

# SERVICES AND ACTIVITIES

## W.A.O. Services: **FACTS & FIGURE**

Battered women obtain assistance from WAO in several ways: through the telephone; while staying at the Centre; and then support on leaving the Centre.

### THE TELEPHONE SERVICE

Women in need call WAO at any time for assistance in matters related to violence against women. Workers and volunteers respond sympathetically to all calls and provide information, advice, and referrals when necessary. Many calls are from women in crisis who have just been beaten or are desperately trying to make a decision about their lives.

Women's Aid responds immediately to any woman who wishes to seek shelter at the Centre.



Can you ask your friend to call tomorrow - I don't speak cantonese... wait, just hold on the other phone is ringing...



To run this service, a monthly volunteer roster is drawn up and coordinated by workers to cover evenings until 10 p.m. and weekends. Unfortunately, due to shortage of volunteers and workers, this objective is not always met.



Is there really a need for a telephone service around the clock? Surely only a few women call the centre now and then.

For 1986 we received 843 calls which was an increase of 42% compared to 592 in 1985. In 1984, there were only 369 calls. It seems that WAO is becoming more widely known now and the telephone service is in demand.



Everytime I call the women's Aid Centre their phone is engaged

I've heard they have over 800 callers a year. That's nearly 2 new callers every day.

no wonder their lines are busy.



Are all the callers battered women seeking shelter?



Most women (78%) who called WAO wanted information, advice and counselling to help them sort out their relationship problems. Only 17% of calls requested accommodation. This is about the same percentage ratio as in 1985 although the actual number of these calls had doubled.



Form of Assistance Sought	
Advice:	343 (41%)
Counselling:	311 (37%)
Shelter:	141 (17%)
Employment:	26 ( 3%)
Unmarried Mother:	18 ( 2%)
Rape:	4 (0.5%)
	843



Who are these women who call the WAO.



Chinese and Indian women continued to use the telephone service the most. However a number of Malay women also called. This has been a trend since WAO began, which showed that women from all communities suffer similar problems.

Ethnicity of Callers

Chinese:	44% (40%)
Indian:	38% (39%)
Malay:	15% (18%)
Others:	3% ( 3%)

(Figures in the bracket are for 1985)

Sometimes we have to turn callers away because no-one speaks their dialect

We can always do with more help on the telephones

People often ask if we are trained counsellors. We believe, as women - we can provide support for other women

And basic counselling and listening skills are taught at our workshops

So why join the Women Aid as a Volunteer today





How many women and children have stayed at the women's Aid Centre

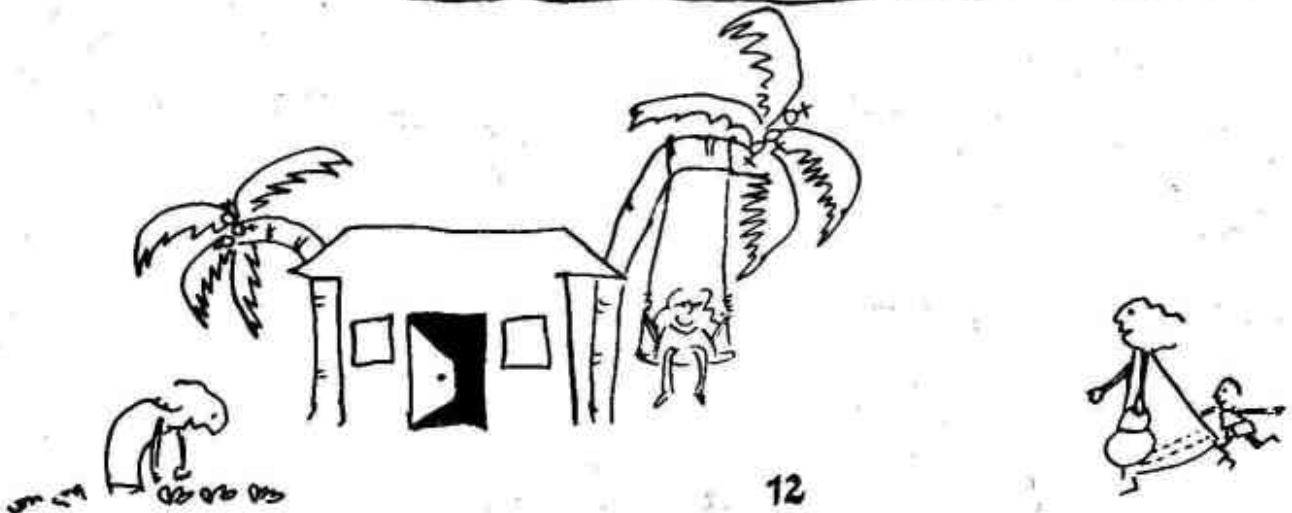


In 1986  
50 WOMEN +  
85 Children  
stayed at the  
Women's Aid Centre

The number accommodated was more than in 1985, when 53 women and 52 children were housed. From September 1982 to the end of December 1986, WAO has provided shelter services to 299 women and 286 children. This includes those women who return to the Centre more than once.



In 1986, of the 60 women, 11 came back for the second or third time, mostly due to financial problems and further harassment by their husband.





These charts show the ethnicity and the age of women who stayed at the Centre in 1986

ETHNICITY		AGE	
Indian:	25 (52%)	Below 20 years:	1 ( 2%)
Chinese:	15 (31%)	21 - 30 yrs.:	24 (48%)
Malay:	5 (10%)	31 - 40 yrs.:	22 (46%)
Others:	3 ( 6%)	41 - 50 yrs.:	0
Not available:	1	Above 50 yrs.:	1 ( 2%)
		Not available:	1 ( 2%)

Isn't it only the uneducated and unemployed or labourer class who batter their wives



Surely only poor women come to the Centre for help

### Education

Just half of the women had reached primary school and 40% secondary school.

### Occupation

70% of the women had jobs, the most common being factory workers (27%), clerks (23%) and professionals (16%)

20% of the women were domestic workers ("housewives") and the rest not employed. It should be noted however the Labour Office statistics show that about 89% of women in employment in Malaysia earn under \$375.00 a month. Therefore, it should not be assumed that only low income earners approach WAO for help. Thus, although it can be said that most of the working women have low income jobs, the fact is that most salaried women in Malaysia are low income.

Hey, you'd better take a look at these.





# How do women hear about Women's Aid?

Most women were encouraged by friends to contact WAO or heard about the Centre through the mass media. Helping agencies also played an important role in referring women with hospitals being the most active agency.



Comparing 1986 and 1985, similar trends exist. The main differences are a drop in Legal Aid referrals (11% in 1985) and an increase in referrals from hospitals.



FRIENDS:		12 (25%)
MASS MEDIA:		13 (27%)
Newspapers	- 10	
T.V.	- 2	
Radio	- 1	
HELPING AGENCIES:		20 (42%)
Hospital	- 6	
Church	- 4	
Social Welfare	- 3	
Others	- 7	
Relatives:		2 (4%)
Self:		1 (2%)

(comprising of Legal Aid, Malaysian Care, Pure Life Society, Befrienders, Police, Malaysian Chinese Association and Fire Department)

# Where do the women go after they Leave the Centre?



## Outcome Of Residents Who Came to WAO in 1986

Went back to husband:	39%
Went to live with parents/relatives:	18%
Not divorced & went to live independently:	16%
Divorced & went to live independently:	16%
Still at WAO Centre:	5%
Hospitalized:	3%
Legally Separated:	3%



Information on 11 of the 49 women was not available. The above figures describe the outcome for 38 women.

Thus 56% of the women did not go back to their husbands after they left the Centre. Only 19% had taken legal action to end their marriage. The trend over the years has been similar.

I had to go back to my husband after I left the Centre. How else to make sure that the kids are fed and that they'll get a proper education.

I am lucky. My parents helped me by looking after my son. I work as a clerk and give them half my salary.

I too tried to make it alone but my husband found my house by following the kids from school. I had to move back to the Centre.

I'm still at the Centre. The thought of leaving scares me.

I have decided to try again with my husband. I feel safer living with him now - I can always turn to the Centre if there's trouble.

Where ever we go to - leaving Centre is not. That's why we to keep in touch + to come + how + again.

