

WAO SERVICES & STATISTICS

In 1998 WAO provided assistance to 1362 women who utilized WAO's three main services:

- ⇒ Refuge 101 women and 115 children
- ⇒ Face to Face Counseling 50 women
- ⇒ Telephone Counseling 1211 women
30 men

WAO figures from September 1992:

Year	Shelter	Telephone Counseling	Face-To-Face Counseling
1982-84	186	369	N/A
1985	53	592	N/A
1986	50	843	N/A
1987	61	822	30
1988	83	614	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
1997	109	1150	52
1998	*101	1241	50



*Refuge operations were scaled down in 1998 due to renovation work at the Refuge premises, forcing WAO into a smaller rented temporary premises. This being reflected in the slight drop in women seeking shelter in 1998.

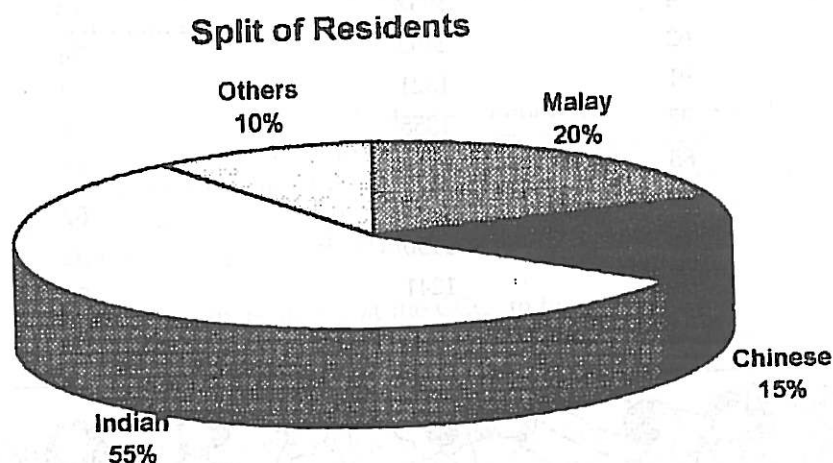
The ethnic breakdown of women using WAO's services:

Service	Malay	Chinese	Indian	Other	Total
Refuge	20	15	56	10	101
Face to Face counselling	11	18	18	3	50
Telephone counselling	198	592	408	43	1241
Total	229	625	482	56	

SHELTER SERVICES

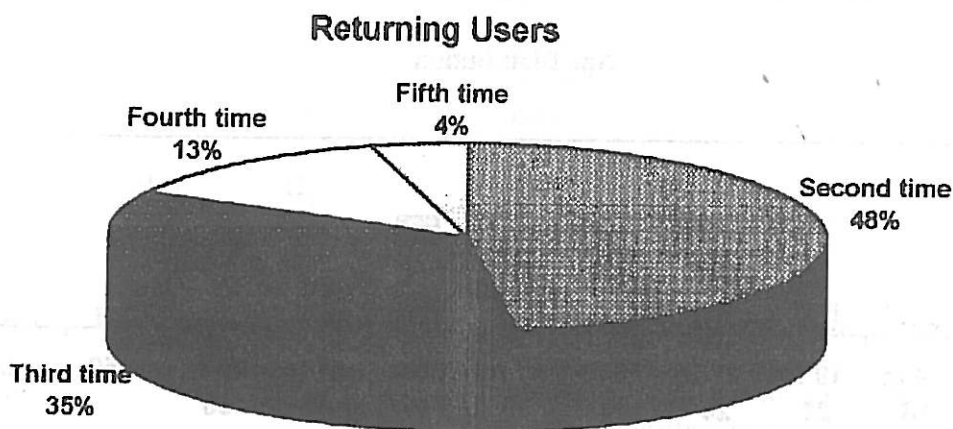
WAO continues to aid a large number of women in crisis, 101 women and 115 children who sought shelter at the Refuge in 1998.

★ Ethnic breakdown of women:



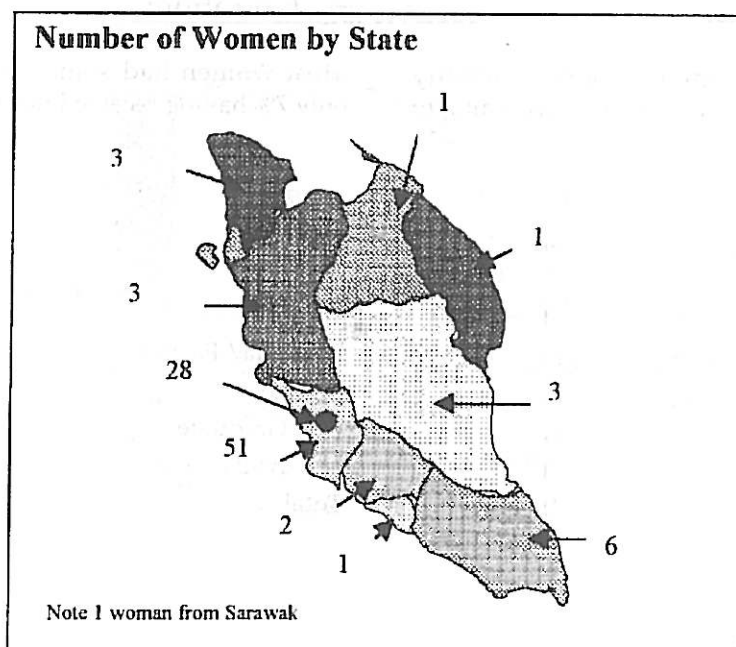
The proportionally larger number of Indian women may be attributed to their lack of support systems when compared to other ethnic groups, and also to their generally higher poverty levels.

Of the 101 women seeking shelter, 23 had previously been residence at WAO. While most were only on their second time, one woman was using the refuge for the 5th time.



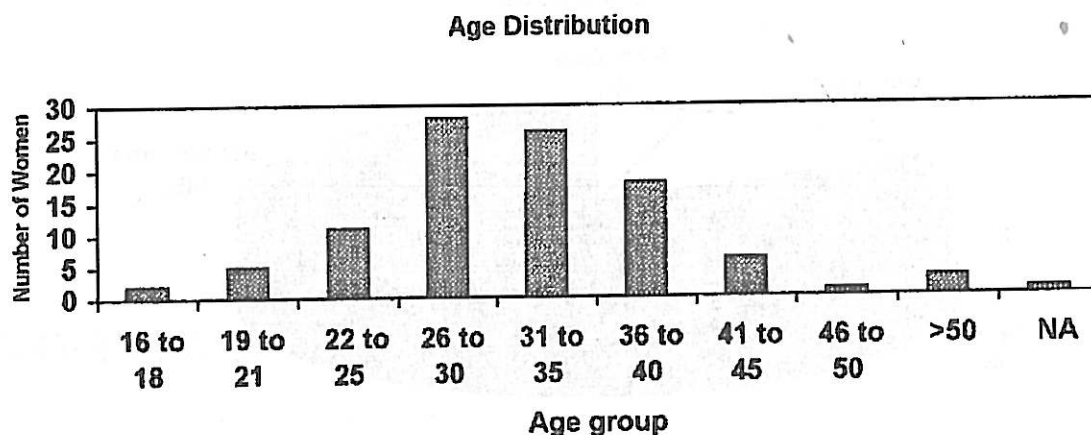
WAO has a policy of allowing women three months to resolve their problems. A small percentage (4%) stayed for this period, compared with 38% who left within a week.

While the majority of women were local to the refuge many were from further away.



The majority of women who sought shelter had previously lived as a nuclear family (67%). The remaining women having lived either with extended families (18%), or alone (13%).

Of those who sought help the majority were in there 20s and 30s:



★ Marital Status:

The majority of women 51% were legally married, while 14% were married according to customary rites.

Legally married	51
Customary marriage	14
Divorced	2
Widowed	4
Separated	12
Cohabiting	6
Single	11
Not available	1
Total	<u>101</u>

★ Education:

Most women had some level of education, only 7% having received no education.

None	7
Primary	23
SRP	20
SPM	32
Diploma/ Form 6	10
Degree	6
Post Graduate	1
Not available	2
Total	<u>101</u>

★ Occupation

40% of women were not in paid employment, 26% of them being housewives with the remainder being unemployed.

Unemployed	16
Homemaker	26
Factory worker	7
Domestic help	6
Cleaner/ General worker	12
Clerical/ Technical	16
Professional	7
Self employed	5
Other	3
Not available	3
Total	101

Of the women that held jobs they were largely poorly paid, this restricting their ability to assume an independent life.

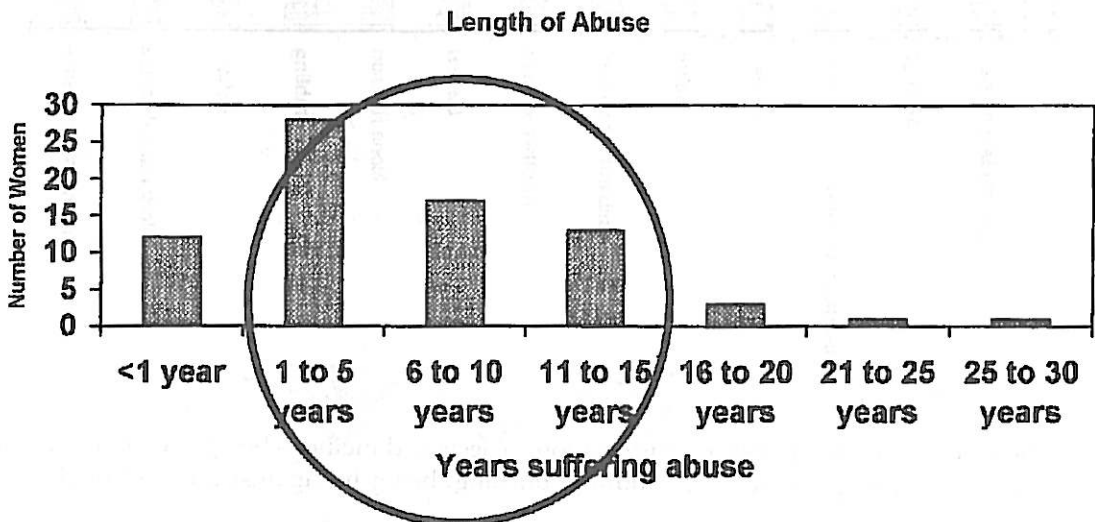
★ Reasons women sought shelter:

Abuse	74
Unwed pregnancy	5
Destitute	16
Incest	1
Others*	5
Total	101

* 3 women were brought by police for overnight shelter while they tried to locate their relatives, 1 woman came due to personal fears and 1 due to parent child conflict.

Women seek shelter for a number of reasons, for the majority (75%) it is to escape abusive situations.

Many women having endured years of abuse:

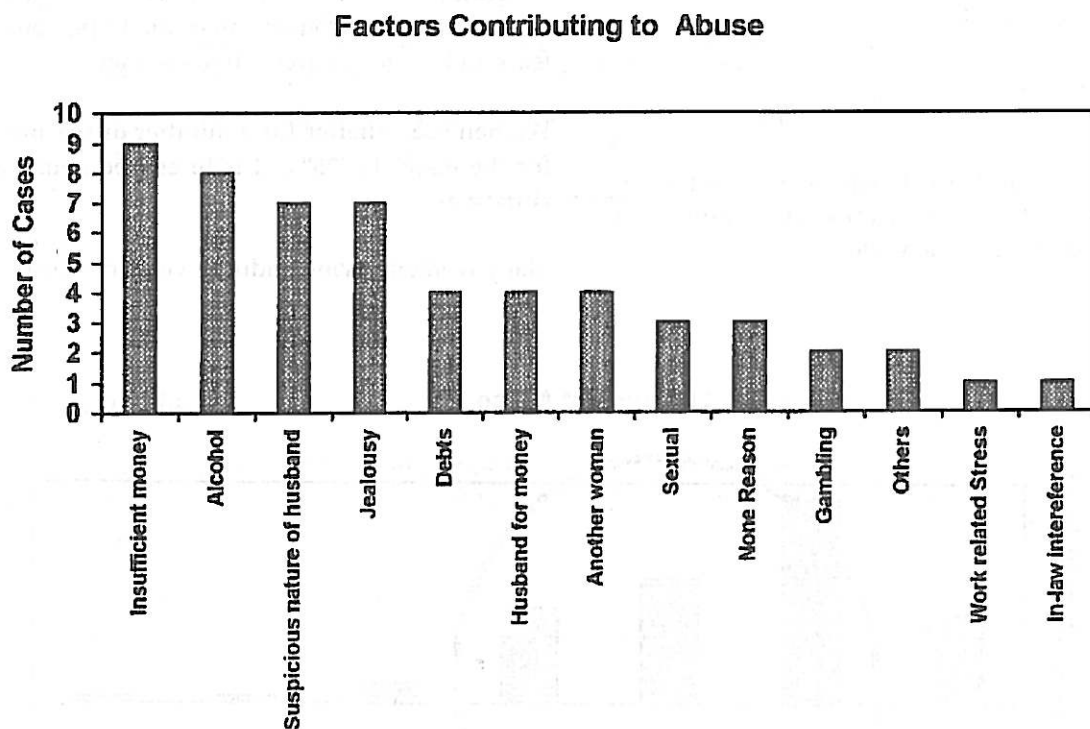


This abuse was inflicted in a number of ways:

- * Physical
- * Psychological
- * Financial
- * Sexual
- * Social

Many women being victims of more than one type of abuse.

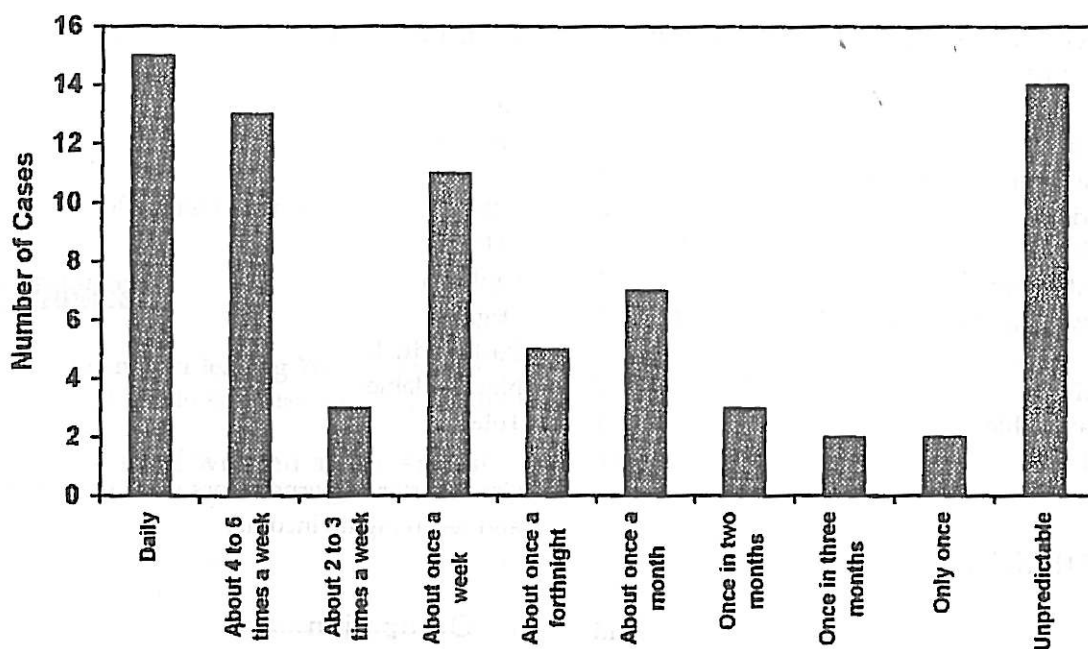
There appears to be many interrelated and complex factors for the abuse suffered:



Half of the women suffered physical abuse, various objects and methods being used to inflict injury e.g. beating with or without objects, scalding/ burning, being hit against the wall or floor, and strangulation.

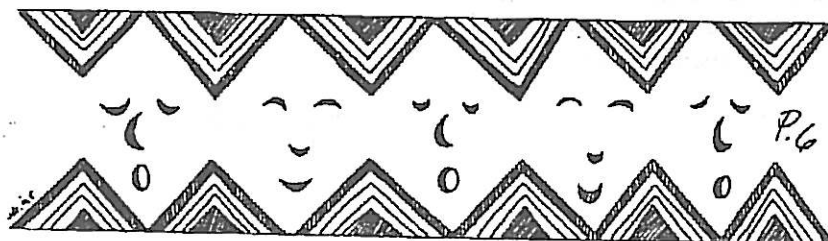
While a large number of women reported the unpredictable nature of abuse, more than half reported that they were victims at least once a week.

Frequency of the Attacks



Half of the women seeking refuge at WAO had made previous attempts to leave home, moving to live with parent's family or friends.

A familial history of violence was noted in 27% of women, while in the case of perpetrators it was as high as 45%.



PERPETRATORS

There were 88 documented perpetrators, some women being abused by more than one person. For most of the women the perpetrator of abuse was their husband.

★ Relationship of perpetrator to resident:

Husband	60
Cohabitee (live in partner)	4
Boyfriend	4
Employer	3
Parents (3 fathers, 4 mothers)	7
In-laws (2 mother in-laws, 1 brother in-law)	3
Son	1
Relative	2
Not available	4
Total	88

★ Education

None	5
Primary	20
SRP	15
SPM	21
STPM	7
Diploma	3
Degree	3
Post graduate	1
Not available	13
Total	88

One quarter of perpetrators were unemployed and receiving no income.

★ Ethnicity:

Malay	15
Chinese	17
Indian	51
Other	1
Not available	4
Total	88

★ Occupation

Unemployed	21
Manual worker	26
Clerical	3
Professional	11
Self employed	13
Other	6
Not available	8
Total	88

Most of the perpetrators had some level of education, over half gaining SPM or higher. This challenging the belief that only uneducated men abuse their partners.

★ Income:

Nil	19
RM 200- 399	1
RM 400- 599	7
RM 600- 799	6
RM 800- 999	2
RM 1000 and above	27
Not available	26
Total	<u>88</u>

A number of women were unaware of what their husbands were paid.

OUTCOMES

Most women after leaving WAO were able to go on to lead independent lives, Only 23% returned to what had previously been an abusive situation.

★ Location of women at the end of 1998:

Still at WAO	5
Went back to husband	16
Went back to family	6
Went back to former situation	1
Living independently	60
Left for other shelters	3
Other arrangements	4
Not available	6
Total	<u>101</u>

Over half the women that left to live independent lives did so in hiding i.e. they did not inform the perpetrator where they were going.

Of the 60 women that went on to live independently 25 were able to find rental accommodation, 28 went to live with family and friends, while the remainder lived in accommodation provided by their employer.

The majority of women were able to find some form of paid employment, 4 women chose to be homemakers while only 6 were unemployed.

For the majority of women returning to previously abusive situations it was because they wanted to give their husbands another chance (13), five women did not give any reason as to why they returned.

TELEPHONE COUNSELLING SERVICE

A total of 1241 telephone counselling calls were received in 1998. 1211 of these were from women, while a small number (30 calls) were from men.

Over half of the calls (590) related to problems arising from violence against women. Many of these callers experiencing multiple problems.

★ Problems callers faced:

Divorce	93	Child custody and maintenance	96
Marriage/ relationship problems	266	Jealous/ suspicious husband	32
In- law interference	42	Husband unemployed	30
Husband mentally unstable	4	Husband on drugs/alcohol	60
Another woman	167	Financial problems	54
Employment problems	19	Mental illness	13
Mental stress	60	AIDS	1
Rape	9	Child abuse	9
Sexual harassment	9	Unwed pregnancy	25
Problems with parents	18	Problems with children	34
Sex education	10	Unemployment	1

Caller requests focusing on negotiating solutions to these problems.

★ Callers requesting different forms of assistance:

Counselling	839	Counselling for husband	13
Legal advice	292	Financial assistance	12
Shelter	151	Shelter for children	2
Interim protection order	33		

FACE TO FACE COUNSELLING

50 women came for face to face counseling at WAO in 1998. Counseling was required for multiple problems.

For the majority 64%, these related to violence against women. Most of the women being victims of more than one type of abuse.

★ Types of abuse:

Physical	83%
Psychological	100%
Sexual	12%
Financial	40%
Social	16%

Women sought counseling for a number of problems, most of these stemming from relationship difficulties.

★ Problems women face:

Divorce	14%	Child custody	12%
Marriage problems	22%	Jealous/ suspicious husband	4%
Husband on drugs/gambling	14%	Another woman	24%
Rape	2%	Unwed pregnancy	2%

Other problems related to housing, employment and financial assistance.

While all women received counselling from our social workers, some were referred on to other agencies for further assistance and support e.g. welfare, marriage counselors, and private lawyer