

## WAO'S SERVICES

In 1996, WAO assisted 1,950 women. As always, the most utilised service was telephone counselling. Demand for telephone counselling increased by 26%. WAO received 1,800 calls in 1996 compared with 1,428 calls in 1995.

Shelter	98 women & 136 children
Telephone counselling	1,800 women
Face to face counselling	52 women

However, there was a slight drop in face-to-face counselling. WAO's social workers conducted 52 face-to-face counselling sessions in 1996 compared with 57 face-to-face counselling sessions in 1995.

After a drop in 1995, demand for shelter has risen again. A total of 98 women sought shelter with WAO in 1996 compared with 88 women in 1995.

### WAO figures since inception

Year	shelter	Telephone Counselling	Face-to-face counselling
1982-84	186	369	n/a
1985	53	592	n/a
1986	50	843	n/a
1987	61	822	30
1988	83	641	79
1989	72	1403	114
1990	75	1512	109
1991	74	1857	80
1992	62	2462	74
1993	91	1321	84
1994	97	1358	91
1995	88	1428	57
1996	98	1800	52

## Ethnic breakdown

Most of the women who sought shelter were Indians followed by Malays. However, face-to-face counselling and telephone counselling services were utilised mainly by both Chinese and Indians.

Service	Malays	Chinese	Indians	Others	N/A	Total
Shelter	25	9	56	8		98
Telephone counselling	380	577	500	73	270	1800
Face-to-face counselling	6	21	19	6		52
<b>Total</b>	<b>411</b>	<b>607</b>	<b>575</b>	<b>87</b>	<b>270</b>	<b>1950</b>

## REFUGEE STATISTICS 1996

Most of the women learnt about WAO's services through other NGOs, friends, media or the police. Government departments like the Welfare Department, the One Stop Centre and Hospitals as well as religious organisations were also useful sources of referrals.

Sources of referrals	Number of cases
NGOs	15
Friends/ colleagues	13
Media	13
Police	10
Welfare Department	5
One stop Centre	4
Hospitals	4
Religious Organisations	4
Relatives	3
WAO's former client	1
Passers-by	1
Private clinic	1
Legal Aid Bureau	1
Employer	1
Marriage Tribunal	1
Not available	3
<b>TOTAL</b>	<b>80</b>

Of the women who sought shelter, 78 were cases of domestic violence and another 2 were abuse cases not involving domestic violence. The remaining 18 women sought shelter for other reasons. Although their cases did not involve domestic violence, WAO's policy is not to turn away women in need. However, WAO's social workers try to refer these women to the appropriate sources of assistance.

Abuse cases	80
Domestic violence	78
non-domestic violence	2
Other problems	18
Mentally unstable women	6
Destitute women	6
Unwed mothers	4
Incest victims	1
Rape victims	1

## REPEATS

Of the 98 women who sought shelter with WAO in 1996, 7 were women who came in 1995 and stayed on while 18 women were repeat cases.

What is distressing is the number of women who return to WAO after leaving to lead independent lives. The reasons for their return are varied but the numbers suggest more work is needed to ensure women are better prepared- physically, mentally, emotionally as well as economically - to lead independent lives.

## Reasons for their return

Husband found her and abused her	1
Reconciled with husband who abused her again	3
Could not cope with job	2
Problems with employer	1
Became destitute after losing job	3
Destitute	1
Reconciled with parents but couldn't get along with them	1

**TOTAL**

**12**

## Reason for Shelter at the Refuge

Abuse	80
Destitute/joblessness	6
Unwed mothers	4
Mentally unstable women	6
Incest	1
Rape	1
<b>Total</b>	<b>98</b>

## ABUSE

Women experienced more than one form of abuse, a combination of problems and more than one triggering factor that led to abuse.

### Type of Abuse on Client

♦ Physical	69
♦ Psychological	78
♦ Social	11
♦ Financial	16
♦ Sexual	10
<b>Total</b>	<b>184</b>

### Specific problems women face

♦ Abuse by husband's first wife	4
♦ Abuse/Interference by in-laws	8
♦ Abandoned by husband	2
♦ Husbands adulterous relationships	17
♦ Child Maintenance	3
♦ Husband's drinking/drug habits	13
♦ Husband cons others for a living	1
♦ Husband mentally unstable	3
♦ Husband unemployed	7
♦ Maintenance	5
♦ Marriage Relationship problems	24
♦ Suspicious/Jealous husband	12
♦ Threats of abuse	1
♦ Verbal abuse	40
♦ Divorce problems	2
♦ Abusive parents	5
♦ Destitution	5
♦ Financial distress	5
♦ Inability to cope with job	2
♦ Mental Stress	1
♦ Mentally Unstable	4
♦ Sexual abuse / harassment	5
♦ Unwed pregnancy	5

### Triggering factors

♦ Husband's Jealousy	12
♦ Husband's Drinking	16
♦ Abuse Insufficient Money/Money Issues	7
♦ Husband's Infidelity	18
♦ Husband's Demands for Money	11
♦ Work Related Stress	2
♦ Debts	4
♦ In-laws interference/instigation	6
♦ Husband on Drugs	3
♦ Husbands's Gambling	1

## Frequency of Abuse

♦ Daily	6
♦ More than once a week	15
♦ About once a week	2
♦ About once a fortnight	5
♦ About once a month	6
♦ Once in two months	5
♦ Once in three months	3
♦ Only once	14
♦ Unpredictable	10
<b>Total</b>	<b>69</b>

## Nature of Physical Abuse

♦ Slapping/kicking/pushing/hair pulling	29
♦ Beating (with sticks etc.)	30
♦ Assault with weapon (knife etc.)	23
♦ Throwing objects	9
♦ Whipping (with belts etc.)	4
♦ Burning (cigarettes, iron etc.)	2
♦ Hitting against wall	2
♦ Drowning in bathtub	1
<b>Total</b>	<b>100</b>

## Length of time in abusive situation

♦ < 1 year	17
♦ 1 to 5 years	20
♦ 6 to 10 years	24
♦ 11 to 15 years	9
♦ 16 to 20 years	8
♦ 21 to 25 years	1
♦ 25 - 30 years	1
<b>Total</b>	<b>80</b>

## Marital Status

♦ Legally Married	61
♦ Foreign Marriages (Thailand)	2
♦ Married according to Custom	10
♦ Cohabiting	5
♦ Divorced	3
♦ Separated	3
♦ Single	14
<b>Total</b>	<b>98</b>

## Nationality

♦ Malaysian	91
♦ Indonesian	5
♦ British	1
♦ Indian	1
<b>Total</b>	<b>98</b>

## Residency

♦ Selangor	46
♦ Kuala Lumpur	29
♦ Perak	4
♦ Johore	8
♦ Penang	2
♦ Pahang	2
♦ Negeri Sembilan	3
♦ Malacca	3
♦ Sabah	1
<b>Total</b>	<b>98</b>



## Employment

Most of the women who sought refuge were homemakers and had no income of their own.

♦ Unemployed	59
♦ Factory worker	4
♦ Domestic help	6
♦ Clerical	4
♦ Lecturer	2
♦ tutor	1
♦ drafts person	1
♦ cleaner	1
♦ tapper	1
♦ taxi driver	1
♦ plantation worker	1
♦ seamstress	1
♦ child minder	3
♦ secretary	1
♦ cook	1
♦ nurse	2
♦ cashier	1
♦ salesperson	2
♦ teacher	1
♦ self-employed	5
<b>Total</b>	<b>98</b>

## Income

♦ No income	59
♦ Less than RM 200	0
♦ RM 201 to RM 400	9
♦ RM 401 to RM 600	11
♦ RM 601 to RM 800	4
♦ RM 801 to RM 1000	7
♦ More than RM 1000	7
♦ Not Available	1
<b>Total</b>	<b>98</b>

## Education

♦ None	4
♦ Primary	26
♦ SRP	23
♦ SPM/MCE	25
♦ Diploma/Form VI	12
♦ Degree	4
♦ Not available	4
<b>Total</b>	<b>98</b>

## Age

♦ 16 to 18 years	5
♦ 19 to 21 years	9
♦ 22 to 25 years	11
♦ 26 to 30 years	24
♦ 31 to 35 years	18
♦ 36 to 40 years	21
♦ 41 to 45 years	6
♦ 46 to 50 years	2
♦ More than 50 years	2
<b>Total</b>	<b>98</b>

## SPECIFIC INFORMATION ON THE PERPETRATORS

The 80 residents experienced abuse from different types of perpetrators, i.e. within the home and outside the home. By outside the home, we refer to employers.

### Perpetrator Relationship to Resident

♦ Husband	67
♦ Ex-Husband	1
♦ Cohabitee	5
♦ Parents	4
♦ Son	1
♦ Employer	2
<b>Total</b>	<b>80</b>

### Ethnicity

♦ Malay	14
♦ Chinese	9
♦ Indian	54
♦ Indonesians	2
♦ Pakistani	1
<b>Total</b>	<b>80</b>

## OUTCOME OF THE RESIDENTS

♦ Living Independently	59
♦ Went back to former situation	28
♦ Left for another centre	3
♦ To hospital for treatment	4
♦ Still at WAO	4
<b>TOTAL</b>	<b>98</b>

There was a combination Reasons for going back to the abusive relationship

♦ To give husband another chance
♦ Husband agreed to alter lifestyle
♦ Financial Reasons
♦ Children's Schooling
♦ Illness in the family

TELEPHONE COUNSELLING STATISTICS  
1996

<b>RACE</b>		
Others	5%	73
Malay	25%	380
Chinese	38%	577
Indian	33%	500
Info N/A		270
<b>TOTAL</b>	100%	0

<b>AREA CODE</b>		
Kuala Lumpur	47%	505
Selangor	40%	430
Penang	1%	16
Perak	3%	29
Johor	4%	39
Malacca	2%	17
Eastcoast	0%	5
Sabah	1%	6
Pahang	2%	20
N.S.	0%	5
Info N/A		728
<b>TOTAL</b>	100%	1072

<b>PROBLEMS/ABUSE</b>		
Sexual abuse	3%	41
Physical abuse	39%	536
Financial abuse	4%	53
Psychological abuse	50%	683
Social abuse	4%	56
<b>OTHERS</b>		431
<b>TOTAL</b>	100%	1369

<b>SEX</b>		
Female	93%	1450
Male	7%	113
Info N/A		237
<b>TOTAL</b>	100%	1563

<b>PROBLEMS</b>	
Divorce	190
Maintenance	70
Child maintenance	11
Marriage problems	425
In-law interference	63
Unemployed husband	32
Husband mentally ill	12
Husband alcohol/drugs	74
Another woman/women	270
Financial problems	58
Destitute	28
Job-problems	21
Mental illness	25
Aids info	3
Rape/incest	44
Child abuse	55
Sexual harrasment	18
Unwed pregnancy	58
Problems with parents	17
Problems with children	40
Problems relationship boyfriend	49

WAO handled 1800 calls in callers called in for counsell sometimes just for informati categories of information bel reflect 1800 calls as informat categories were not availabl

Sex education	25
Jealous husband	34
Chased out of house	18
Abortion	7
Forced marriage	13
Police not coop.	10
Lawyer not coop.	10
Suicide callers	15
Adoption info	36
Immigration	18
Birth-certificates for children	10

#### CALLER'S PROFESSION

Most of the women are housewives	309
Clerks	110
Maids/cleaners	87
Secretary	45
Teacher/lecturer	45
Business	35
Administrators	22
Professionals	11
Entertainers	3
Promoters	2
Sales girl	15
Tailor	10
Student	30
<b>TOTAL</b>	<b>724</b>

#### Perpetrator Professions

Business	70
Unemployed	32
Policeman	18
Drivers	15
Professionals	29
Govern. employees	6
Manager	4
Factory worker	11
security guard	5
Chinese medicine man	2
<b>TOTAL</b>	<b>192</b>

### FACE -TO -FACE COUNSELLING 1996

There were 52 women who came for face-to-face counselling.

#### 1 Source of awareness :

Ex-residents	8
Papers/magazines	5
NGOs	7
Friends	4
Hospital KL /doctor	2
Welfare	1
Police	1
Teacher	21
Data unavailable	52
<b>TOTAL</b>	<b>52</b>

#### 2 Race :

Malays	6
Chinese	21
Indians	19
Others	6
<b>TOTAL</b>	<b>52</b>

The majority of women who came for counselling were Chinese, followed by Indians and Malays. Women from other ethnic groups include Filipinos, Indonesians and Eurasians.

#### 3 Marital status :

Single	5
Married	32
Divorced	2
Separated	10
Co-habitee	3
<b>TOTAL</b>	<b>52</b>

#### 4 Age of women :

18-20	2
21-30	11
31-40	17
41-50	11
51 and above	11
<b>TOTAL</b>	<b>52</b>

#### 5 Nature of abuse :

Physical abuse	21
Psychological abuse	23
Financial abuse	6
Sexual abuse	2
<b>TOTAL</b>	<b>52</b>



**WAO CHILD CARE CENTRE  
STATISTICS  
1996**

**No. of children** 26 belonging to 10 mothers

<b>Ethnicity</b>	<b>No. of children</b>
Indian	21
Malay	3
Chinese	2

**TOTAL** 26

<b>Religion</b>	
Hindu	18
Muslim	6
Christian	2

**TOTAL** 26

<b>Education</b>	
Pre-school	6
Kindergarten	1
Primary	17
Lower Secondary	2

**TOTAL** 26

<b>At the end of year 1996</b>	<b>No. of children</b>	<b>No. of mothers</b>
Children at WAO-CCC	6	3
Left with mother & living with relatives	8	3
Left with mother who set up her own home	6	2
Left with mother who returned to her husband	6	2
<b>TOTAL</b>	<b>26</b>	<b>10</b>

### Duration of stay at the CCC

In 1996, 20 children belonging to 7 mothers left the CCC. The duration of their stay at the CCC ranged from 4 years to 4 weeks. While some mothers took a longer time to set up their own homes, others, especially those who had support systems ( relatives) took their children out after a short stay at the CCC.

Mother	Children	Outcome	Duration
Mother 1	3	Set up her own home	4 years 2 months
Mother 2	3	Living with her mother	1 year 10 months
Mother 3	2	Returned to her husnabd	1 year
Mother 4	2	Living with relatives	4 weeks
Mother 5	3	Living with her mother -in-law	4 weeks
Mother 6	3	Set up her own home	4 weeks
Mother 7	4	Returned to her husband	2 months