



WOMEN'S AID ORGANISATION
PERTUBUHAN PERTOLONGAN WANITA

Annual General Meeting

17 April 2016

STATISTICS 2015

WAO ANNUAL STATISTICS 2015

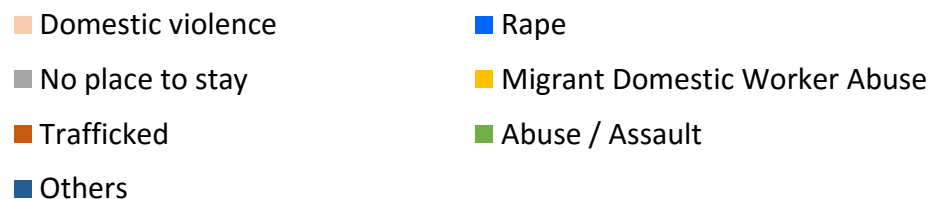
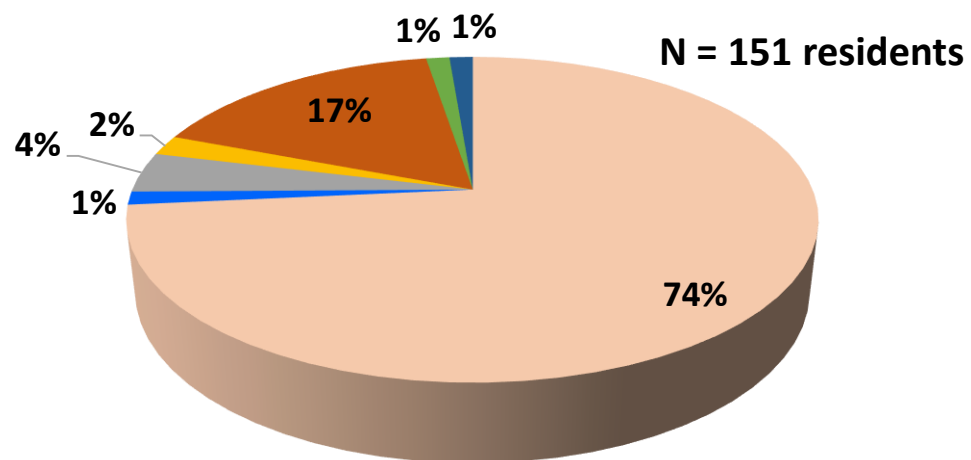
Overview

2015 → 151 Residents
2014 → 169 Residents



18 Residents

Reasons for seeking shelter



Age

- 72 women (47.7%) were in their 30s.
- 45 women (29.8%) were in their 20s.

Topography

- Most residents came from the Klang Valley.
- 38 women (25%) came from outside of the Klang Valley.
- 6 women could not identify their location.

Nationality

- Majority of the residents were from Malaysia (91 women).
- 29 women were from India and 22 women were from Myanmar. The remaining (9 women) were from Indonesia, Philippines, Sri Lanka, Iran and Vietnam.

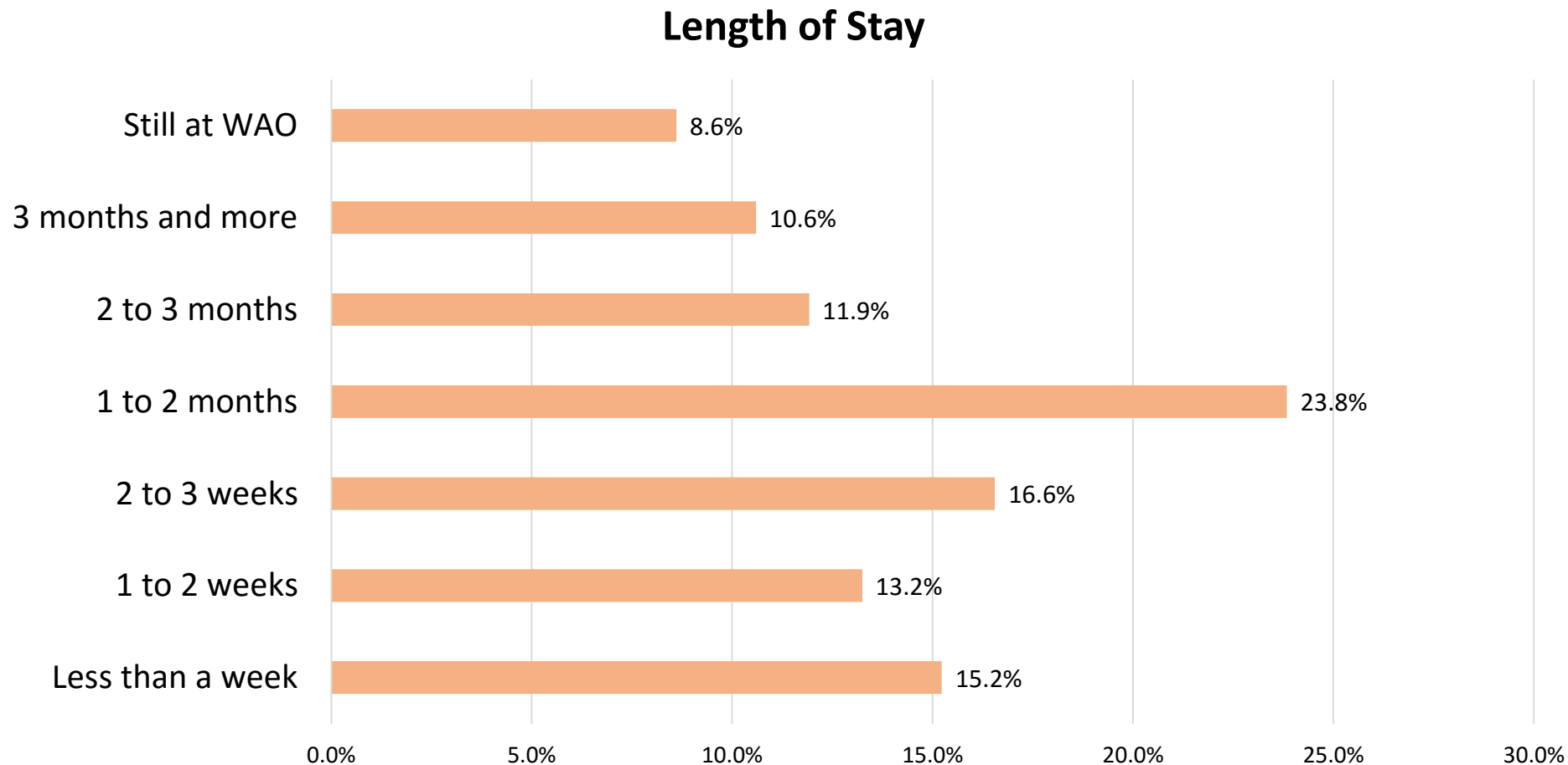
Referrals & awareness

- The major source of referrals were from embassies (16.6%).
- International Catholic Migration Commission / ICMC (14.6%).
- 12.6% of residents knew about WAO through media.
- 12.6% through friends.

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Length of stay of residents

N = 151 residents



Length of Stay

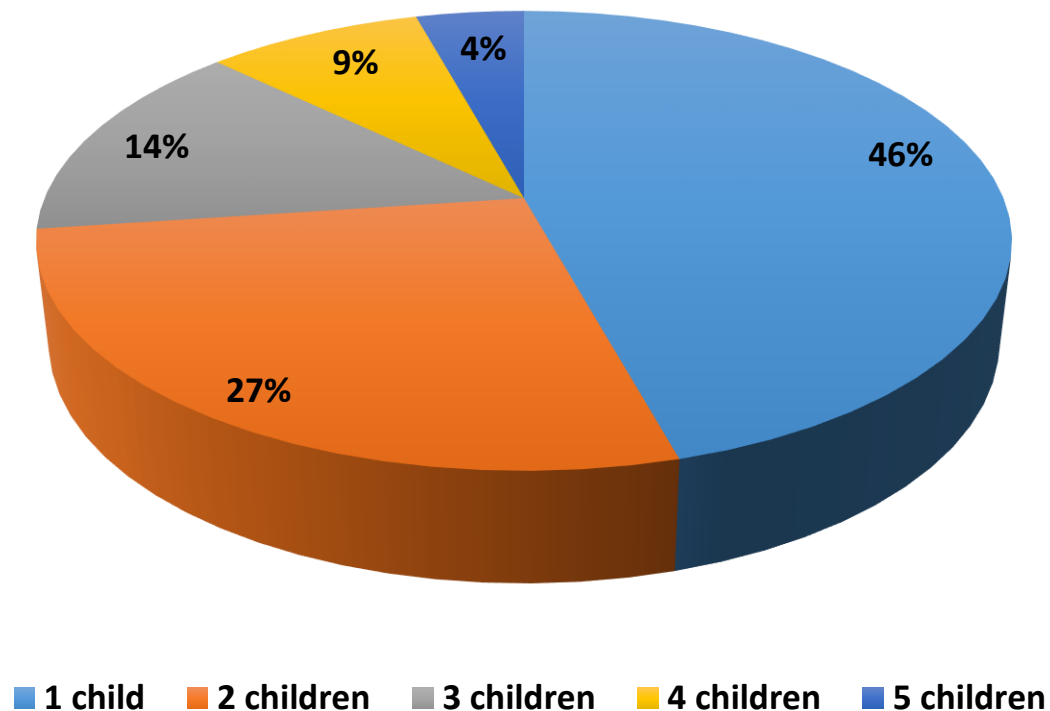
- Most of the residents stayed in WAO for 1-2 months.
- 16 residents or 10.6% stayed more than 3 months.

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Mothers bringing children to the shelter

N = 70 residents

Mothers who brought children to the shelter



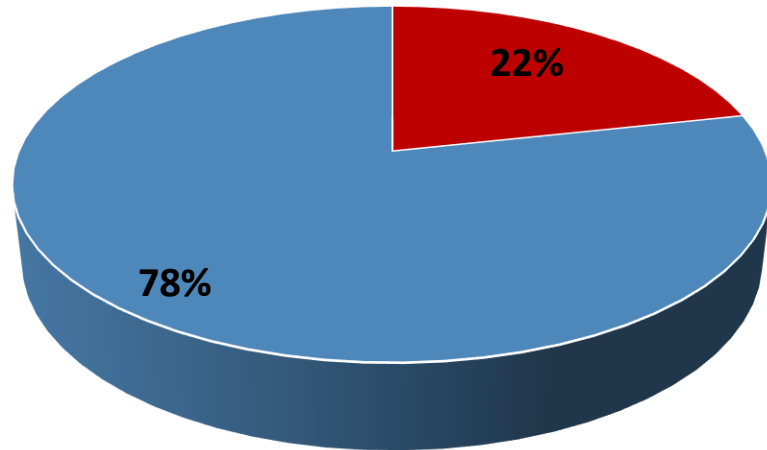
Mothers and children

- Most mothers (46%) brought 1 child to the shelter and 27% of mothers brought 2 children to the shelter.
- Out of 140 children sheltered in the refuge, 12 went on to live at the Child Care Centre (CCC).

WAO ANNUAL STATISTICS 2015

Reasons women became homemakers

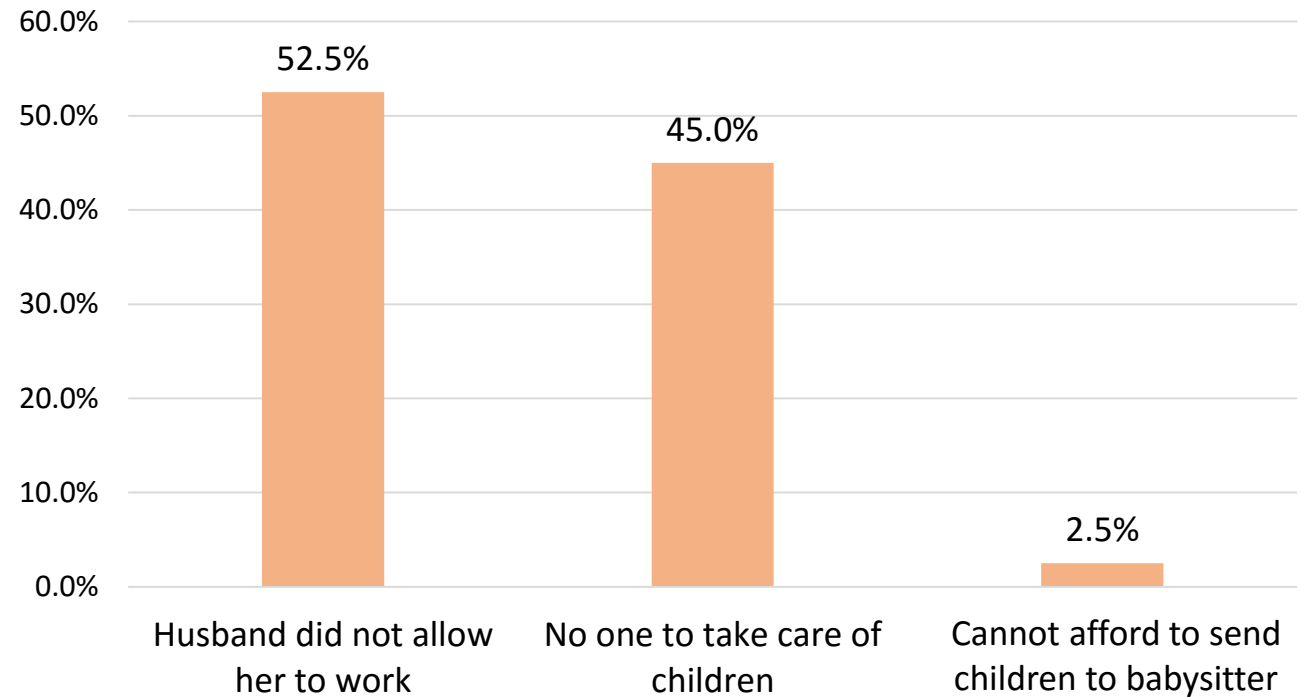
N = 51 residents



■ By choice ■ Not by choice

N = 40 residents

Homemakers not by choice because



Homemakers

- Out of 151 residents , 51 women (33.8%) were homemakers.
- Out of 51 women, 40 women (78%) became homemakers not by choice.

Domestic Violence

2015 → 111 survivors

2014 → 110 survivors



1 Client

Out of 111 domestic violence survivors, 12 women were survivors from Penang referred by ICMC and stayed for a few nights because they needed to attend an interview with UNHCR. Not much information was obtained due to the short duration of stay and language barrier.

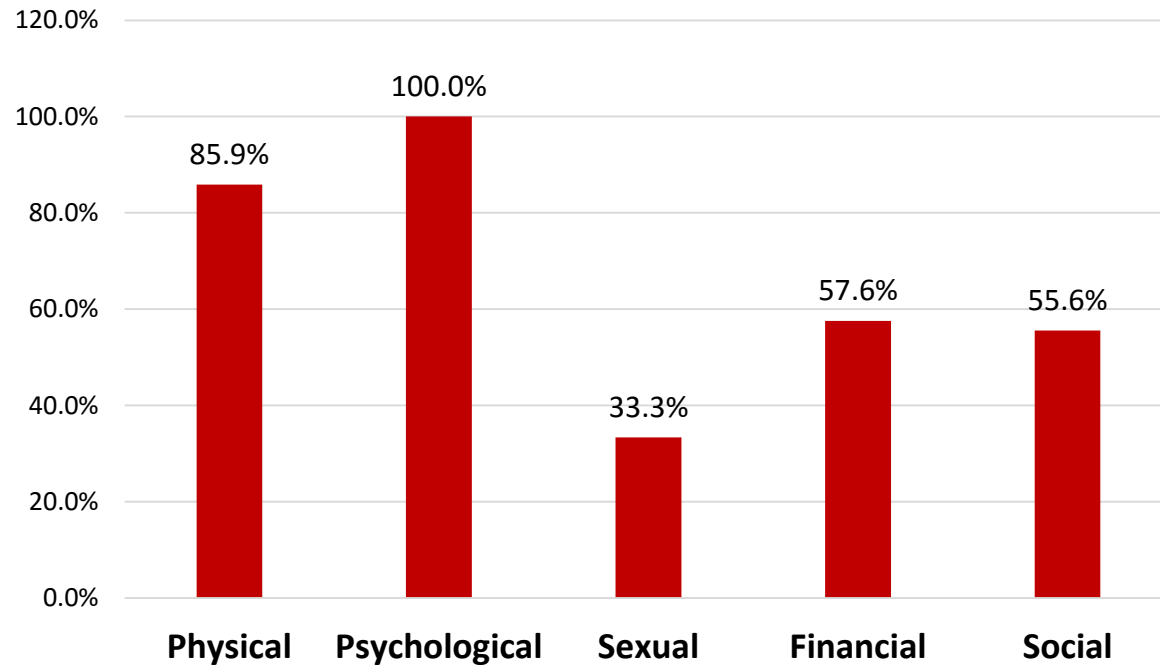
Hence, the data will analyse 99 domestic violence survivors only.

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Domestic Violence – Types of Abuse and Perpetrators

N = 99 residents

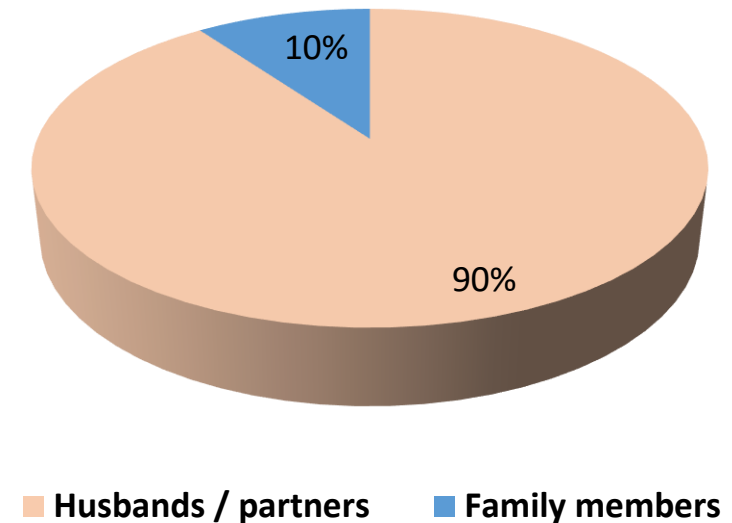
Types of Abuse



- All survivors experienced psychological abuse and 85 survivors (85.9%) experienced physical abuse.
- More than half of the survivors also experienced financial and social abuse.

N = 99 residents

Perpetrators



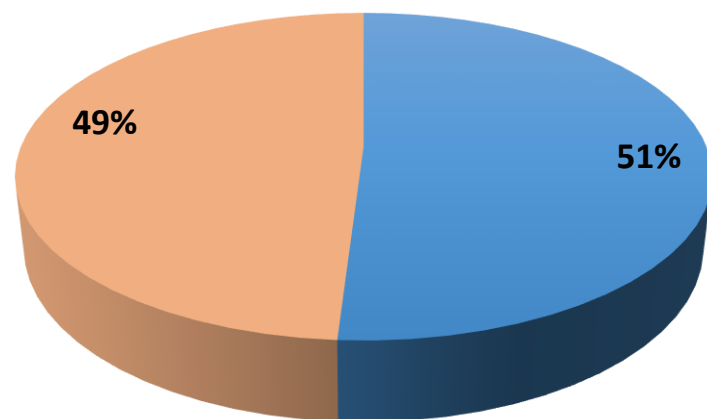
- 89 survivors (90%) were abused by their husbands or living partners.
- 10 women (10%) were abused by family members.
- Of those who were abused by family members, 5 women were abused by their parents.

WAO ANNUAL STATISTICS 2015

Suicide

N = 99 residents

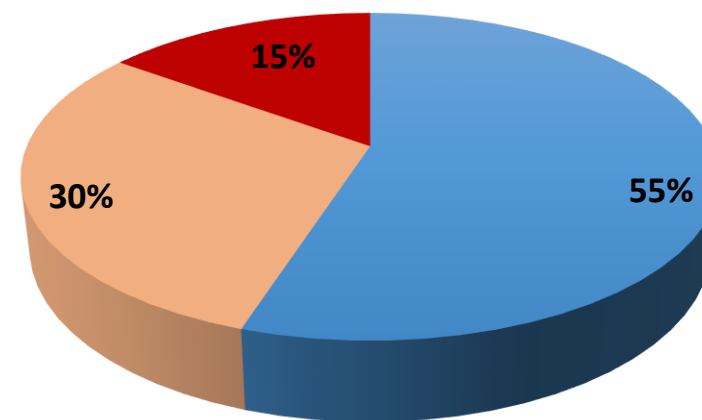
Considered suicide



■ Yes ■ No

N = 33 residents

Attempted suicide



■ Once ■ Twice ■ More than 3 times

Suicidal

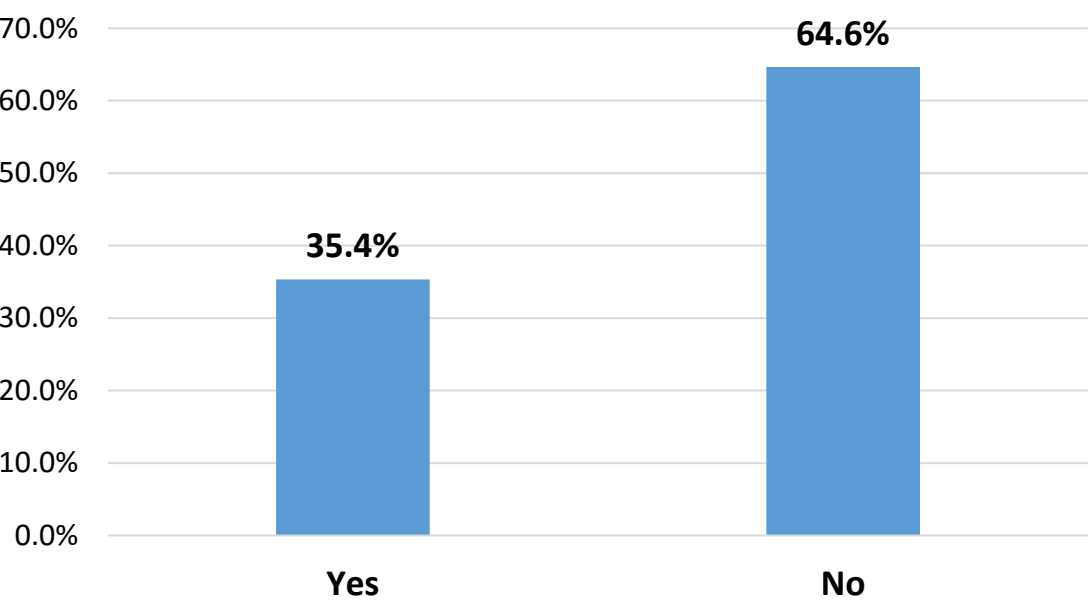
- Out of 99 domestic violence survivors, 50 women (51%) have considered suicide. Out of this, 18 women (55%) attempted suicide at least once and 10 women (30%) attempted suicide twice.

WAO ANNUAL STATISTICS 2015

History of Abuse

N = 99 residents

Resident's History of Abuse

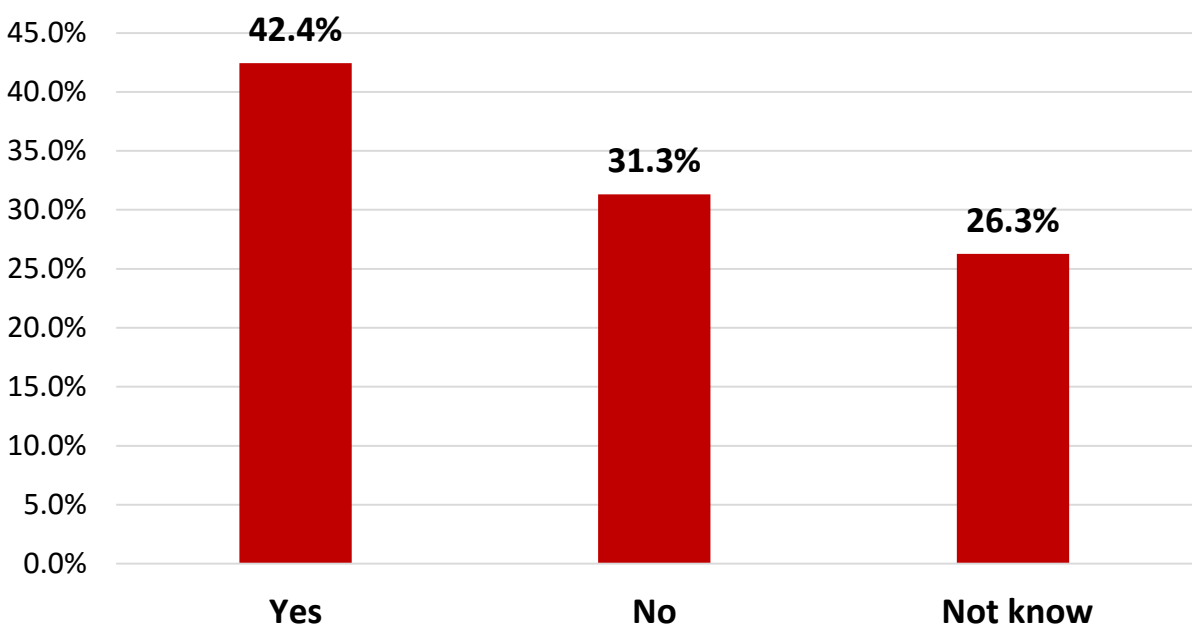


Clients

- 35 survivors (35.4%) reported that they came from an abusive background.

N = 99 residents

Perpetrator's History of Abuse



Perpetrators

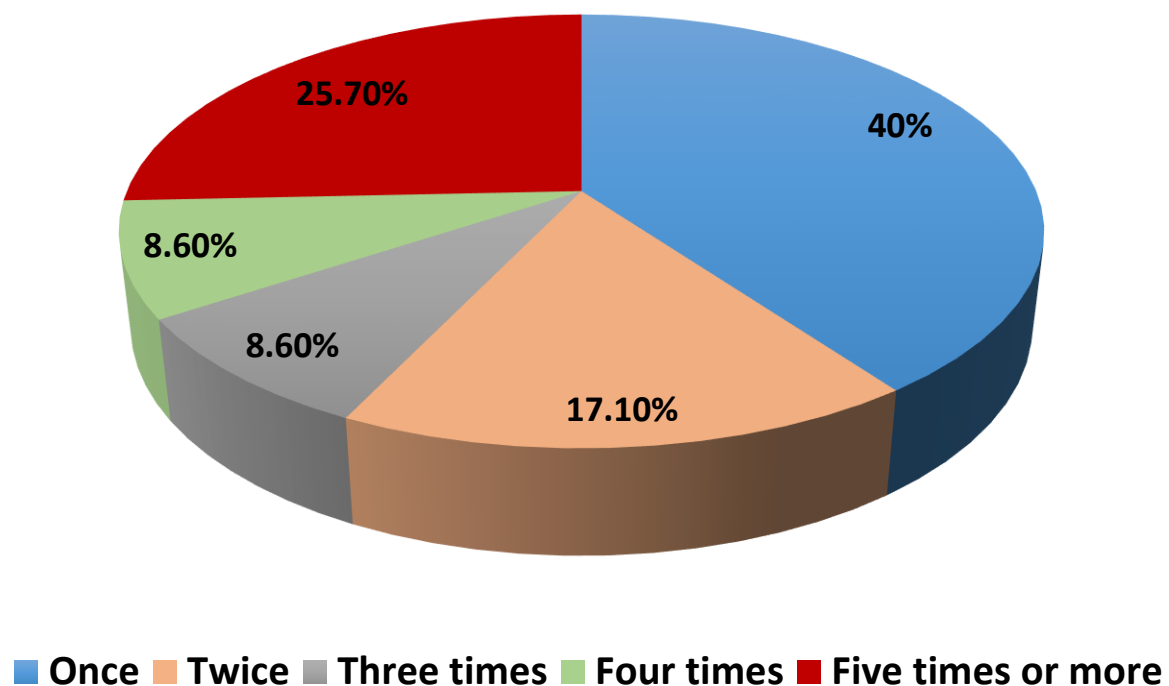
- 42 survivors (42.4%) said that their abusers came from an abusive background.
- 22 survivors (22.2%) also said that their abusers have previous criminal records.

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Attempts made to leave abusive situation

N = 70 residents

Attempts made to leave abusive situation



Reasons why survivors went back to abusive situations (multiple answers)	Number of survivors
Husbands agreed to change	38
Education of the children	10
Cannot live without him	6
Threatened by husband	6
Financial reasons	6
Others*	5
Sicknesses	4
Mental torture by family	3
Visa / permit problem	1

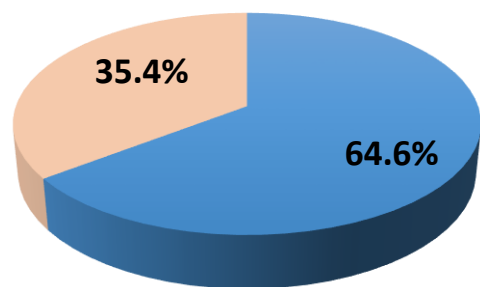
** Others include: not prepared for divorce, family members will disown her, stigmatisation by society, etc*

WAO ANNUAL STATISTICS 2015

Assistance Sought: Police

N = 99 residents

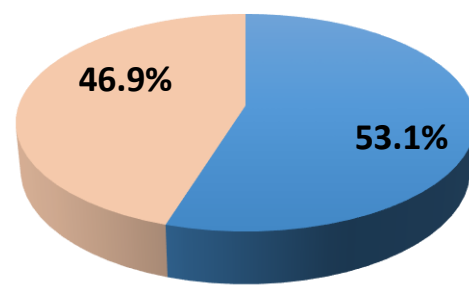
Assistance Sought From Police



■ Yes ■ No

N = 64 residents

Residents Satisfied with Assistance



■ Yes ■ No

Police

- 35 women (35.4%) did not seek help from police before coming to WAO.
- While at WAO, social workers helped 27 women to lodge police reports.

Reasons residents never sought assistance from the police

N = 35

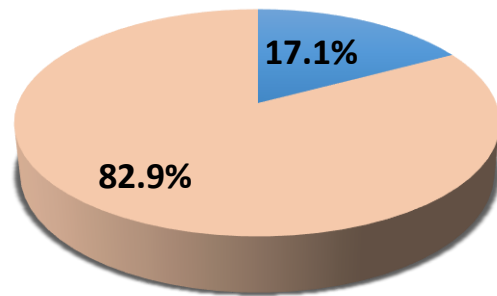
Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Wanted to move on with her life	18	46.2
Gave husband / partner / family members another chance	13	33.3
Did not trust police	11	28.2
Language barrier	7	17.9
Threatened by husband / partner / family members	6	15.3
Previous bad experience	5	12.8
Husband / partner / family members influential	5	12.8
Scared of police officers	5	12.8
Confined in the house	5	12.8
Husband / partner / family members were police officers	2	5.1
Lack of financial resources	1	2.5

WAO ANNUAL STATISTICS 2015

Assistance Sought: Welfare

N = 99 residents

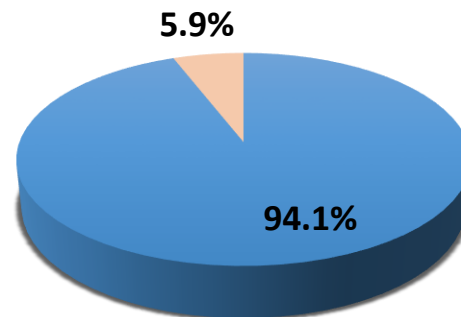
Assistance sought from welfare



■ Yes ■ No

N = 17 residents

Satisfied with the assistance



■ Yes ■ No

Reasons residents never sought assistance from welfare

N = 82 residents

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Lack of information	32	39
Non-Malaysian	24	29.3
Felt that it was not necessary	20	24.4
Did not trust government officer	6	7.3
Lack of financial resources to go to welfare office	2	2.4
Language barrier	2	2.4

Welfare

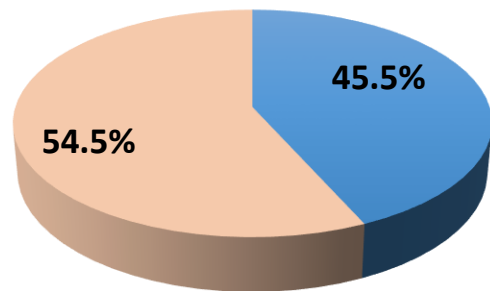
- 82 residents (82.8%) did not seek help from welfare before coming to WAO. While in WAO, social workers helped 18 residents to apply for Interim Protection Order (IPO) through welfare.
- 10 residents obtained IPOs successfully. Social workers also helped 1 resident and 1 FFC client to obtain a Protection Order (PO).

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Assistance Sought: Medical

N = 99 residents

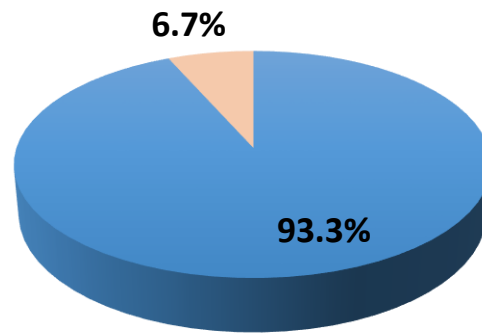
Assistance sought from
medical service providers



■ Yes ■ No

N = 45 residents

Satisfied with the
assistance



■ Yes ■ No

Medical Service Providers

- 54 residents (54.5%) did not seek help from medical service providers before coming to WAO.

Reasons residents never sought assistance from medical
service providers

N = 54 residents

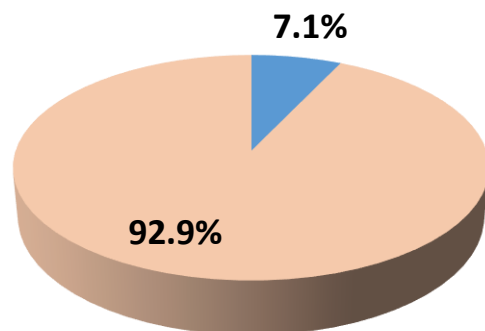
Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
No physical injuries	14	27
Felt injuries were not serious	9	17.3
No support	8	15.4
Could not find anyone to take care of the children	5	9.6
Confined in the house	5	9.6
Language barrier	4	7.7
Threatened by perpetrators	4	7.7
Felt injuries were not visible	3	5.8
Needed to lodge police report first	2	3.8
Lack of financial resources	2	3.8
Scared of being arrested because of undocumented entry	2	3.8

WAO ANNUAL STATISTICS 2015

Assistance Sought: Legal

N = 99 residents

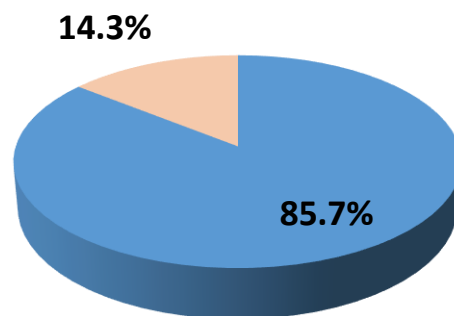
Assistance sought from legal service providers



■ Yes ■ No

N = 7 residents

Satisfied with the assistance



■ Yes ■ No

Reasons residents never sought assistance from legal service providers

N = 92 residents

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Lack of information	35	38
No intention to get divorce	29	31.5
Lack of financial resources	16	17.4
Client was a refugee	13	14.1
Language barrier	6	6.5
Legal Aid Centre only available in big cities	5	5.4
Believed no one would help as Client is non-Malaysian	4	4.3
The process was too long	4	2.3

Legal Service Provider

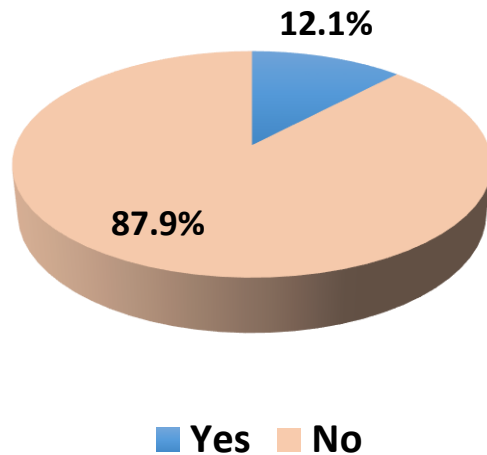
- 92 residents (92.9%) did not seek help from legal service providers before coming to WAO.
- While in WAO, social workers helped 51 residents to have access to legal services (such as assistance from Jabatan Bantuan Guaman, Legal Aid Centre, private lawyers, watching brief and legal talks).

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Assistance Sought: Faith-based Organisations

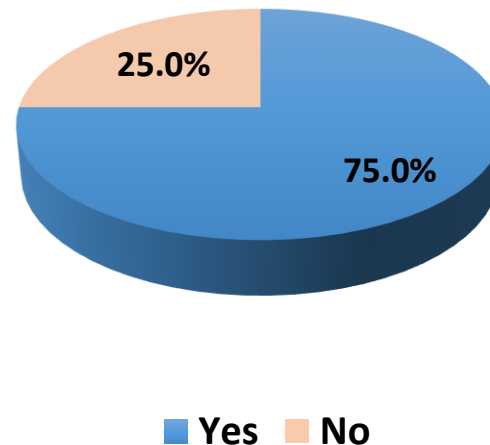
N = 99 residents

Assistance sought from faith-based organisations



N = 12 residents

Satisfied with the assistance



Reasons residents never sought assistance from faith-based organisations

N = 87 residents

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Never thought of this	76	87.4
Believed they would not help because she was non-Malaysian	16	18.4
Believed they would not get help but instead be asked to go back to their husbands	4	4.6

Faith-based organisations

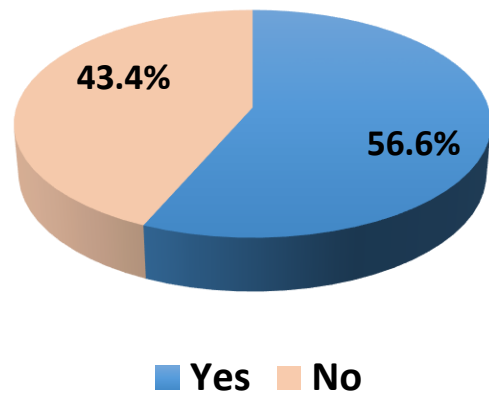
- The services received by the 12 residents from faith-based organisations (JAKIM, JAIS, churches and temples) include counselling, financial assistance, marriage counselling and accommodation.

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Assistance Sought: Family Members

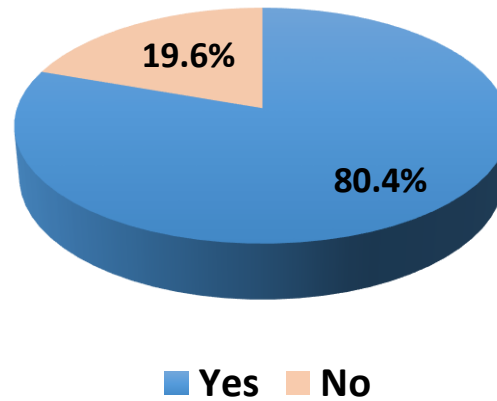
N = 99 residents

Assistance sought from family



N = 56 residents

Satisfied with the assistance



Family Members

- 29 residents received emotional support from their family members.
- Some family members could not provide other support to survivors as they were afraid of the perpetrators.

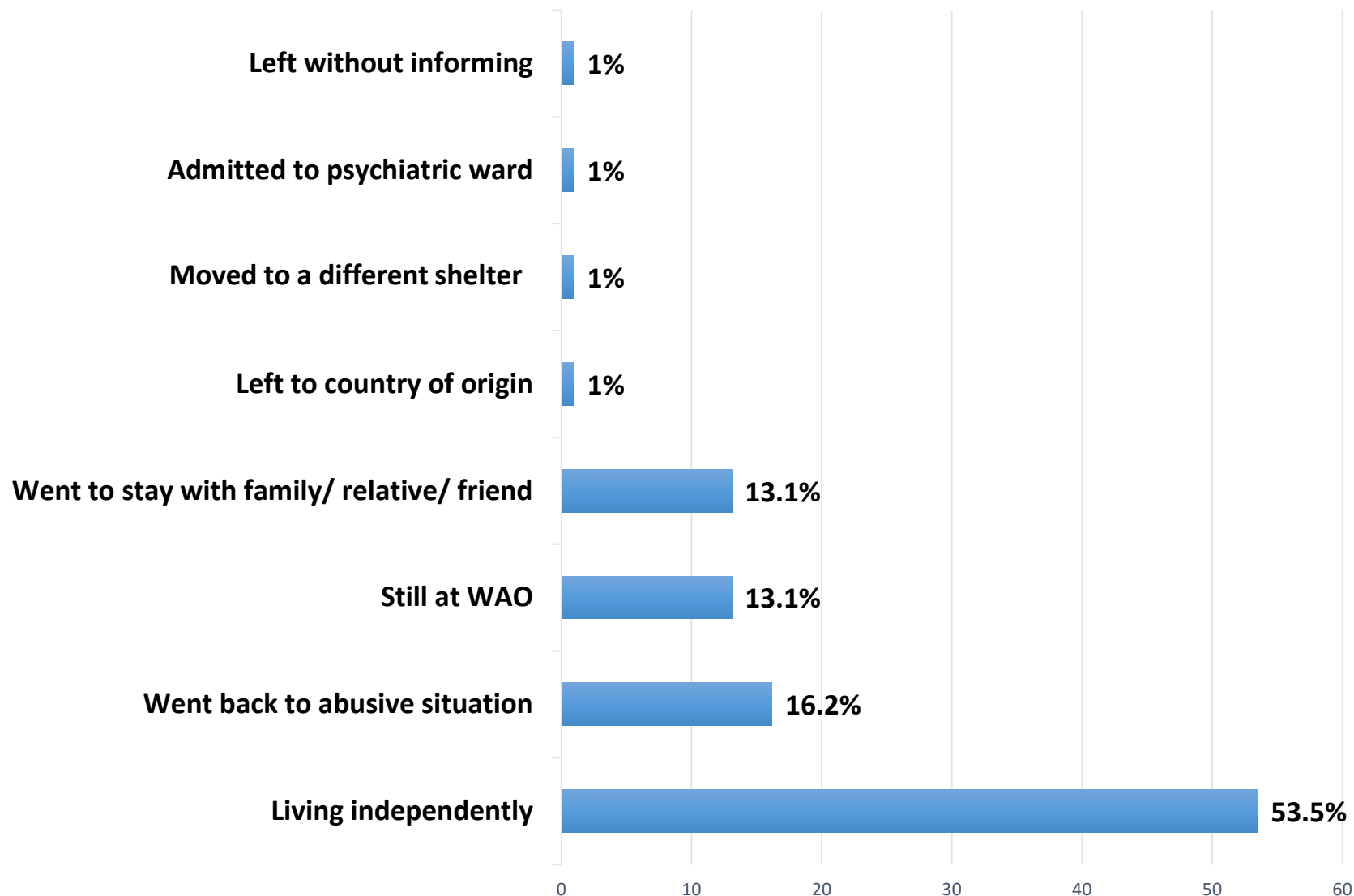
Reasons residents never sought assistance from family members

N = 43 residents

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Previous bad experience	18	41.8
Family members were not supportive	16	37.2
Did not want to be a burden to them	13	30.2
Ashamed to seek help	9	20.9
Did not have any family members	8	18.6

WAO ANNUAL STATISTICS 2015

Status of Domestic Violence Survivors



Leaving abusive situation

- 53 women (53.5%) went to live independently while 16 women (16.2%) went back to the abusive situation after leaving WAO.
- Of those who went back to the abusive situation, most of them wanted to **give their husband another chance**. Some also said that their **husbands had agreed to change their behaviour / lifestyle**. Two (2) went back because their husbands changed after seeking advise.
- Of those who went back to the abusive situation, 5 reported that they do not have any support system, while others were supported by family members (8), friends (2) and in-laws.

Trafficked Survivors

2015 → 25 survivors

2014 → 41 survivors



16 Client

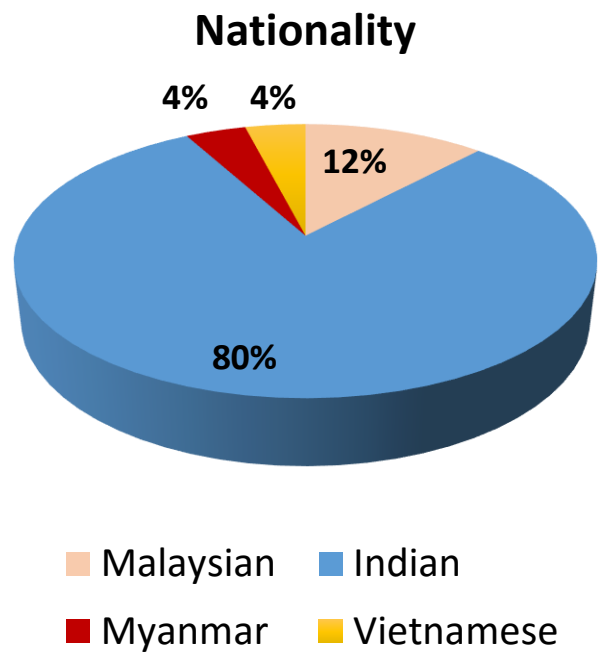
Definition of Trafficking in Persons:

- The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.
- Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs

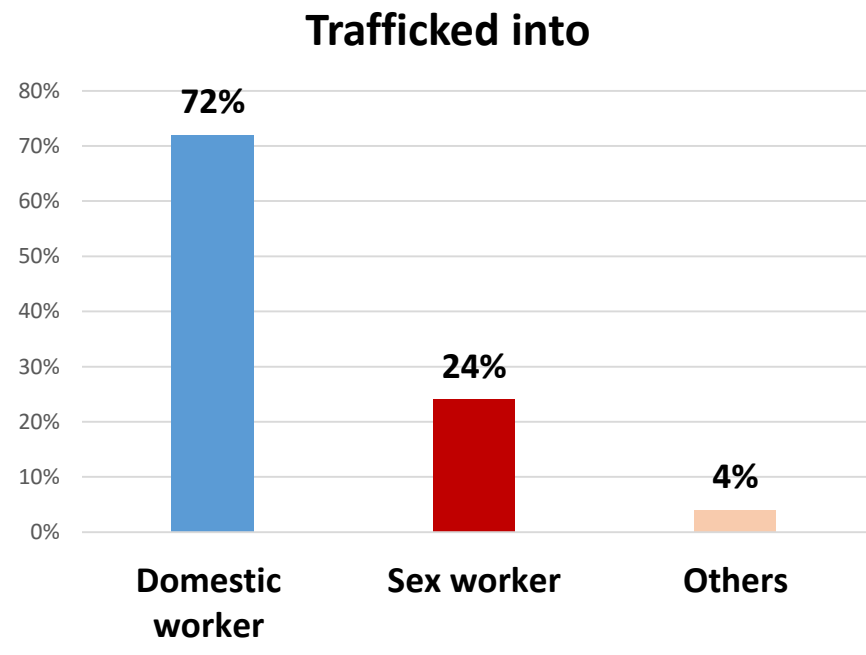
WAO ANNUAL STATISTICS 2015

Trafficked Survivors

N = 25 residents



N = 25 residents



Types of abuse	Number (multiple answers)
Psychological abuse	24
Financial abuse	24
Social abuse	21
Physical abuse	18
Sexual abuse	6

Trafficked Survivors

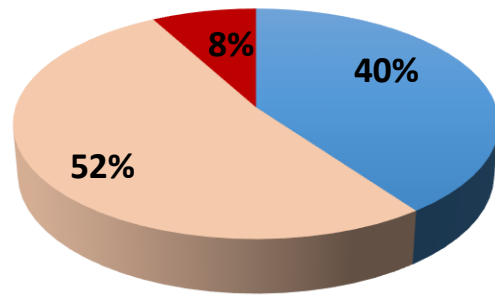
- Out of 25 trafficked survivors, 20 were repatriated back to their countries of origin. One (1) survivor left to another shelter, one (1) survivor has resettled in another country, one (1) survivor left to live independently and two (2) were staying at WAO.

WAO ANNUAL STATISTICS 2015

Assistance Sought: Police

N = 25 residents

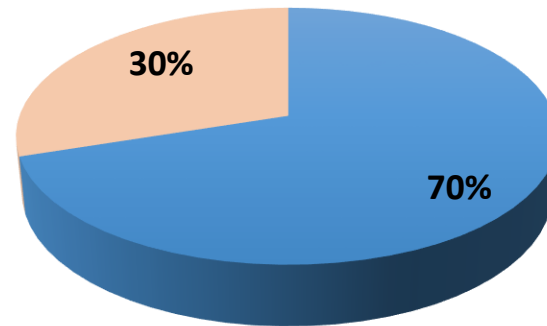
Assistance sought from police



■ Yes ■ No ■ Not available

N = 10 residents

Satisfied with the assistance



■ Yes ■ No

Reasons residents never sought assistance from police

N = 13 residents

Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Confined in the house	6	40.0
Scared of police officers	6	40.0
Language barrier	4	26.7
Lack of financial resources	2	13.3
Employer / agent influential	1	6.7
Did not trust the police	1	6.7
Threatened by employer/agent	1	6.7

Police

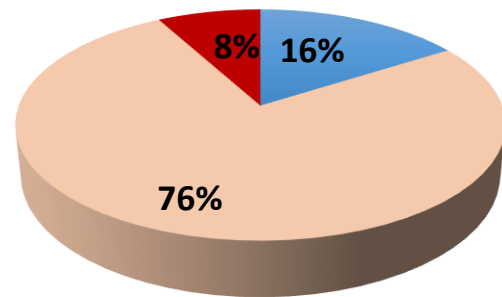
- 13 residents (52%) did not seek help from police before coming to WAO. While in WAO, social workers helped 8 residents to lodge police reports. One (1) case was pending investigation.
- Two (2) residents were Malaysians who were trafficked for sex work. In both cases, their traffickers were charged in court, convicted and imprisoned.

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Assistance Sought: Medical

N = 25 residents

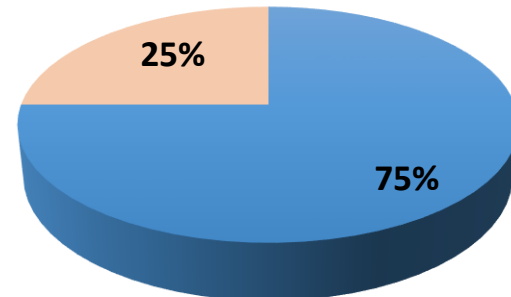
Assistance sought from medical



■ Yes ■ No ■ Not available

N = 4 residents

Satisfied with the assistance



■ Yes ■ No

Medical Service Providers

- 19 residents did not seek medical assistance prior to coming to WAO.
- Social workers helped 5 residents to have access to medical services while at WAO.

Reasons residents never sought assistance from medical service providers

N = 19 residents

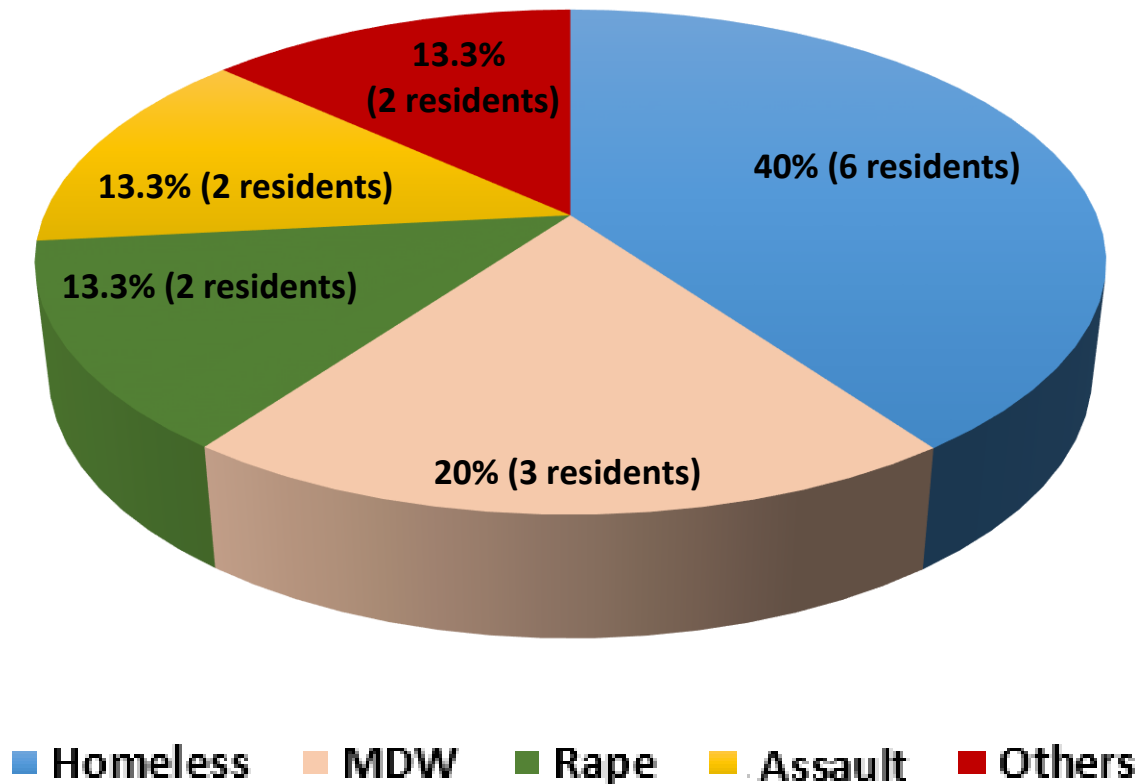
Reasons resident never sought assistance (multiple answers)	Number of residents	Percentage
Lack of financial resources	9	42.9
Confined in the house	5	23.8
No injury	5	23.8
Threatened by perpetrator	3	14.3
Language barrier	2	9.5
Scared of arrest because undocumented	2	9.5
Felt injuries were not visible	1	4.8
No support	1	4.8

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MDWs, Rape, Abuse/Assault, No place to stay & Others

N = 15 residents

Other reasons for shelter



MDWs

- Three (3) Migrant Domestic Workers (MDWs) who stayed in the shelter were from Indonesia (2) and India (1).
- WAO helped them to lodge police reports and seek treatment from hospital. Two (2) residents left for another shelter and one (1) left the shelter without informing.

Rape

- Two (2) residents sought shelter because of rape.
- One (1) was raped by her brother-in-law and is an under aged client. She was subsequently placed at the Child Care Centre for protection.
- The other Client left to stay with her family member.

Assault

- One (1) resident was assaulted by her landlord and housemates; and the other was assaulted by the caretaker of an NGO.
- Both clients were ex-residents of WAO.

WAO ANNUAL STATISTICS 2015

Face To Face Counselling

2015 → 112 Clients

2014 → 111 Clients



1 Client

Reasons

77 clients (68.8%) sought face to face counselling because of domestic violence.

Where from?

Most of the clients came from Wilayah Persekutuan (32%) and Selangor (58%).

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Face to Face Counselling – UNHCR Refugees



2015 → 44 survivors

2014 → 45 survivors

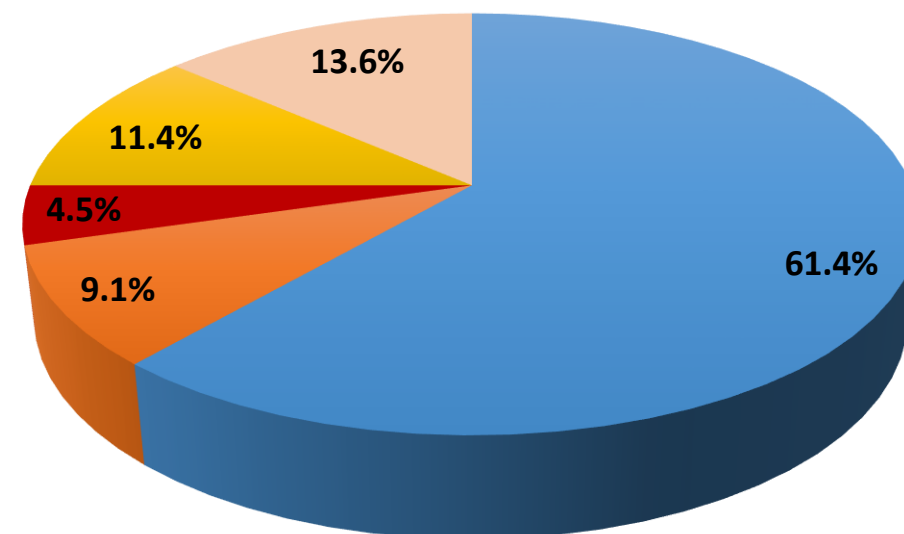


1 survivor

Nationality	Number of Clients
Myanmar	31
Pakistan	2
African	2
Yemeni	2
Somalia	2
Sri Lanka	1
Afghanistan	1
Palestinian	1
Iraqi	1
Indonesia	1
Total	44

Types of Cases

N = 44 residents



■ Domestic violence ■ Rape
■ Sexual assault ■ Sexual harassment
■ Others*

* Others include health issues, financial difficulties, employment and kidnapping attempt

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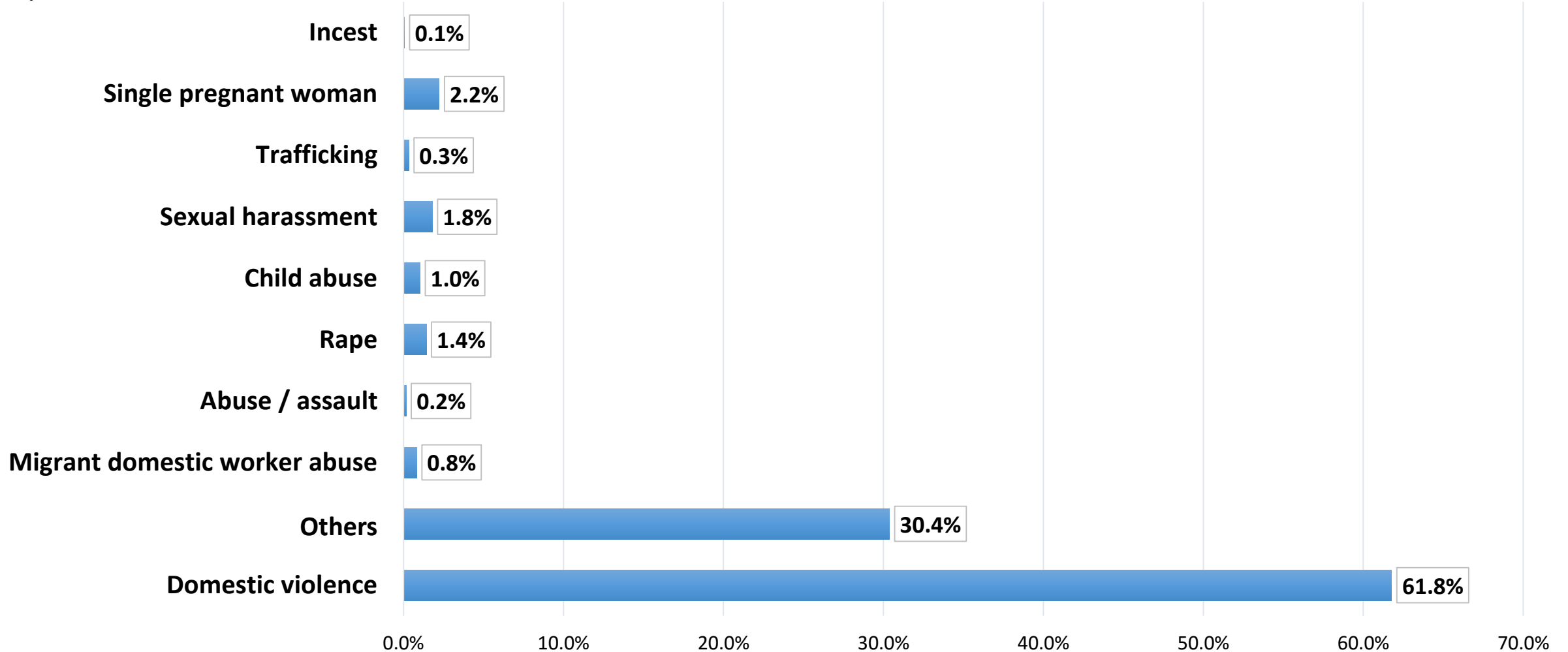
Telephone Counselling

2015 → 1,834 calls

2014 → 1,740 calls


94 calls

N= 1,834 calls



**Others includes divorce, custody and maintenance issues, employment issues, homelessness, request for financial assistance, relationship problems, etc*

WAO ANNUAL STATISTICS 2015

Email Enquiries

N= 256 emails

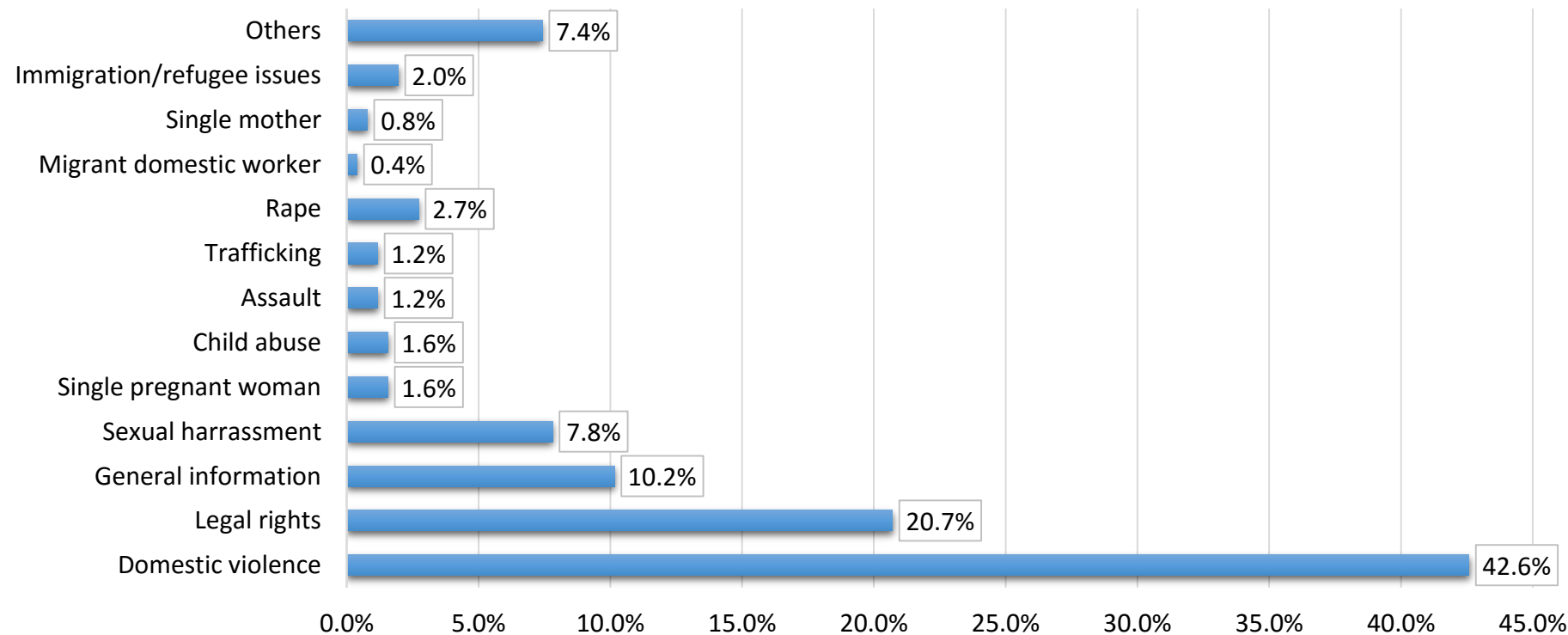
2015 → 256 emails



2014 → 242 emails

14 emails

Email Enquiries



womensaidorg@gmail.com

- 109 (42.6%) of email enquiries were about domestic violence.
- While 53 (20.7%) of emails enquired about legal rights which included divorce, child custody, properties etc.

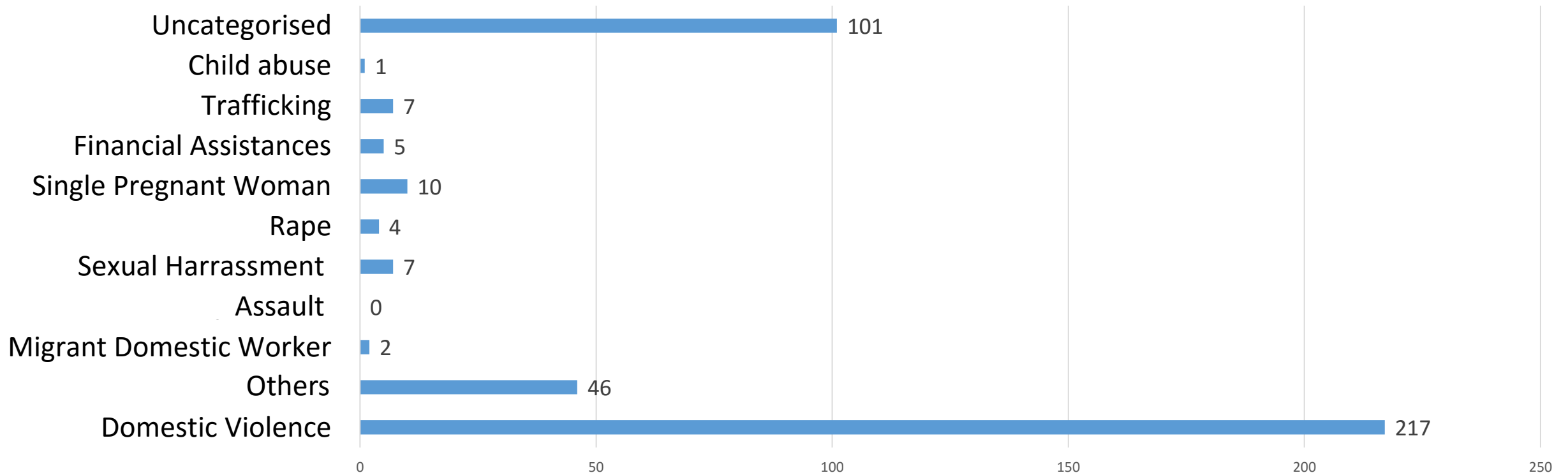
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TINA SMS Services



N = 396 SMS conversations

Types of cases



“Think I Need Help” (TINA), WAO SMS services were launched in March 2014. By the end of 2015, TINA has attended to 396 SMS conversations from an estimated 200 clients.

WAO ANNUAL STATISTICS 2015

Funds & Anak Angkat

Funds	Number of recipients
Back to work	19
Flight	17
TTSS	16
Legal Aid	3
Total	55

Funds

- WAO distributed funds to 55 clients in 2015.

Anak Angkat

- In 2015, WAO helped 37 women and 76 children through the Anak Angkat program.

Child Care Centre

2015 → 37 children; 17 mothers

2014 → 29 children; 14 mothers



8 children

Of 37 children, 25 were permanent and 12 children stayed temporarily due to emergency / shelter's renovation & cleaning.

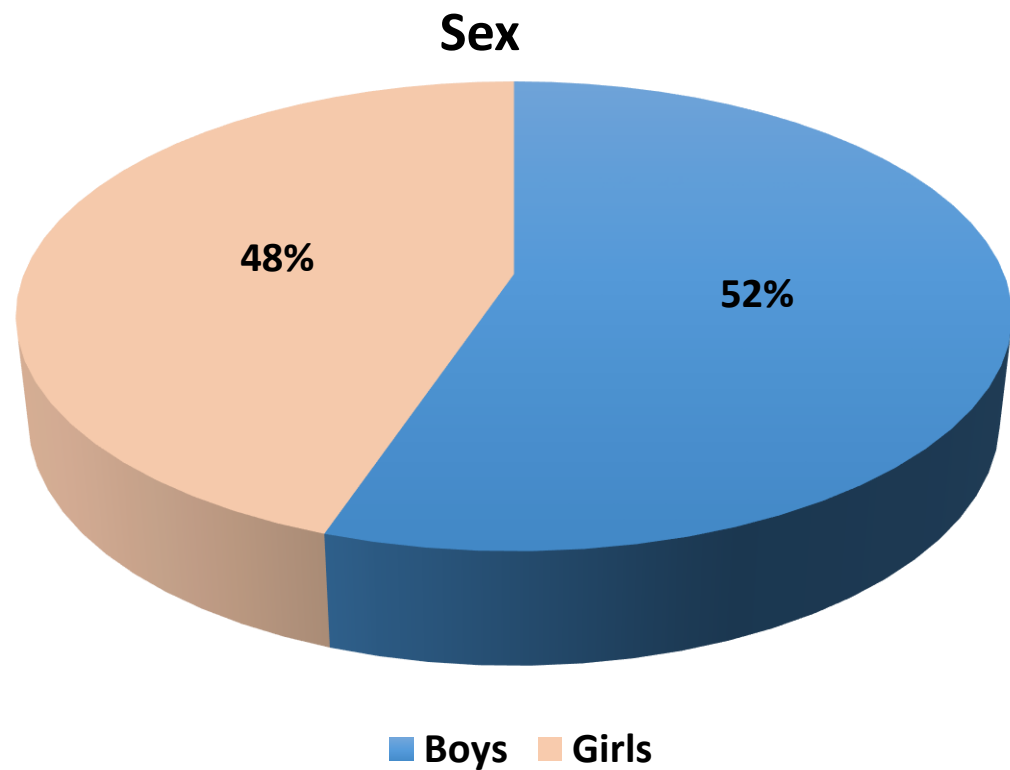
In 2015, CCC offered 385 sessions of therapeutic play to 48 children.

Hence, the data will analyse **25** children survivors of domestic violence only.

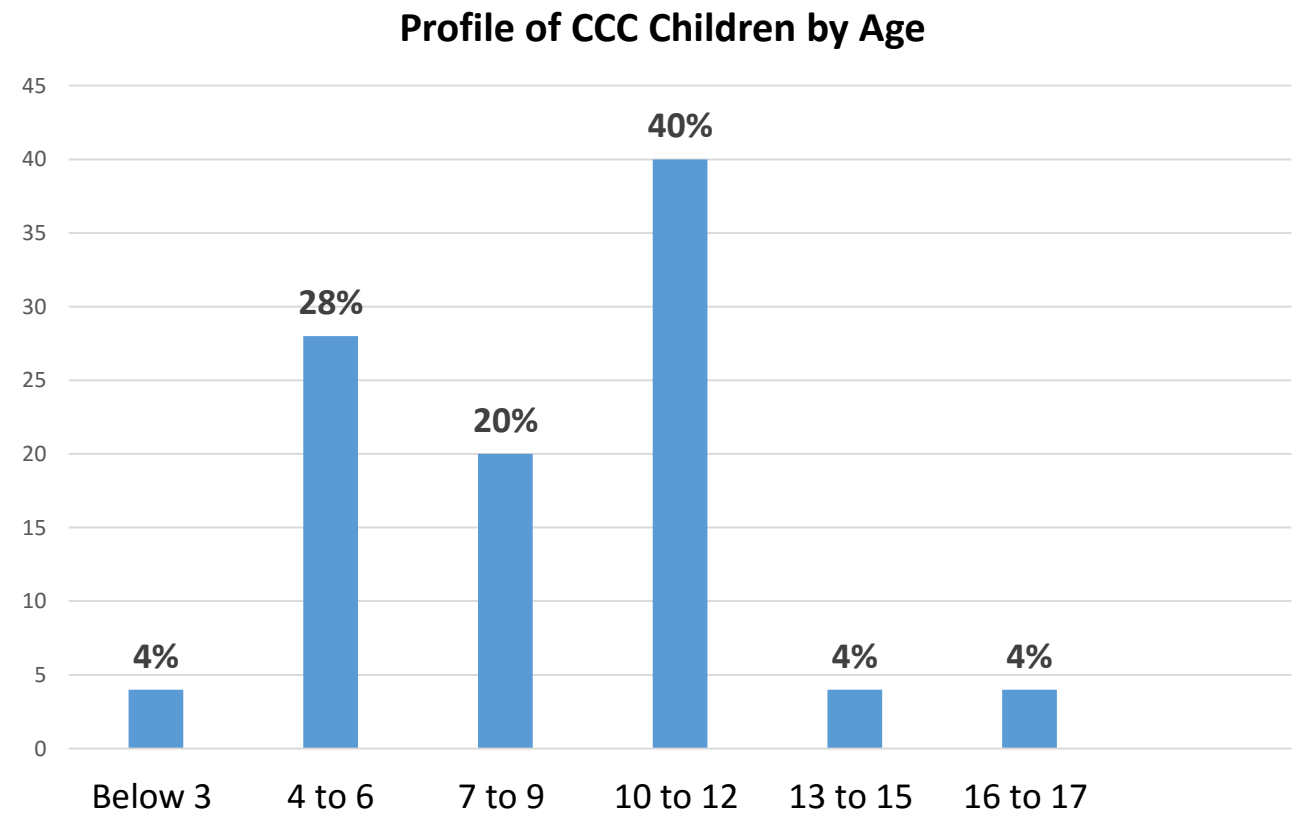
WAO ANNUAL STATISTICS 2015

Children's profile

N = 25 children



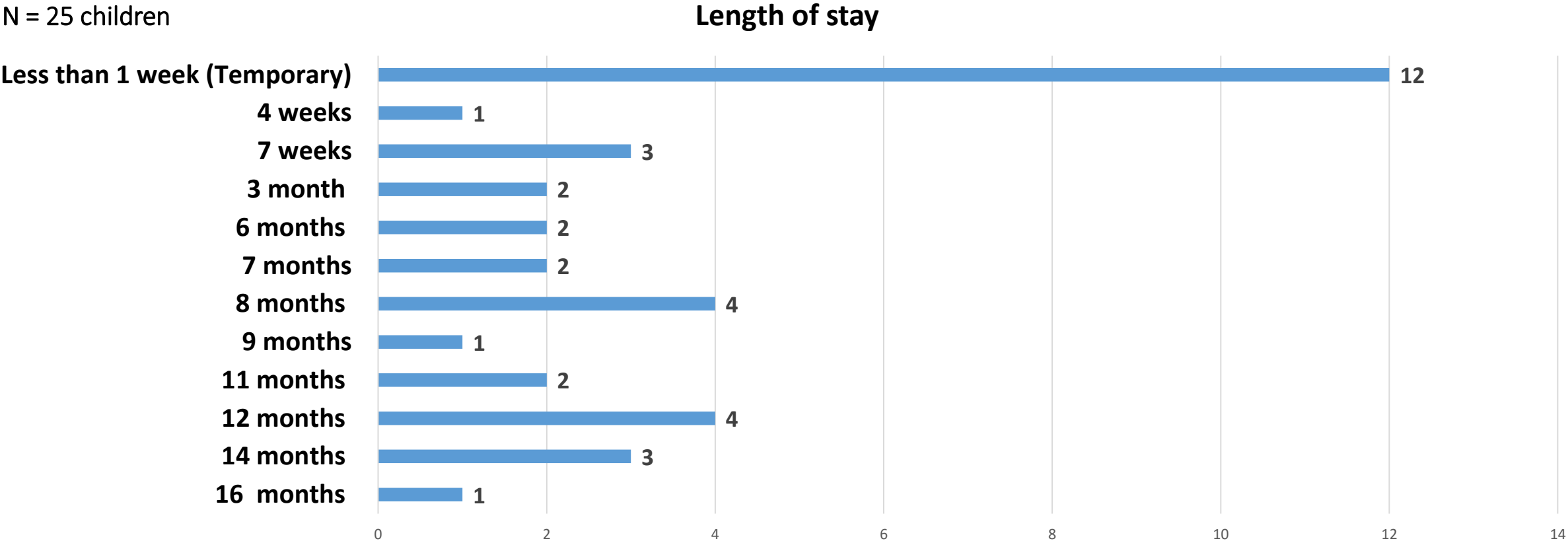
N = 25 children



WAO ANNUAL STATISTICS 2015

Length of stay

N = 25 children



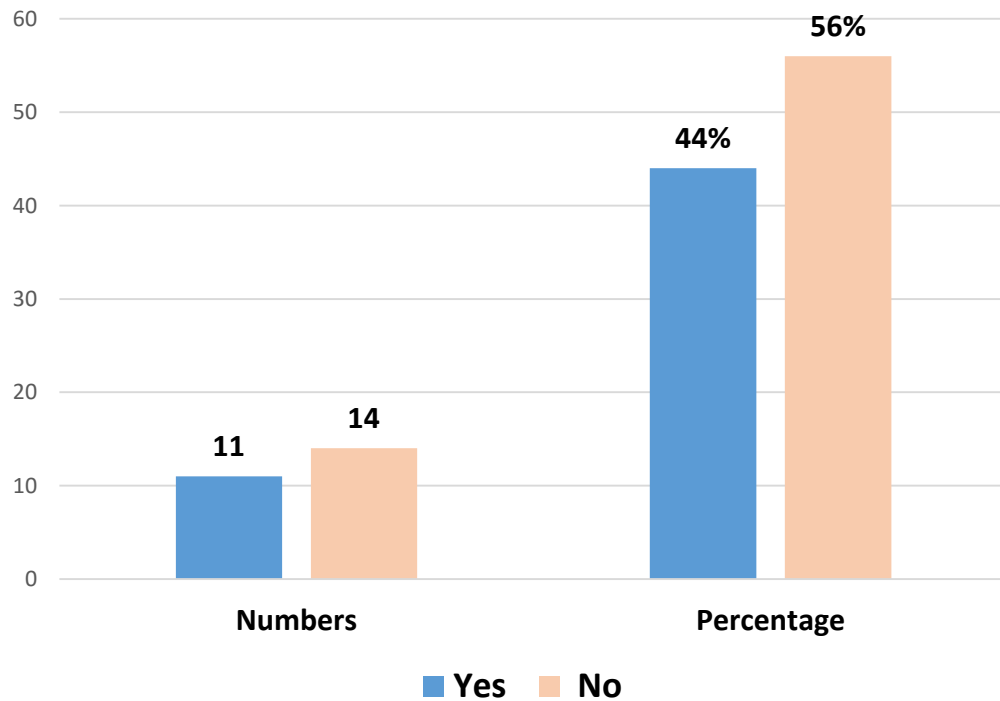
12 children stayed at CCC for less than 1 week due to emergency transition and refuge renovation/cleaning.

WAO ANNUAL STATISTICS 2015

Education status

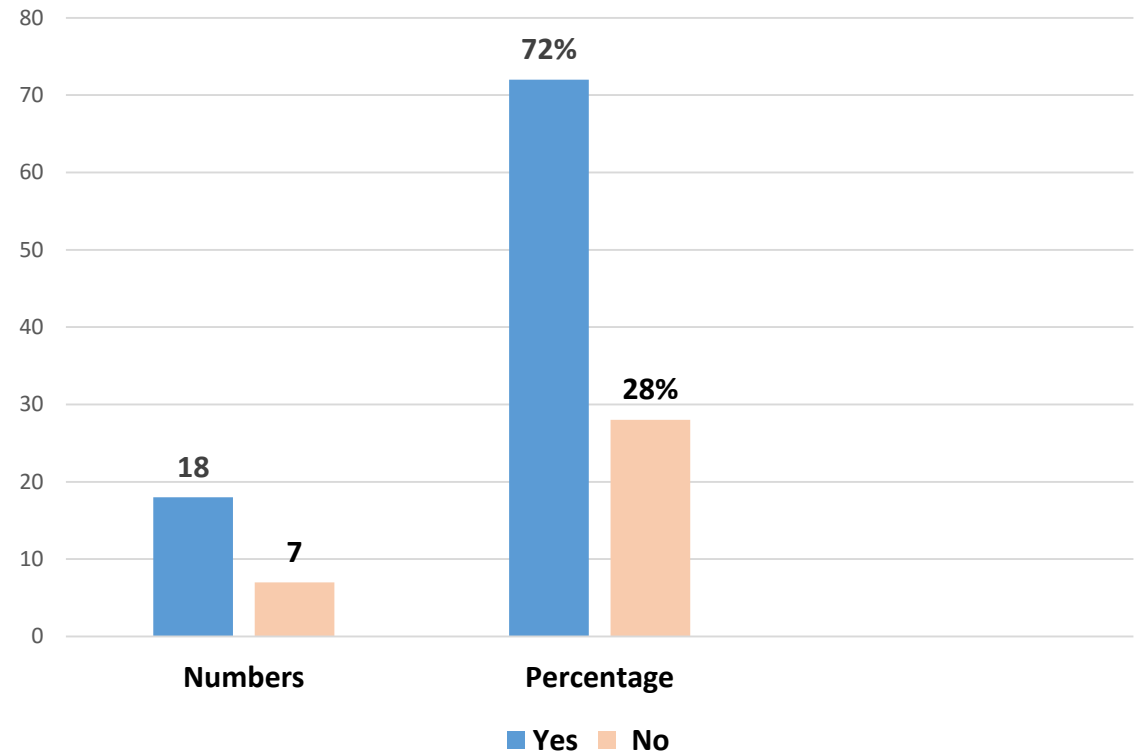
N = 25 children

Children receiving education before entering CCC



N = 25 children

Children receiving education while in CCC



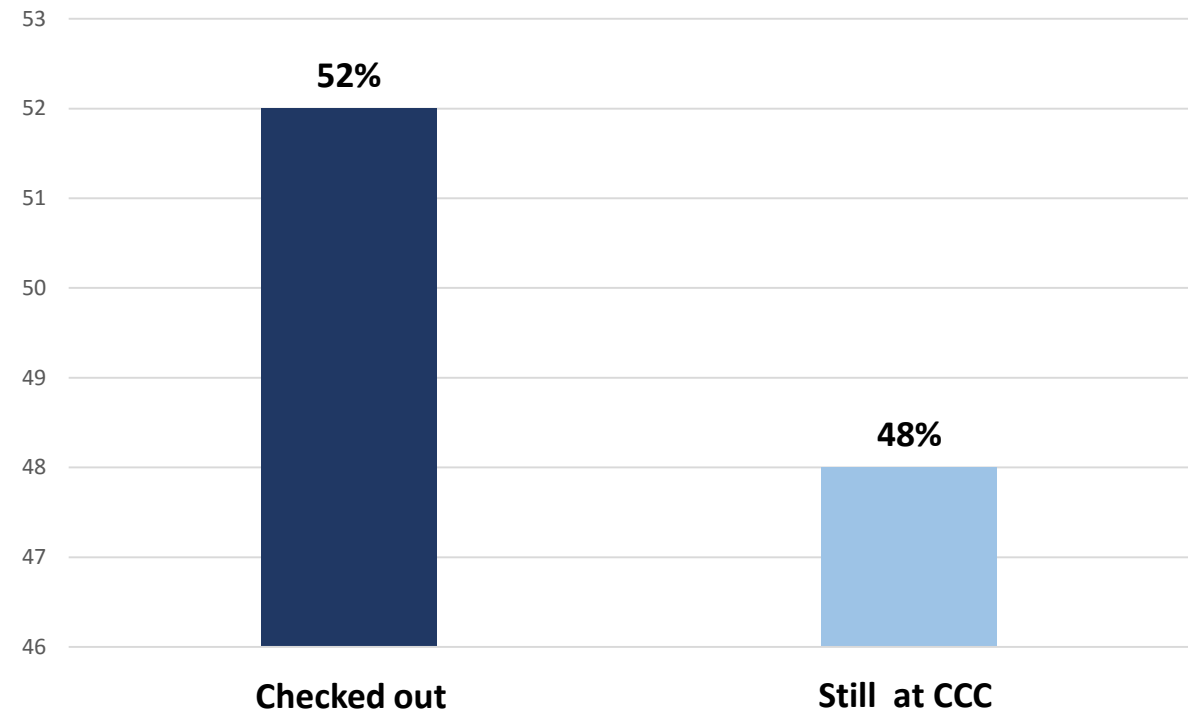
- Seven (7) children were not enrolled in formal schooling, but received home schooling while in CCC.

WAO ANNUAL STATISTICS 2015

Status of children

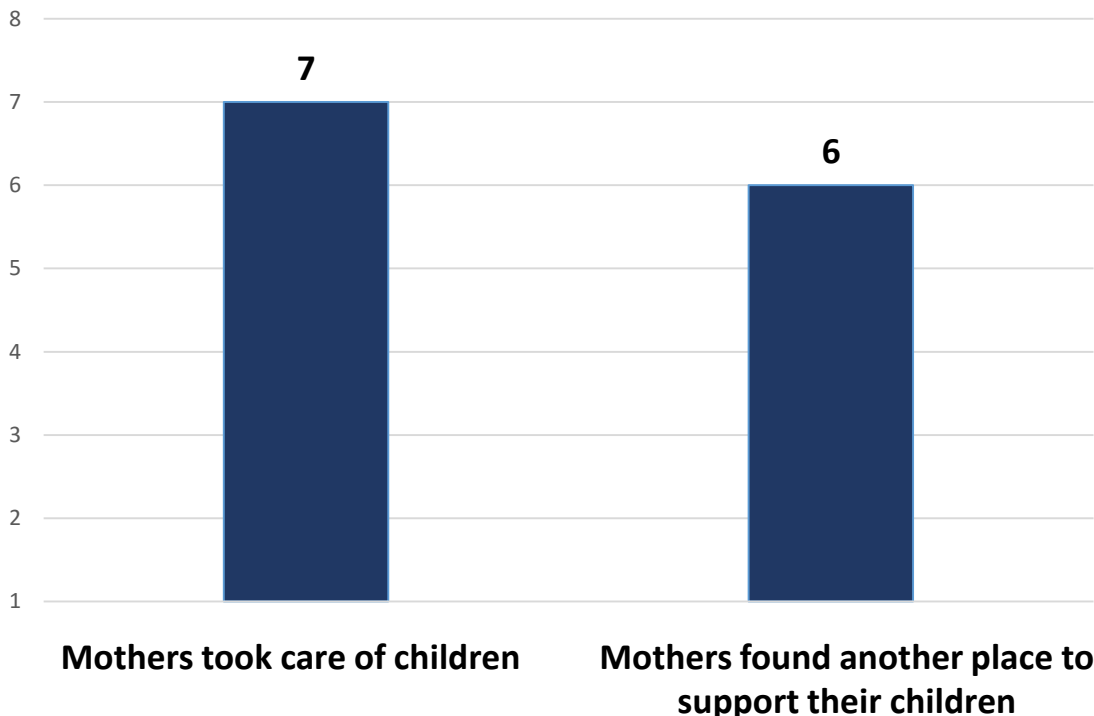
N = 25 children

Status of CCC children by end of 2015



N = 13 children

Status of checked out children



WAO ANNUAL STATISTICS 2015

Resident's Evaluation: WAO Services

N = 91 residents

WAO obtained data from 91 residents to evaluate its services. Data from the remaining residents could not be obtained due to reasons such as client left without informing, emergency, language barriers and still at WAO's shelter.

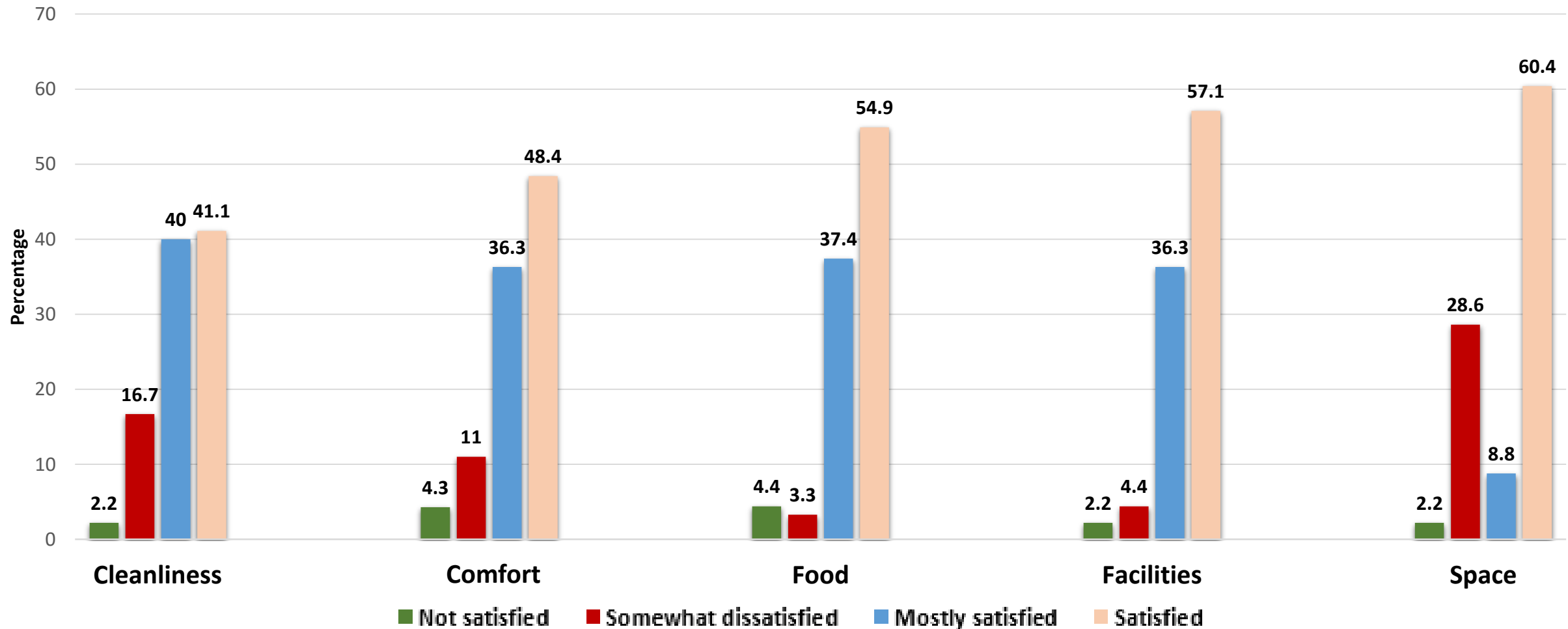


WAO ANNUAL STATISTICS 2015

Evaluation: WAO Shelter Services

Evaluation by Residents

N = 91 residents

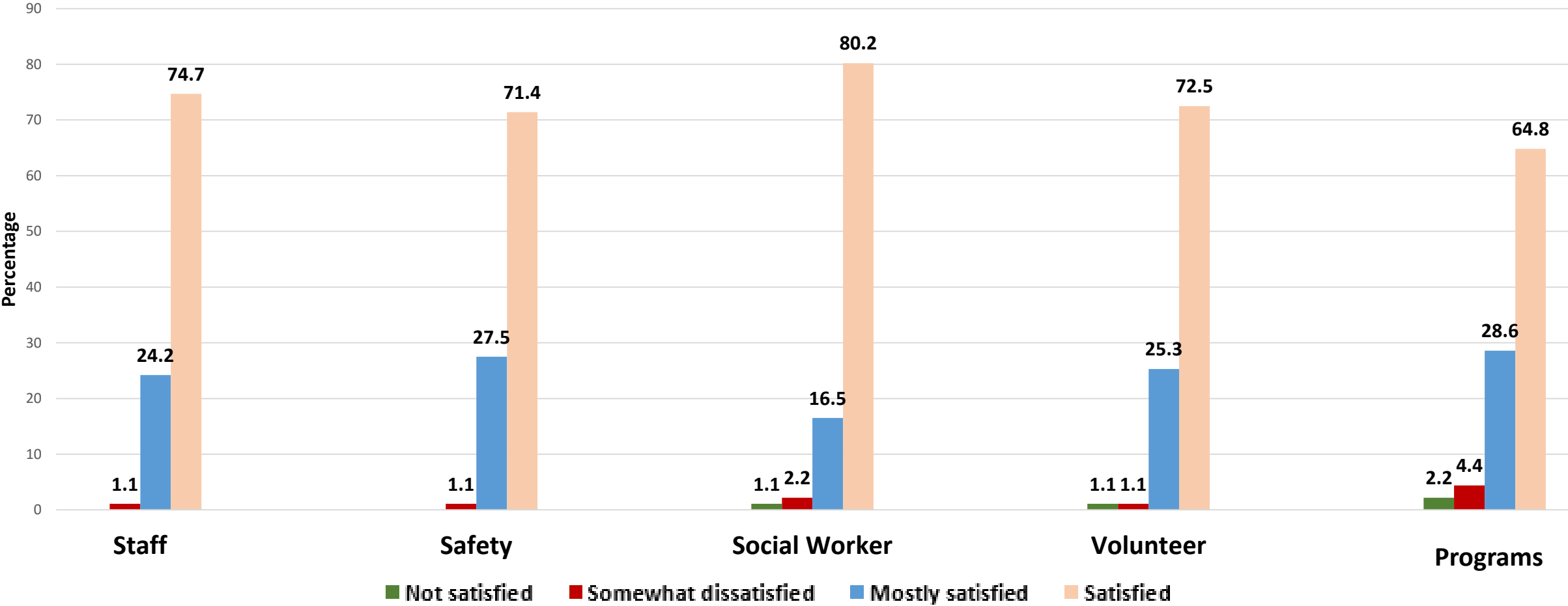


WAO ANNUAL STATISTICS 2015

Evaluation: WAO Shelter Services

Evaluation by Residents

N = 91 residents



WAO ANNUAL STATISTICS 2015

Evaluation: WAO Shelter Services

Cleanliness

- 81.1% of residents were satisfied with the cleanliness of the shelter.
- Residents hoped for more cleanliness in the shelter especially in the kitchen area and monitoring of duty roster.

Food

- 98.9% of residents were satisfied with the food provided in the shelter.
- Some commented that they hope for more variety of cooking styles i.e., culturally diverse meals and more balanced menu.

Comfort

- 84.7% of residents felt satisfied with the comfort of the shelter.
- Some residents requested for a separate room to perform prayers.

Facilities

- 93.4.% of residents felt satisfied with the facilities in the shelter.
- Some commented that they were happy with the Wi-Fi facilities in the shelter.

Space

- 69.2% of residents were satisfied with the space in the shelter.
- Residents felt congested and lack of space to sleep and put their belongings.

WAO ANNUAL STATISTICS 2015

Evaluation: WAO Shelter Services

Staff

- 98.9% of residents were satisfied with WAO's staff.

Safety

- 98.9% of residents were satisfied with safety of the shelter.
- Some residents proposed for WAO to hire a security guard.
- Others felt safe because of the CCTV and high wall.

Social Worker

- 96.7% of residents felt satisfied with the social workers.
- Residents commented that social workers were understanding and caring, and were able to empower them.

Volunteer

- 97.8% of residents felt satisfied with the volunteers.
- Generally, residents enjoyed the interactions and activities with the volunteers.

Programs

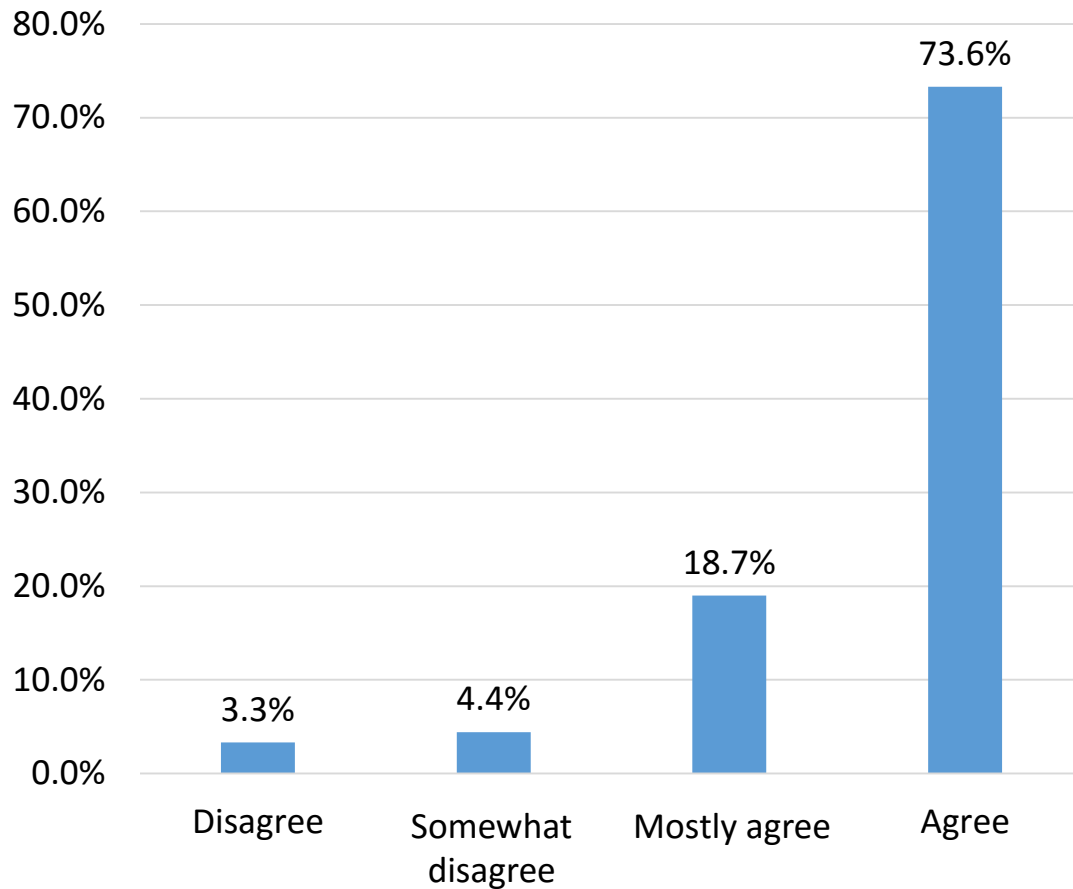
- 93.4% of residents were satisfied with the programs conducted in the shelter.
- Residents liked the creative writing class, and they hoped for more health related programs.

WAO ANNUAL STATISTICS 2015

Evaluation: Residents' Emotional Development

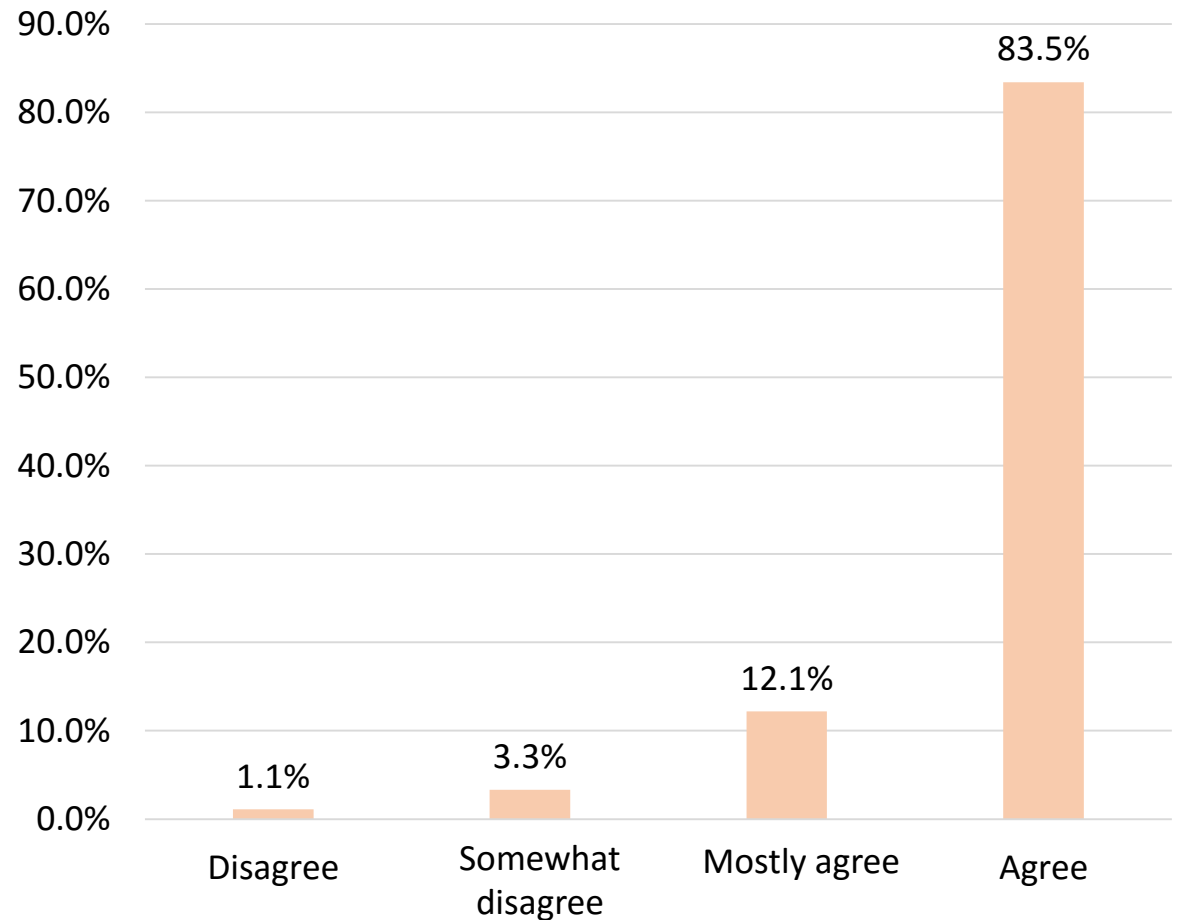
N = 91 residents

I understand it is not my fault



N = 91 residents

I can decide for myself

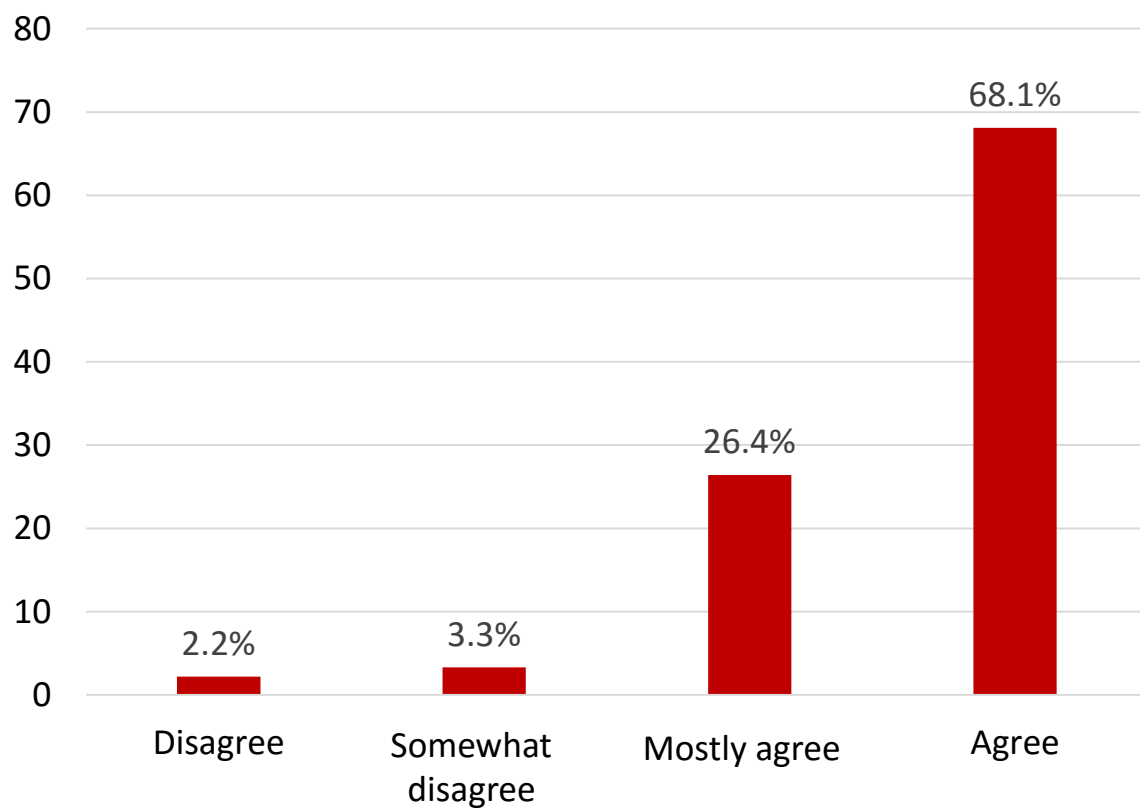


WAO ANNUAL STATISTICS 2015

Evaluation: Residents' Emotional Development

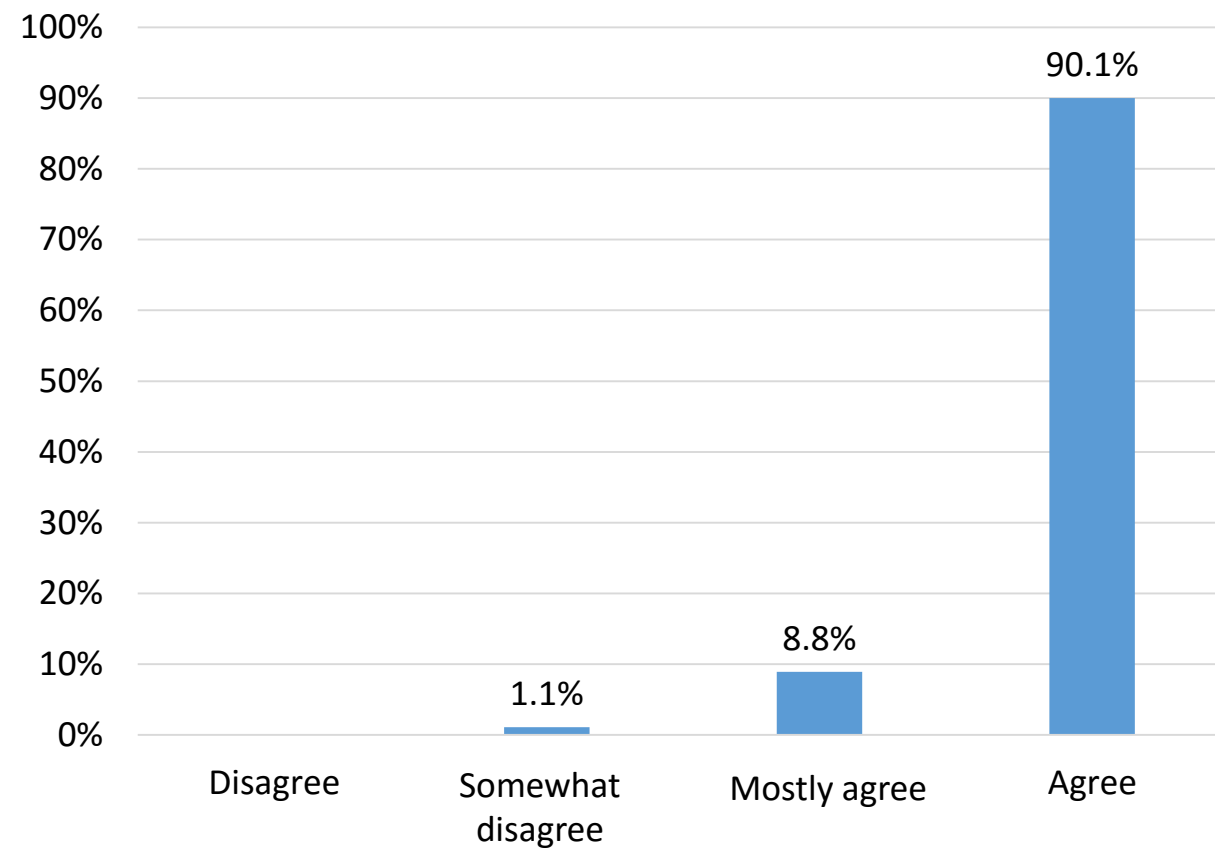
N = 91 residents

I know I can be safe



N = 91 residents

I deserve to be loved and treated with respect

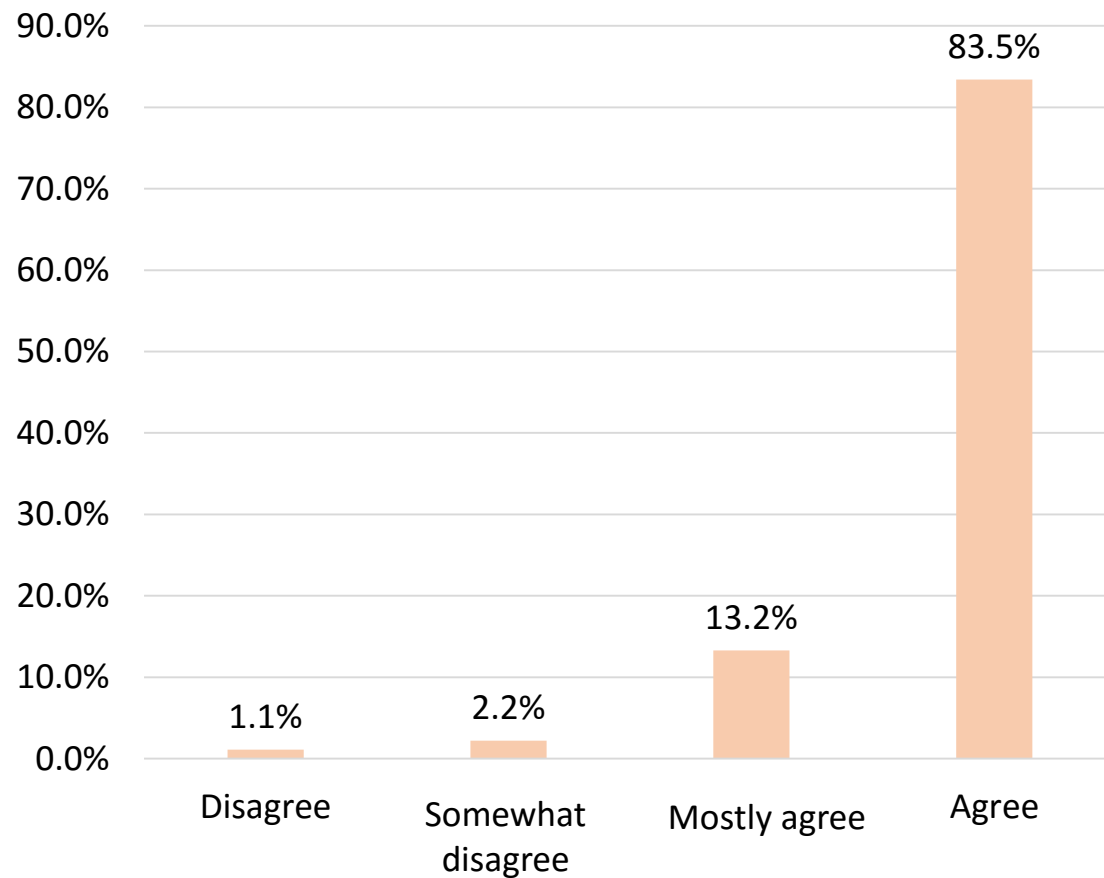


WAO ANNUAL STATISTICS 2015

Evaluation: Residents' Emotional Development

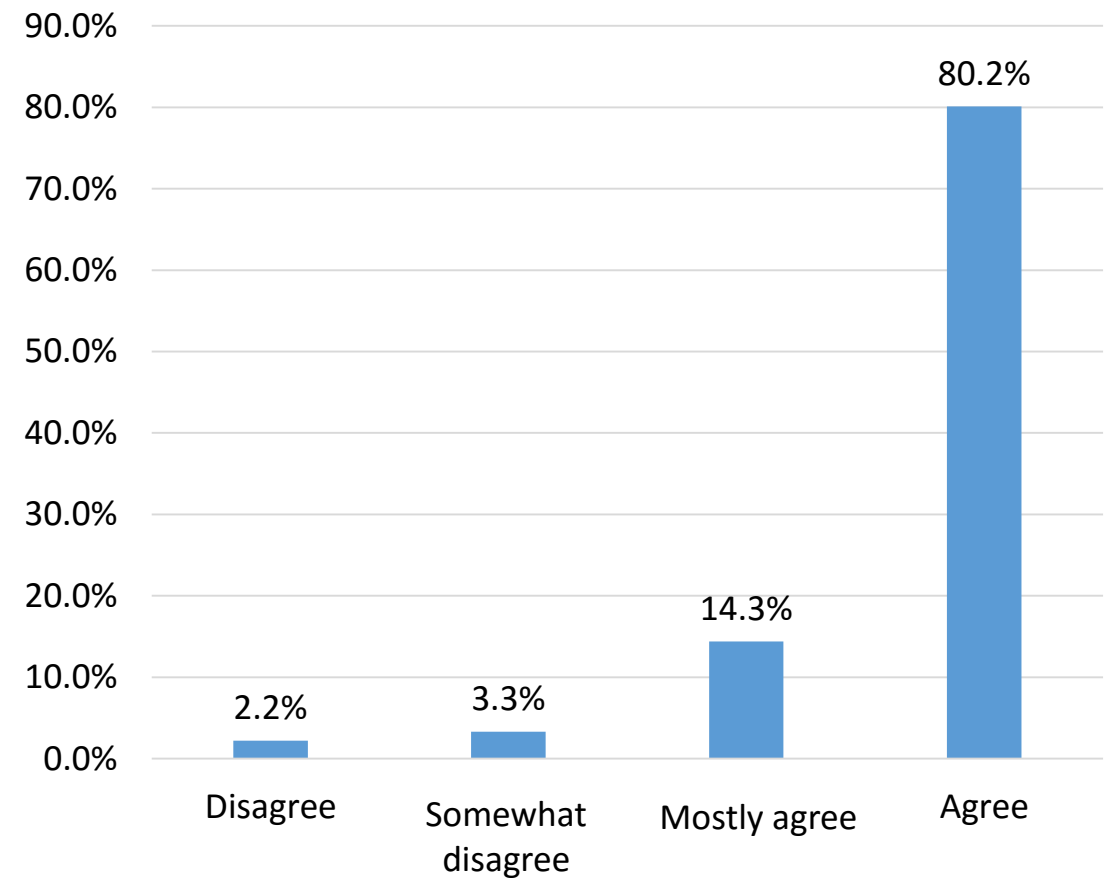
N = 91 residents

I deserve to get help



N = 91 residents

I have the ability to consult/ask others

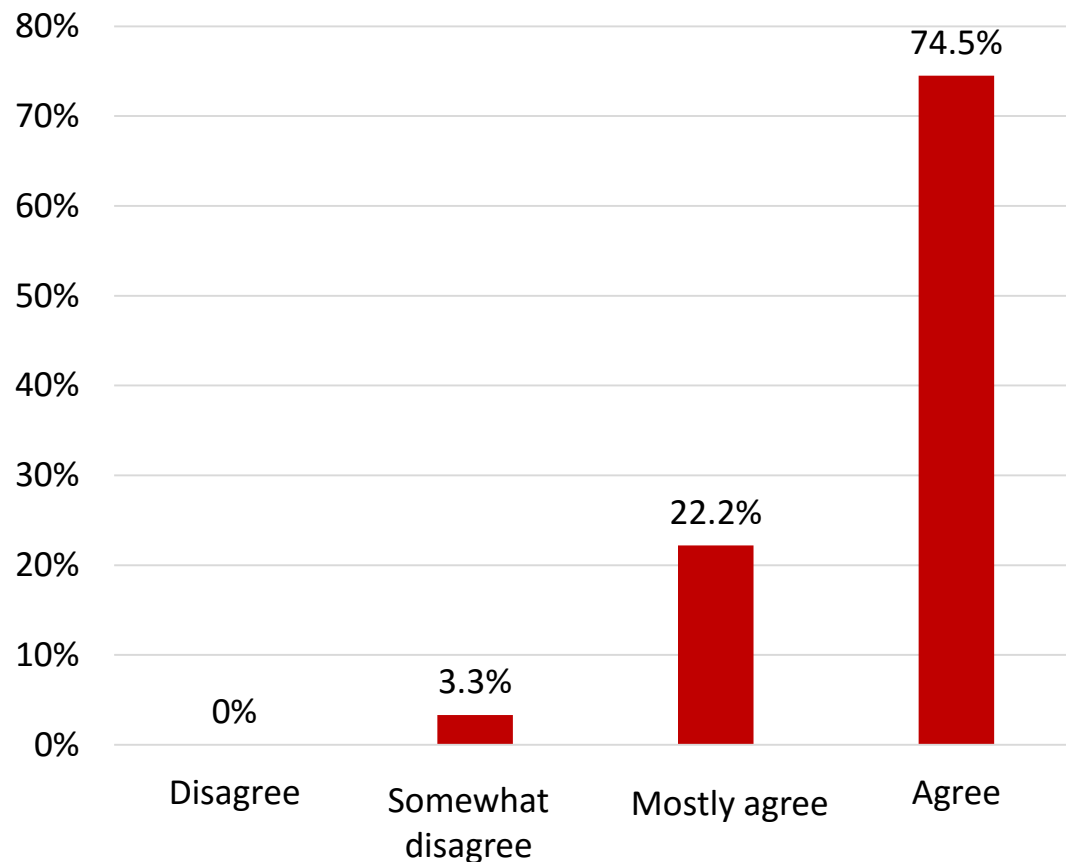


WAO ANNUAL STATISTICS 2015

Evaluation: Residents' Emotional Development

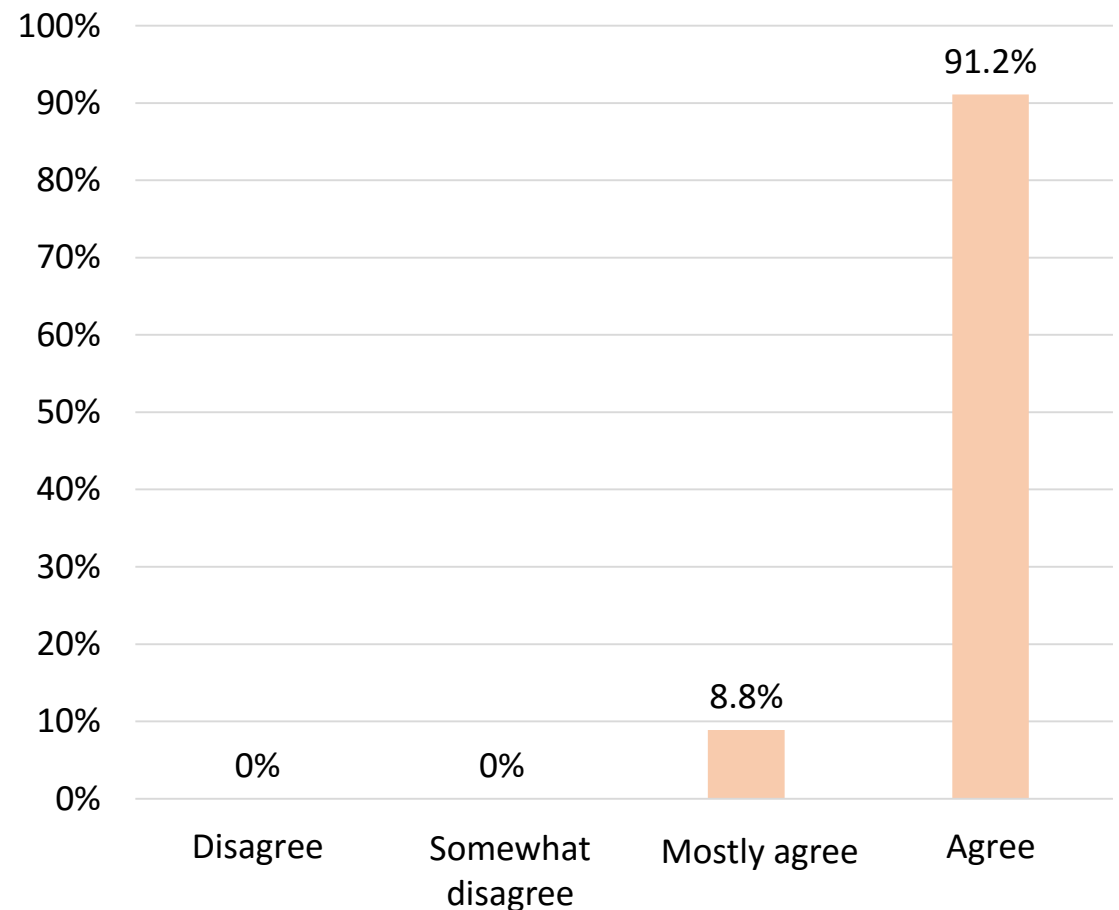
N = 91 residents

I have learnt more healthy coping mechanisms



N = 91 residents

I would recommend WAO services to others



THE END

Thank You!