



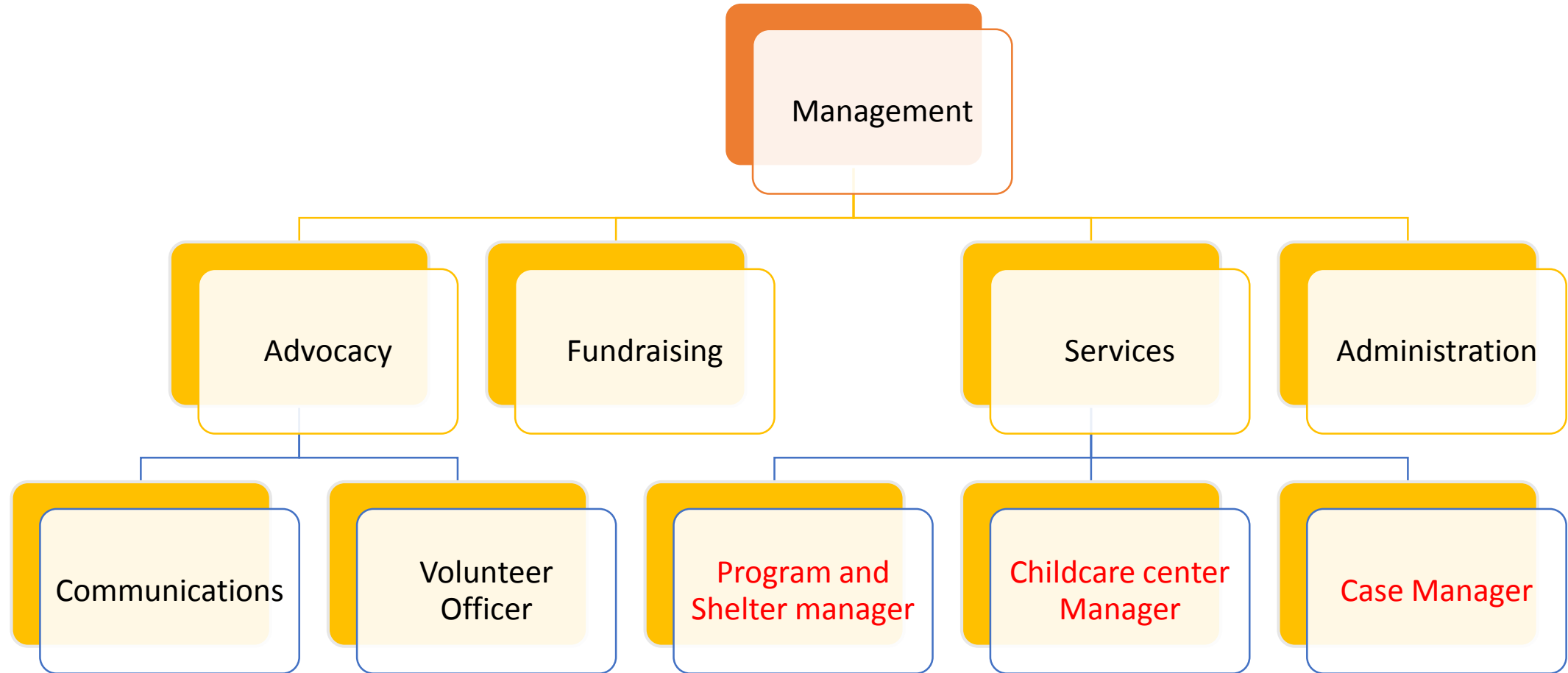
WOMEN'S AID ORGANISATION  
PERTUBUHAN PERTOLONGAN WANITA

# **ANNUAL REPORT**

## **SERVICES STATISTICS 2017**



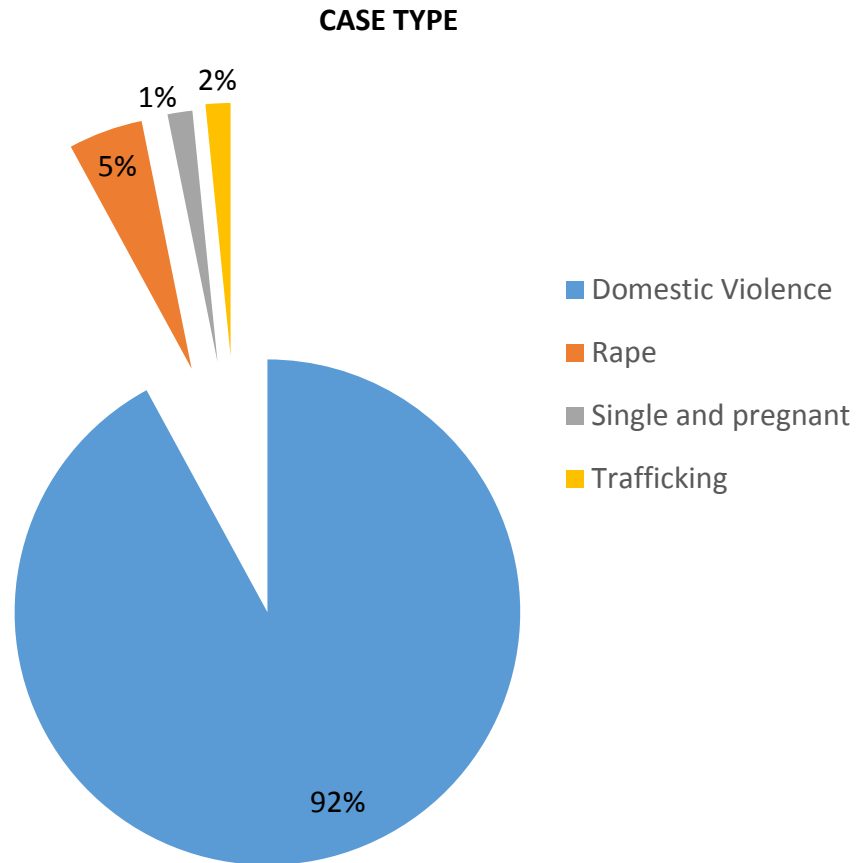
# Restructuring of Services





# Demographic: Client Source & Case Type

N = 63



## Topography

- Most residents came from the Klang Valley (65.07 %)
- 21 women (33.33 %) came from outside of Klang Valley.
- 1 woman couldn't identify their location.

## Nationality

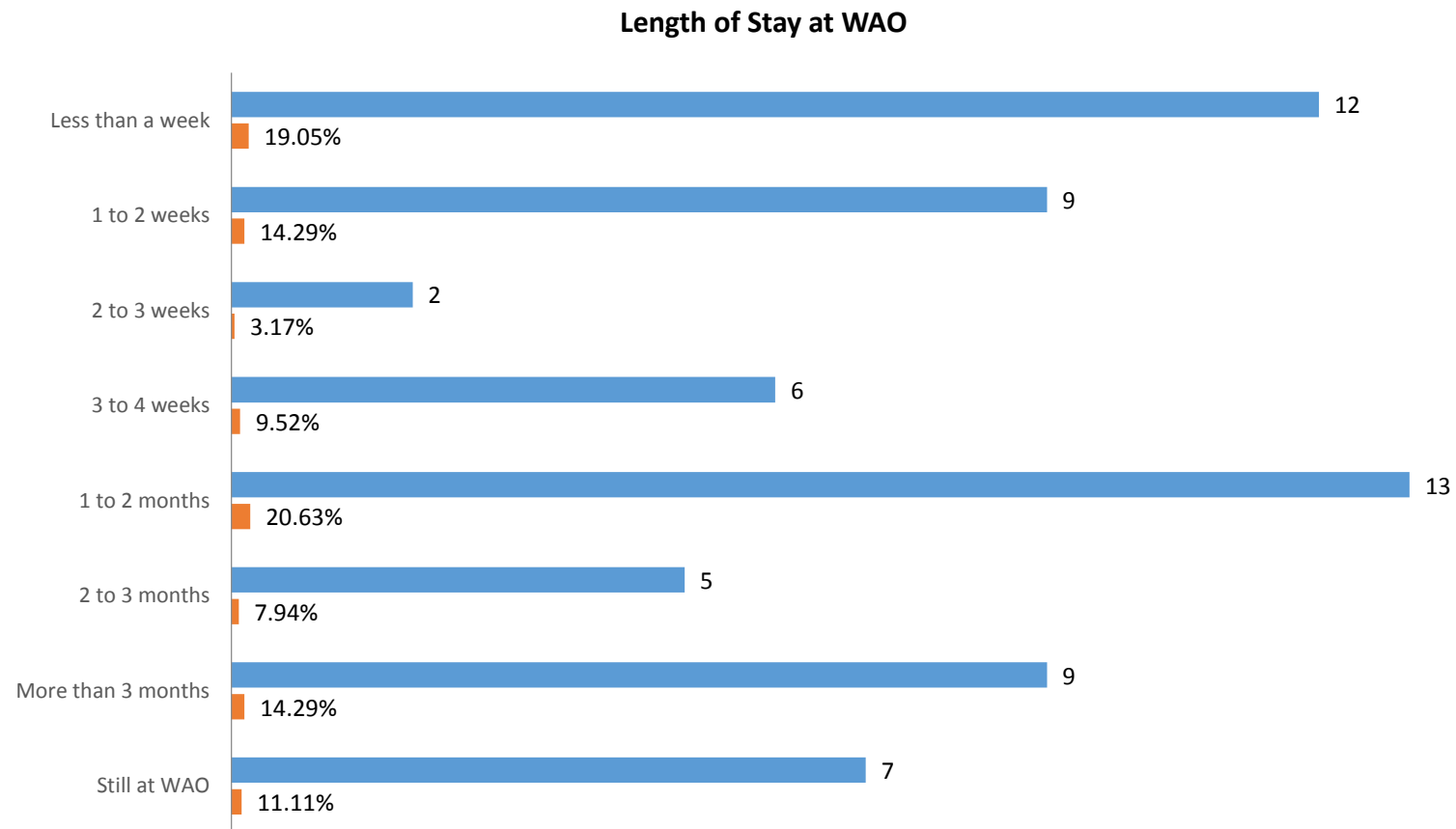
- Majority of the residents were Malaysians (N= 49, 77.78 %) while 5 were from Myanmar.
- Others (14) were from Indonesia, Afghanistan, Botswana, US and Pakistan.

## Referrals

33,33 % of the women found WAO themselves  
Among referrals from others were friends and family (N= 13, 20.63 %) hospitals (N= 9, 14.29%), and other NGOs (N= 7, 11.11%)

# Demographic: Length of Stay

N = 63



## Extension of Stay

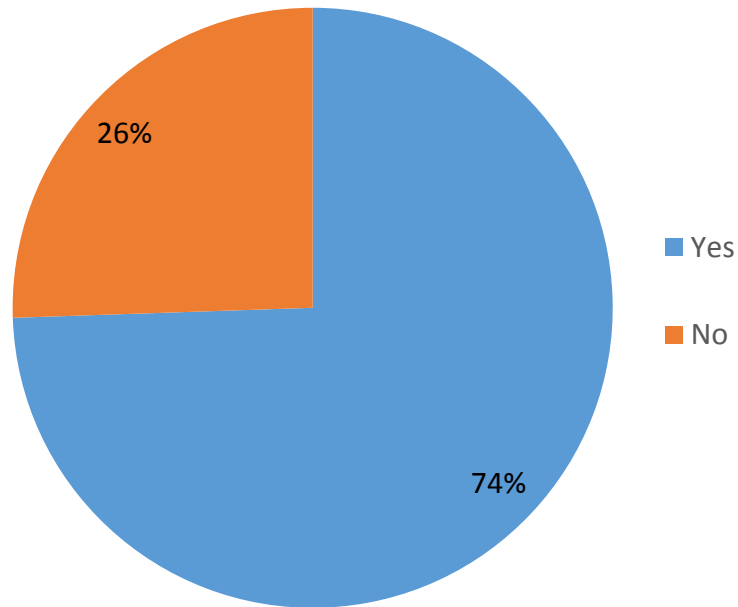
- 9 residents (14.29%) stayed more than 3 months.
- 7 residents (11.11%) were still residents at WAO as of January 2018



# Demographic: Mothers with Children at the Shelter

N = 47

Mothers with Children at Shelter

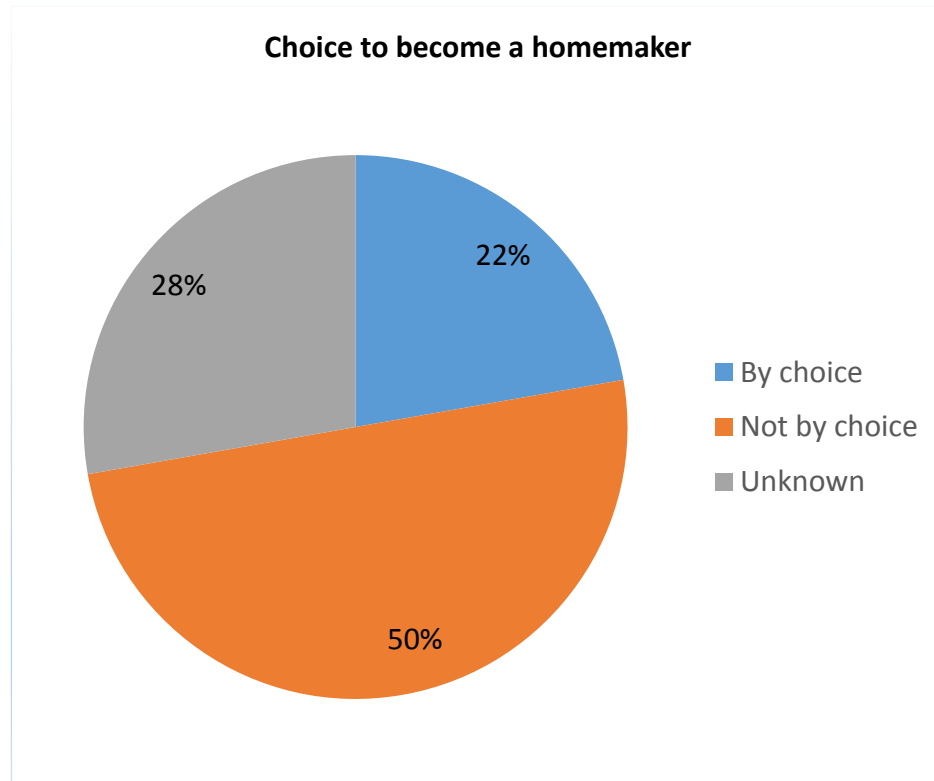


## Mothers and Children

- Most mothers brought 1 child (N= 21, 30%) or 4 children (N= 20, 28.57 %) to the shelter
- 15 women (21.43 %) came with 3 children and 14 women (20 %) with 2 children.
- 16 women were single and without kids

# Demographics: Being a Homemaker

N = 18



## Homemakers

- Out of 63 residents , 18 women (28.57%) were homemakers. Out of these 18 women, 9 women (50 %) became homemakers not by choice.
- 20 women out of 63 (31.75%) residents were unemployed when they entered WAO.
- WAO has provided Back to Work Fund for 8 women.

# Domestic Violence

**2017** → 58



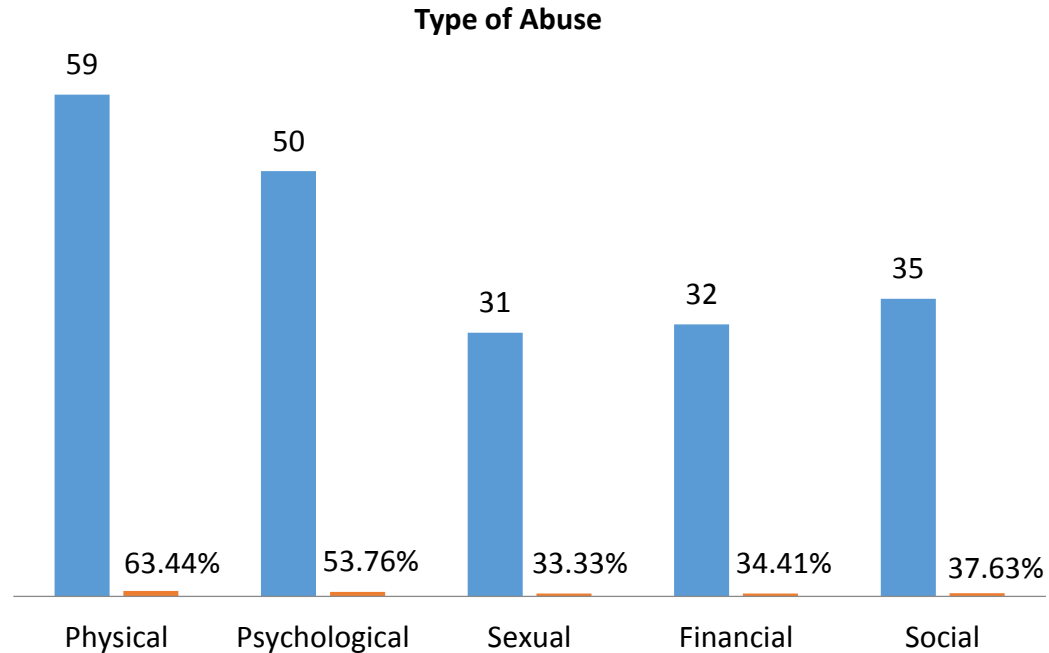
**35 women**

**2016** → 93



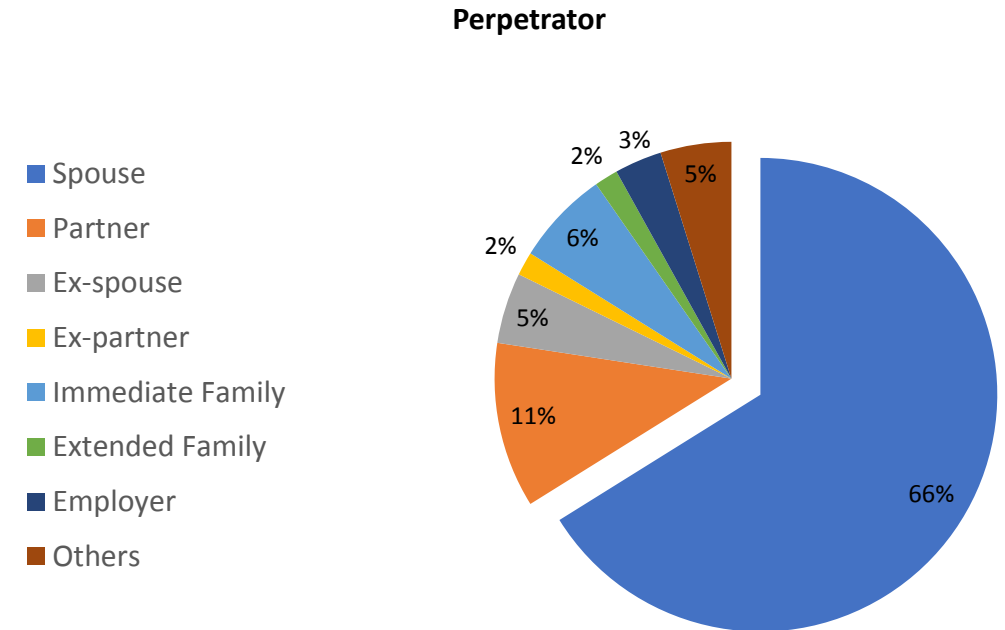
# DV: Type of Abuse & Perpetrators

N = 207



- 50 survivors (53.76 %) experienced psychological abuse and 59 survivors (63.44 %) experienced physical abuse.
- Less than half of survivors also experienced financial abuse (N=32, 34.41%), social abuse (N=35, 37.63%) and sexual abuse (N=31, 33.33%).

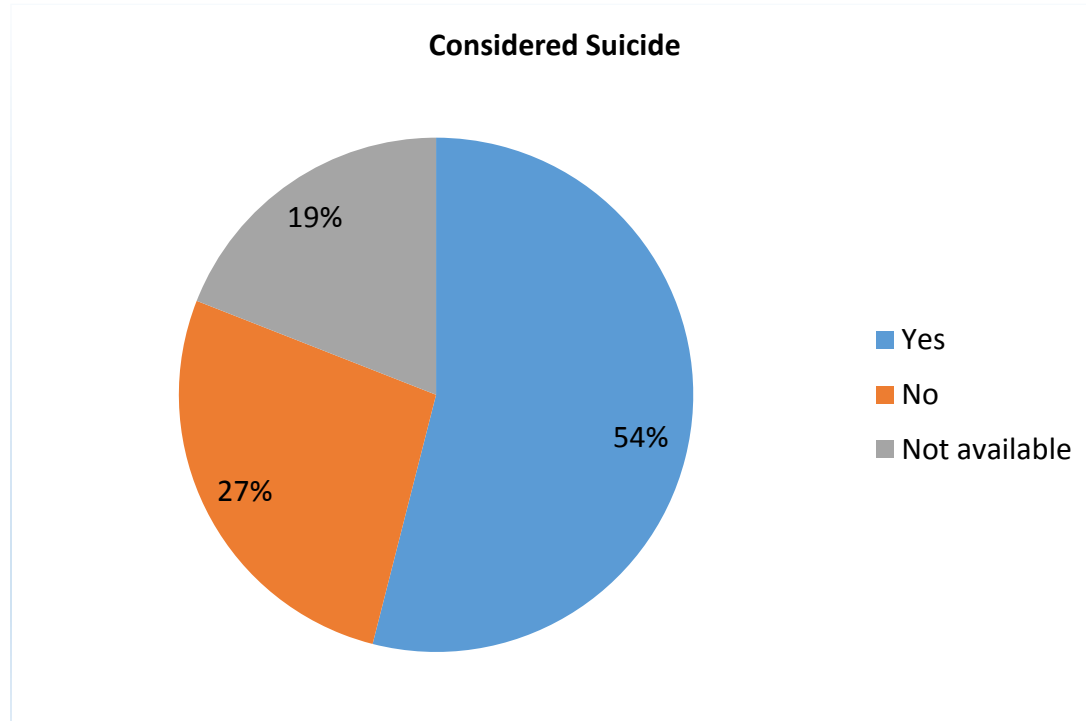
N = 62



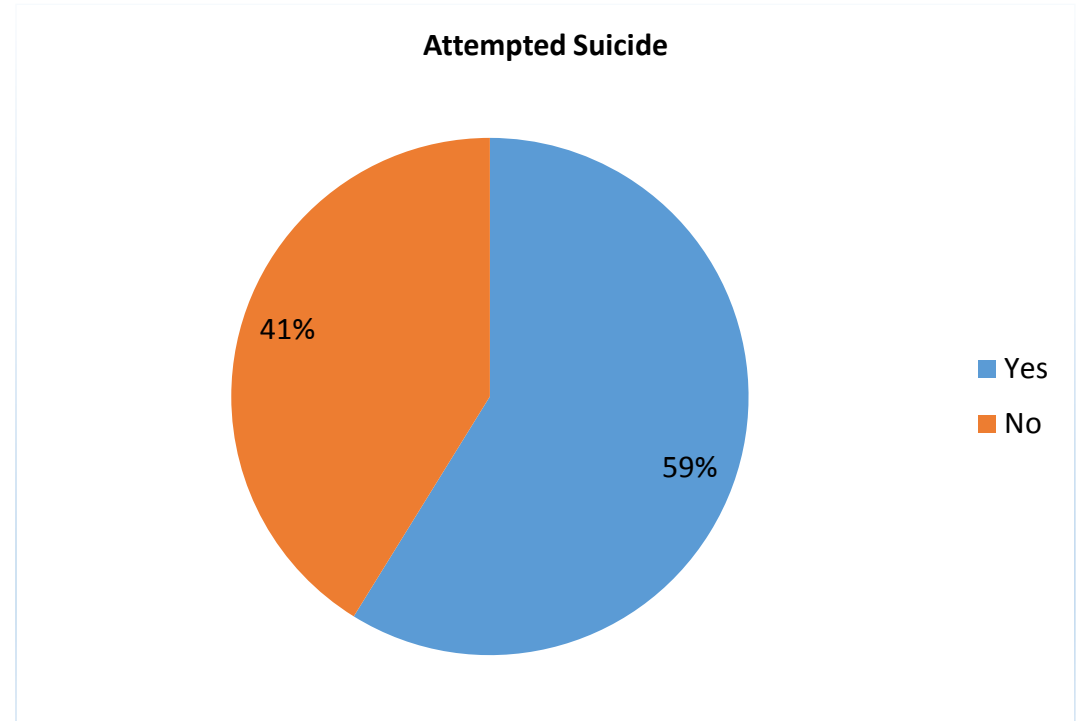
- 48 survivors (77.42 %) were abused by their husbands or partners and 4 (6.45 %) by ex husbands or partners
- While 5 women (8.06 %) were abused by immediate or extended family members.

# DV: Impact of DV on Suicide Ideation

N = 63



N = 34

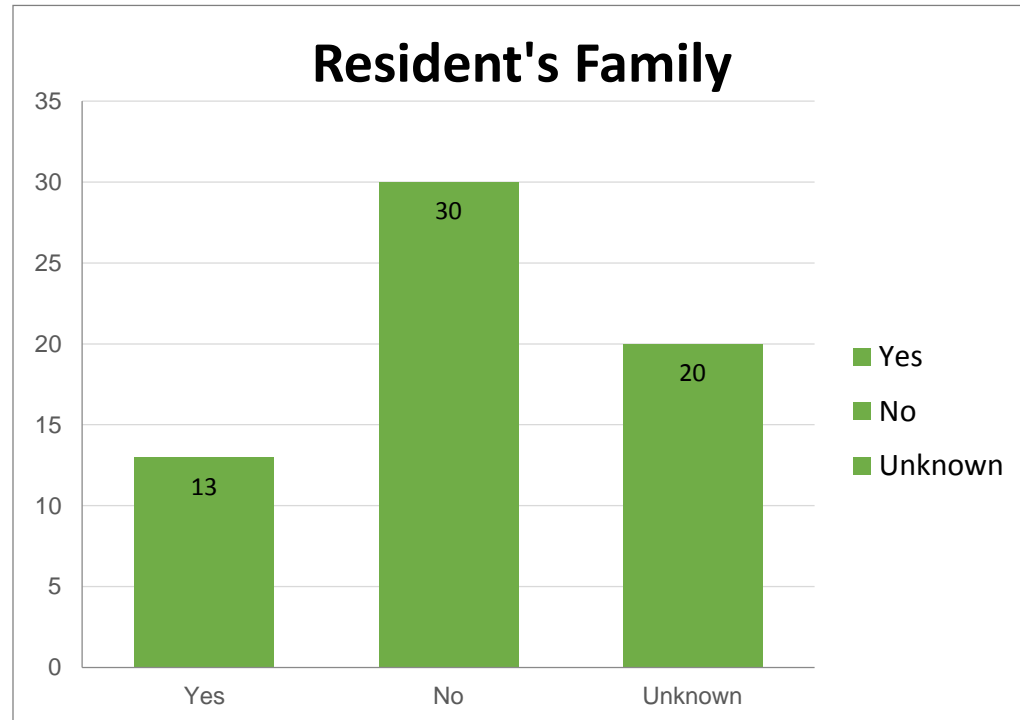


## Suicidal

- Out of the 63 women interviewed, 34 women (54 %) had considered committing suicide. Out of these, 20 women (59 %) attempted suicide at least once.

# DV: History of Abuse

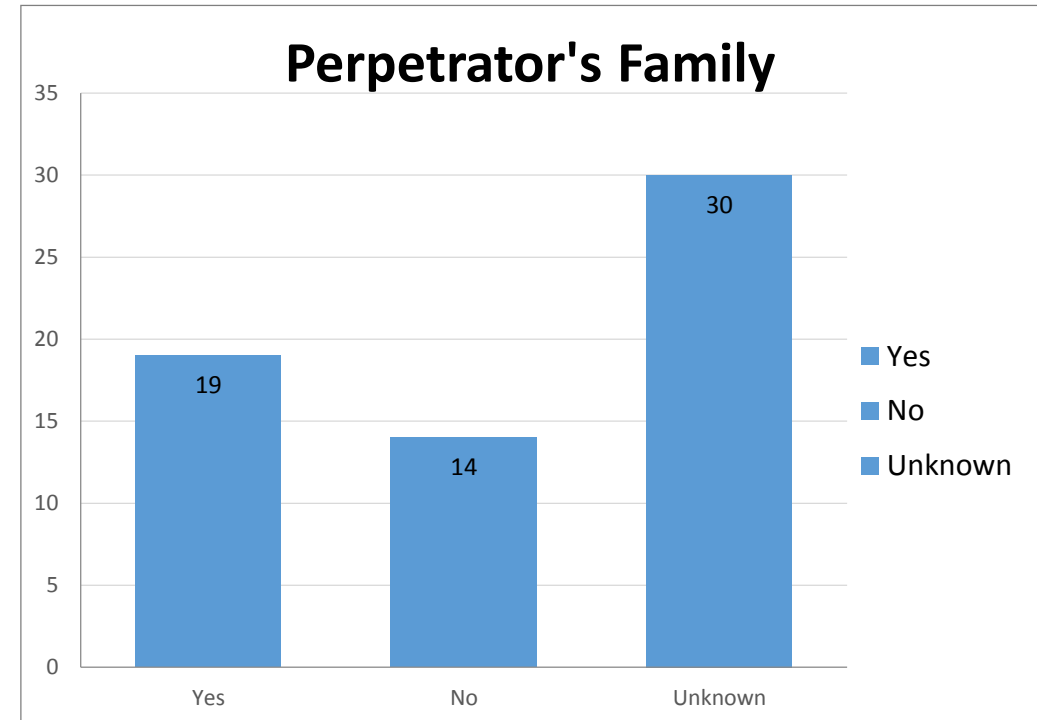
N = 63



## Clients

- 13 survivors (20.63 %) reported that they came from abusive backgrounds.

N = 63



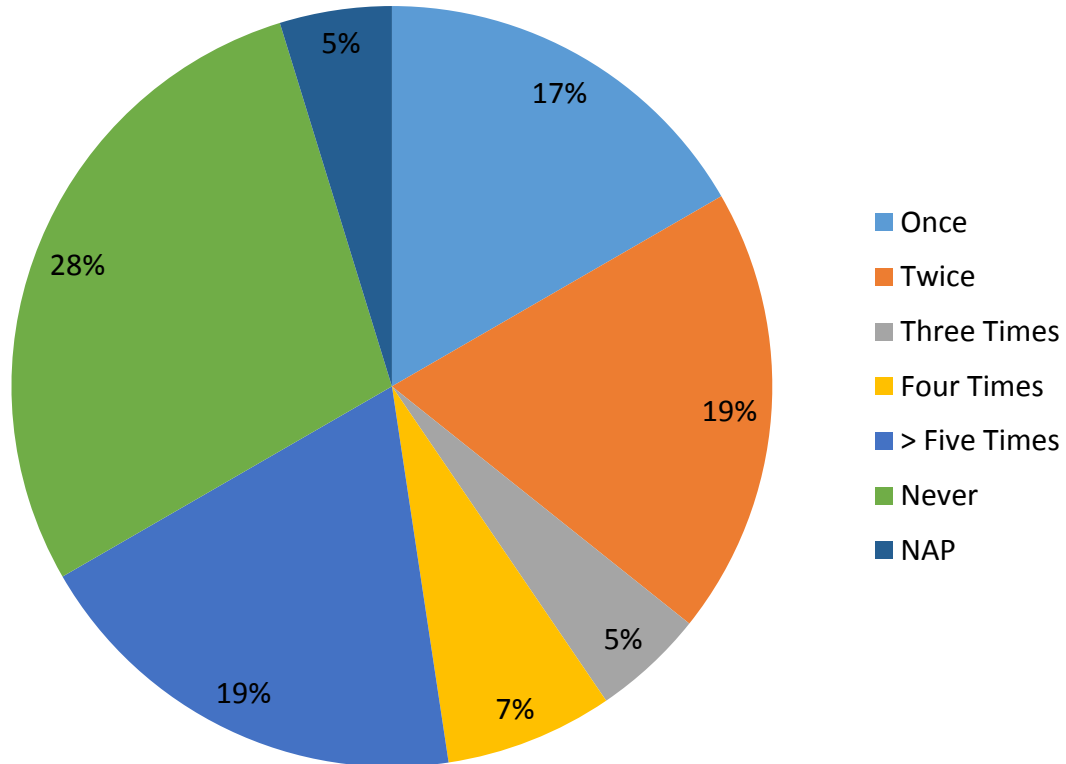
## Perpetrators

- 19 survivors (30.16 %) said that their abusers came from abusive backgrounds.

# DV: Leaving Situation

N = 42

Number of Times Left

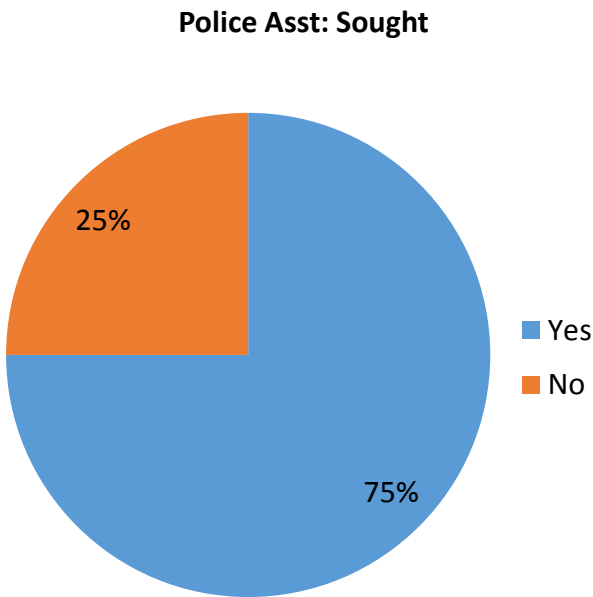


N = 42

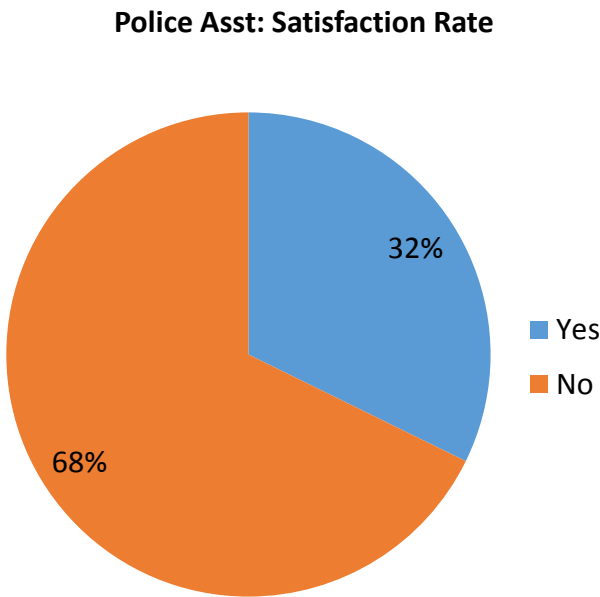
Reasons why survivors went back to abusive situations	Number of survivors
Husband/partner promised to change	10
Children's benefit	3
Family interference	3
Husband threatened	8
Don't know what to do	2
No place to stay	2
Not applicable	14

# Assistance Sought: Police

N = 56



N = 31

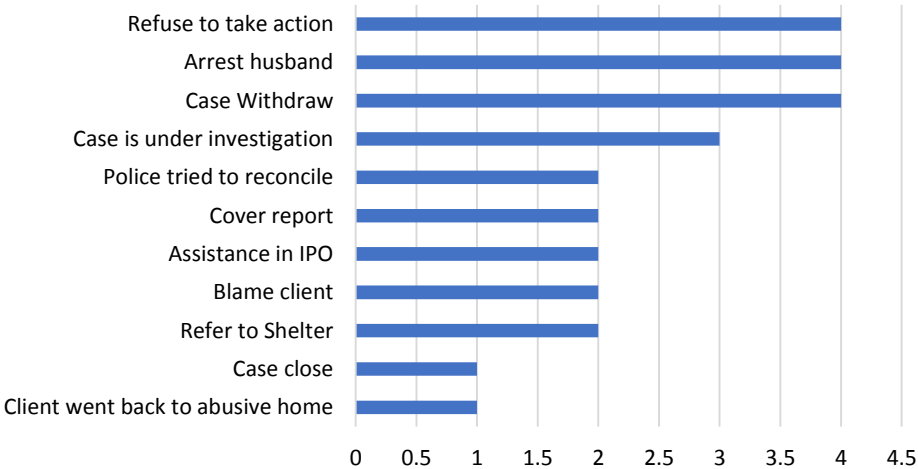


N = 21

Reason not sought	Amount
Do not trust agency	2
Perp/ fam member influential	4
Confined to huse	1
Fear of police	3
Perp/ fam member threat	1
Not available	10

Outcome of police assistance

N = 27



## Police

- 14 women (25%) did not seek help from police before coming to WAO. While in WAO, social workers obtained 7 IPO or PO for residents and handled 6 domestic violence court cases.

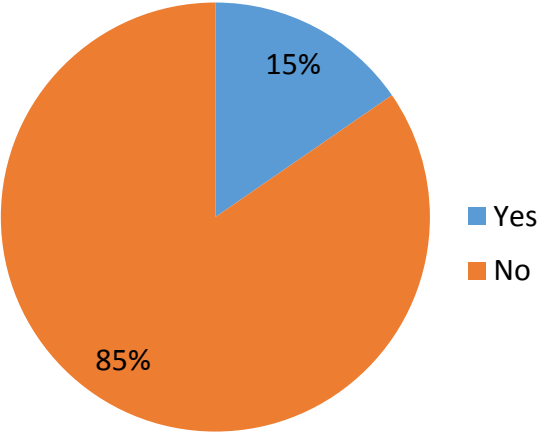
# Assistance Sought: Welfare

N = 52

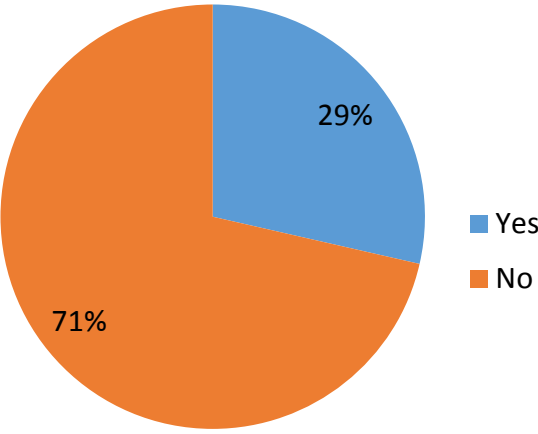
N = 7

N = 52

Welfare Asst: Sought

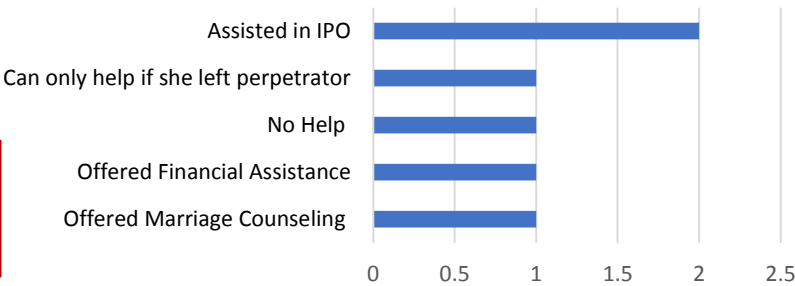


Welfare Asst: Satisfaction Rate



N = 6

Outcome of Welfare Asst.



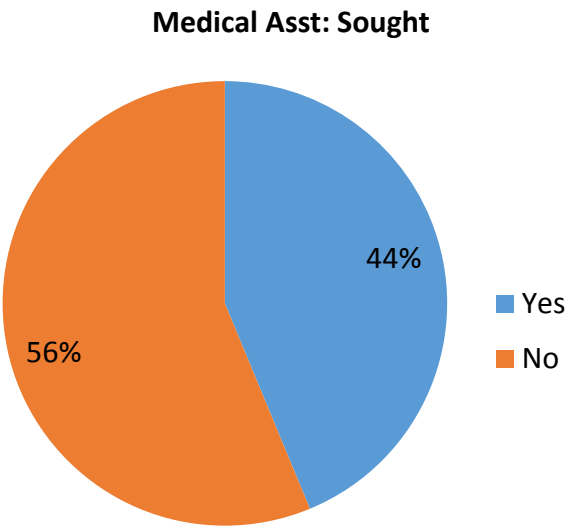
Reason not sought	Amount
Do not trust agency	2
Not considered	0
Lack of finances	0
Lack of information	23
Lack of perceived need	3
Language barrier	3
Confined to house	0
Ct is non-Malaysian	0
Ct is a refugee	0
Not available	21

## Welfare

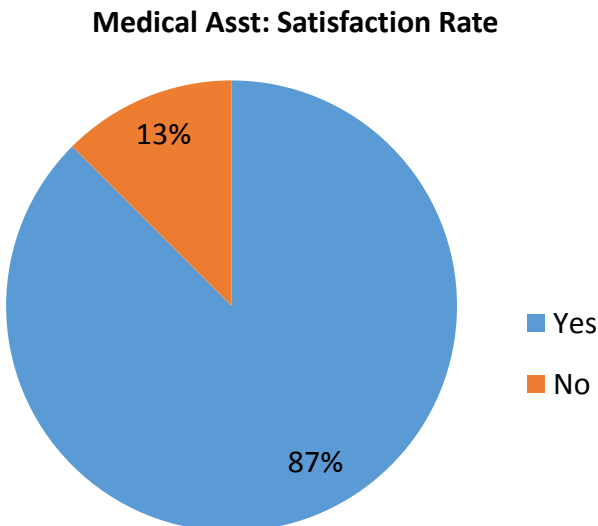
44 residents (85 %) did not seek help from welfare before coming to WAO.

# Assistance Sought: Medical

N = 48



N = 16



N = 39

Reason not sought	Amount
No injuries	2
No support	1
Lack of information	3
Protect husband	2
Need to lodge police report	1
Confined to house	3
Lack of finances	1
No support	1
Not available	25

## Medical Service Providers

- 27 residents (56 %) did not seek help from medical service providers before coming to WAO.

N = 21 Outcome of Medical Asst.

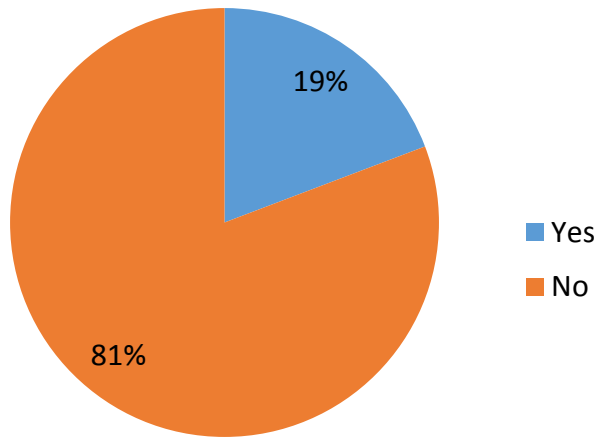




# Assistance Sought: Legal

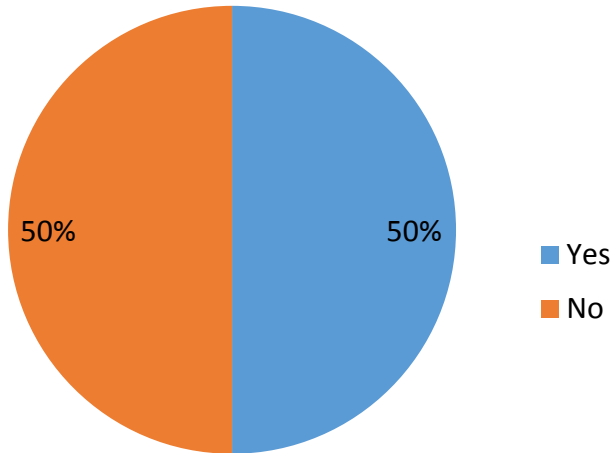
N = 52

Legal Asst: Sought



N = 8

Legal Asst: Satisfaction Rate

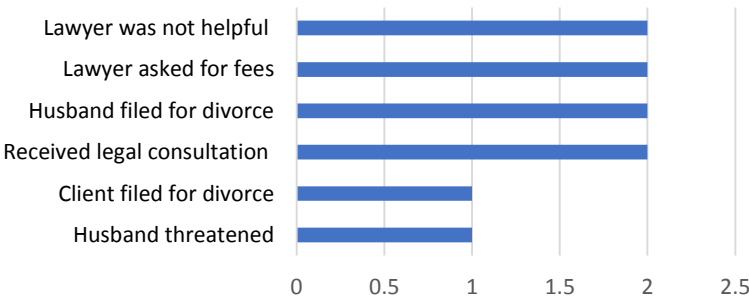


N = 52

Reason not sought	Amount
No intent to divorce	4
Ct is non-Malaysian	2
Ct is a refugee	3
Process is too long	2
Lack of information	10
Not available	31

N = 10

Outcome of Legal Asst.



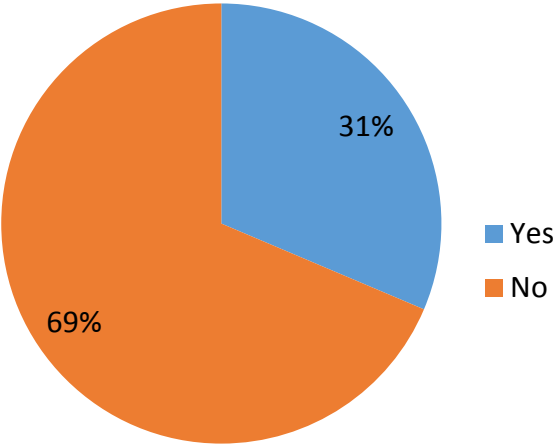
## Legal Service Provider

- 42 residents (67 %) did not seek help from legal service providers before coming to WAO.

# Assistance Sought: Religious Service Providers

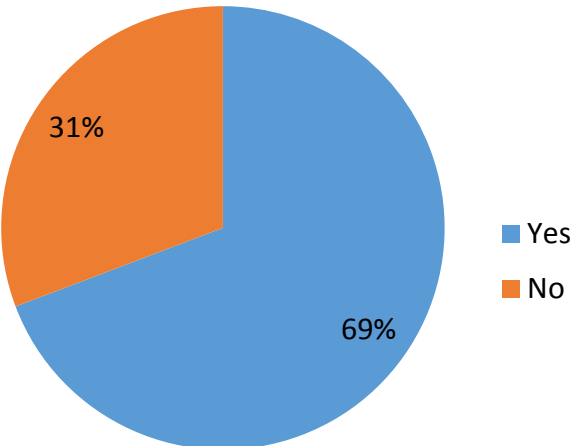
N = 51

Religious Inst: Sought



N = 13

Religious Inst: Satisfasction Rate



N = 45

Reason not sought	Amount
Do not trust agency	4
Confined to house	2
Not considered	12
Not available	27

## Religious Service Providers

- 35 residents (69 %) did not seek help from religious service providers before coming to WAO.

N = 7

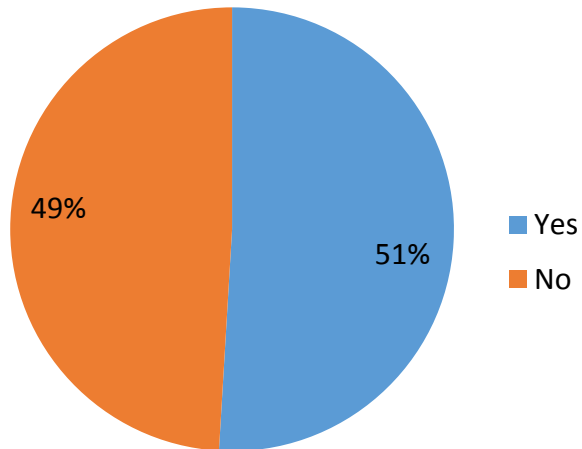
Outcome of Religious inst.



# Assistance Sought: Family Members

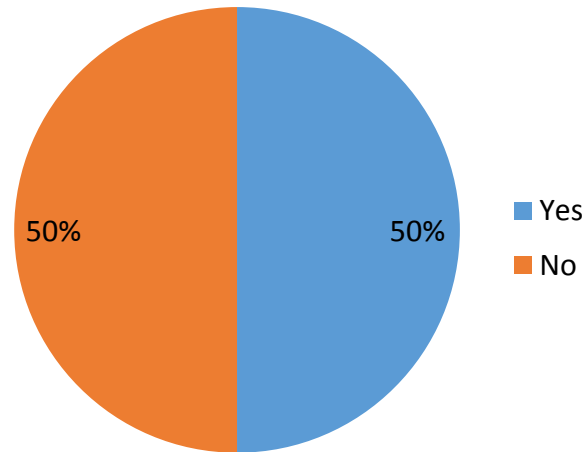
N = 53

Fam Asst: Sought



N = 22

Fam Asst: Satisfaction Rate



N = 36

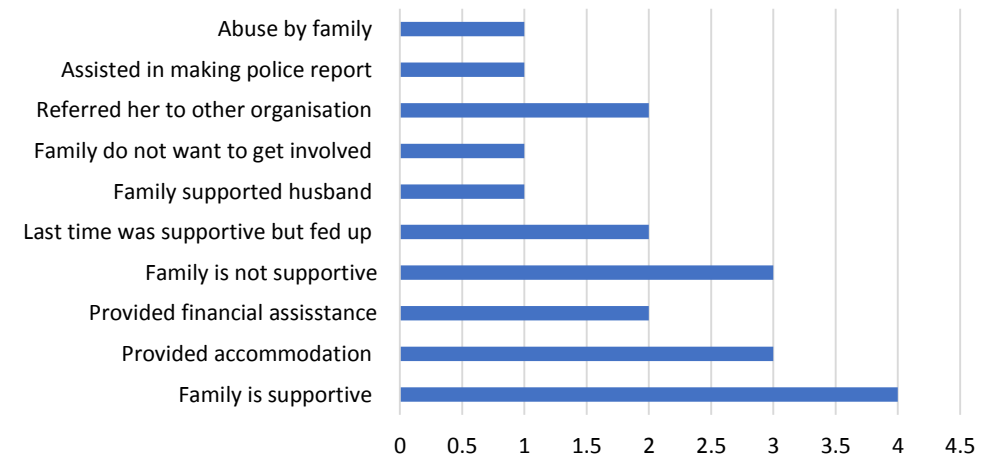
Reason not sought	Amount
Family not supportive	7
Do not want to burden	7
No family	4
Not available	18

## Family Members

- 26 residents (49 %) did not seek help from family before coming to WAO.
- Some family members could not provide other support to survivors as they were afraid of the perpetrators or took the side of the perpetrator.

N = 20

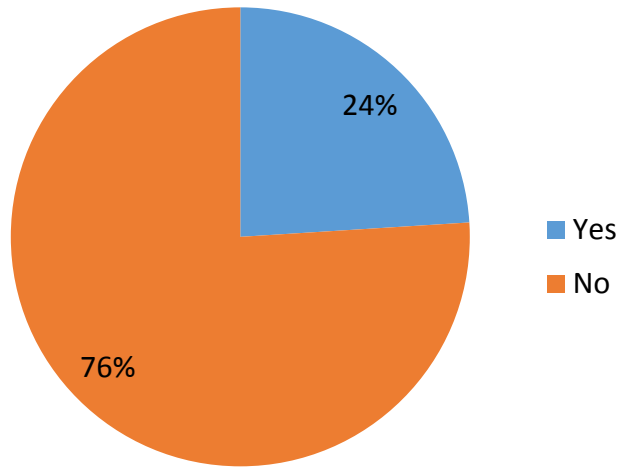
Outcome of Family Asst.



# Assistance Sought: NGOs

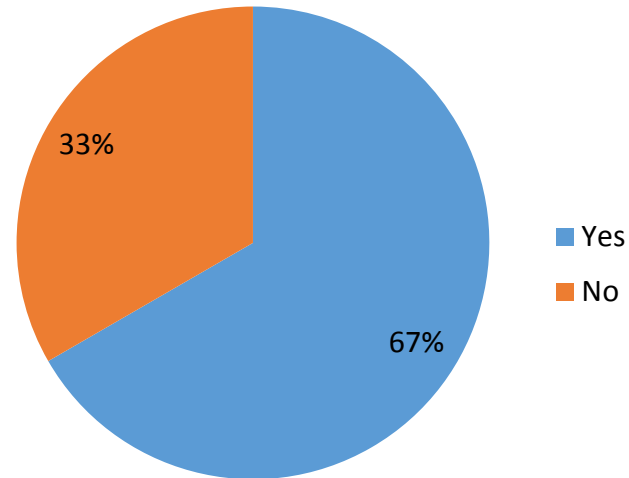
N = 50

NGO Assistance



N = 9

NGO Satisfaction Rate

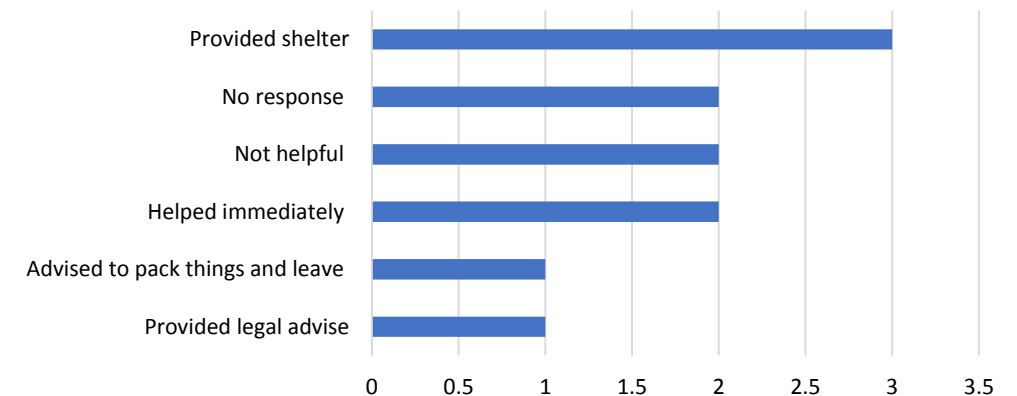


N = 44

Reason not sought	Amount
Lack of information	25
Afraid to go alone	1
Not available	18

N = 11

Outcome of NGO Asst.



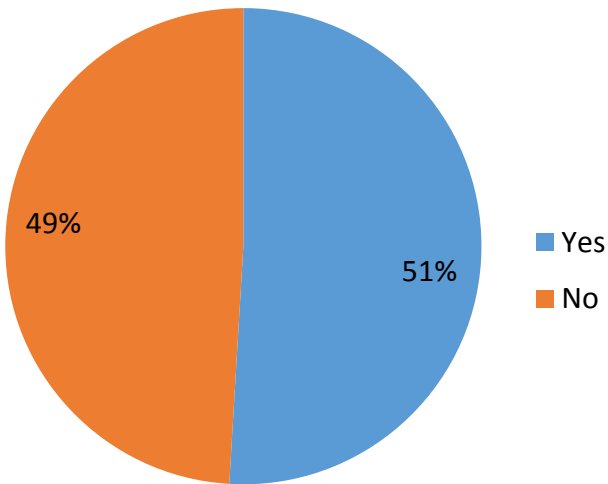
## NGOs

- Out of 12 residents who received support from NGO, 7 residents (58.33 %) 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

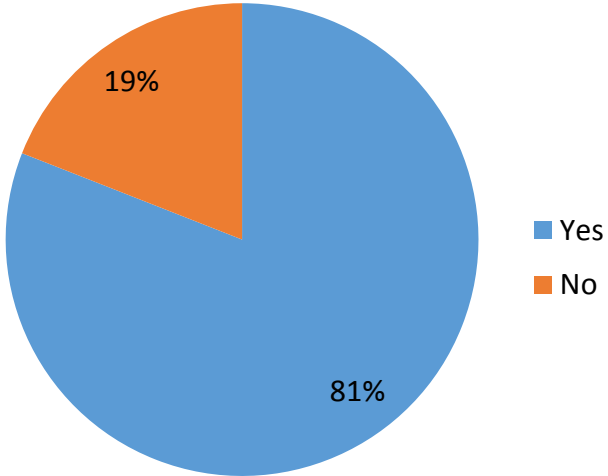
N = 53

Friends Asst: Sought



N = 21

Friends Asst: Satisfaction Rate



N = 37

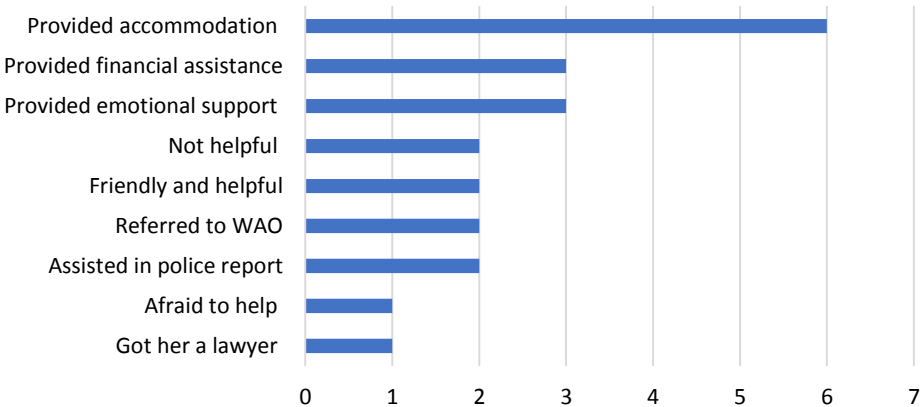
Reason not sought	Amount
Ashamed	1
Prior bad experience	1
Do not want to burden	10
No friends	5
Not available	20

## Friends

- 6 residents (27 %) was provided temporary accommodation by friends
- Some friends also provided emotional or financial support.

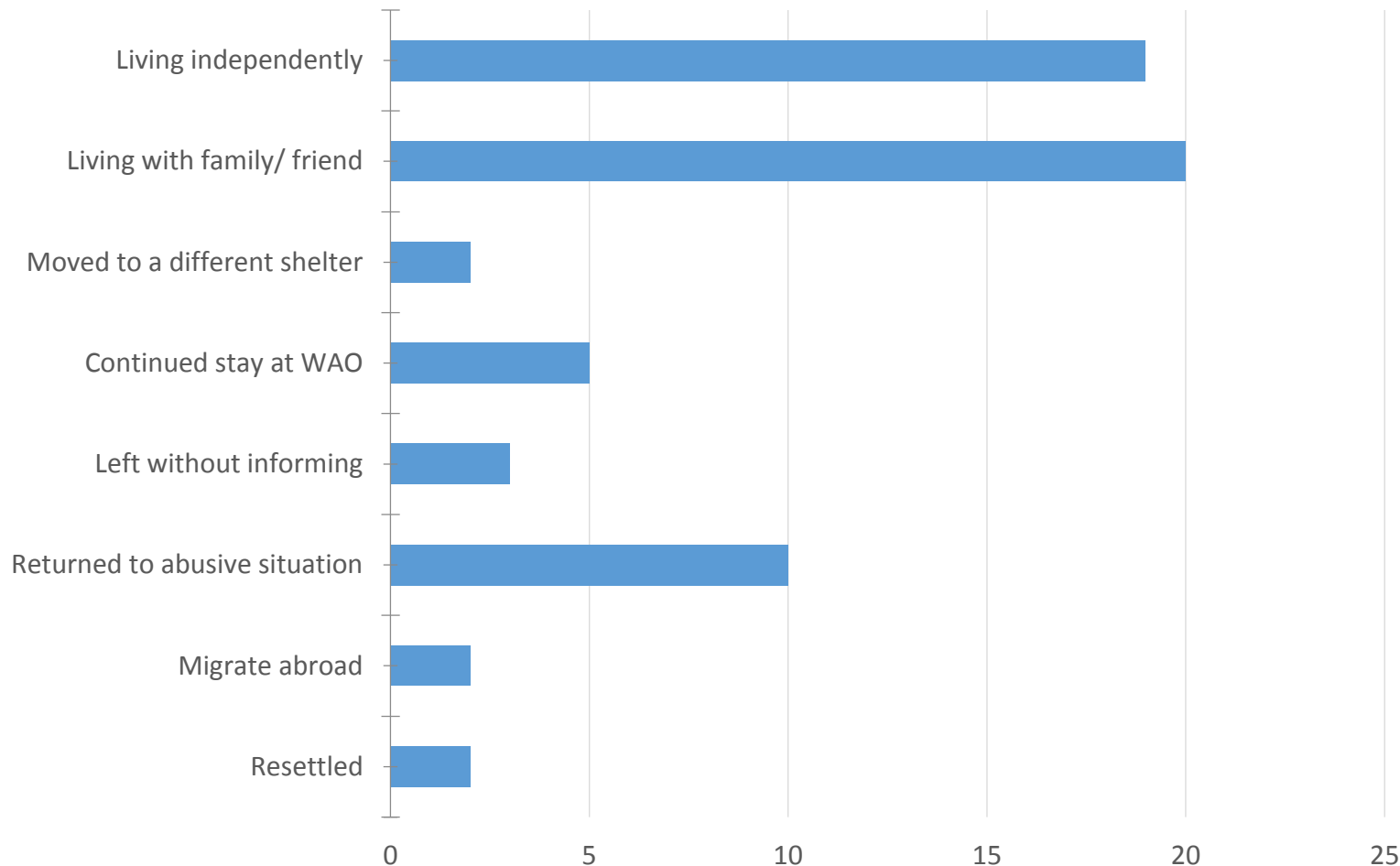
N = 22

Outcome of Friends Asst.



# Status of DV Survivors

End Status of Residents for 2017

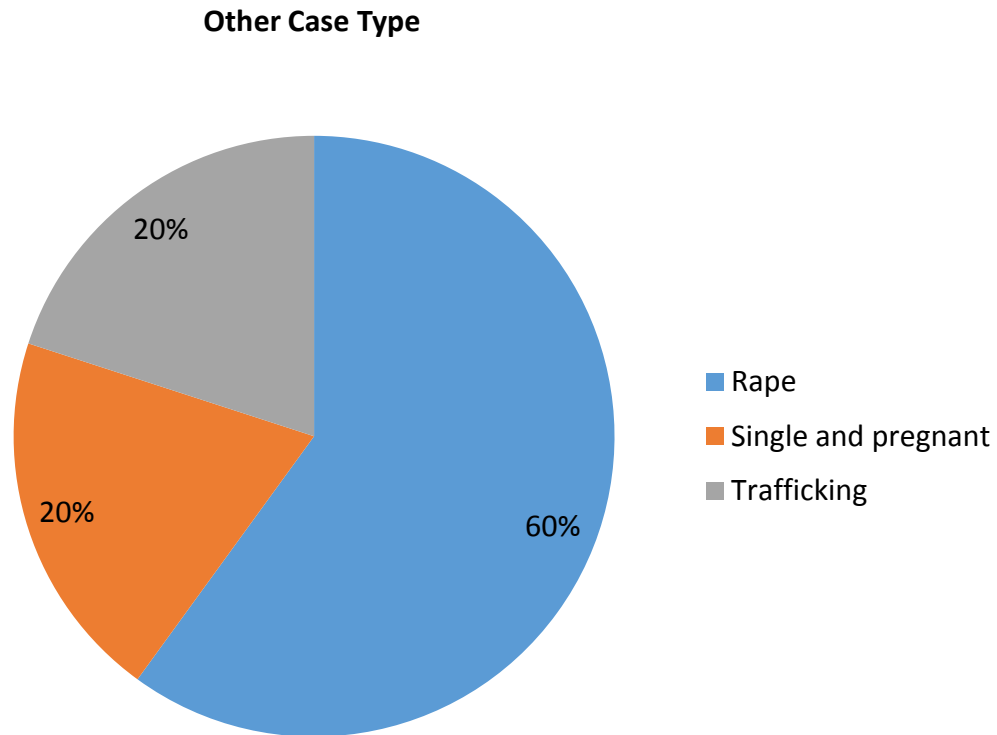


## Leaving abusive situation

- 10 women (15.87 %) went back to the abusive situation after leaving WAO while 19 women (30.16 %) went to live independently.
- 20 women (31.74 %) left to live with family or friends.
- Of those who went back to the abusive situation, six (6) of them wanted to **give their husband another chance**. Two (2) went back because of family's or law's interference. While one (1) went back for their children's benefit and one (1) for financial reasons.

# Other Reasons for Shelter

N = 5



## Reasons

- In 2017 only five (5) cases out of 63 were non domestic violence cases.
- Out of these three (3) were rape cases
- While one (1) was trafficking and one (1) was a single pregnant woman

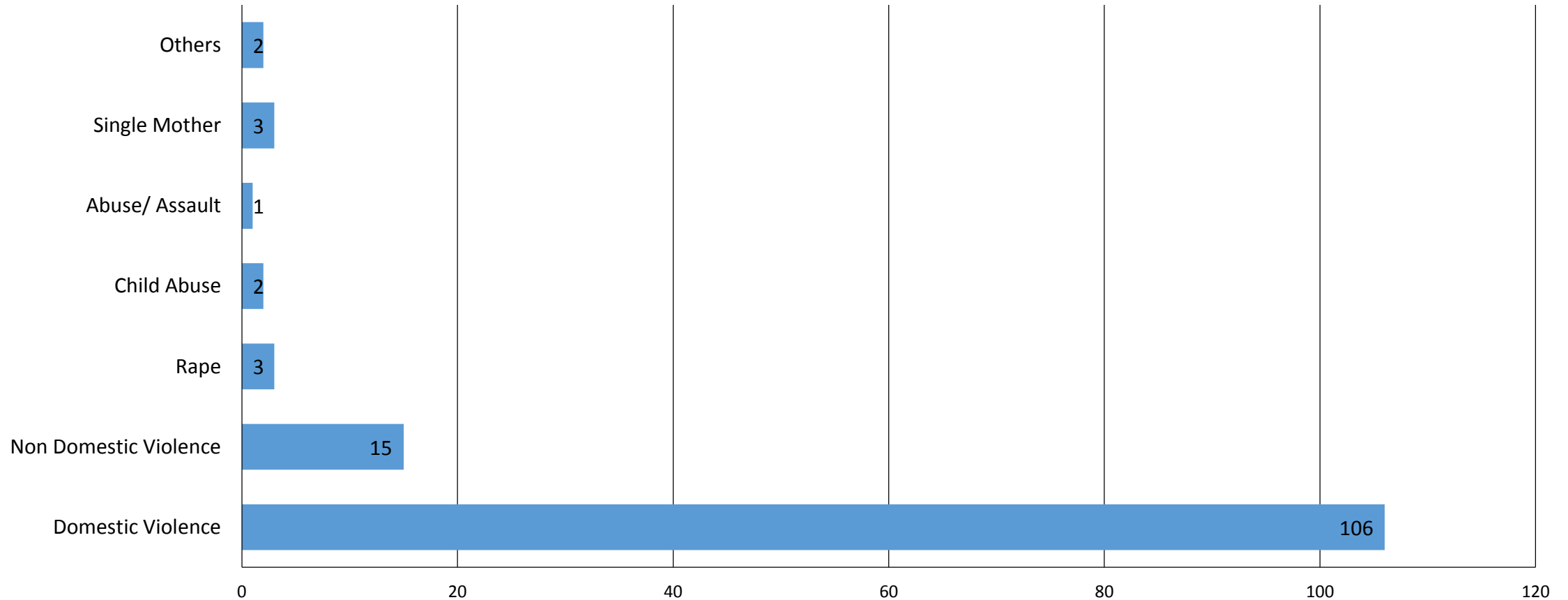


# Face to Face Counselling 1/2

2017 → 132 clients  
2016 → 106 clients

↑ 26 clients

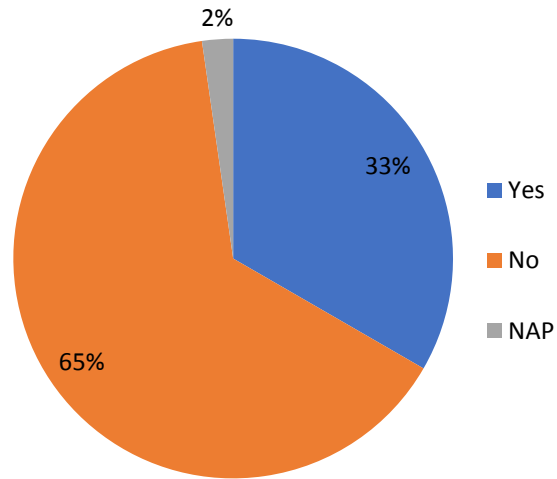
Face to Face Counselling: case type



# Face to Face Counselling 2/2

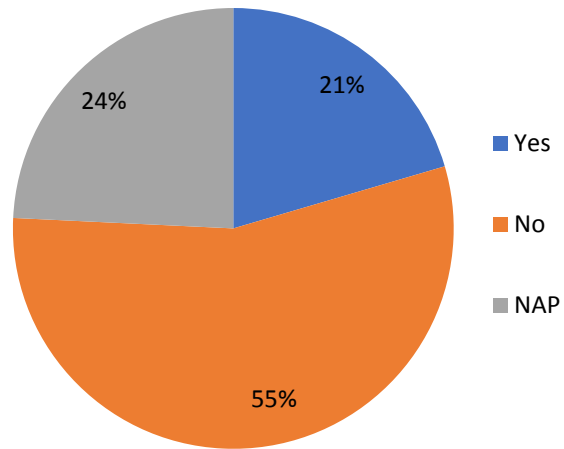
N = 132

RECEIVED COUNSELING



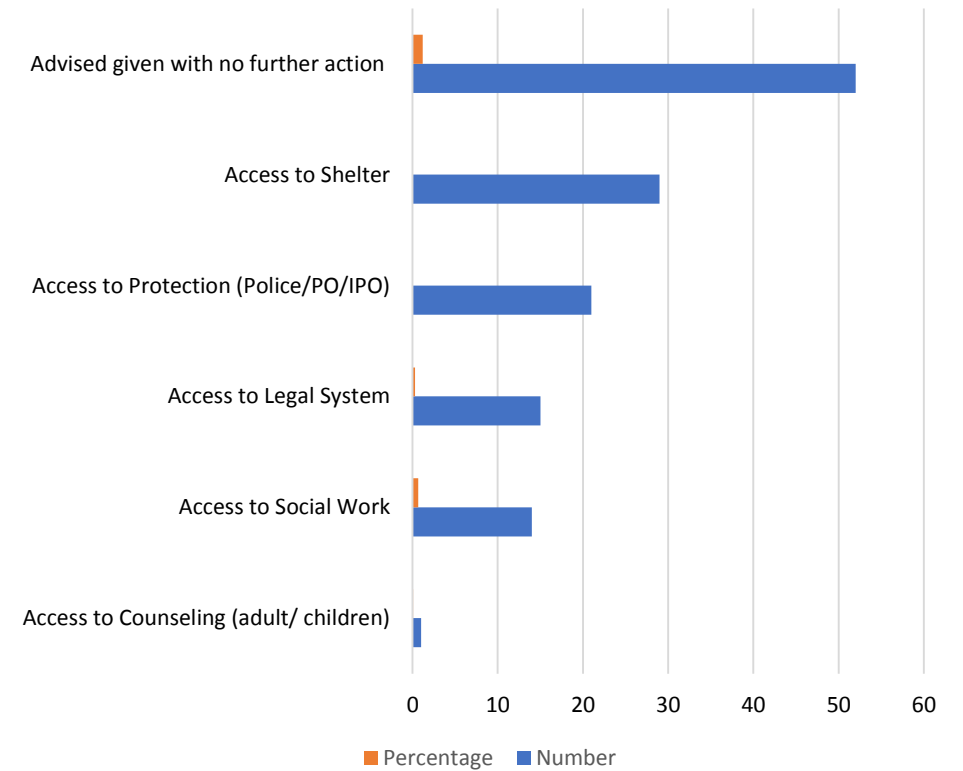
N = 132

ASSIST IN OBTAINING IPO



N = 132

Conversion



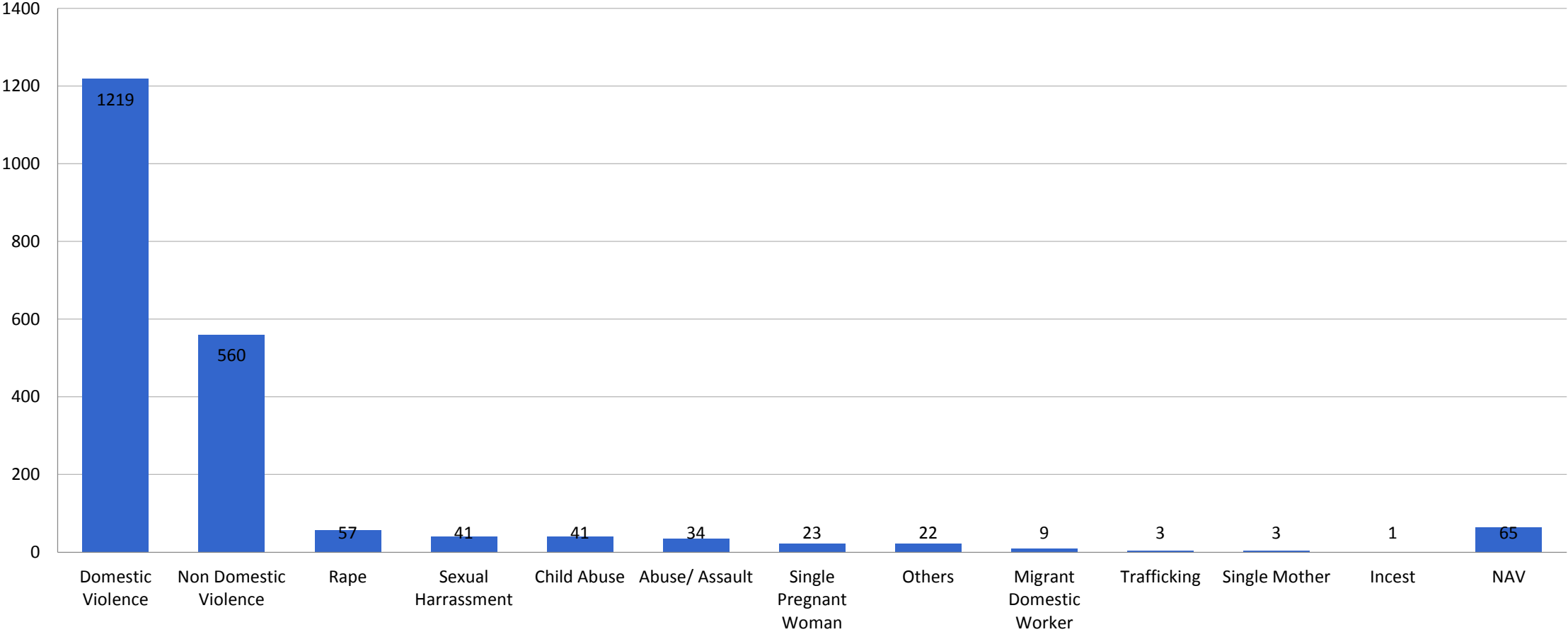
# Telephone Counselling/ WAO Hotline 1/5

2017 → 2,078 calls

2016 → 1,640 calls

↑  
438 calls

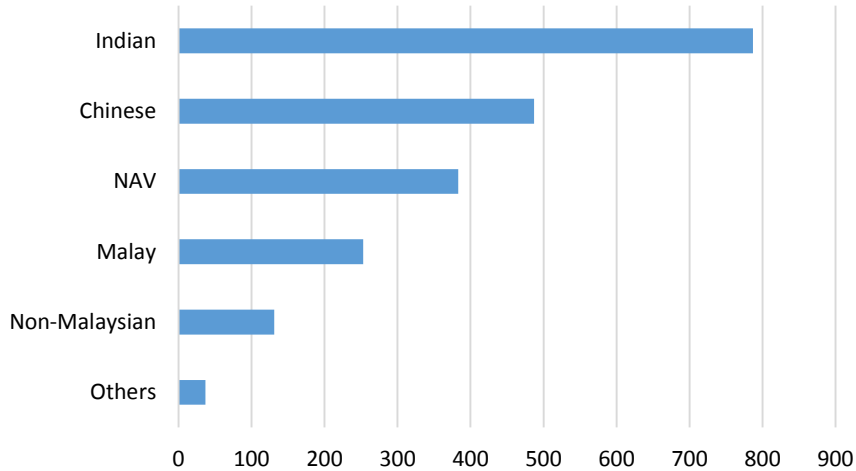
Telephone Counselling



# Telephone Counselling/ WAO Hotline 2/5

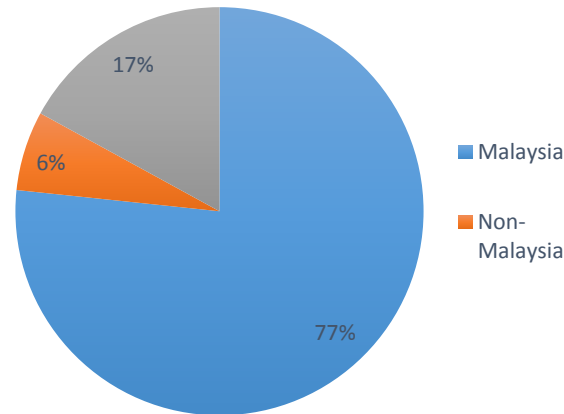
N = 2078

Ethnicity



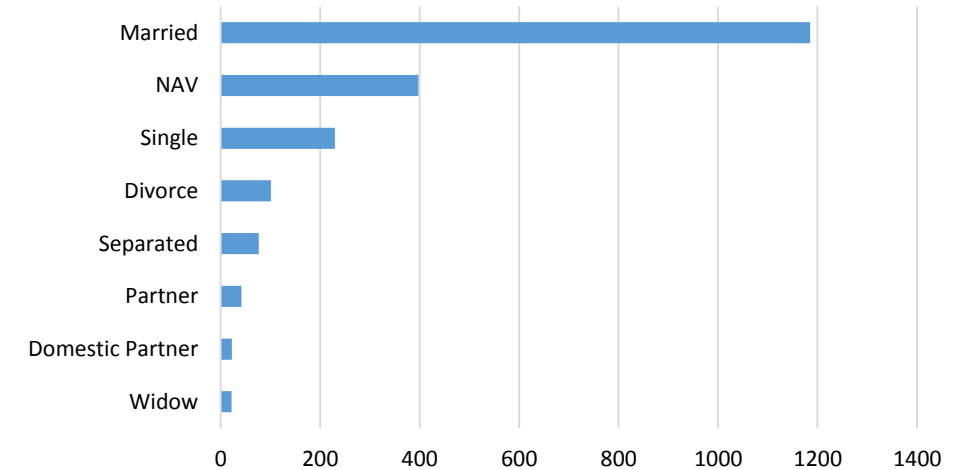
N = 2078

Nationality



N = 2078

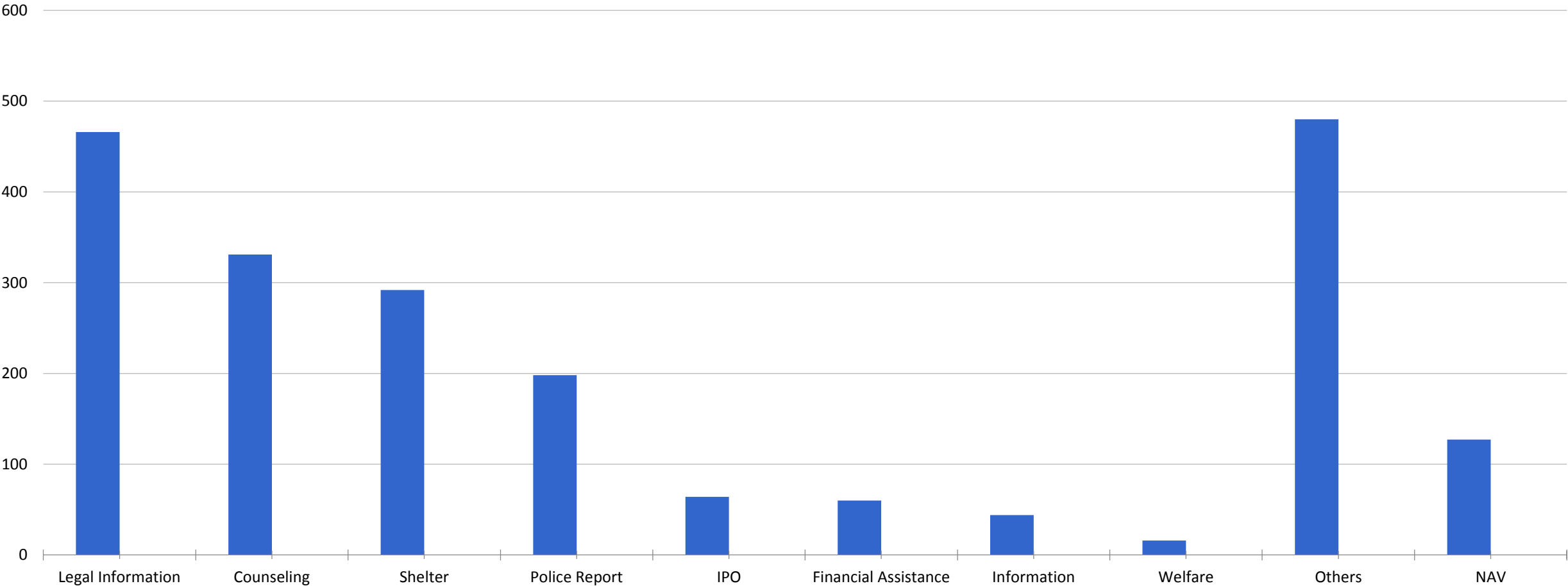
Marital Status



# Telephone Counselling/ WAO Hotline 3/5

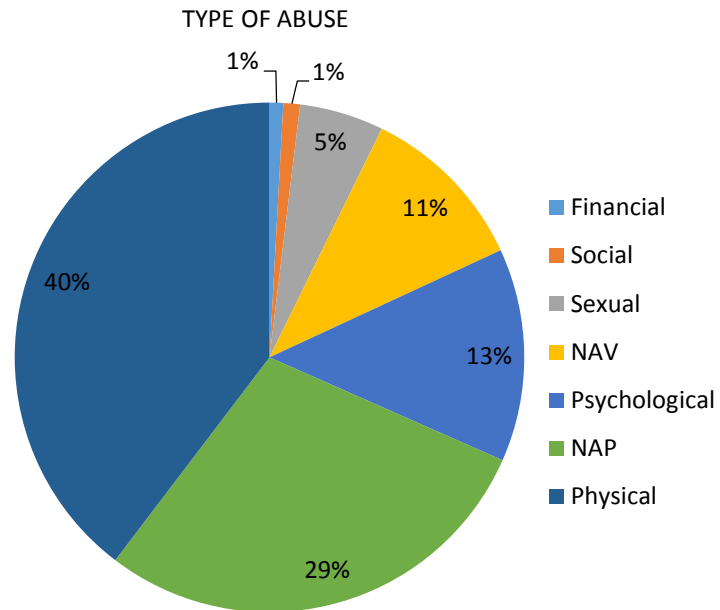
N = 2078

CALLER'S NEED



# Telephone Counselling/ WAO Hotline 4/5

N = 2078



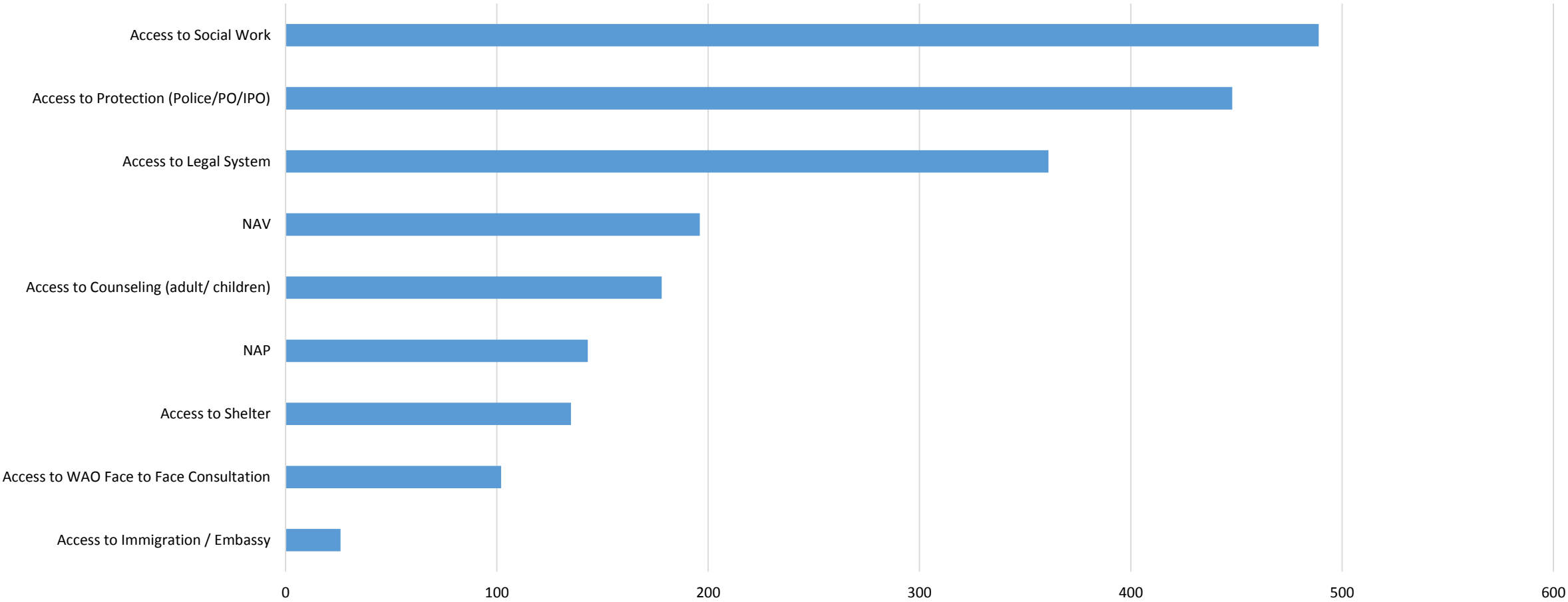
## Types of Abuse

- Physical abuse amounts to the highest reason why women call the hotline
- Psychological abuse is the third highest reported abuse
- NAV – Callers often use pseudonyms or call on behalf of other callers to report abuse or test the system for available help

# Telephone Counselling/ WAO Hotline 5/5

N = 2078

Conversion (advice given)





# TINA SMS & WhatsApp

**2017** → 1698 conversations

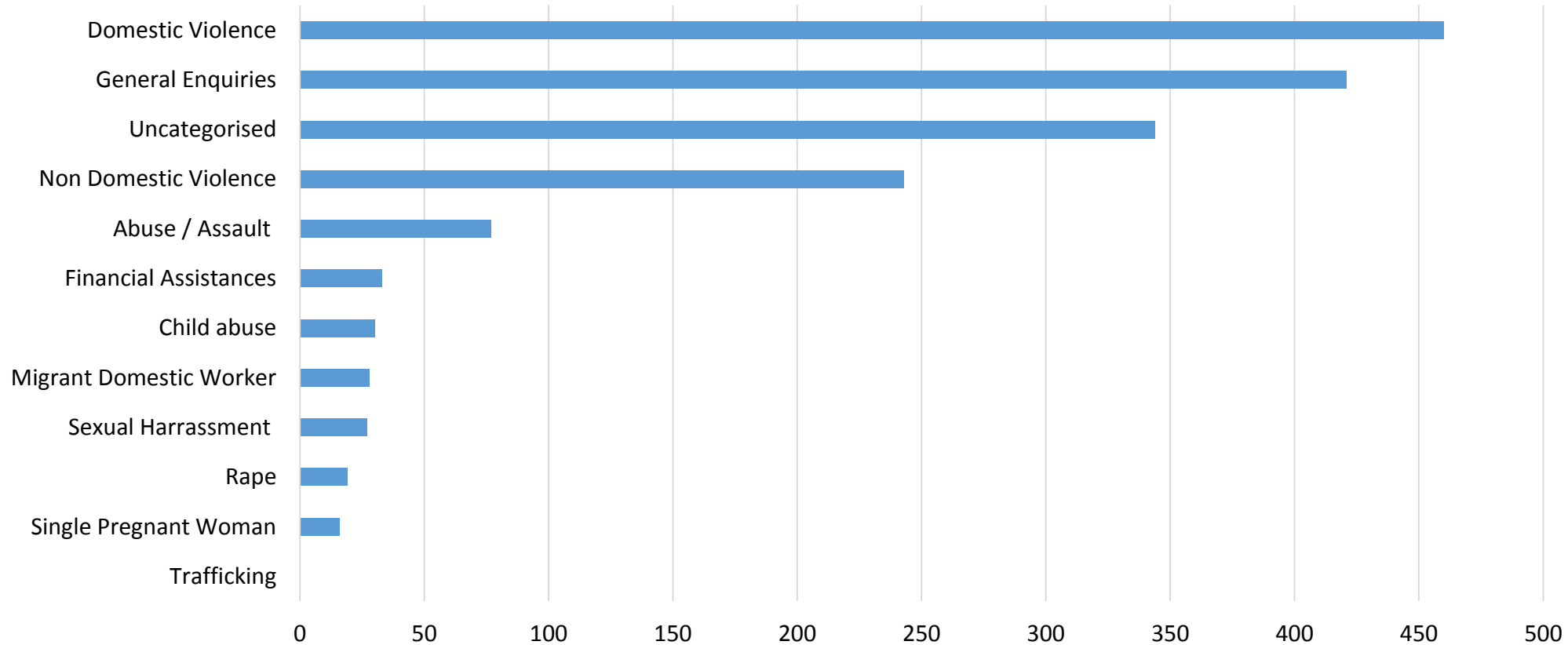
**2016** → 699 conversations



**999**

**convos**

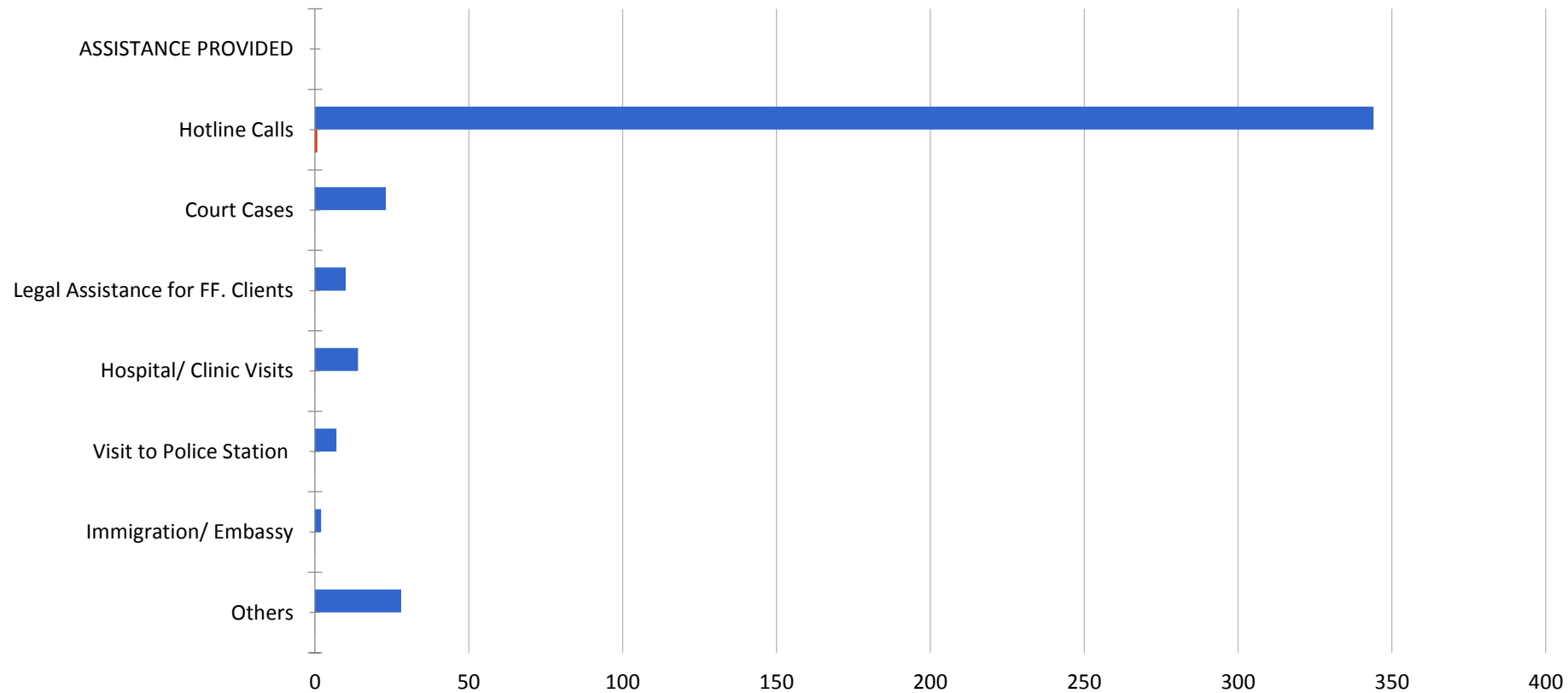
TINA Line/ Facebook Messages



# Legal Aid Center Pupils

**2017** → 428 assistance  
provided from 12 pupils

LEGAL AID CENTER- PUPILS CHAMBERING



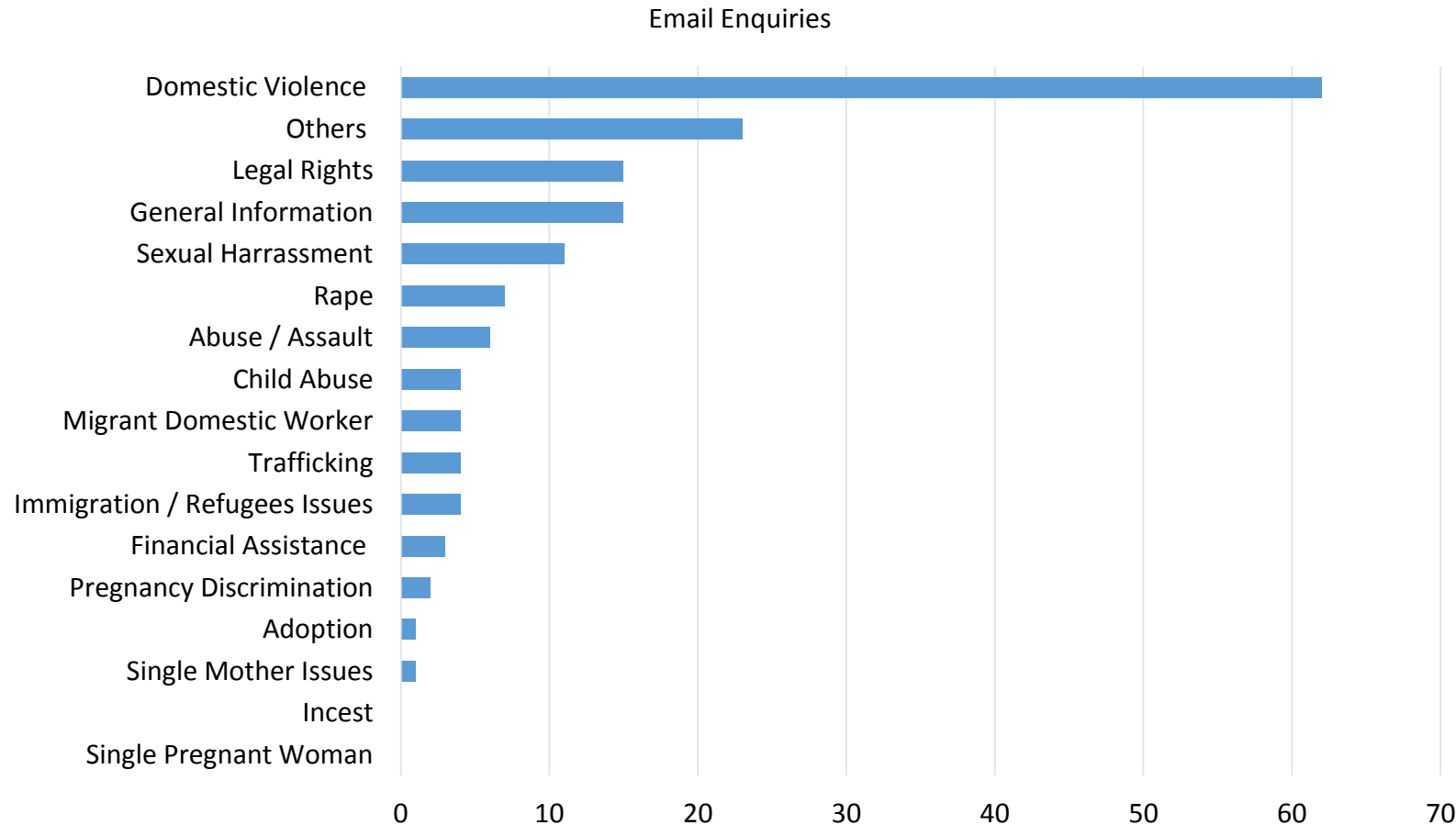
# Email Enquiries

**2017** → 162 emails

**2016** → 199 emails



**37 emails**



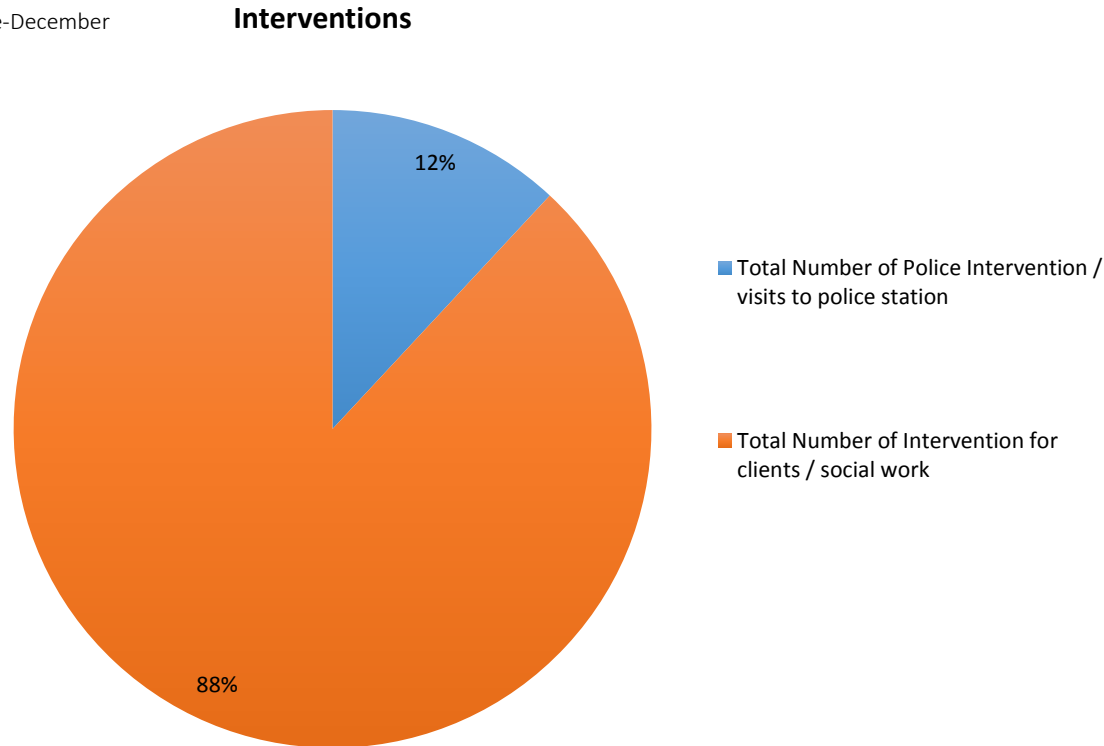
**womensaidorg@gmail.com**

- 62 (38.27 %) of emails enquired were about domestic violence.
- Others are not related to violence against women or services by WAO
- While 15 (9.26 %) of emails enquired about legal rights which includes divorce, maintenance, child custody, harassment and etc.

# Social Worker's Interventions

N = 570

\* Only tabulated from June-December



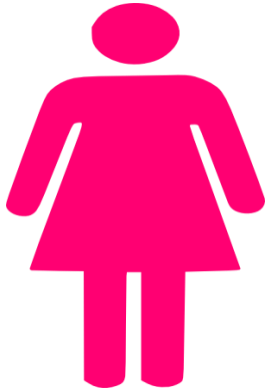
## Police intervention

- Police interventions by social workers includes being in contact with IO, update on IO's plan or strategy, making sure action is taken, assisting clients in filing police report etc.

## Intervention for clients

- Social interventions by social workers include assisting health services, hospitals, JPN, JKM, arranging school transport as well as providing counselling.

# Retrospect: A year in a Social Worker's Life.



Projection Average:  
Numbers are an average  
workload/per social  
worker based on WAO's  
2017 annual statistics

## Refuge Clients

- Provide Case Management Support & Shelter care for **16** shelter residents
- Provide cases management support and Shelter care for **26** children

## FFC Clients

- Attend to approx. **6** ex-clients for continued support
- Schedule and meet **21** new clients for FFC
- Conduct at least **35** sessions of FFC

## Hotline and TINA support

- Attends to approx. **164** calls
- Provides technical support and basic legal advice for all **164** calls
- Provides technical support to TINA queries round the clock . We receive approx. **699** TINA clients per year

## 24 hours support

- Spends approx. **1344** hours being on-call ( off office hours and weekends/public holidays)
- Provided immediate/emergency support for approx. **15** survivors ( after office hours )

## Access to Criminal Justice System

- **26** court cases
- Assist **13** individuals to lodge police reports/ obtain JKM assistance/ obtain IPO/PO etc



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

*WAO obtained data from all 50 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

*Overall, residents were satisfied with WAO's services. Residents were most satisfied with their social workers (68.25 %), followed by staff (66.67 %), safety (63.49 %), volunteers (55.56 %) and programmes (50,79%).*

## Cleanliness

- 65.08 of residents were satisfied (39.68 %) or slightly satisfied (25.40 %) with the cleanliness of the shelter.
- Residents hoped for better monitoring of adherence to the duty roster and for cleaner common space

## Food

- 76.19 % of residents were satisfied (61.90 %) or slightly satisfied (14.29 %) with the food provided in the shelter.
- Some residents informed that they have less cooking materials to use

## Comfortability

- 69.84 % of residents were satisfied (52.38 %) or slightly satisfied (17.46 %) with the comfortability of the shelter.

## Facilities

- 77.78 % of residents were satisfied (60.32 %) or slightly satisfied (17.46 %) with the facilities in the shelter.
- Air conditioners are installed at each room

## Space

- 74.6 % of residents were satisfied (53.97 %) or slightly satisfied (20.63 %) with the space in the shelter.

# Evaluation: WAO Shelter & Services

## Staff

- 76.19 % of residents were satisfied (66.67 %) or slightly satisfied (9.52 %) with WAO's staff.
- Residents felt safe talking to staff and assured that confidentiality was not be broken.

## Safety

- 77.78 % of residents were satisfied (63.49 %) or slightly satisfied (14.29 %) with safety of the shelter.
- Residents felt safe, especially with the availability of CCTV cameras around the shelter however also pointed out the movements in and out from the shelter from other residents made them feel slightly not safe

## Social worker

- 74.6 % of residents were satisfied (68.25%) or slightly satisfied (6.35 %) with the social workers.
- Residents were mostly happy with their social workers and understood more about her rights from their social workers.
- Residents are well informed and aware that they should schedule appointments to meet their social worker

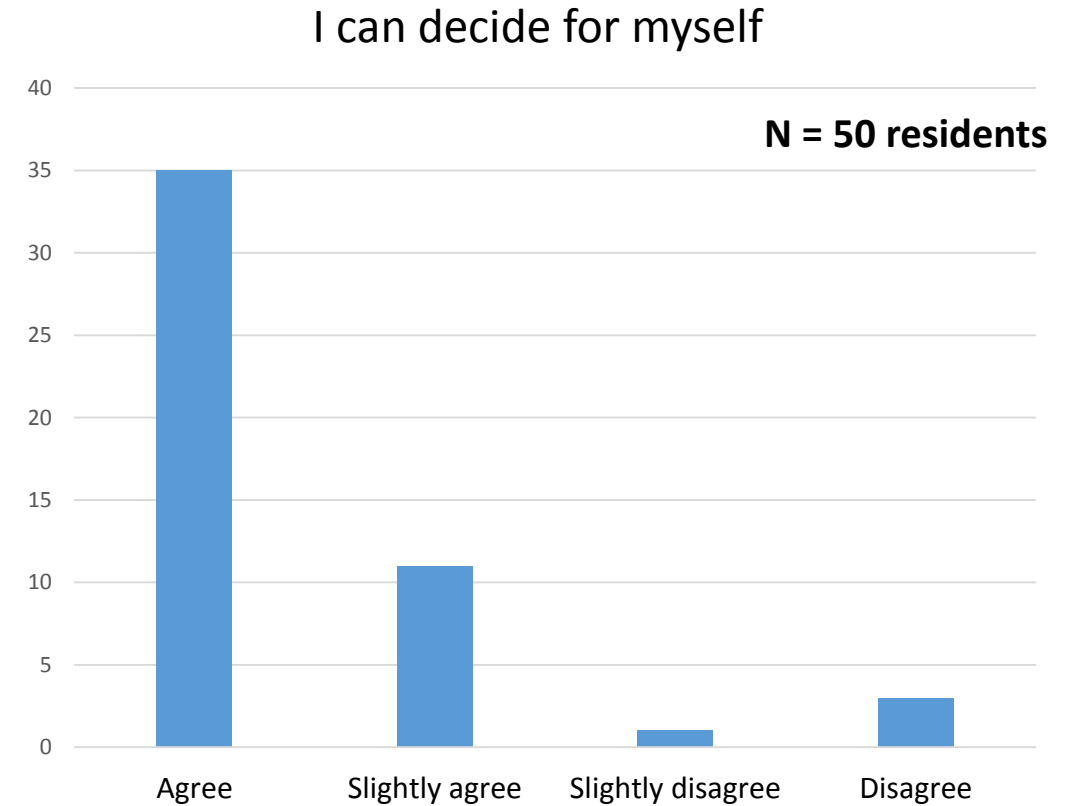
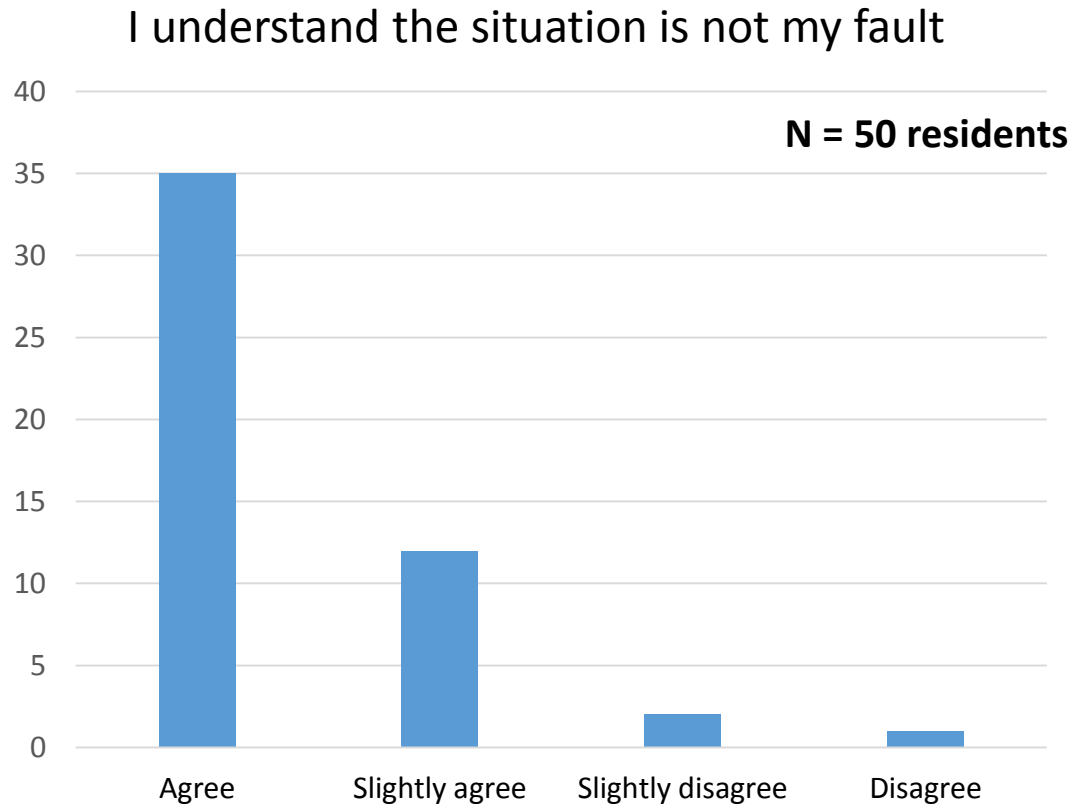
## Volunteers

- 66.67 % of residents were satisfied (55.56 %) or slightly satisfied (11.11 %) with the volunteers.
- Some residents were not able to connect with volunteers due to less time spent with the volunteers coming to conduct activities

## Programmes

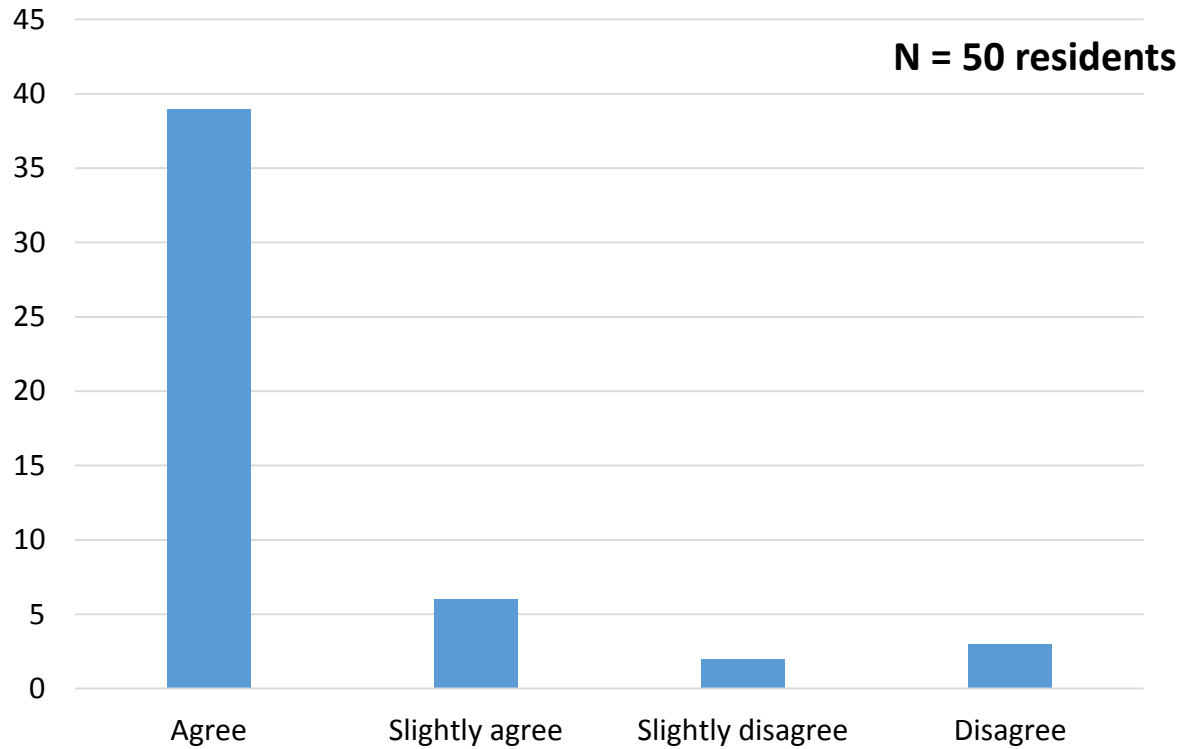
- 68.25 % of residents were satisfied (50.79 %) or slightly satisfied (17.46 %) with the programmes conducted in the shelter.
- Residents enjoyed the yoga & handicraft classes
- Some hoped for more classes for the women.

# Evaluation: Resident's Emotional Development

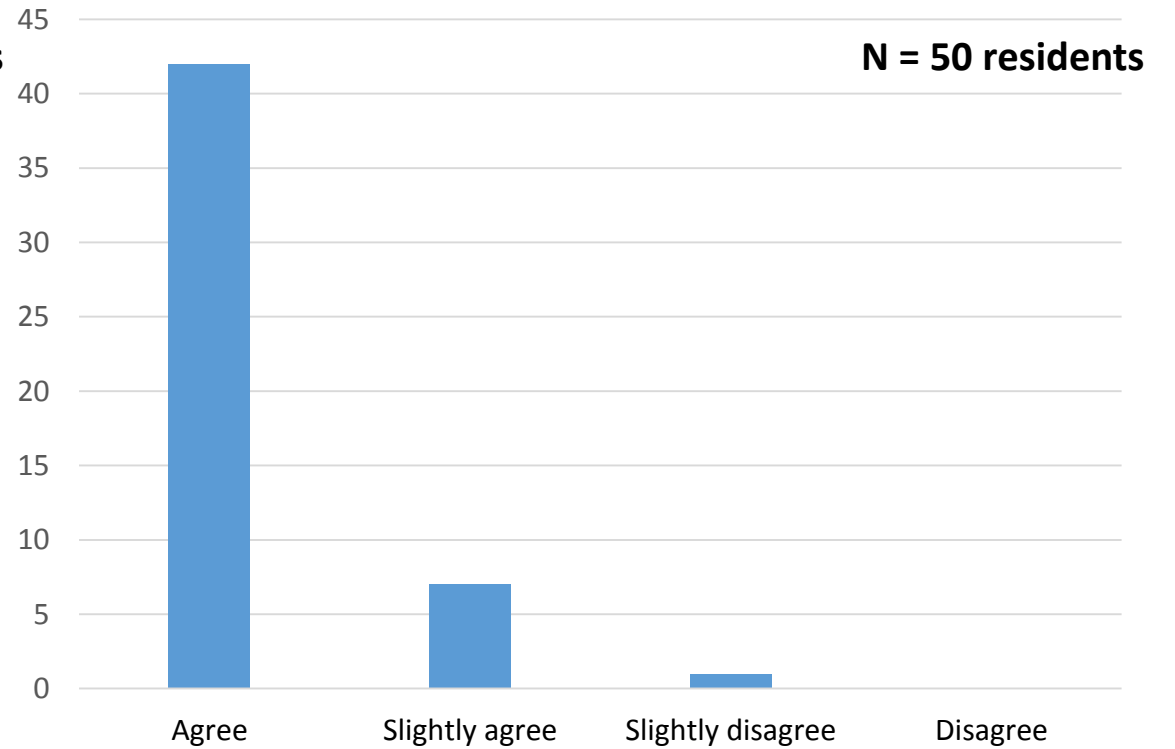


# Evaluation: Resident's Emotional Development (cont)

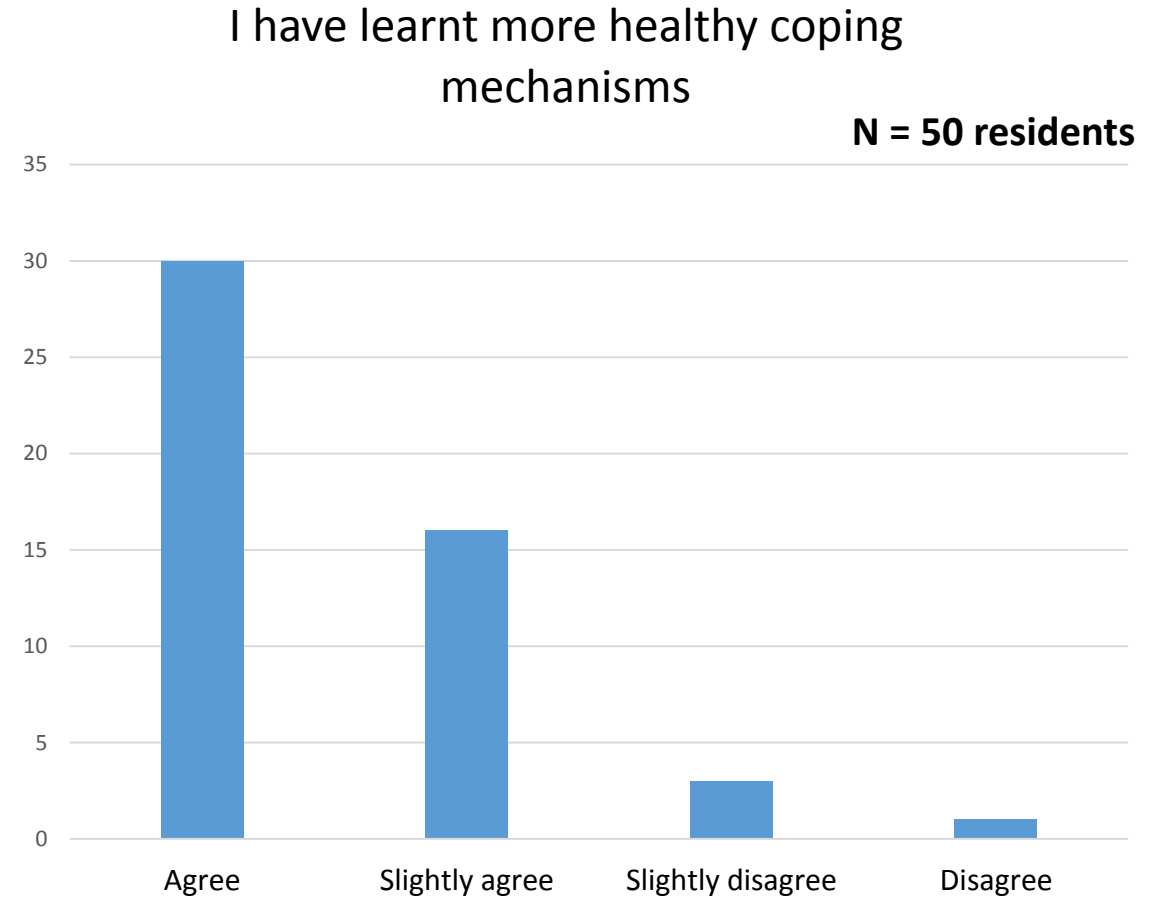
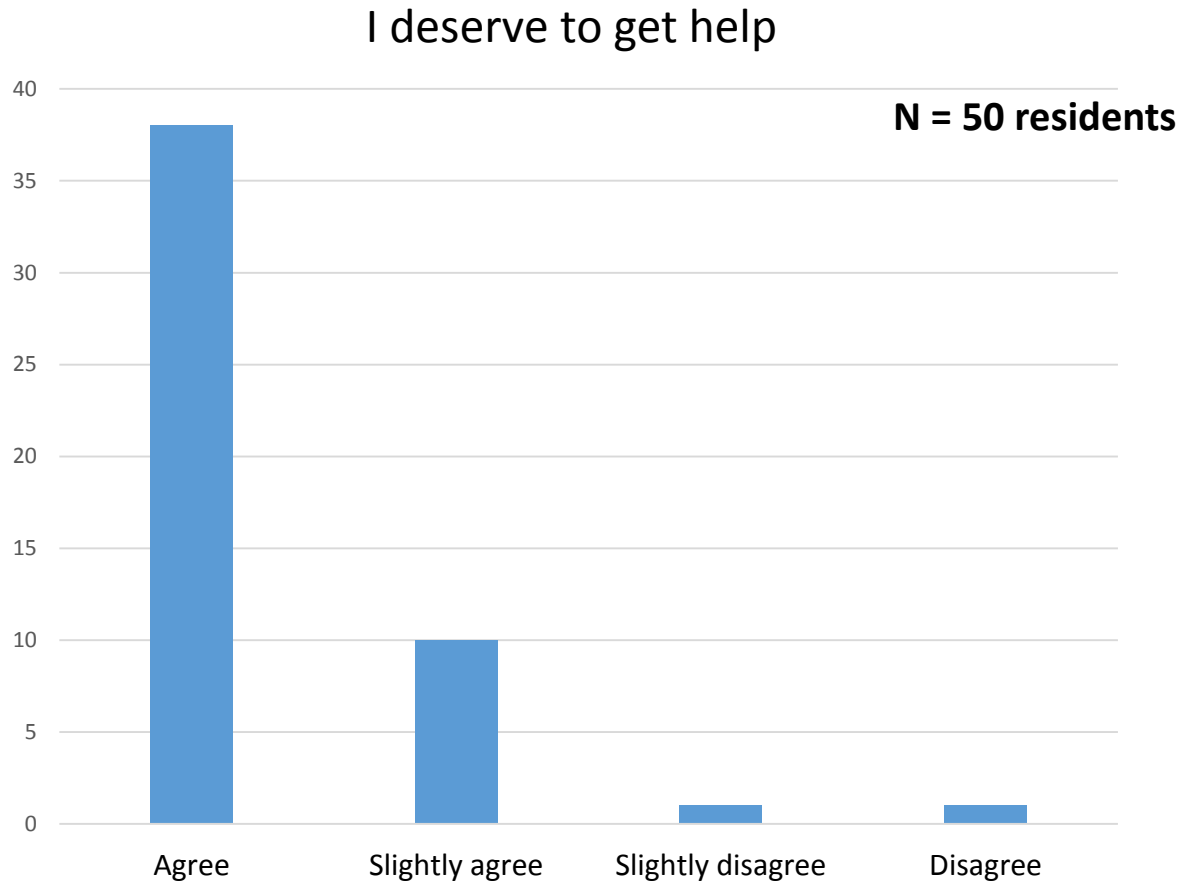
I have the ability to consult/ ask others



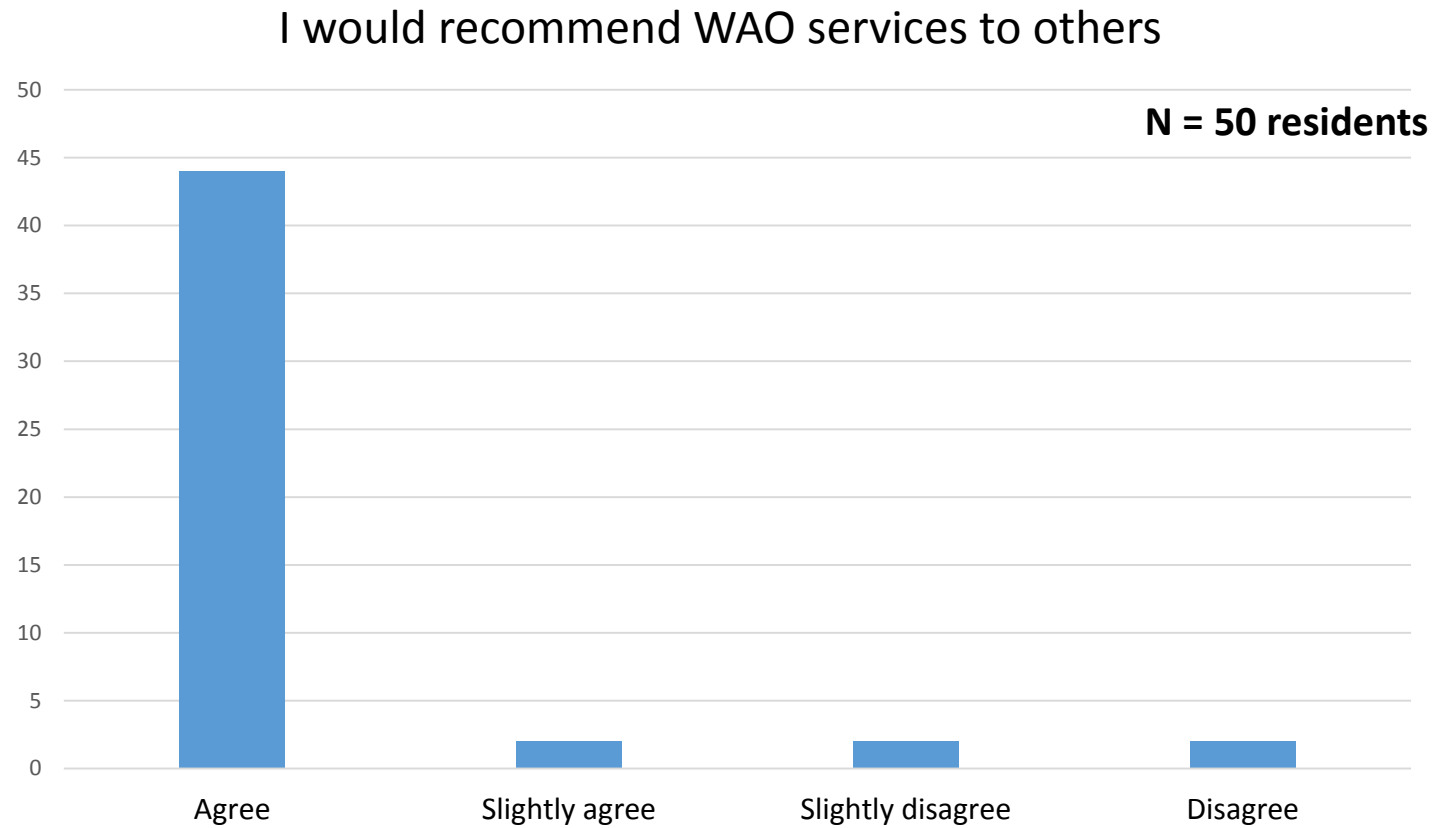
I deserve to be loved & treated with respect



# Evaluation: Resident's Emotional Development (cont)



# Evaluation of Refuge Services







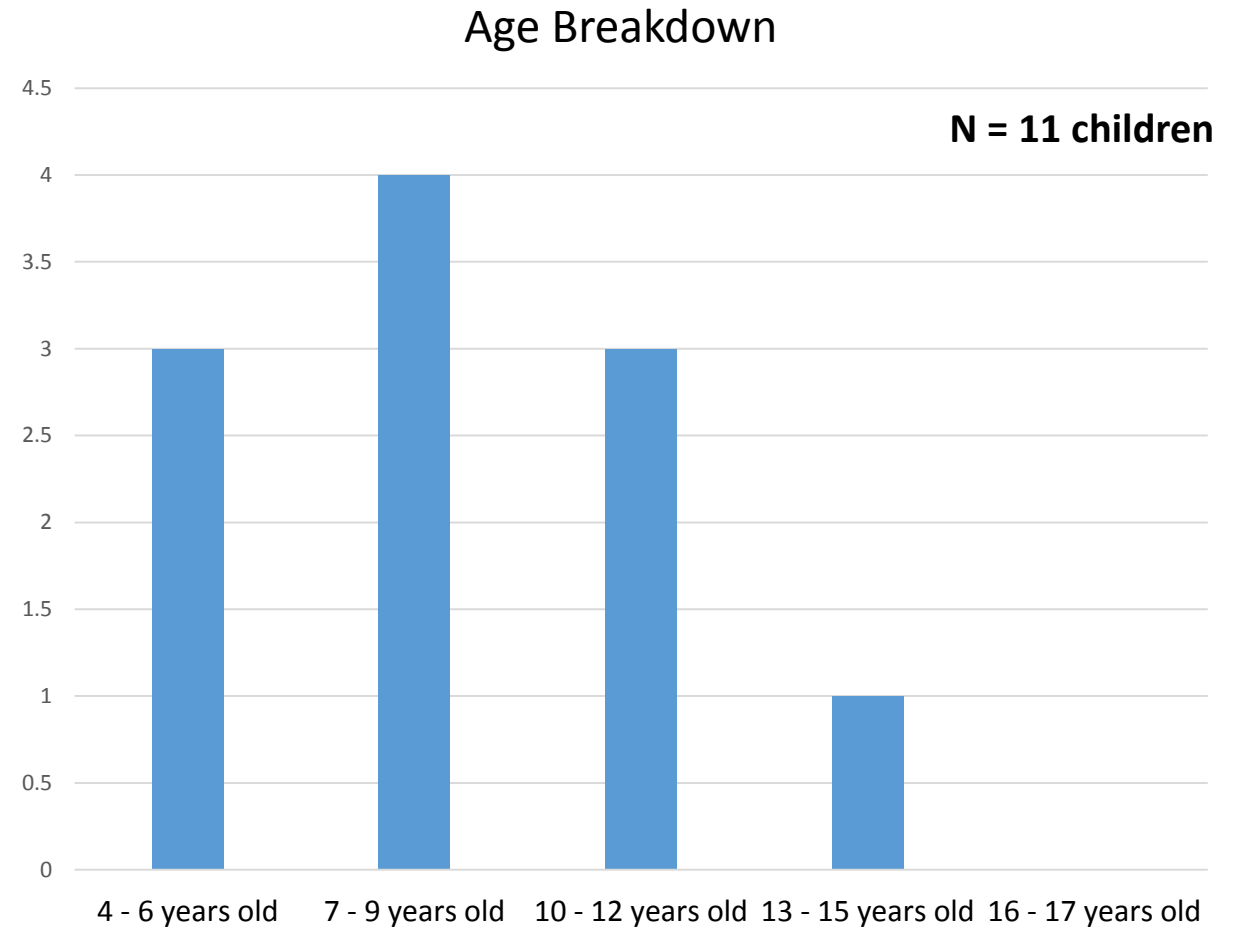
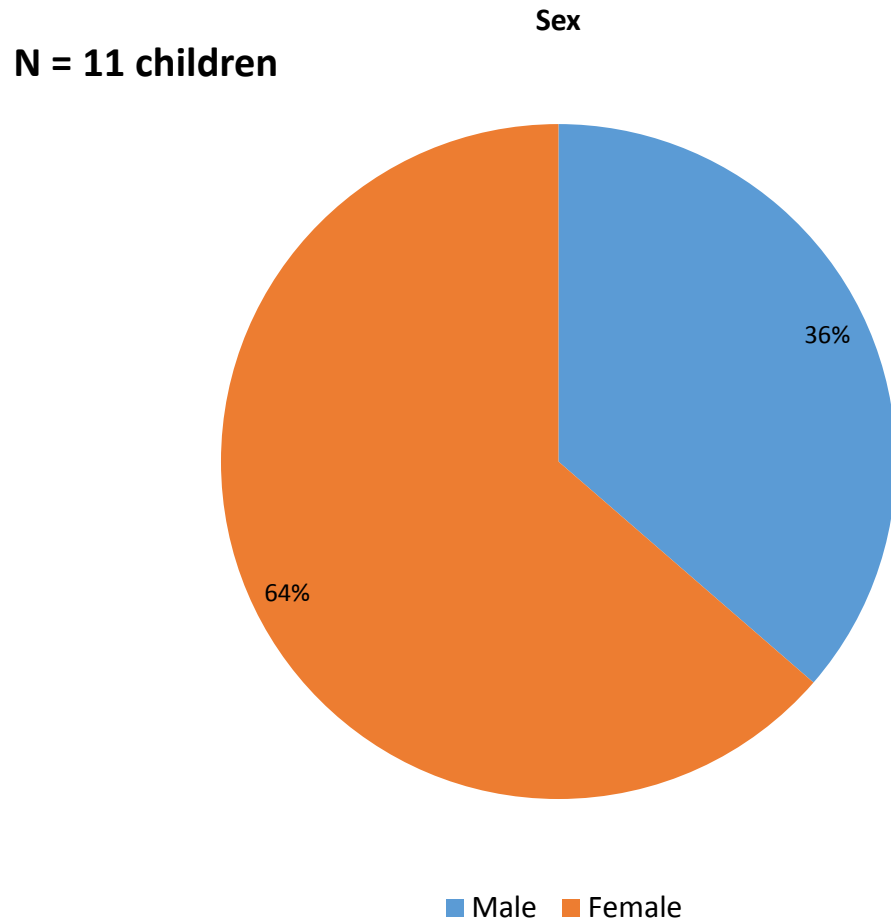
# Child Care Centre (CCC)

**2017** → 11 children; 4 mothers

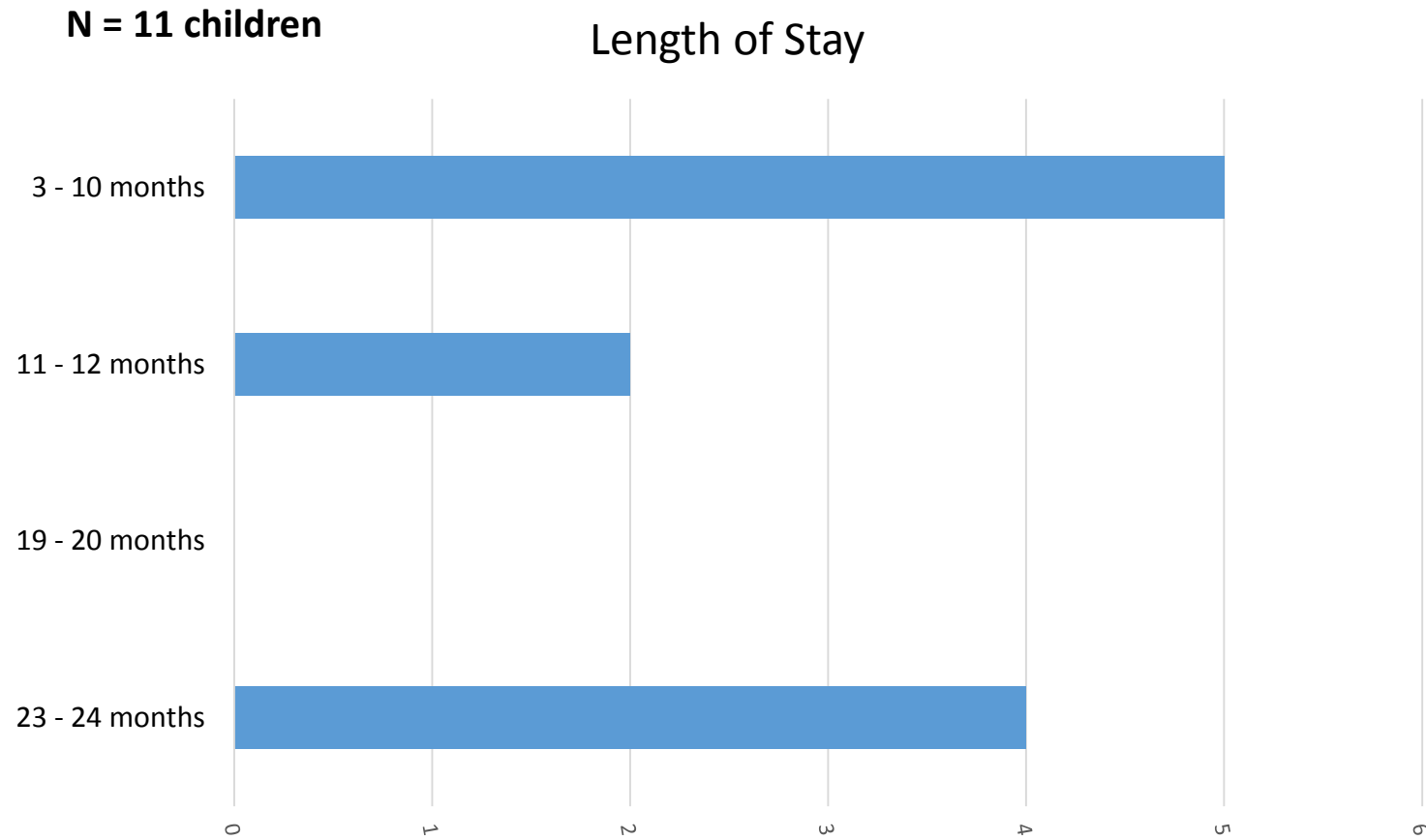
**2016** → 15 children; 10 mothers



# CCC Stats 2017: Demographics

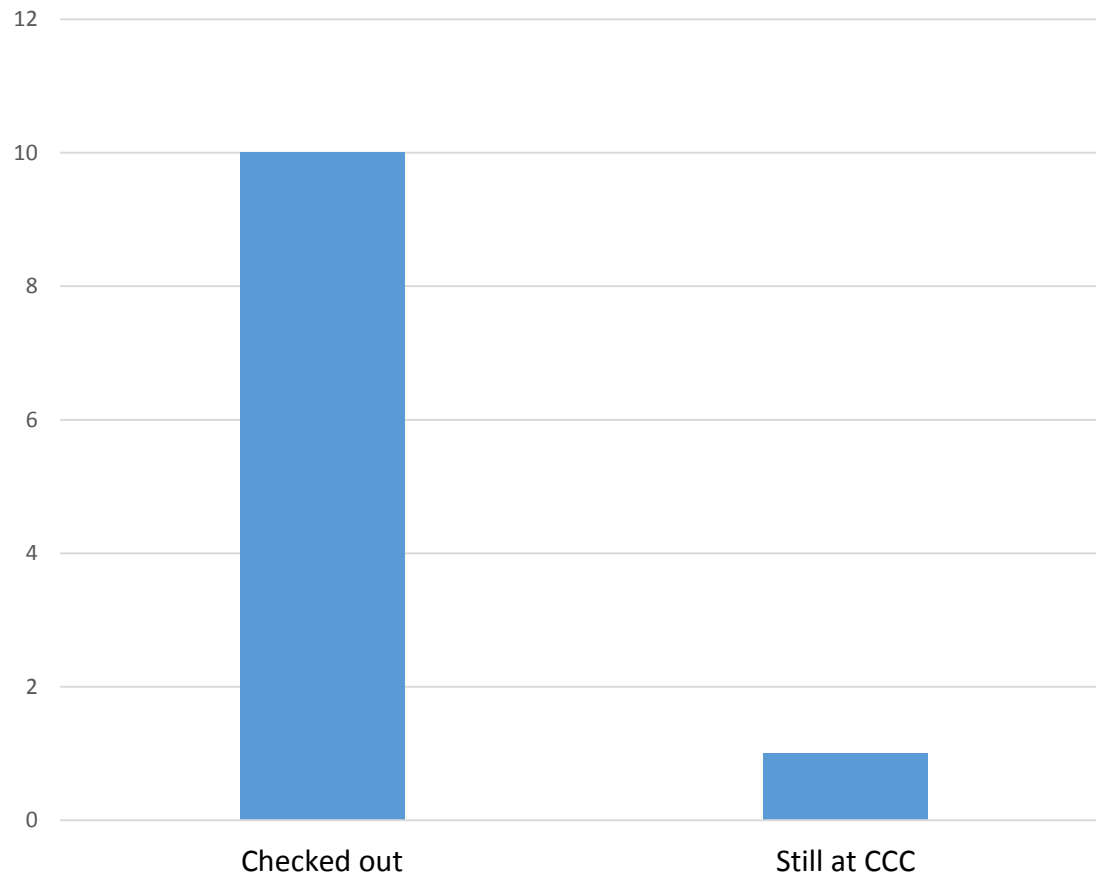


# CCC Stats 2017: Length of Stay

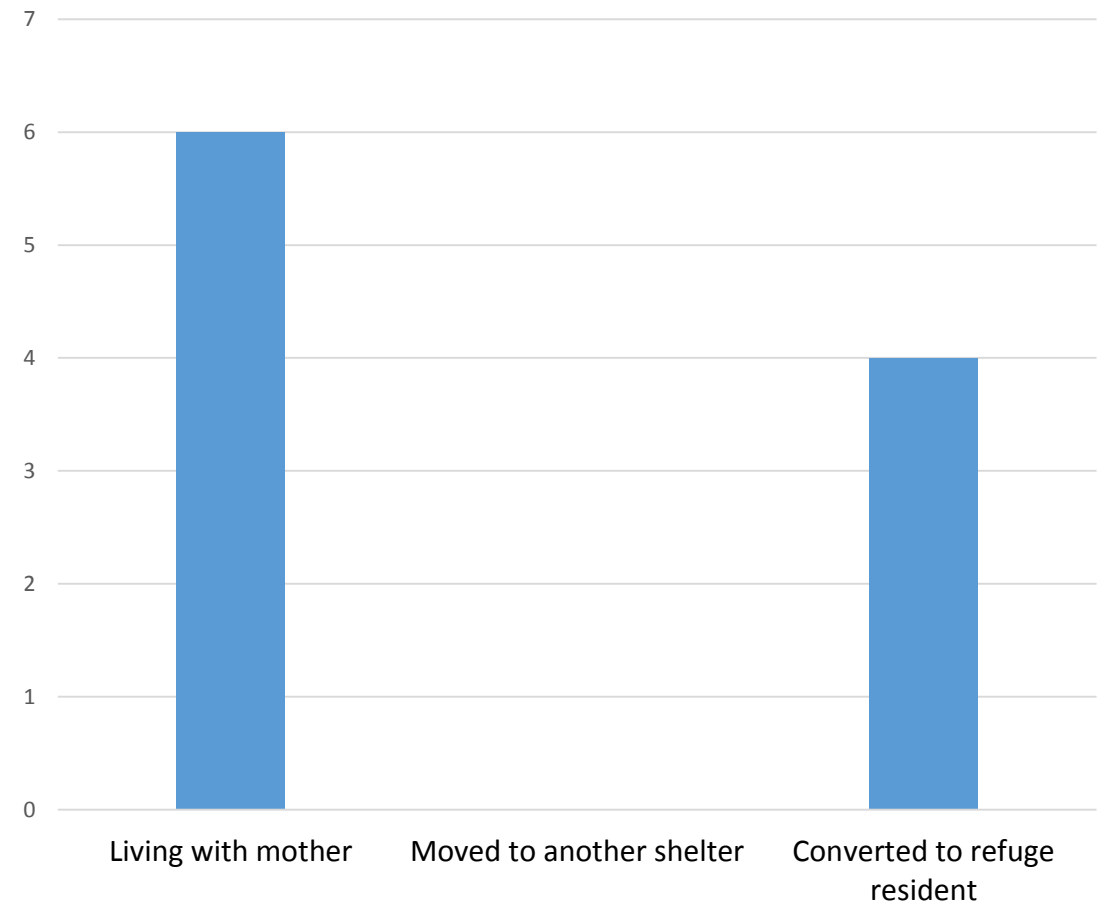


# CCC Stats 2017: Status of Children

## End Status



## Status of Checked Out Children



# CCC Stats 2017: Play Therapy

- We ensure that all children who reside at the Women's Refuge as well as the CCC are provided adequate support to overcome their trauma by providing age appropriate psychosocial interventions. In 2017, a total of 34 play therapy sessions were conducted for the children who were sheltered at WAO.
- Although the CCC moved to the new and temporary home in May, Play Therapy services could only resume in August owing to the lack of space, equipment and toys in the new home between May and July.

	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Month													
Total of Play Therapy Session	0	0	0	0	0	0	0	2	4	13	11	4	34

# 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 Child Sponsorship Programme Manager coordinates and monitors the child's progress in school and updates the sponsors.
- 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 2017, WAO's sponsors provided monetary assistance of RM1,200 per child, to a total of 32 mothers and 90 children.

