

# **WOMEN'S AID ORGANISATION**

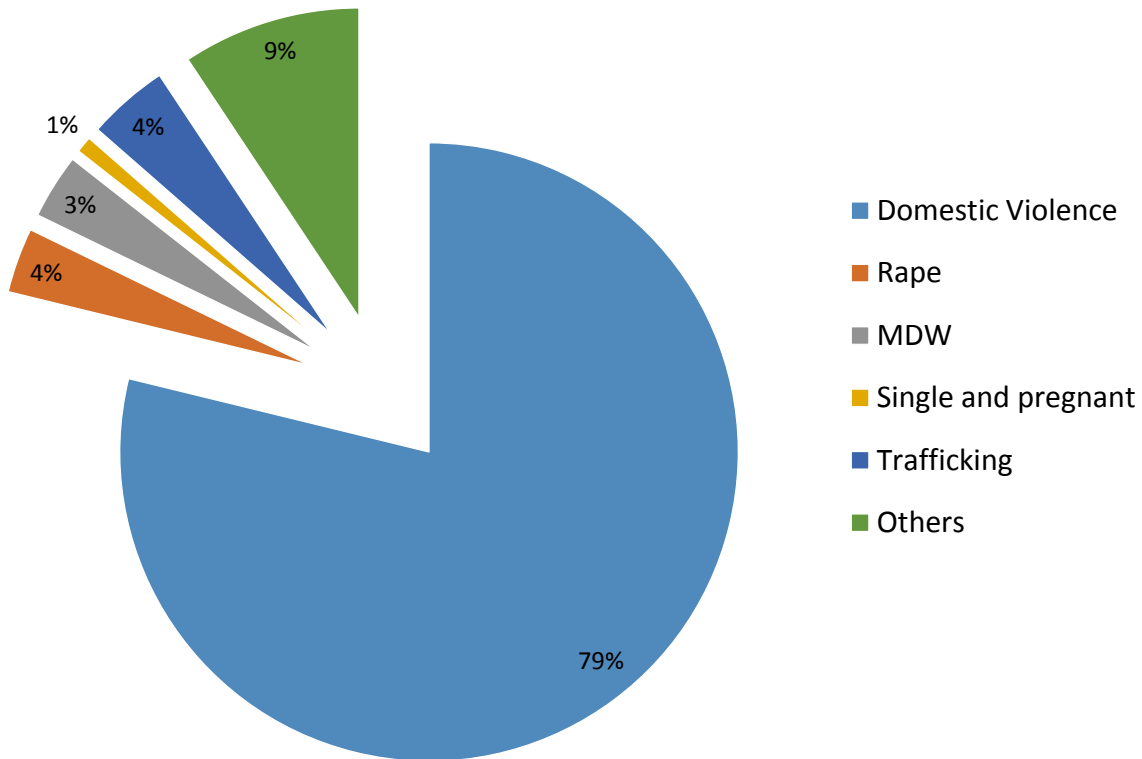
**ANNUAL REPORT  
SERVICES STATISTICS 2016**



# Demographic: Client Source & Case Type

N = 117

Case Type



## Topography

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

## Nationality

- Majority of the residents were Malaysians (70 women) while 25 were from Myanmar and Indonesia.
- Others (22) were from Somalia, Saudi Arabia, Syria, Afghanistan, Pakistan, Phillippines, America, Australia, Indian, Vietnam, and Thailand.

## Referrals

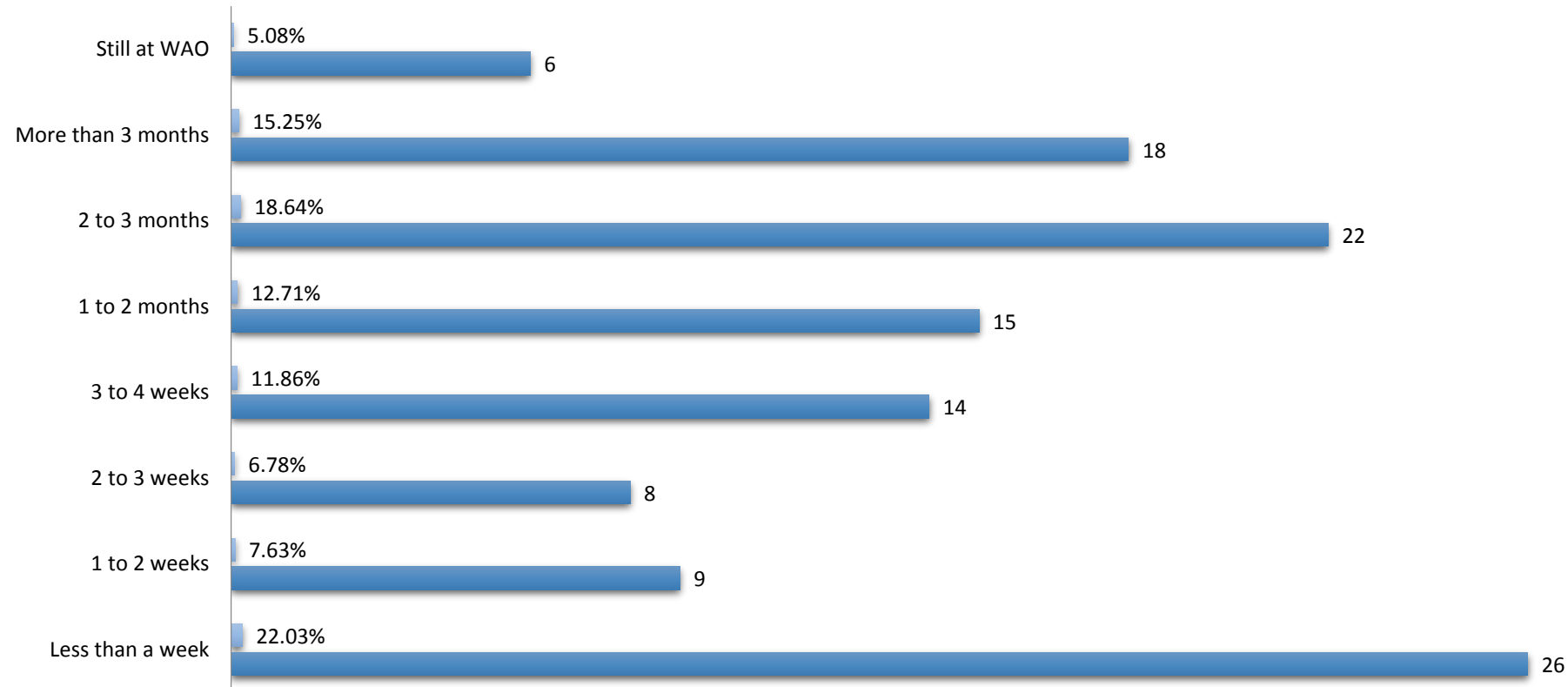
- The major source of referrals were from hospitals (N= 20, 17%) and ICMC (N= 22, 18.8%)

# Demographic: Length of Stay

N = 118

## Length of stay at the Shelter

Percentage Amount



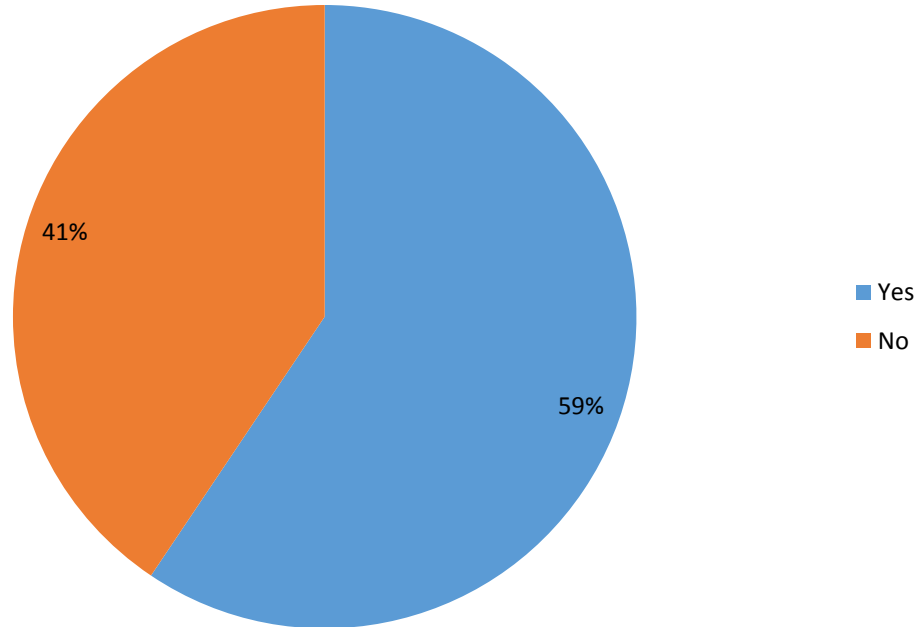
## Extension of Stay

- 18 residents (15.4%) stayed more than 3 months.
- 6 residents (5.8%) were still residents at WAO as of January 2017

# Demographic: Mothers with Children at the Shelter

N = 60

Mothers with Children at the Shelter



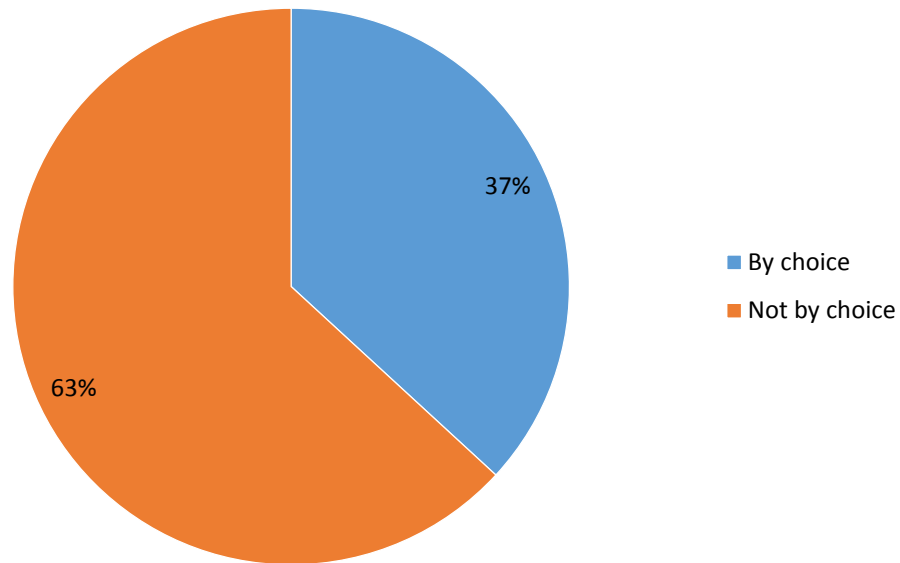
## Mothers and Children

- Most mothers (N= 26, 43.3%) brought 1 child to the shelter followed by 14 women (23.3%) with 2 children and 14 women (23.3%) with 3 children.

# Demographics: Being a Homemaker

N = 19

## Choice in becoming a Homemaker



## Homemakers

- Out of 117 residents, 19 women (16.2%) were homemakers. Out of these 19 women, 12 women (63.2%) became homemakers not by choice.
- 48 women out of 113 (42.5%) residents were unemployed when they entered WAO.
- WAO has provided Back to Work Fund for 14 women.

# Domestic Violence

**2016** → 93 survivors



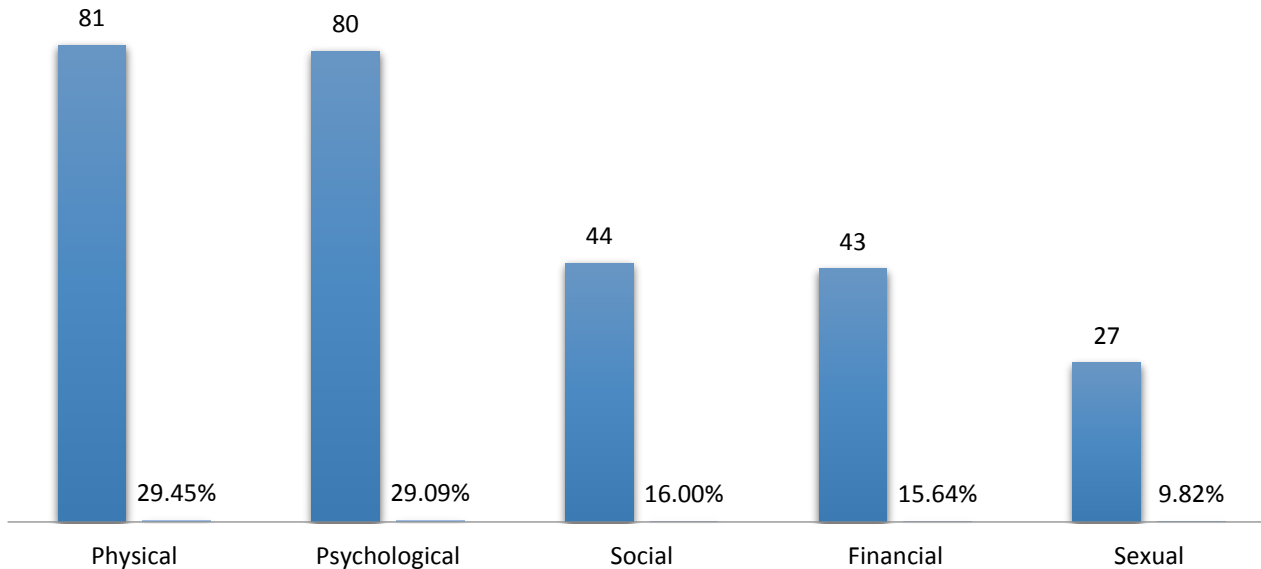
**18 clients**

**2015** → 111 survivors

# DV: Type of Abuse & Perpetrators

N = 275

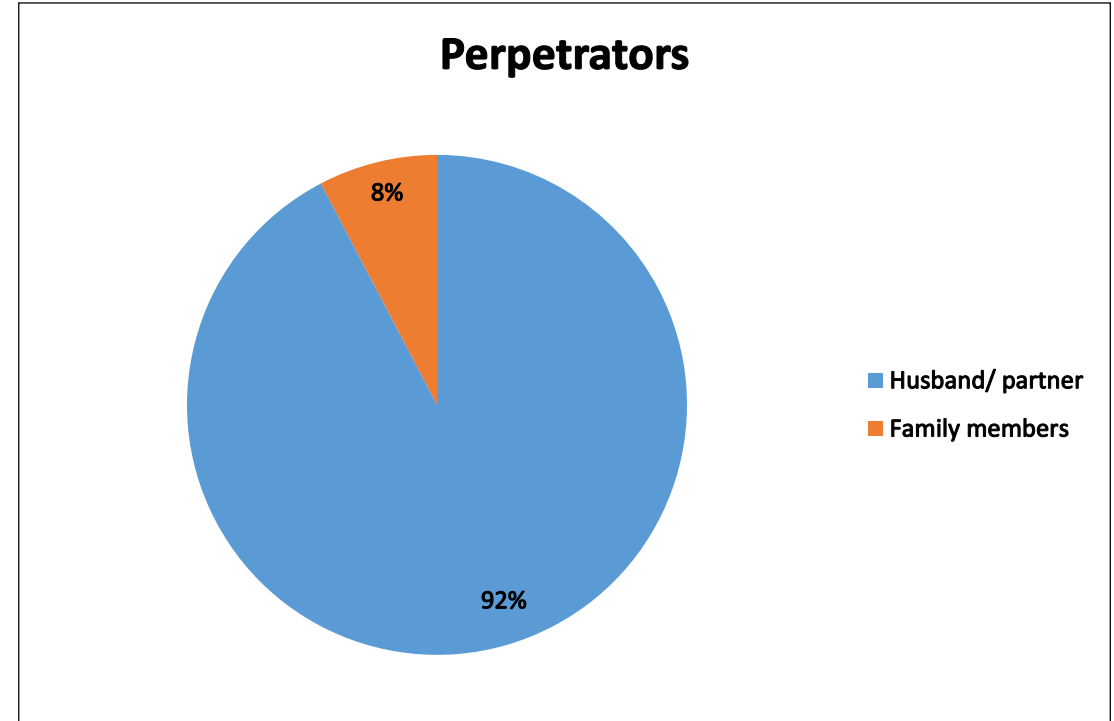
Types of Abuse



- 80 survivors (86.02%) experienced psychological abuse and 81 survivors (87.1%) experienced physical abuse.
- Less than half of survivors also experienced financial abuse (N=43, 47.3%), social abuse (N=44, 46.2%) and sexual abuse (N=27, 29.0%).

N = 91

Perpetrators

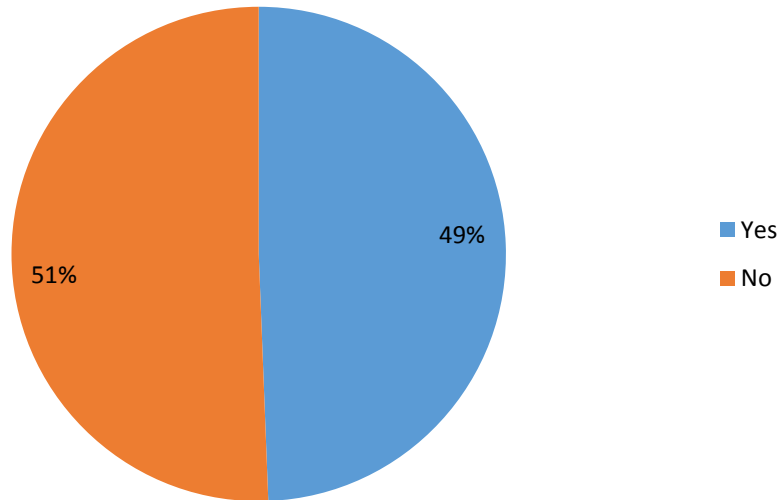


- 84 survivors (92.3%) were abused by their husbands or partners while 7 women (7.7%) were abused by family members.

# DV: Impact of DV on Suicide Ideation

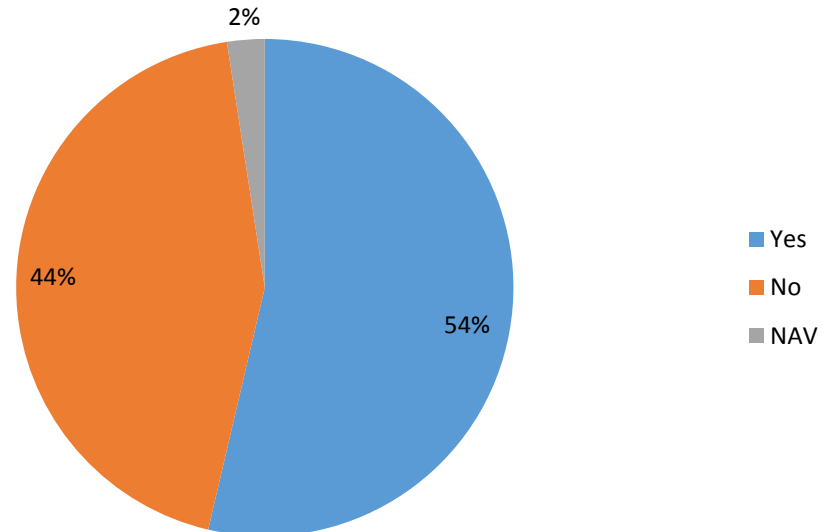
N = 81

Considered Suicide



N = 41

Attempted Suicide



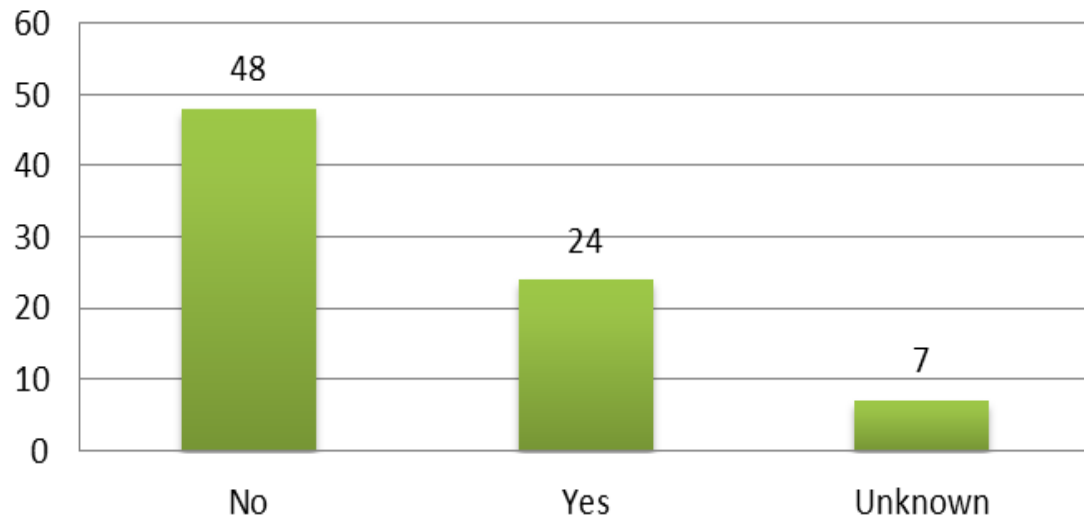
## Suicidal

- Out of the 81 women interviewed, 40 women (49%) had considered about suicide. Out of these, 22 women (27.2%) attempted suicide at least once.

# DV: History of Abuse

N = 79

## Resident Family

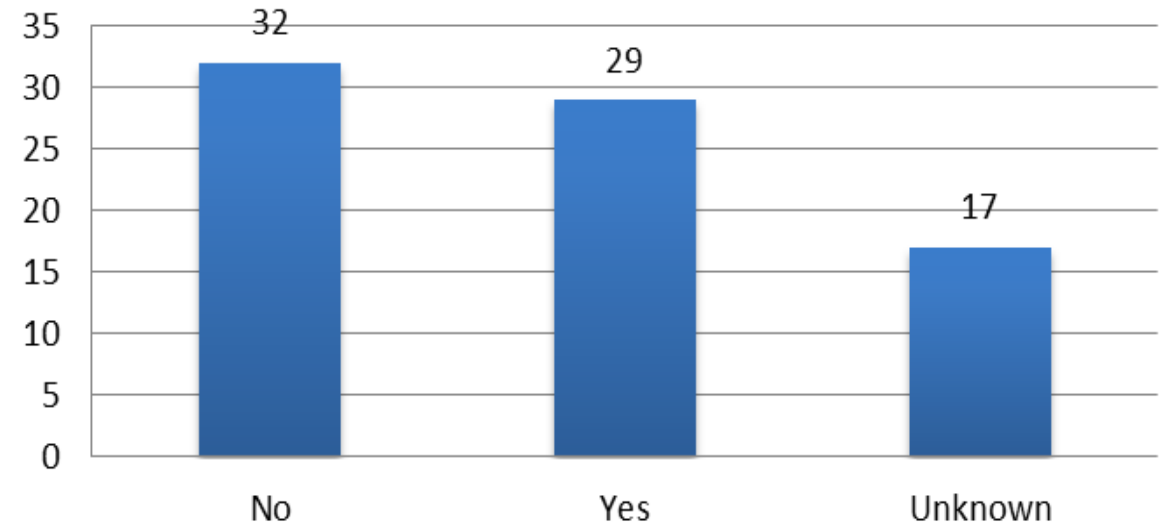


### Clients

- 24 survivors (30.4%) reported that they came from abusive background.

N = 78

## Perpetrators Family

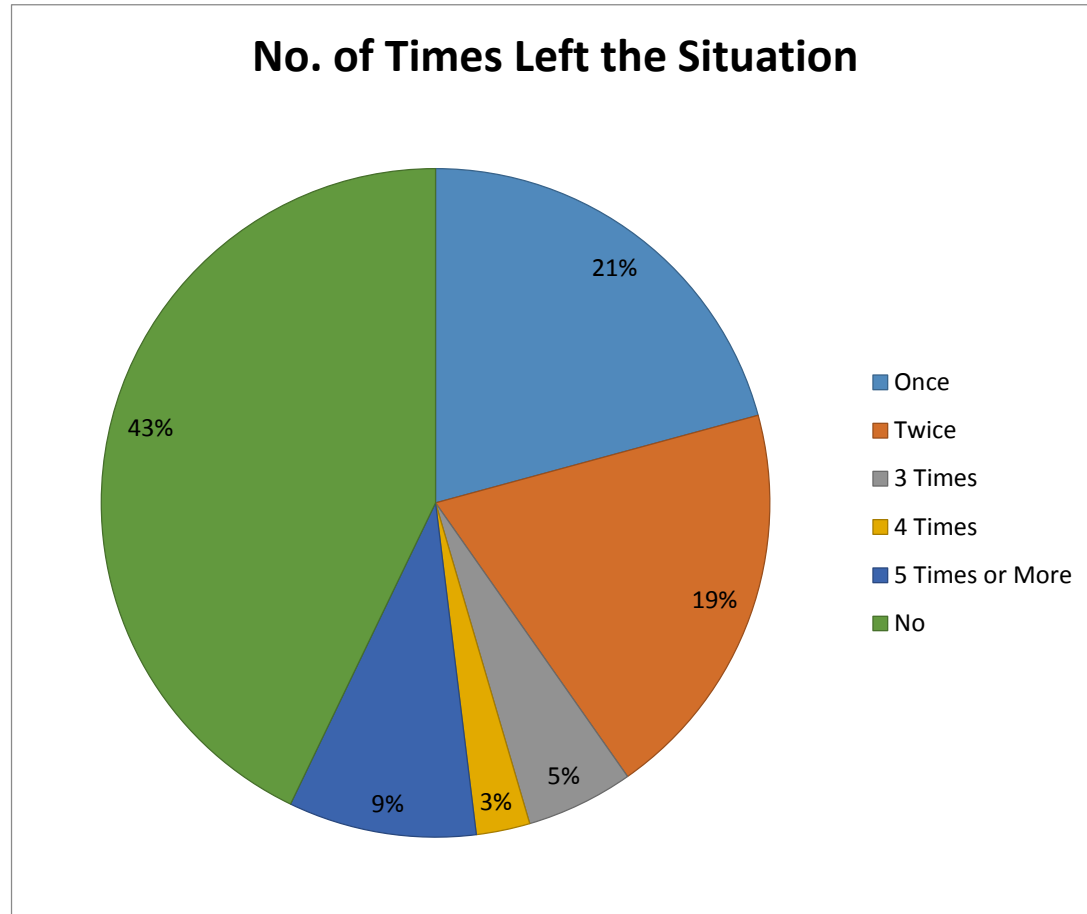


### Perpetrators

- 29 survivors (37.2%) said that their abusers came from abusive background.

# DV: Leaving Situation

N = 77



Reasons why survivors went back to abusive situations (multiple answers)	Number of survivors
Husband/ partner convinced to return	11
Give a second chance	7
Children's benefit	7
Husband/ partner promised to change	6
Husband/ partner apologized	4
Others*	4
No place to stay	2

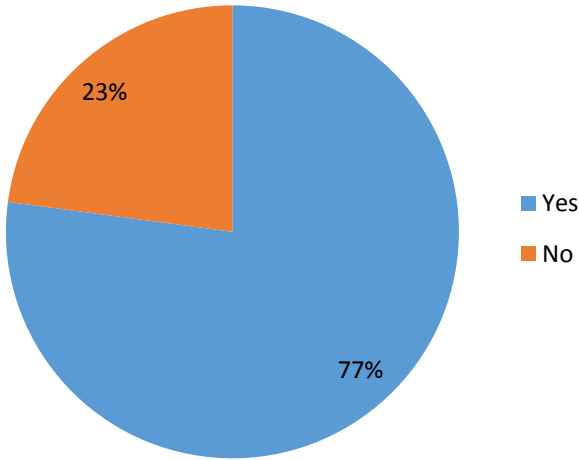
# Assistance Sought: Police

N = 83

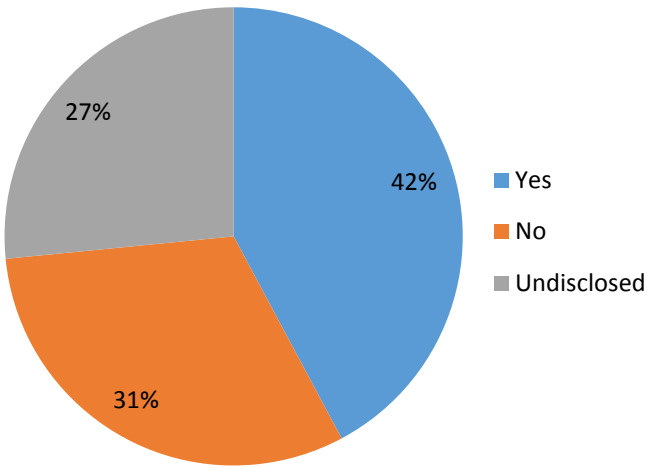
N = 64

N = 23

Police Assist: Sought



Police Assist: Satisfaction



Reason not sought	Amount
Do not trust agency	1
Perp/ fam member influential	1
Lack of information	1
Lack of perceived need	3
Want to move on with her life	1
Ct is a refugee	4
No visa	1
Give another chance	1
Not considered	1
Undisclosed	9

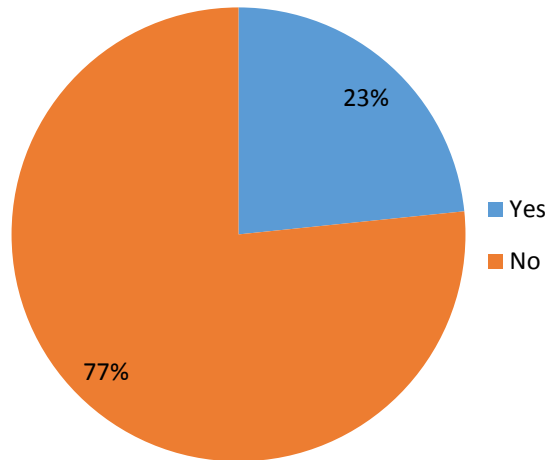
## Police

- 19 women (22.9%) did not seek help from police before coming to WAO. While in WAO, social workers helped 22 women to lodge police reports.

# Assistance Sought: Welfare

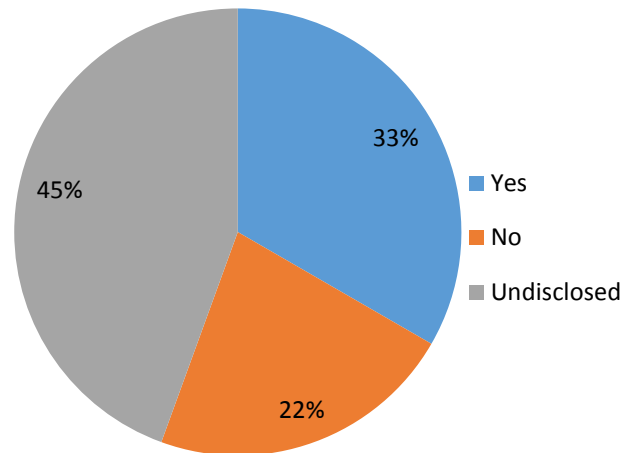
N = 77

Welfare Assist: Sought



N = 18

Welfare Assist: Satisfaction



N = 66

Reason not sought	Amount
Do not trust agency	1
Not considered	1
Lack of finances	2
Lack of information	21
Lack of perceived need	8
Does not want authority to get involved	1
Confined to house	1
Ct is non-Malaysian	4
Ct is a refugee	7
Undisclosed	20

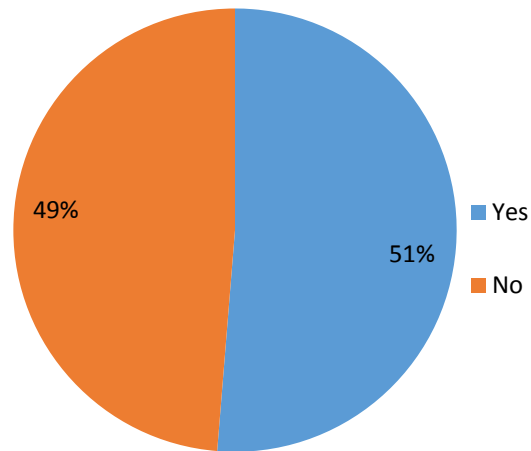
## Welfare

- 59 residents (76.6%) did not seek help from welfare before coming to WAO. **While in WAO, social workers helped 19 residents to apply IPO through welfare.**
- **10 residents obtained IPO successfully. Social workers also helped 1 resident and 1 FFC Client to obtain a PO.**

# Assistance Sought: Medical

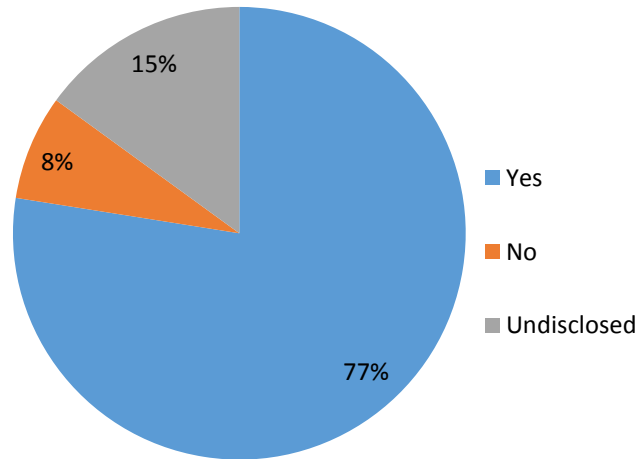
N = 78

Medical Assist: Sought



N = 40

Medical Assist: Satisfaction



N = 40

Reason Not Sought	Amount
No physical abuse	1
Injuries perceived not serious	3
Injuries not visible	1
No injuries	7
Perp/ fam member threats	4
Confined to house	4
Lack of perceived need	4
No support	1
Undisclosed	14
Ct is a refugee	1

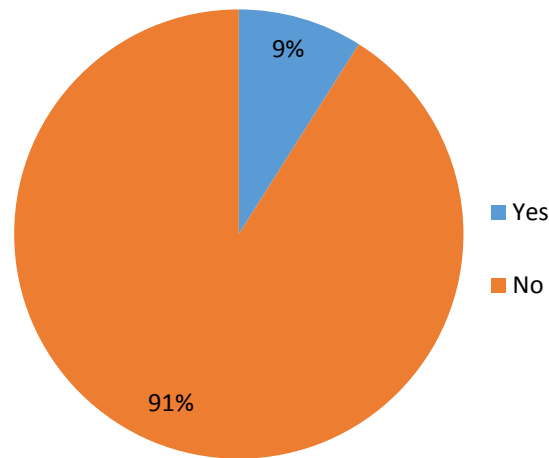
## Medical Service Providers

- 38 residents (48.7%) did not seek help from medical service providers before coming to WAO.
- Social workers helped 19 domestic violence survivors to have access to medical services.

# Assistance Sought: Legal

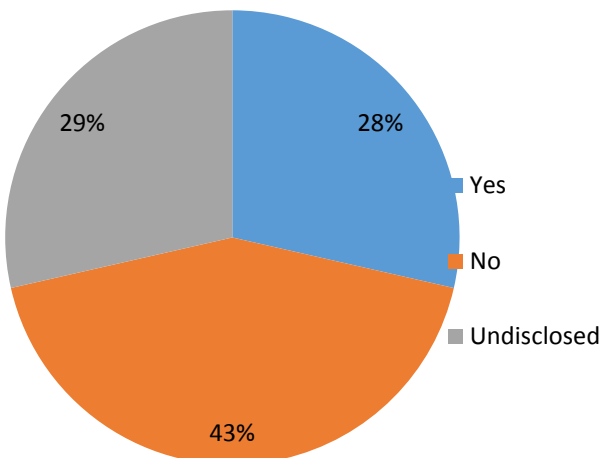
N = 78

Legal Assist: Sought



N = 7

Legal Assist: Satisfaction



N = 72

Reason not sought	Amount
No intent to divorce	12
Ct is not legally married	1
Ct is a refugee	6
Lack of finances	1
Lack of information	22
Undisclosed	30

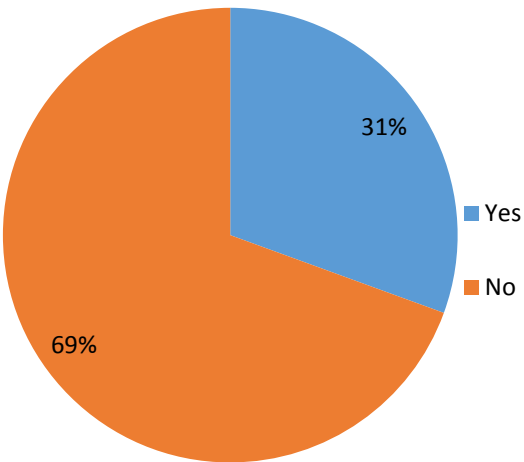
## Legal Service Provider

- 71 residents (91%) did not seek help from legal service providers before coming to WAO. While in WAO, social workers helped 46 residents to have access to legal services.

# Assistance Sought: Religious Service Providers

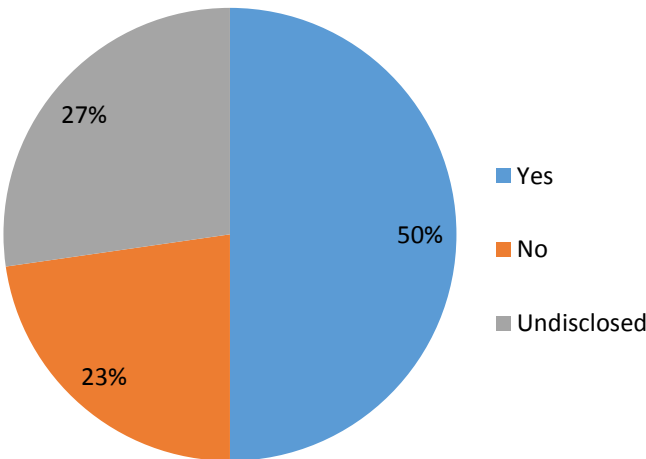
N = 72

Religious Inst: Sought



N = 22

Religious Inst: Satisfaction



N = 53

Reason not sought	Amount
Do not trust	1
Prior bad experience	1
Injuries perceived not serious	1
Confined to house	1
Not considered	20
Will ask to return to husband	1
Lack of information	5
Not registered with Rohingya society	1
Not related to case	1
Undisclosed	22

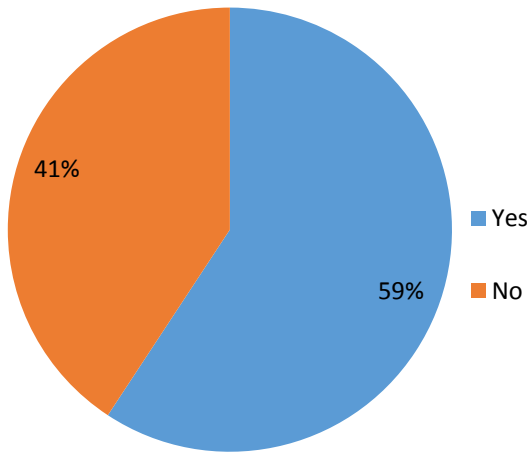
## Religious Service Providers

- The services received by the 22 residents from the religious providers include counselling, financial assistance, marriage counselling, temporary accommodation and assistance with school placement for schildren.

# Assistance Sought: Family Members

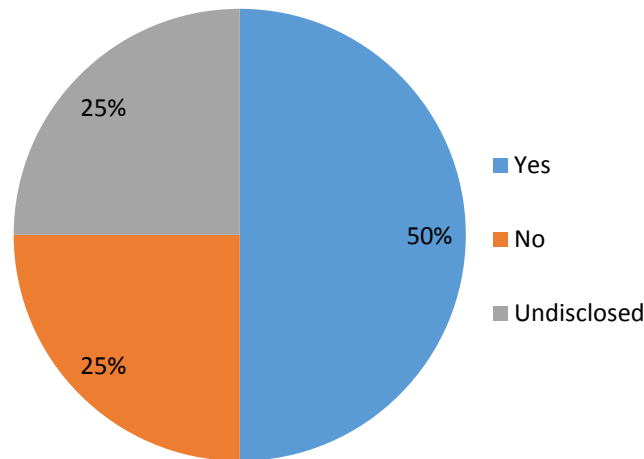
N = 81

Family Assist: Sought



N = 48

Family Assist: Satisfaction



N = 28

Reason not sought	Amount
Ashamed	4
Prior bad experience	1
Family not supportive	5
Do not want to burden	4
No family	2
Unknown	1
None	2
Undisclosed	9

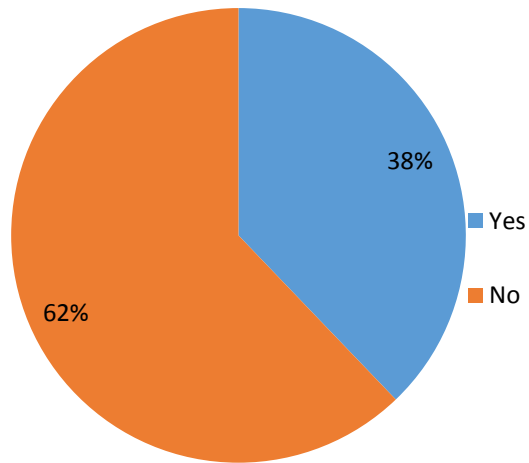
## Family Members

- 24 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 or took the side of the perpetrator.

# Assistance Sought: NGOs

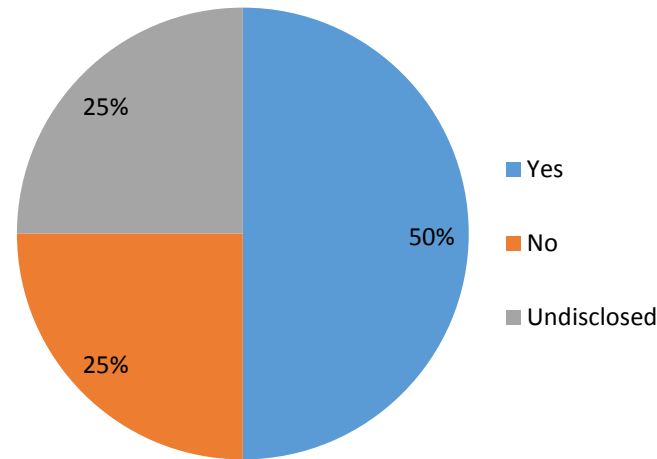
N = 74

NGO Assist: Sought



N = 28

NGO Assist: Satisfaction



N = 45

Reason not sought	Amount
Confined to house	1
Lack of information	28
Lack of finances	1
None	1
Undisclosed	14

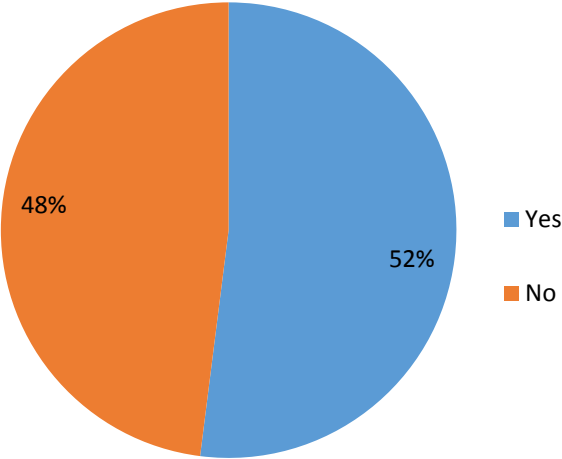
## NGOs

- Out of 37 residents who received support from NGO, 19 residents (81.1%) were referred to WAO for temporary shelter.
- Other services provided by the NGOs include counselling, temporary accommodation and referral for further assistance.

# Assistance Sought: Friends

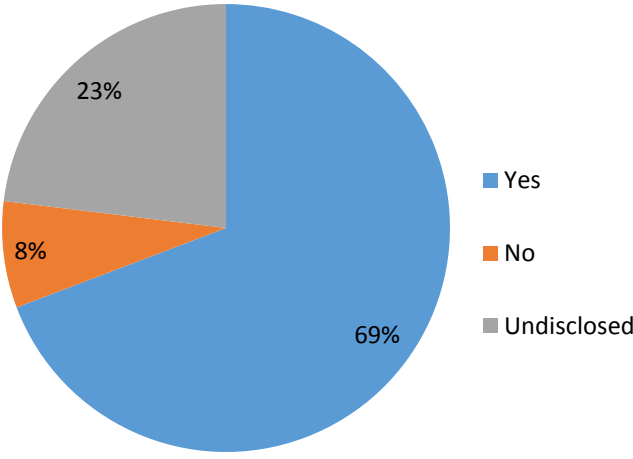
N = 75

Friends Assist: Sought



N = 39

Friends Assist: Satisfaction



N = 34

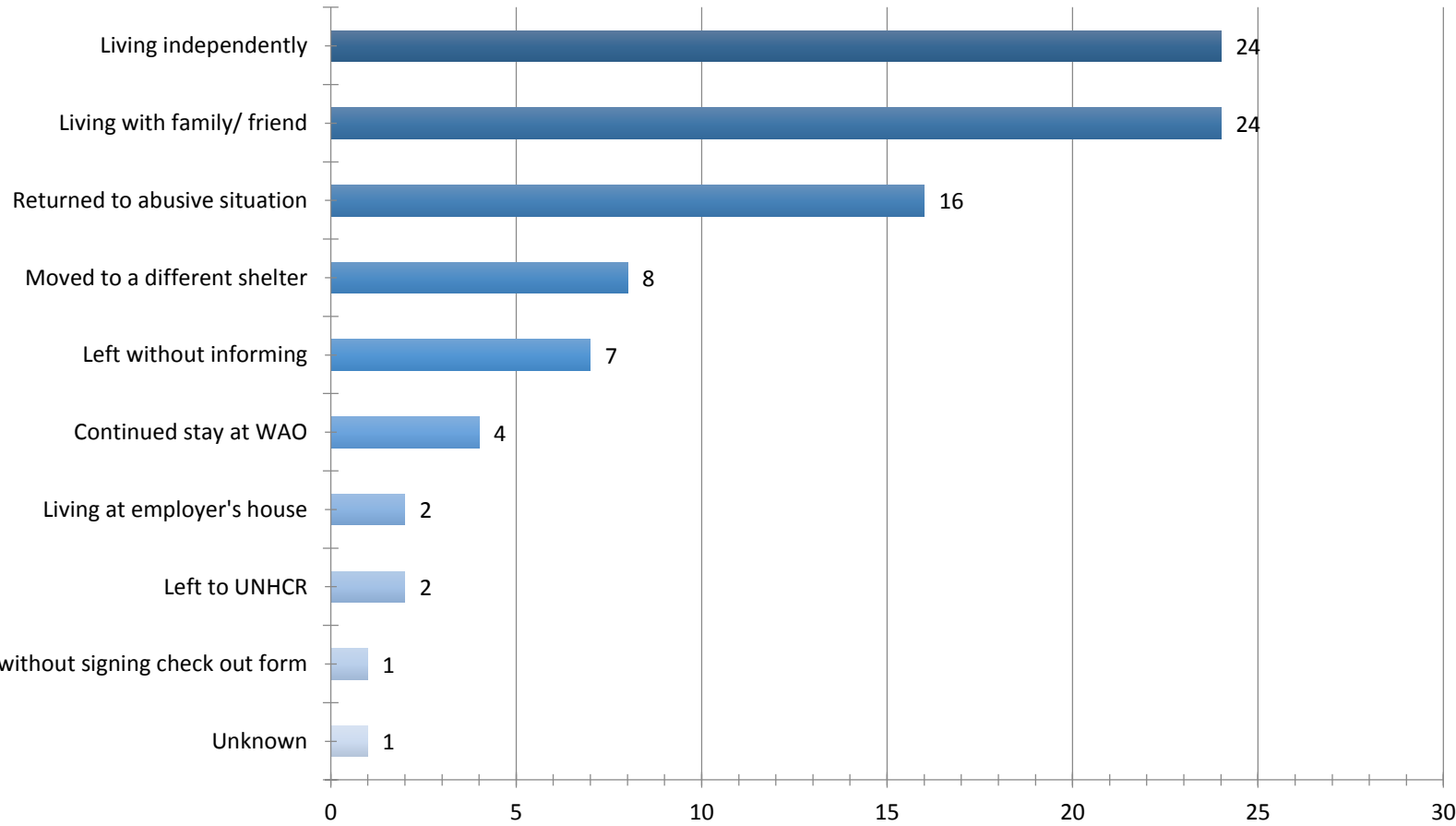
Reason not sought	Amount
Ashamed	5
Prior bad experience	2
Do not want to burden	1
Fear confidentiality will be broken	1
Friends do not have information	1
No friends	10
Undisclosed	14

## Friends

- 39 residents (41.9%) received emotional support from friends.
- Some friends also provided temporary accommodation for the client or assisted access for medical attention.

# Status of DV Survivors

Status of DV Survivors for 2016



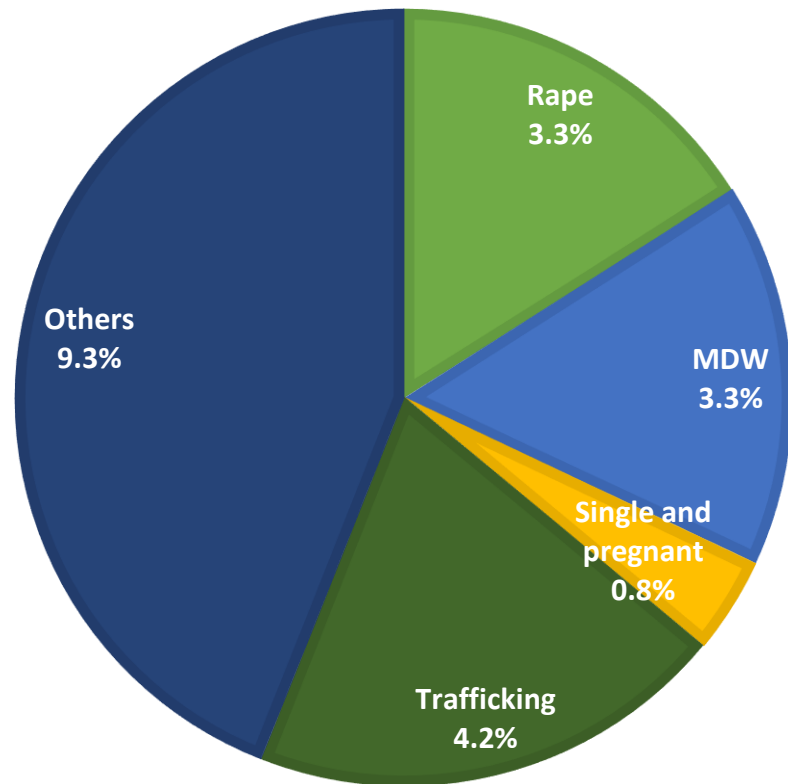
## Leaving abusive situation

- 16 women (17.2%) went back to the abusive situation after leaving WAO while 24 women (25.8%) went to live independently.
- 24 women (25.8%) left to live with family or friends.
- 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 have agreed to change his behaviours / lifestyle**. Two (2) went back for their children's benefit and one (1) went back after being threatened by the perpetrator

# Other Reasons for Shelter

## OTHER CASE TYPE

■ Rape ■ MDW ■ Single and pregnant ■ Trafficking ■ Others



## MDWs

- Four (4) Migrant Domestic Workers (MDWs) who stayed in the shelter were from India (2), Indonesia (1) and Philippines (1).
- WAO helped them to lodge police reports and sought treatment from hospital. Two (2) residents have left for another shelter and one (1) left back to her home country.
- One (1) is still living at the WAO shelter.

## Rape

- Three (3) residents sought shelter because of rape, however one (1) was admitted twice.
- Two (2) residents were referred by ICMC and another was a foreign spouse.
- One (1) client returned to her home country, one (1) went on to live with friends, and one (1) was resettled to another country.

## Others

- Eleven (11) residents sought shelter for reasons such as .

# Face to Face Counselling

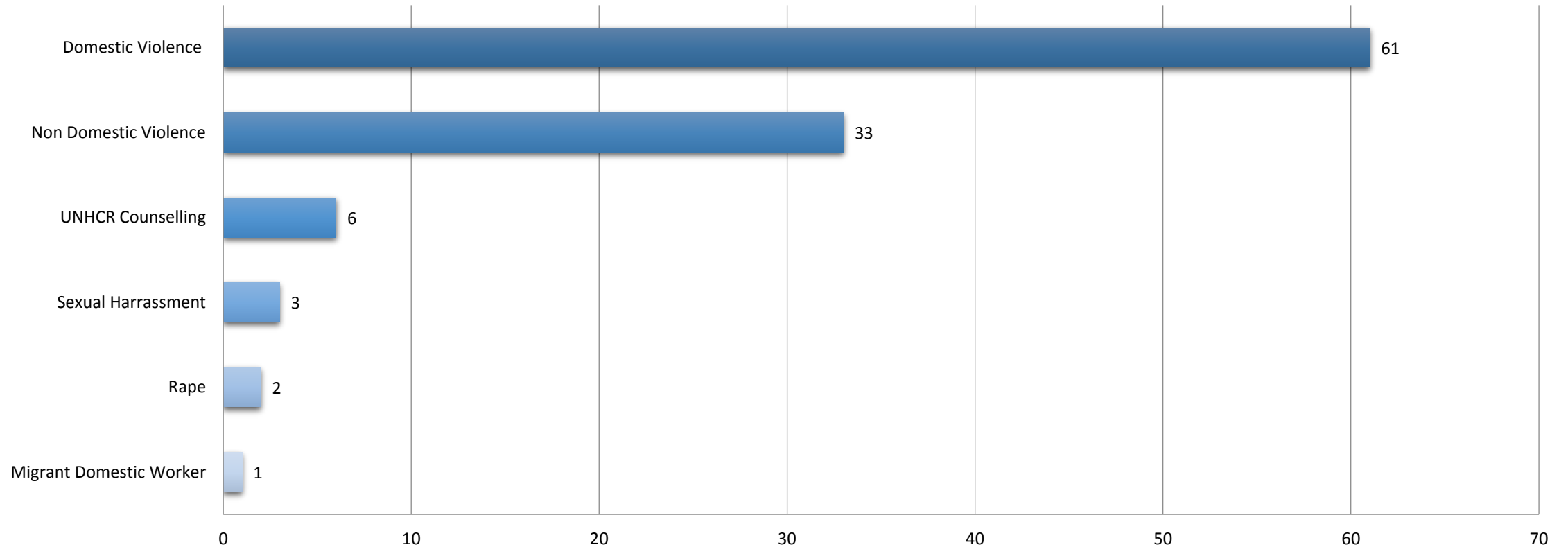
**2016** → 106 clients

**2015** → 112 clients

**6 clients**



Face to Face Counselling



# Telephone Counselling

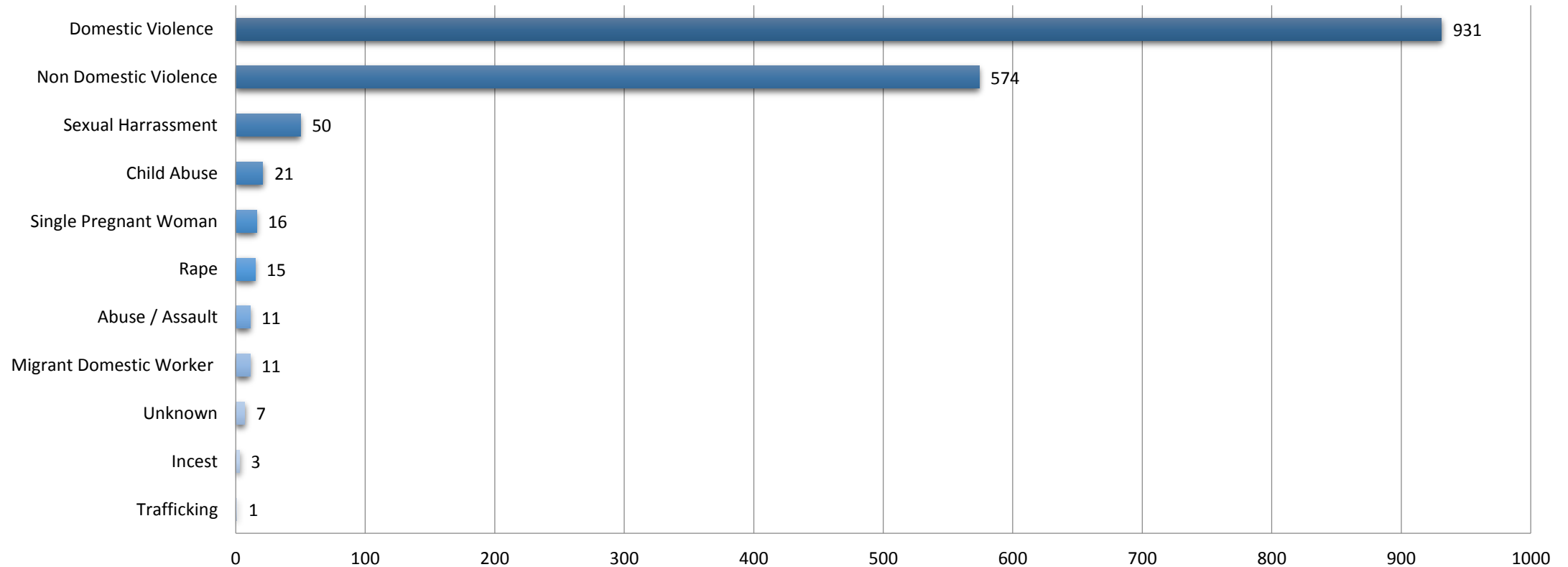
**2016** → 1,640 calls

**2015** → 1,834 calls



**194 calls**

## Hotline Counselling



# TINA SMS & WhatsApp

**2016** → 699 conversations

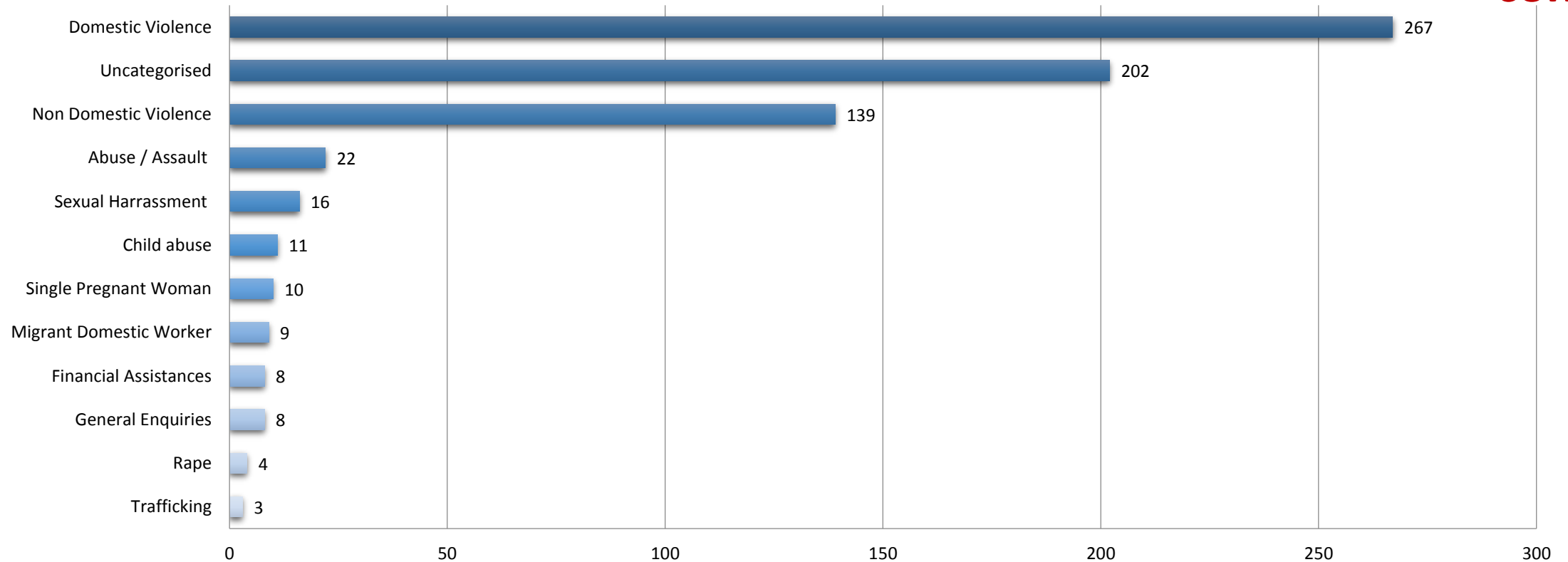
**2015** → 279 conversations



**420**

**convos**

**TINA Line/ Facebook Messages**



# Email Enquiries

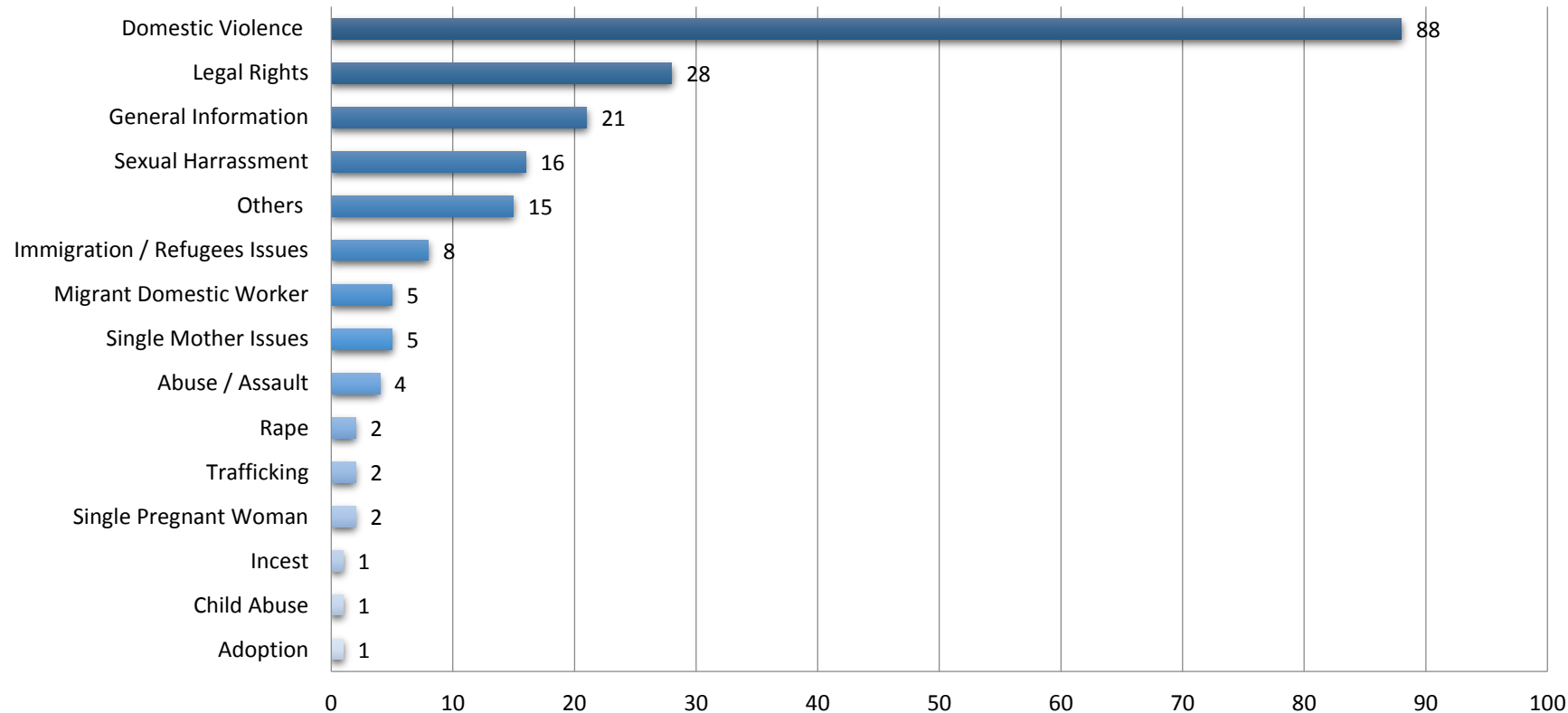
**2016** → 199 emails

**2015** → 256 emails



**57 emails**

Email Enquiries



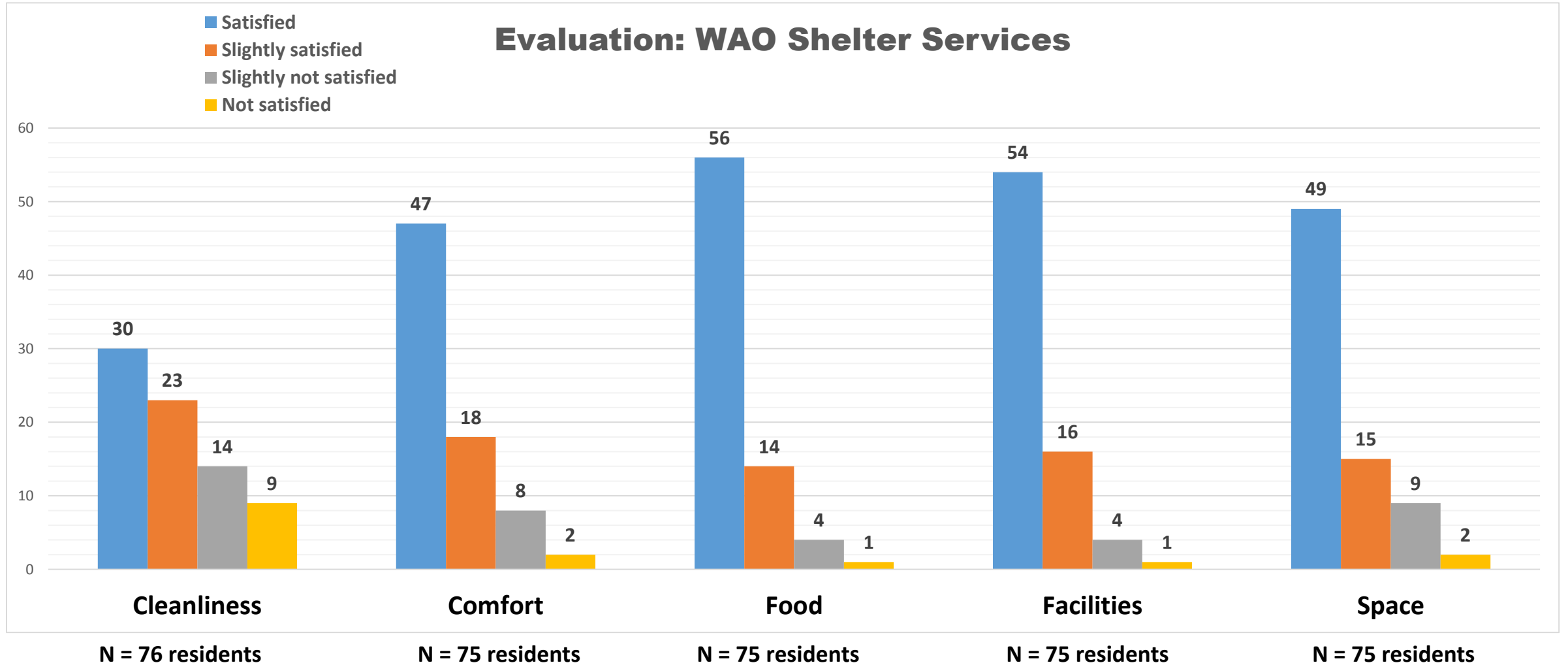
**womensaidorg@gmail.com**

- 88 (44.2%) of emails enquired were about domestic violence.
- While 28 (14.1%) of emails enquired about legal rights which includes divorce, maintenance, child custody, harrassment, properties and etc.

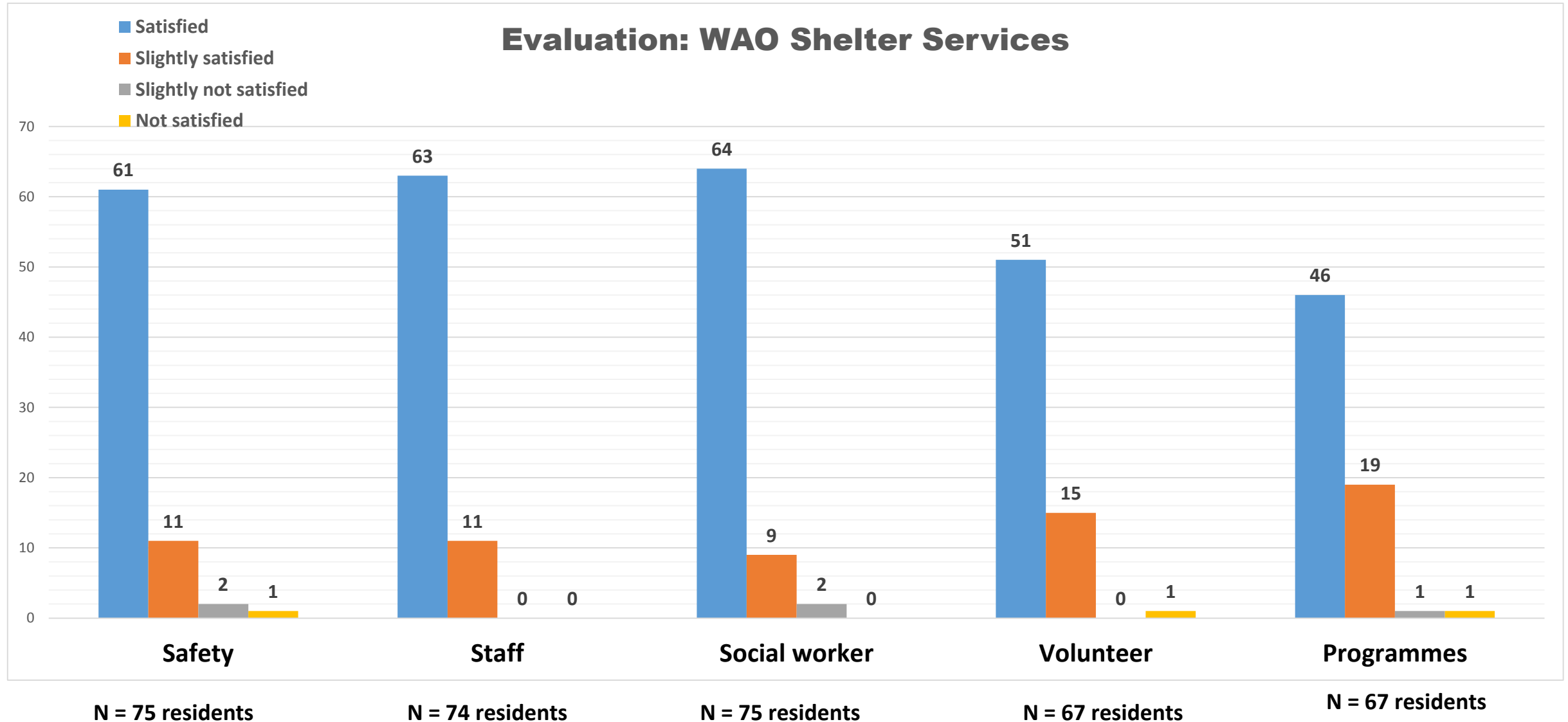
# **Resident's Evaluation: WAO Services**

*WAO obtained data from up to 76 residents to evaluate its services. Data from the remaining residents could not be obtained due to reasons such as client leaving without informing staff, emergency, language barriers, continued stay at WAO's shelter and short stay clients.*

# Evaluation: WAO Shelter & Services



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# Evaluation: WAO Shelter & Services

*Overall, residents were satisfied with WAO's services. Residents were most satisfied with their social workers (85.3%), followed by staff (84.0%), volunteers (72.5%), safety (81.0%) and food (74.6%).*

## Cleanliness

- 40% of residents were satisfied with the cleanliness of the shelter.
- Residents hoped for better monitoring of adherence to the duty roster and for cleaner bathrooms.

## Food

- 74.6% of residents were satisfied with the food provided in the shelter.
- Some clients found it challenging to eat spicy food which was cooked more frequently at the shelter.

## Comfortability

- 62.6% of residents felt satisfied with the comfortability of the shelter.

## Facilities

- 72.0% of residents felt satisfied with the facilities in the shelter.
- Some commented that it can be very hot and asked if air conditioning can be installed.

## Space

- 65.3% of residents were satisfied with the space in the shelter.

# Evaluation: WAO Shelter & Services

## Staff

- 84.0% of residents were satisfied with WAO's staff.
- Residents felt safe talking to staff and assured that confidentiality was not be broken.

## Safety

- 81.3% of residents were satisfied with safety of the shelter.
- Residents felt safe, especially with the availability of CCTV cameras around the shelter.

## Social worker

- 85.3% of residents felt satisfied with the social workers.
- Residents were mostly happy with their social workers and understood more about her rights from their social workers.
- Residents at times found it challenging to meet with their social workers who seemed to be busy.

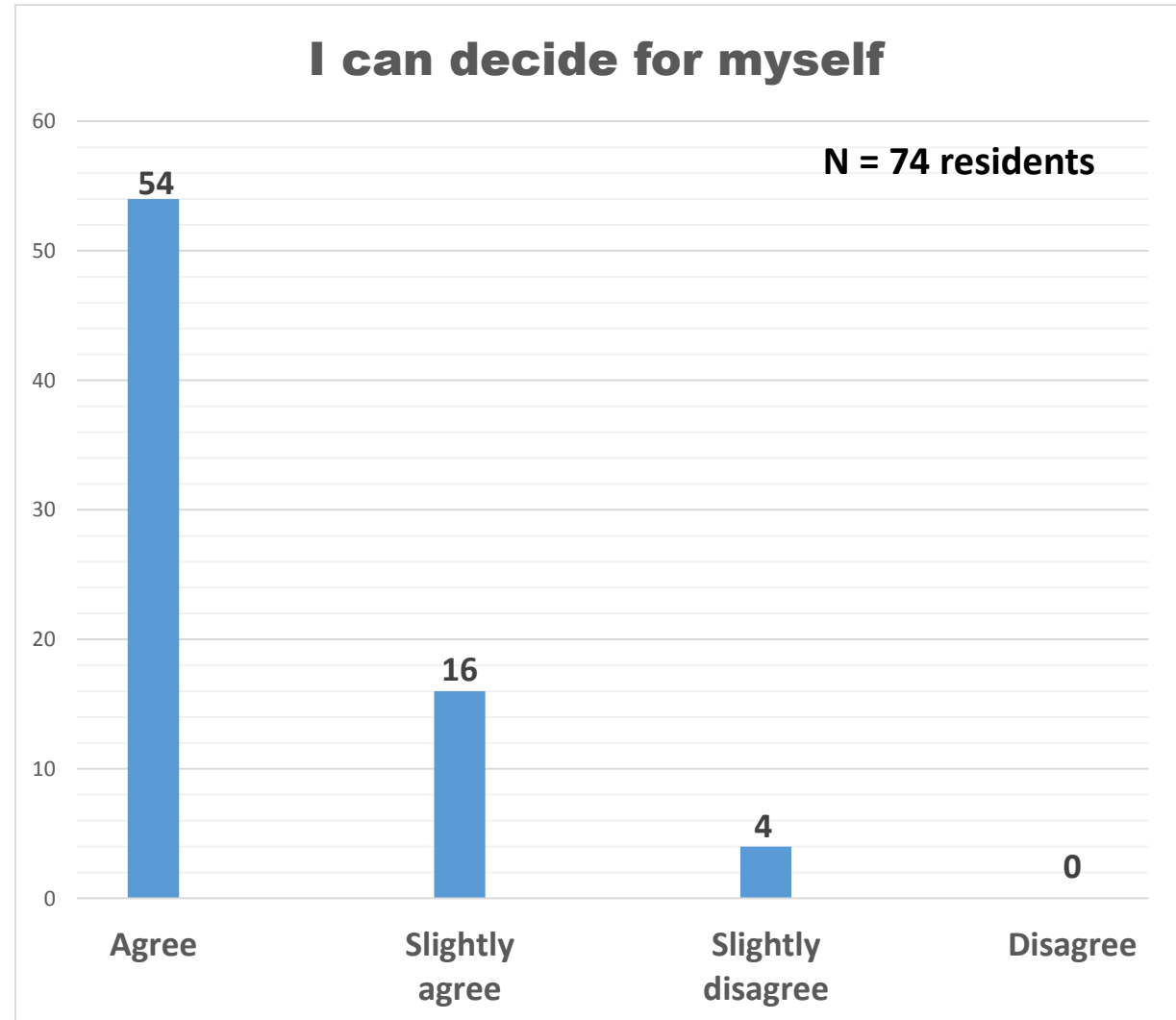
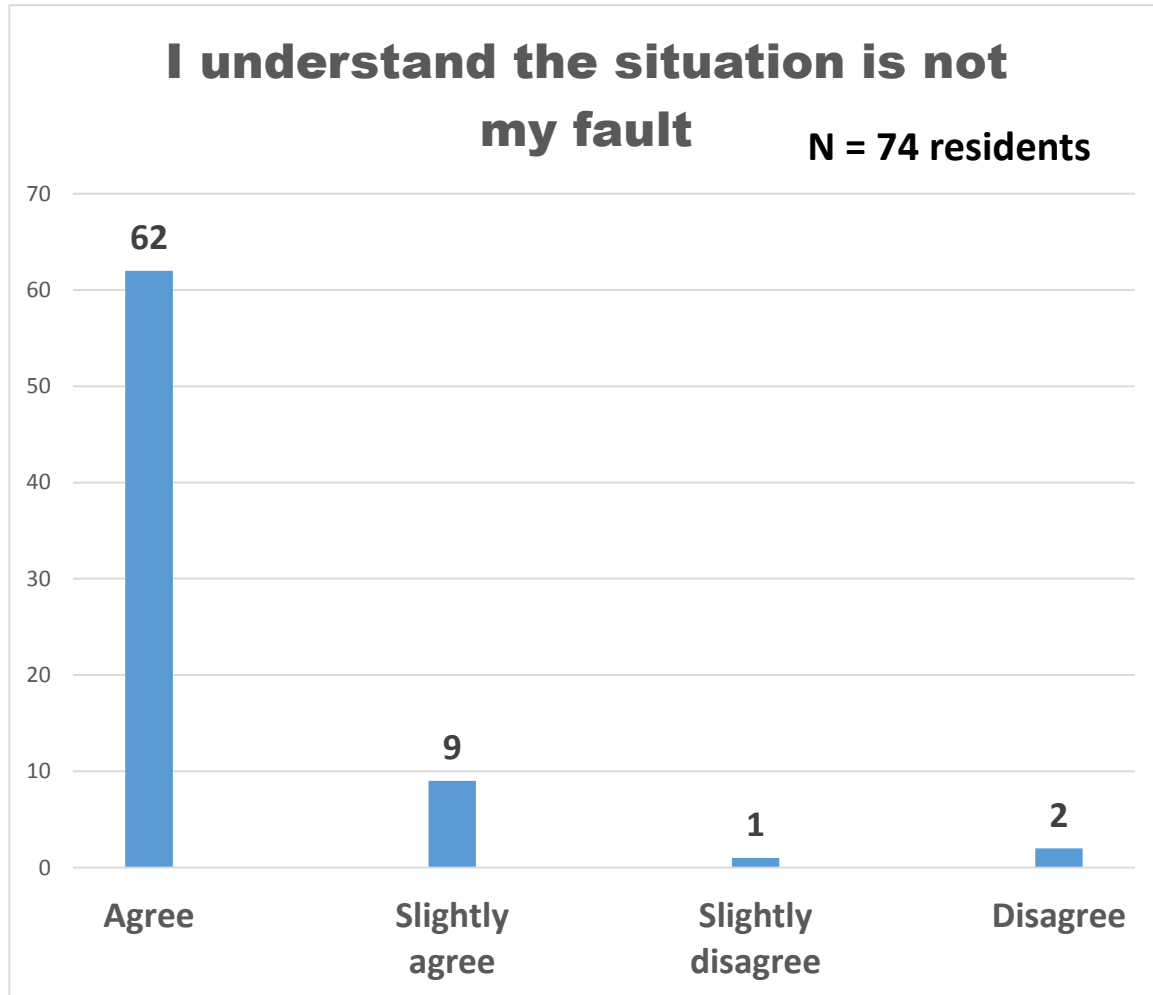
## Volunteers

- 68.0% of residents felt satisfied with the volunteers.
- Some residents were not able to connect with volunteers due to having short stays a the shelter.

## Programmes

- 61.3% of residents were satisfied with the programmes conducted in the shelter.
- Residents enjoyed the yoga, beading and makeup classes conducted.
- Some hoped for more classes for the women.

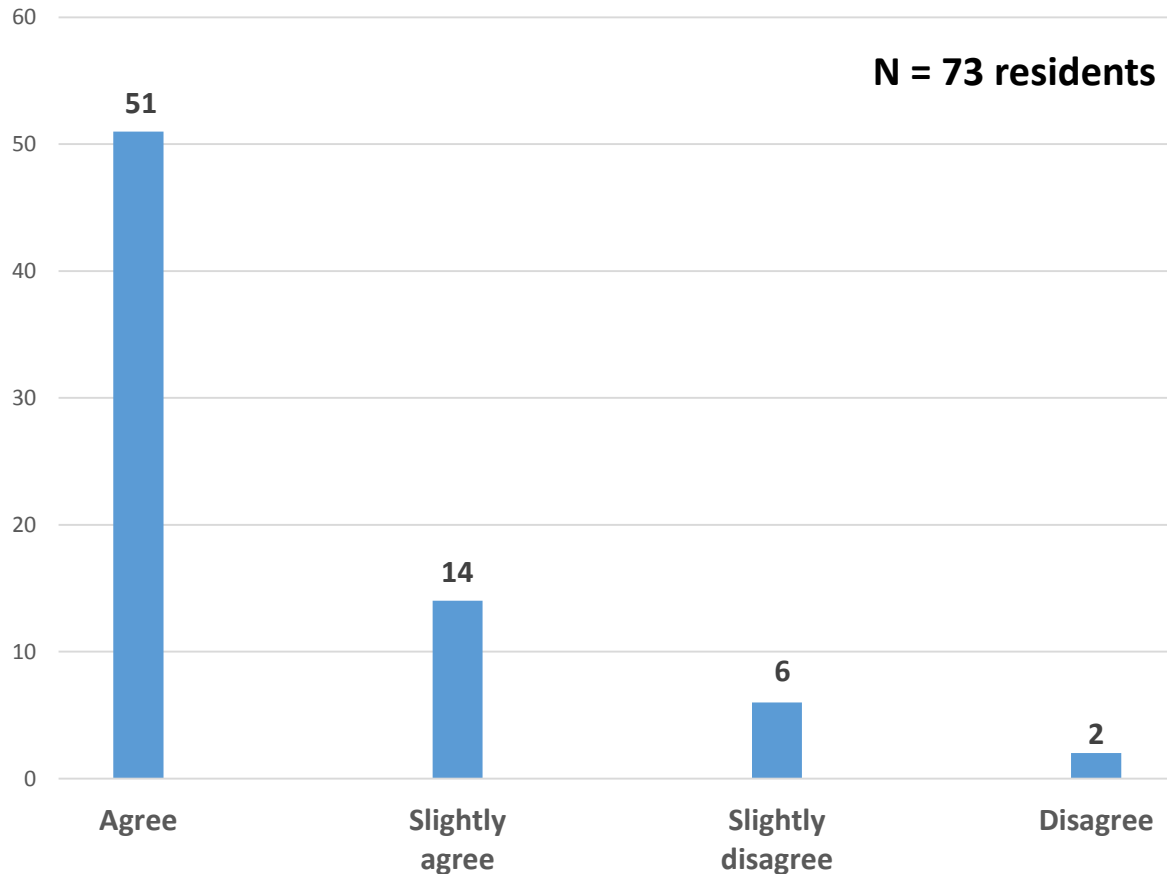
# Evaluation: Resident's Emotional Development



# Evaluation: Resident's Emotional Development (cont)

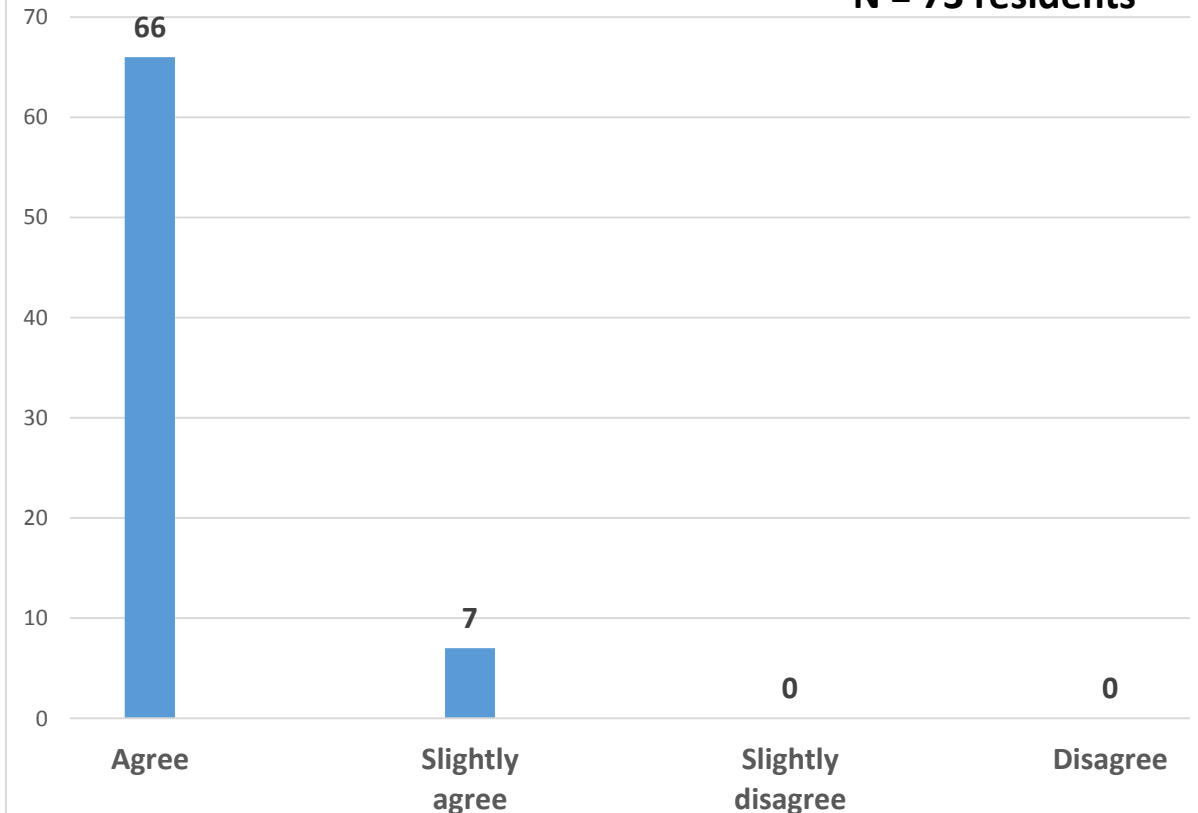
## I know I can be safe

N = 73 residents



## I deserve to be loved & treated with respect

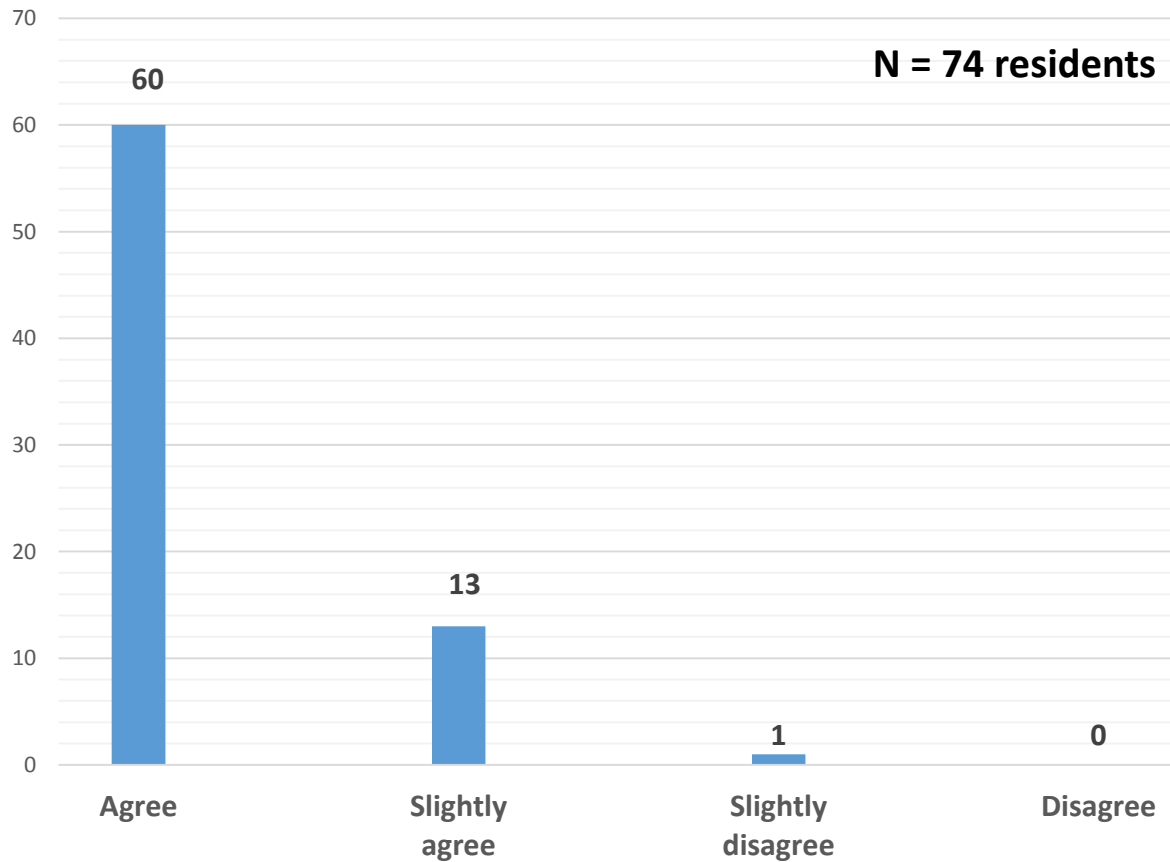
N = 73 residents



# Evaluation: Resident's Emotional Development (cont)

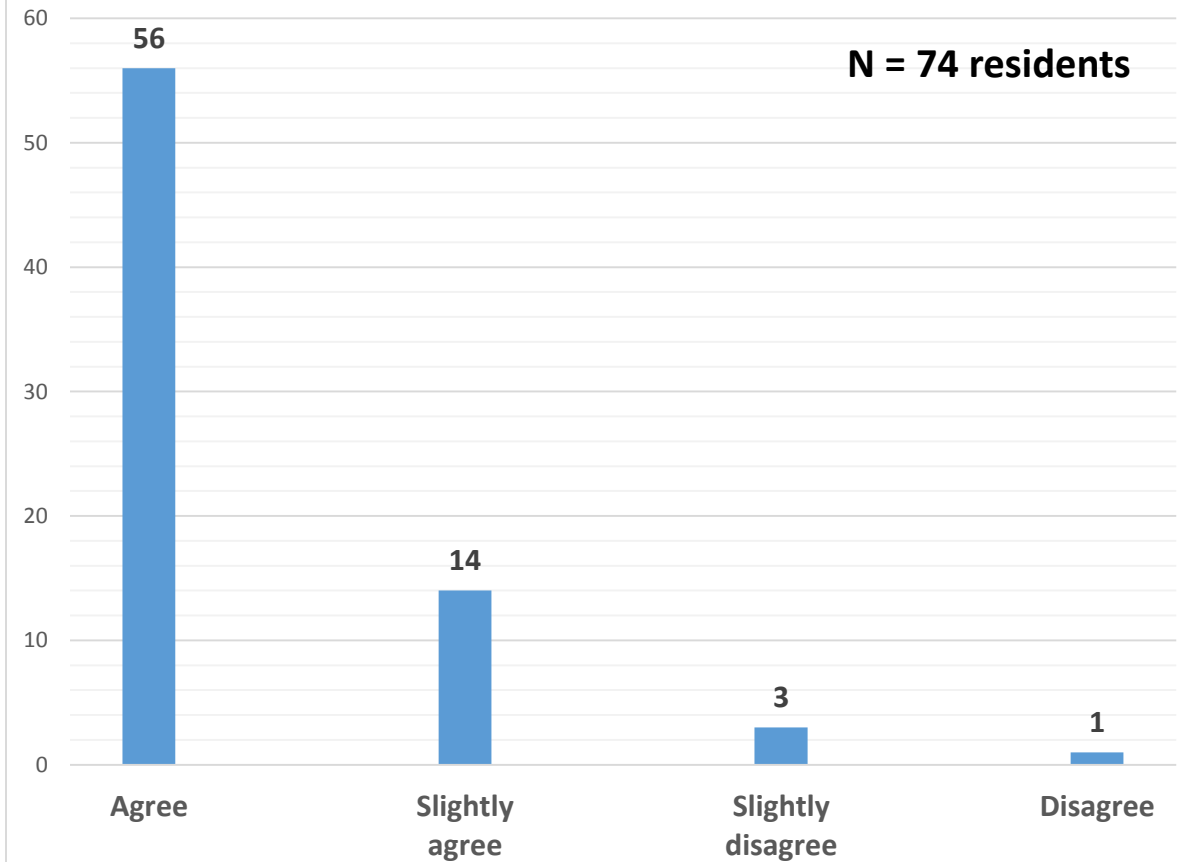
## I deserve to get help

N = 74 residents



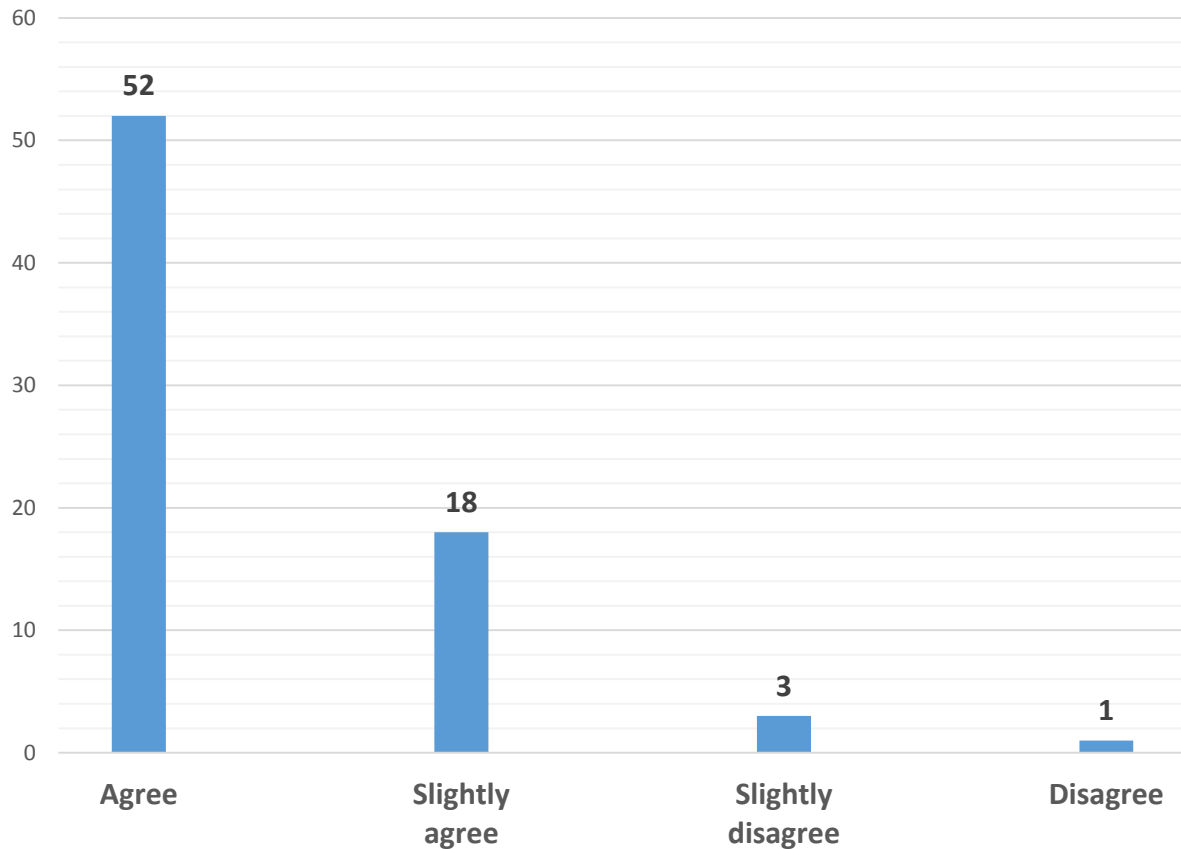
## I have ability to consult/ ask others

N = 74 residents

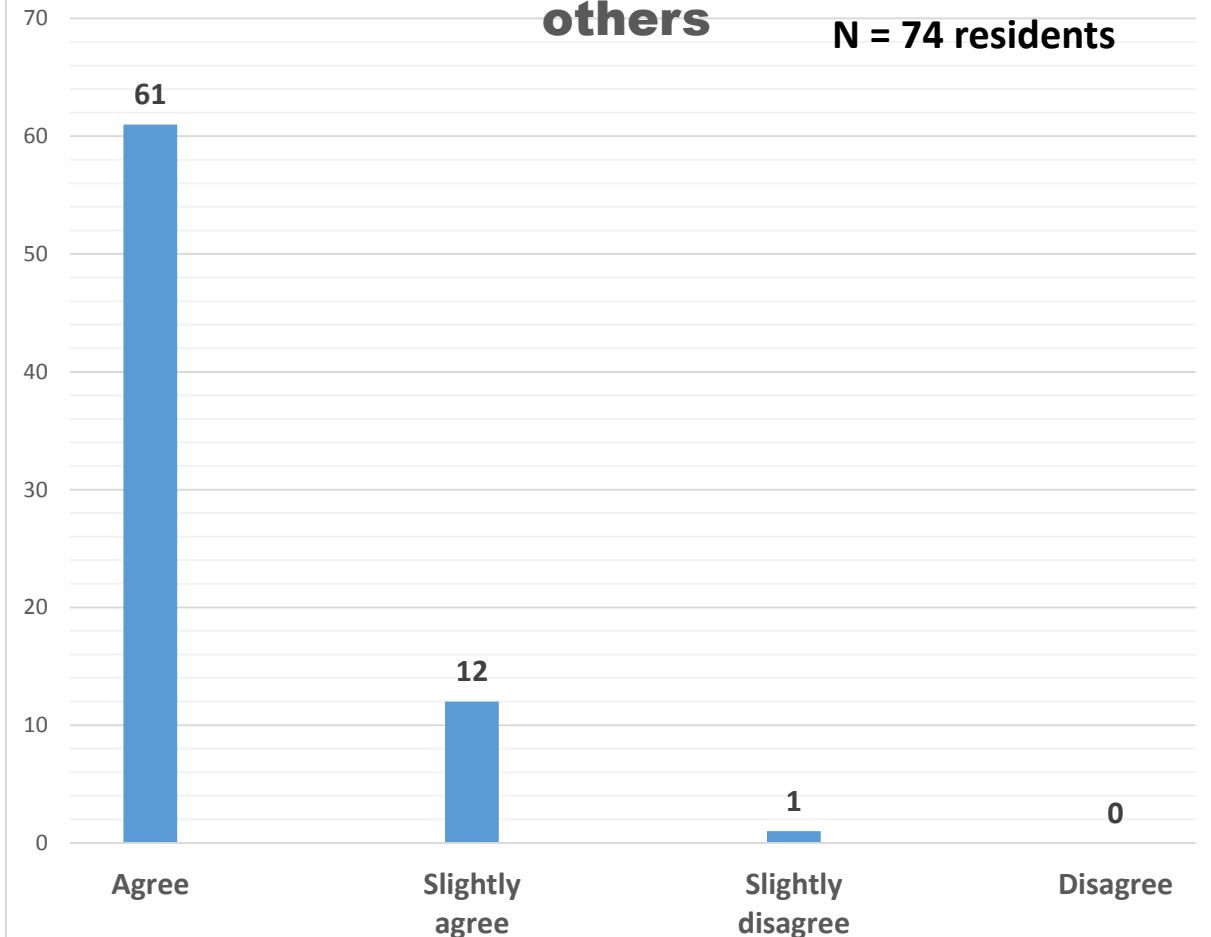


# Evaluation: Resident's Emotional Development (cont)

**I have learnt more healthy coping mechanisms** N = 74 residents



**I would recommend WAO services to others** N = 74 residents

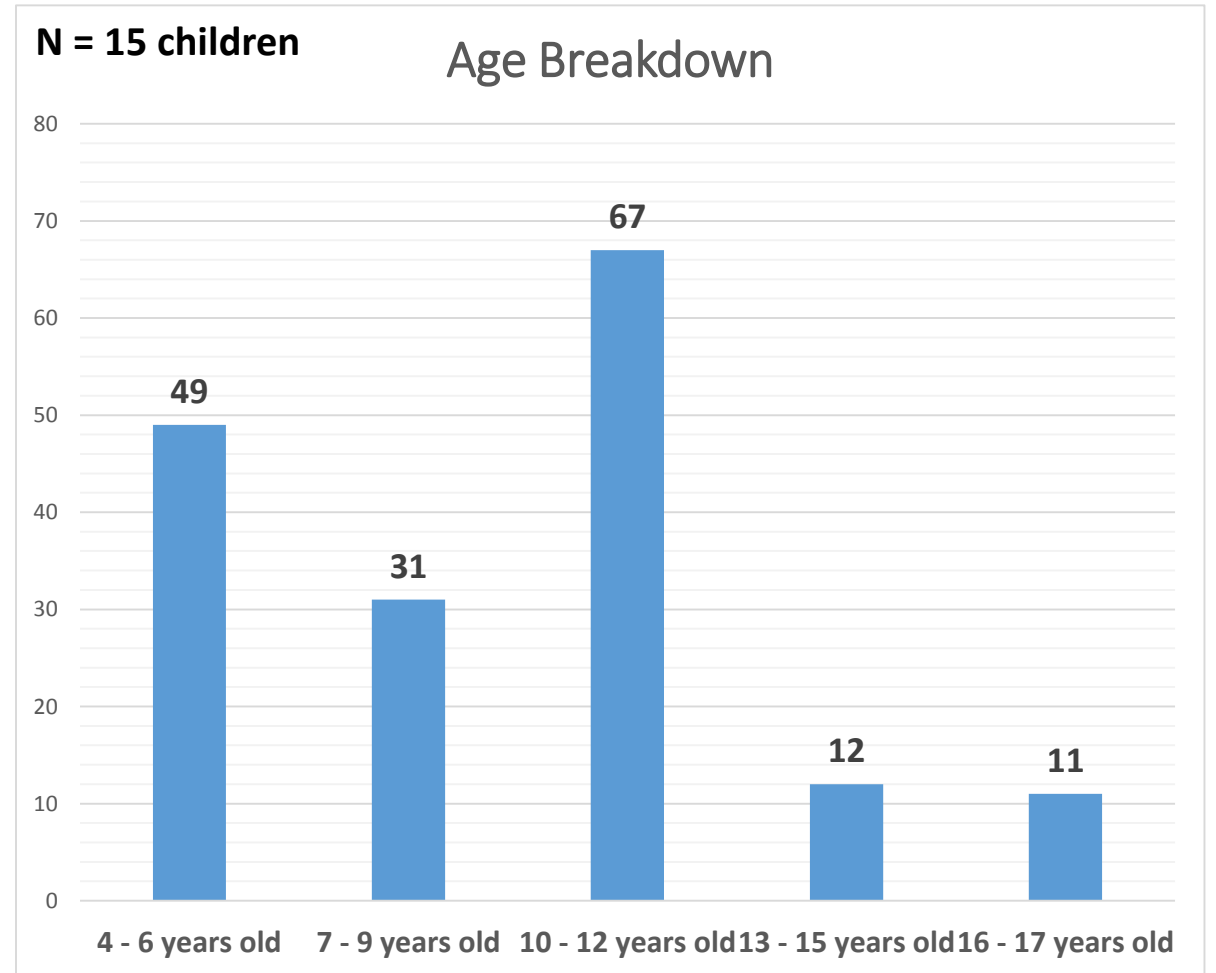
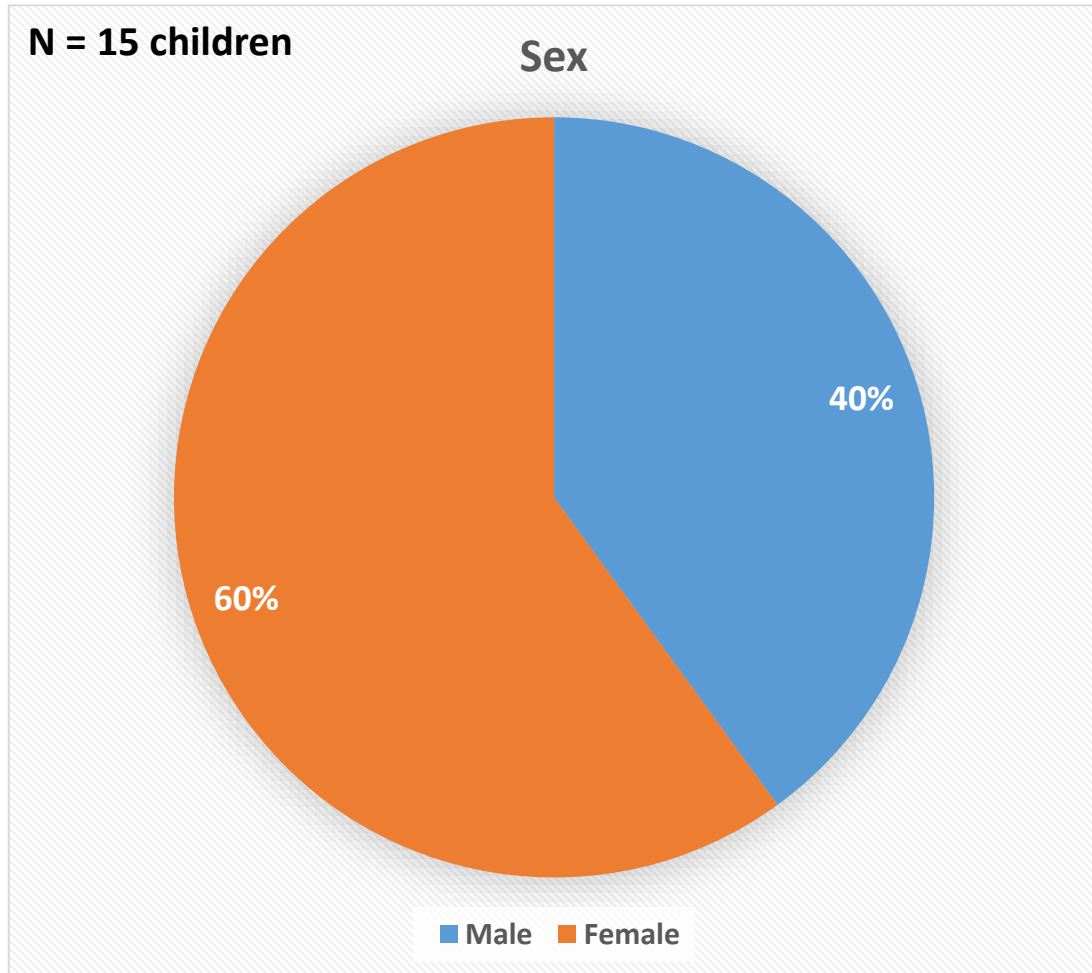


# Child Care Centre (CCC)

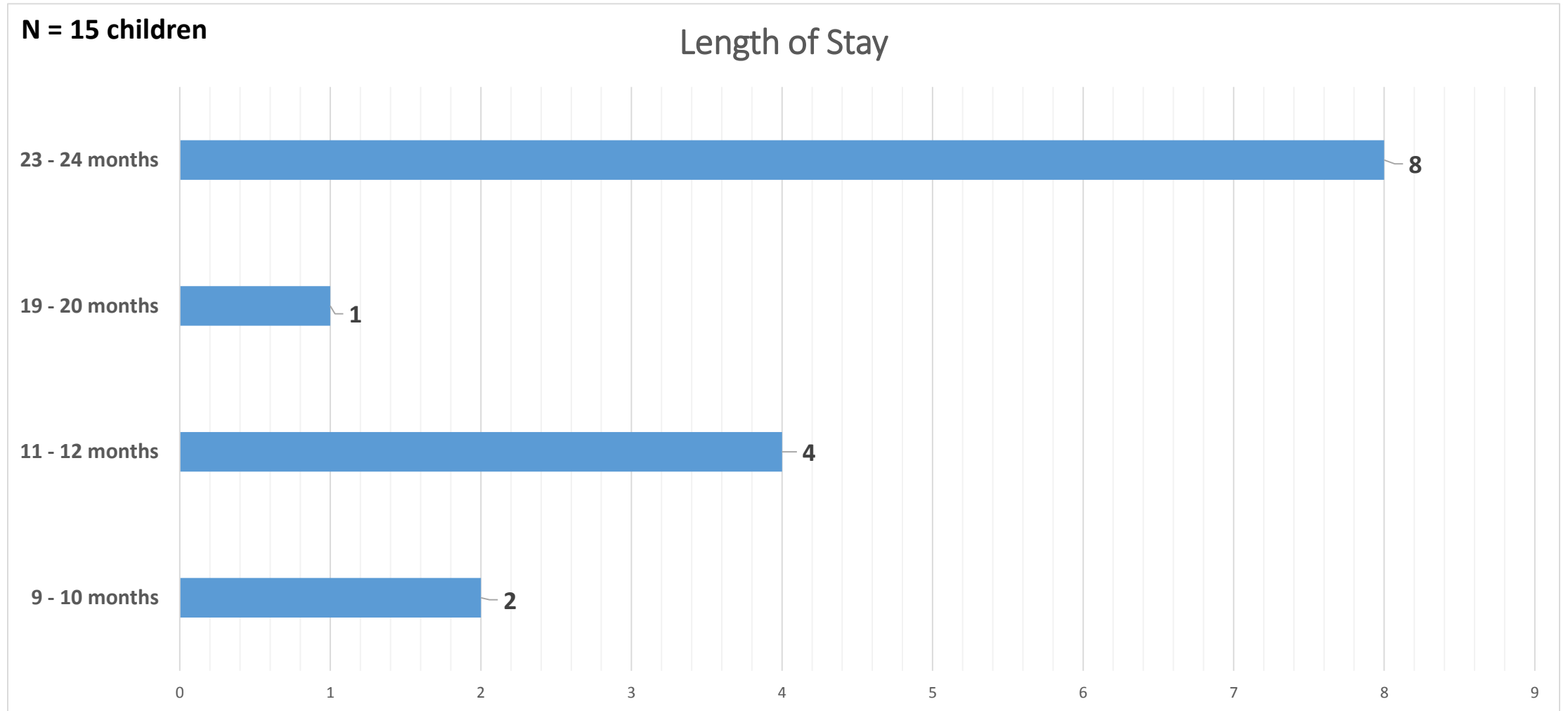
**2016** → 15 children; 10 mothers

**2015** → 35 children; 17 mothers

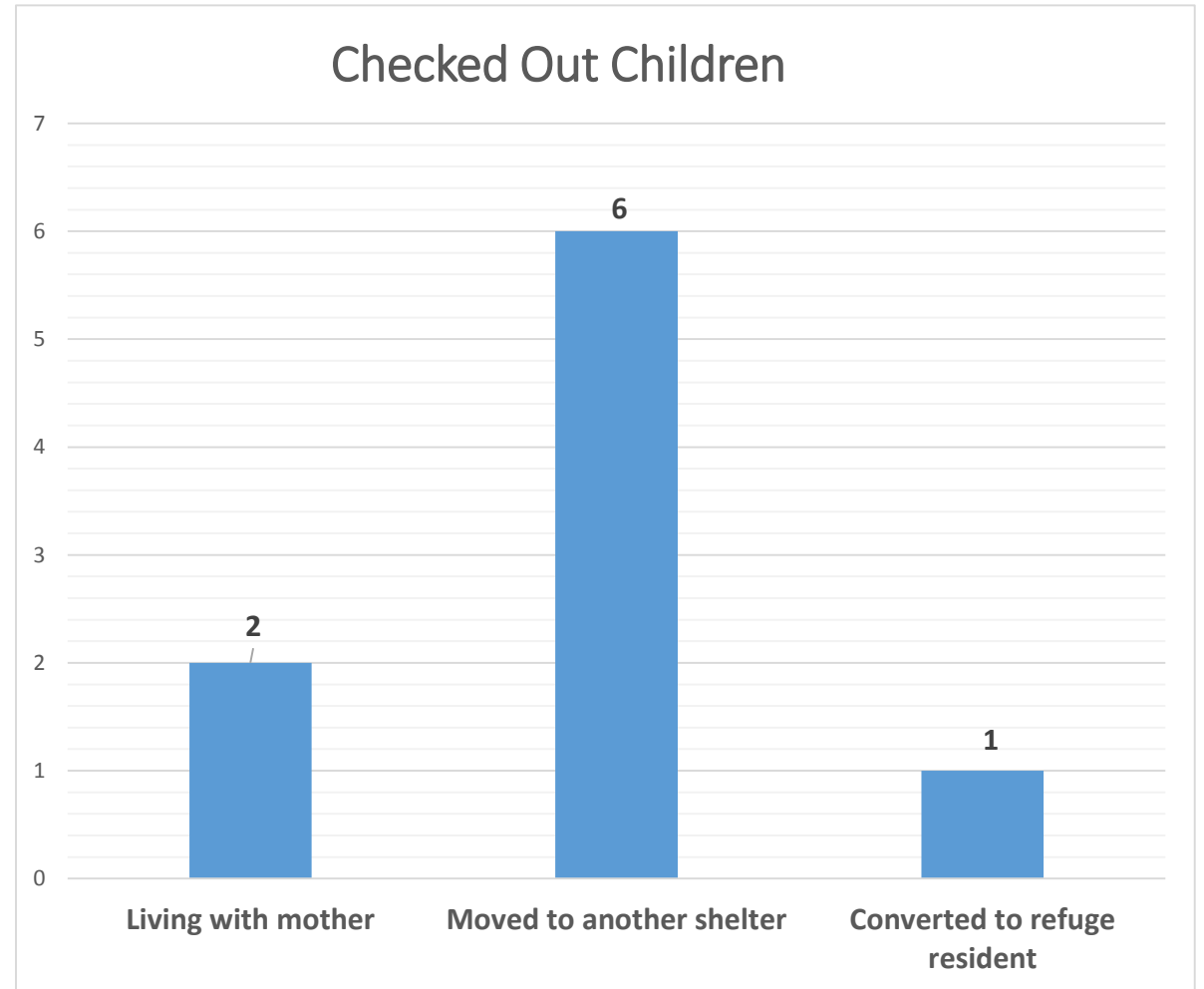
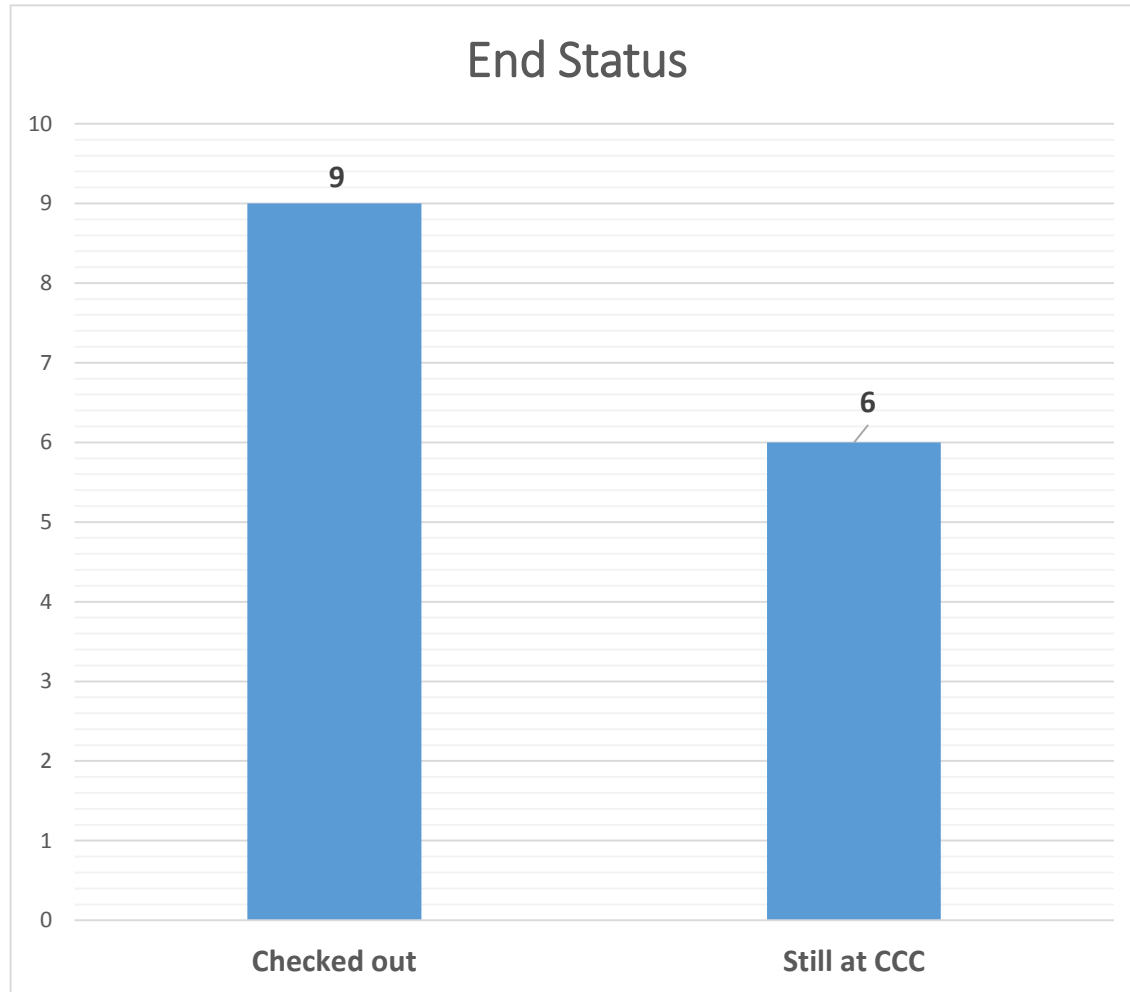
# CCC Stats 2016: Demographics



# CCC Stats 2016: Length of Stay



# CCC Stats 2016: Status of Children



# CCC Stats 2016: Play Therapy

- We ensure that all children who reside at the Women's Refuge as well as the CCC have continued access to Play Therapy. In 2016, a total of 292 play therapy sessions were conducted for the children who were sheltered at WAO.
- After the fire, Play Therapy service had to be put on hold due to the lack of space needed by the service provider to conduct the sessions.

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Session	41	17	56	40	18	11	17	29	42	31	6	0	292
Children Received Play Therapy (Existing Children)	11	4	11	13	7	6	7	6	12	10	6	0	93
Received Play Therapy (New Children)	3	2	3	0	0	1	2	2	10	0	0	0	23

# Child Sponsorship Programme

- Aim to raise funds from donors to assist ex residents with the cost of keeping their children in school, and also to ensure that their children have the opportunity to receive formal education.
- The programme officer coordinates, monitors, and acts as a medium between the sponsor and the sponsored child.
- The money is disbursed on a monthly basis of RM100/monthly per child, and used to ensure that the children's daily school-going needs are met.
- In 2016, WAO's sponsors provided monetary assistance of RM1,200 per child, to a total of 37 mothers and 62 children.

THE END

Thank  
you