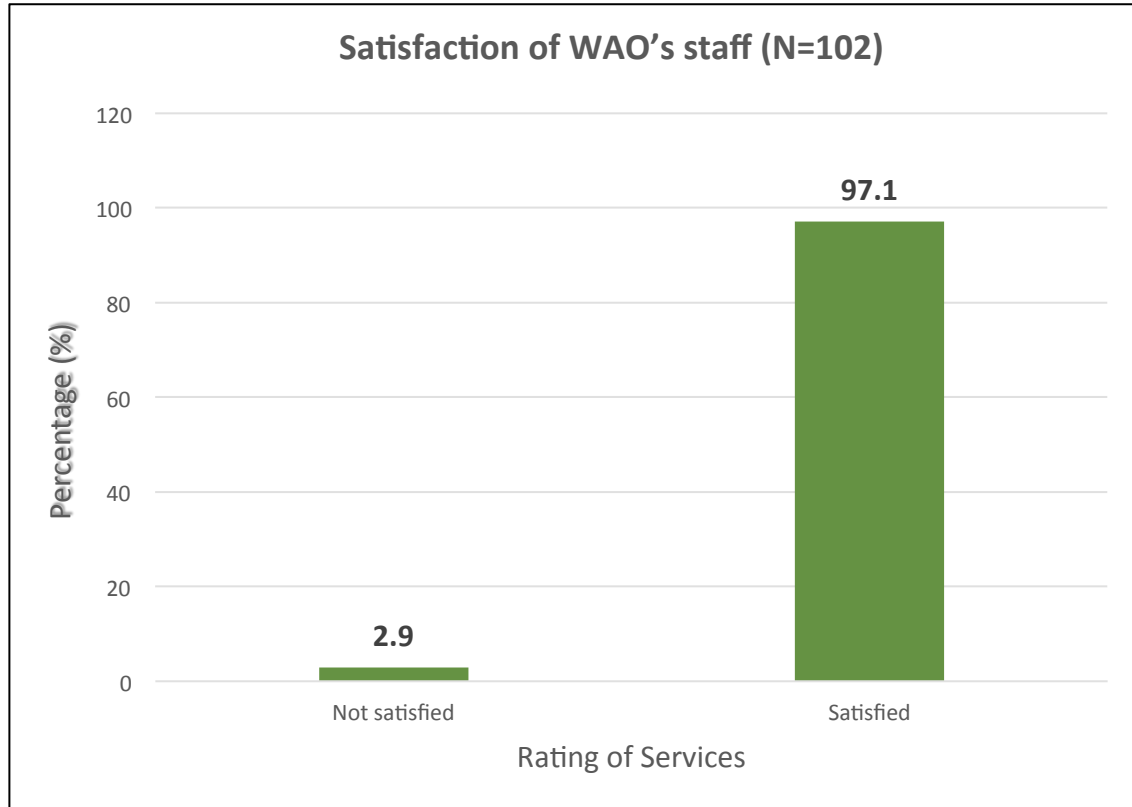
- Some residents were not used to the food cooked at the Refuge.
- Some also said that the food cooked by the other residents were not tasty.



- Some residents felt there was not enough space to sleep.
- Some also said there was no special place to perform prayers.

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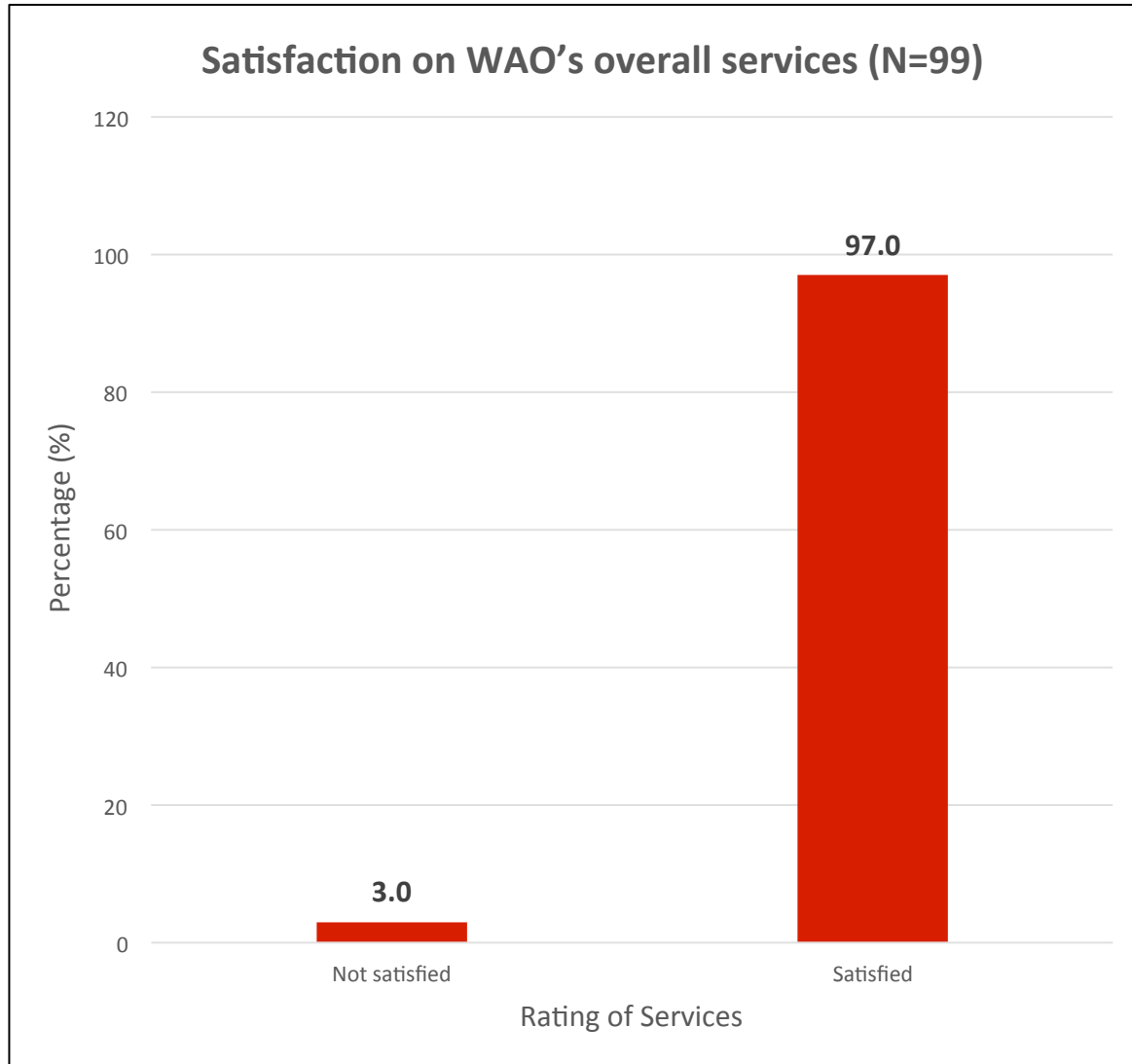
WAO Refuge



- WAO staff were generally okay, except some said the children has less freedom at night.
- Residents mentioned that social workers were understanding, caring and responsible.
- Social workers have assisted Clients to make decisions and to be more empowered. Clients felt their social workers have met their expectations.

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Residents shared that WAO has:

- Helped them to move on in life.
- Helped to built their confidence
- Helped them to appreciate themselves more.
- Guided and empowered them to make clearer and wiser decisions

Residents shared that they:

- Felt safe and satisfied with the professional service given.
- Would recommend WAO to other people.
- Hoped WAO will open more branches.

Residents' Feedback: WAO Services

Women's Programmes

- Residents enjoyed the programmes held at the Refuge.
- Programmes have helped to divert their mind from their problems for a while.
- Some enjoyed the cooking class and beading class.
- Programmes conducted have taught them skills to generate income and helped them financially.

“Activity conducted by Vivienne helped me to cope with my stress” – A WAO's Resident.

THE END
THANK YOU