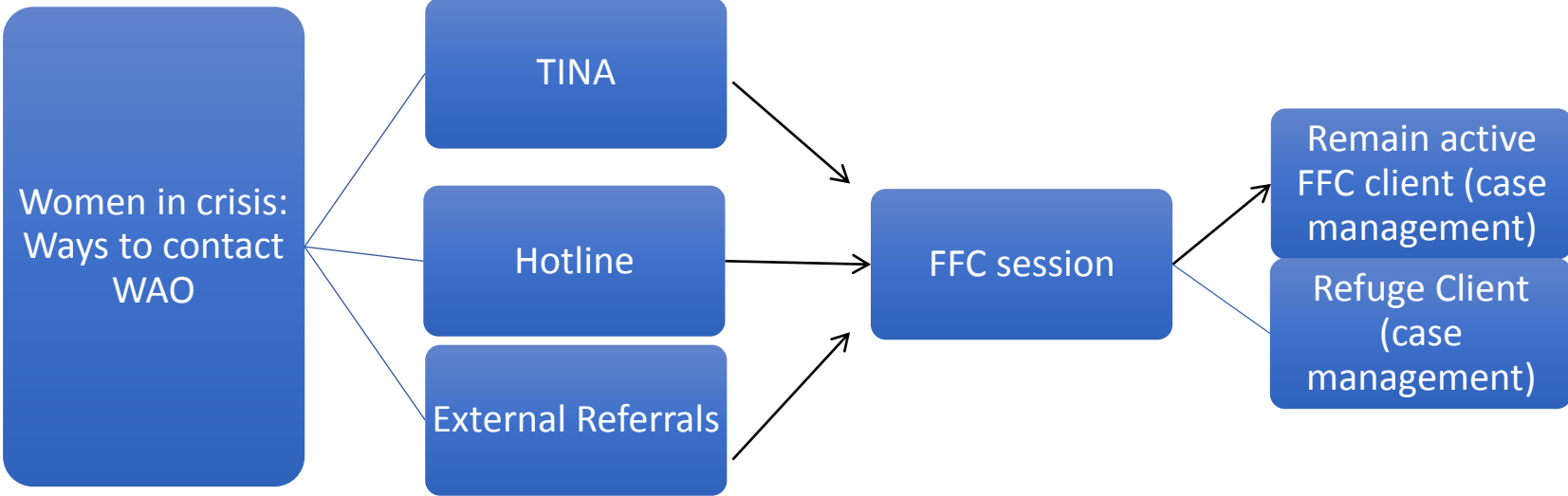


# **WOMEN'S AID ORGANISATION**

## **SERVICES**

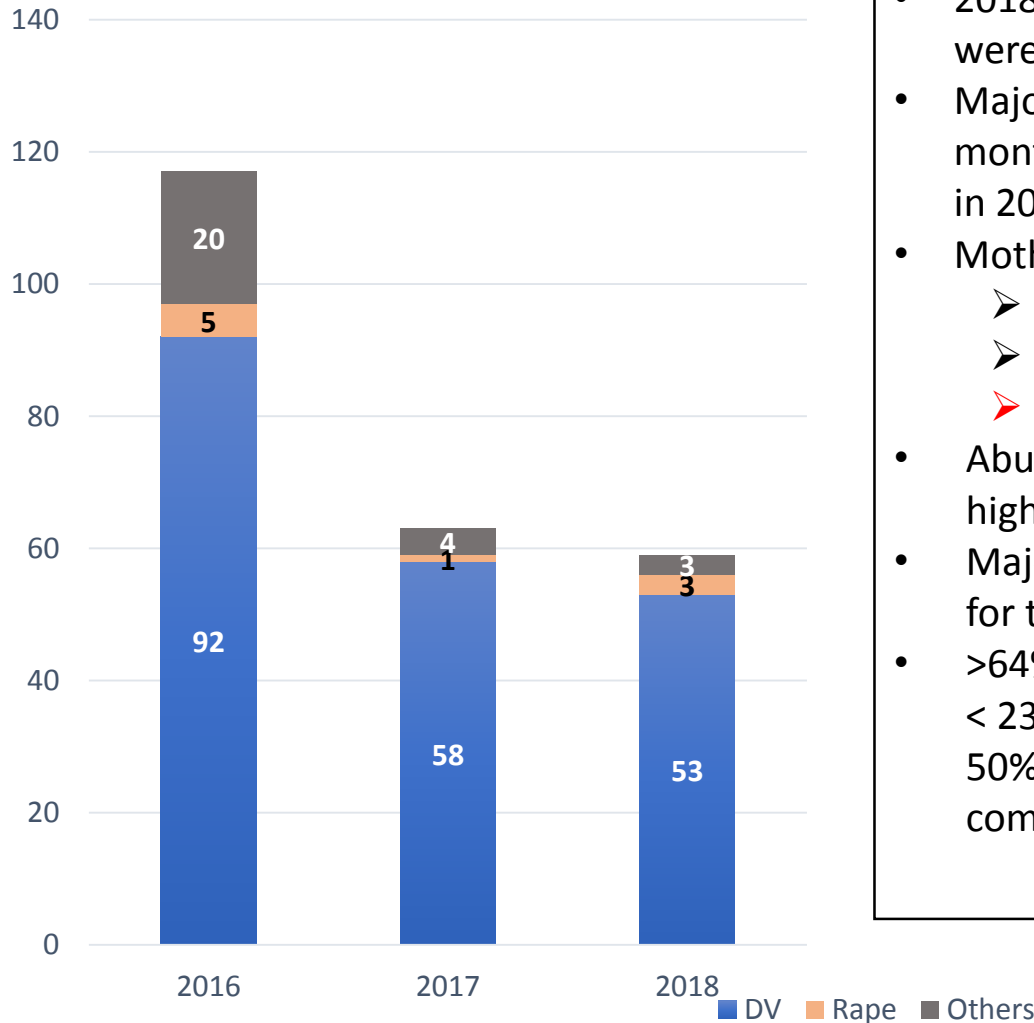
# Case Identification & Client Intake Flowchart



# SERVICES – CASE MANAGEMENT

# 3 years Comparison at a Glance- Resident's Data (2016-2018)

**N = 59**

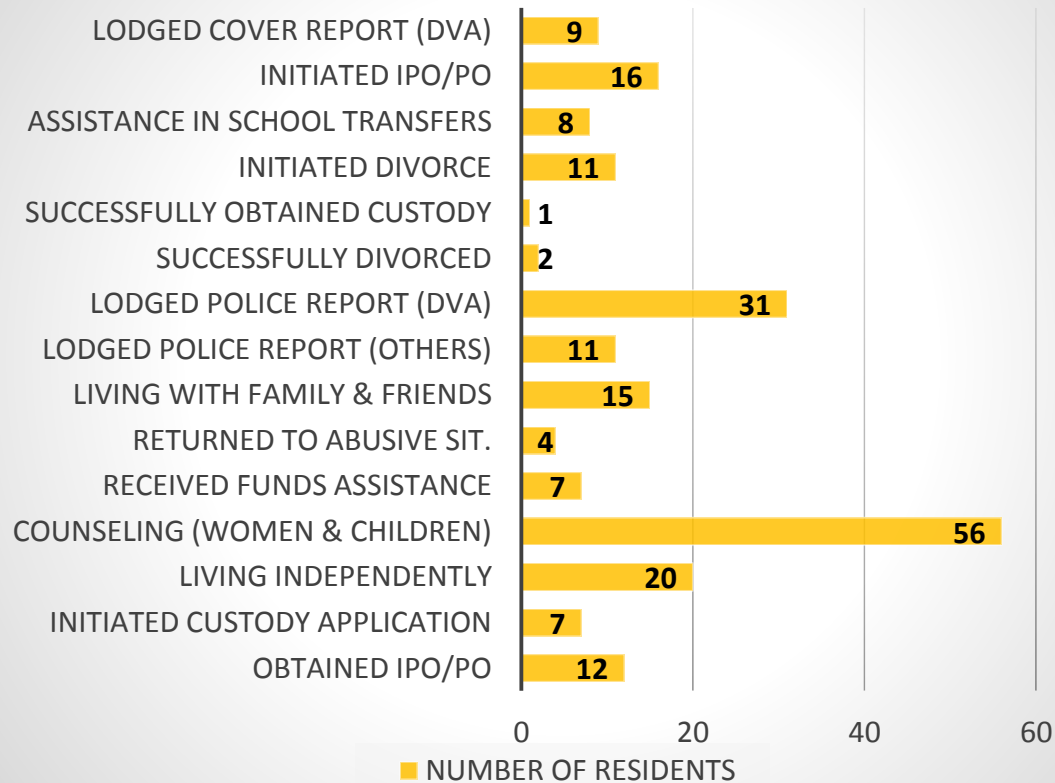


- Majority of clients are Malaysians
- 2018 and 2017 major source of referrals were self referrals.
- Majority of clients stayed more than 3 months for 2018, similarly as the majority in 2017 and 2016.
- Mothers with Children
  - 2016 – 60 mothers, 96 children
  - 2017 – 35 mothers, 70 children
  - **2018 – 35 mothers, 81 children**
- Abuse by spouse/partners remain the highest.
- Majority of residents left abusive situation for the 1<sup>st</sup> time.
- >64% of women sought police assistance, < 23% sought Welfare Assistance, > than 50% sought family assistance before coming to WAO.

# Summary of Outcomes: Residents (2018)

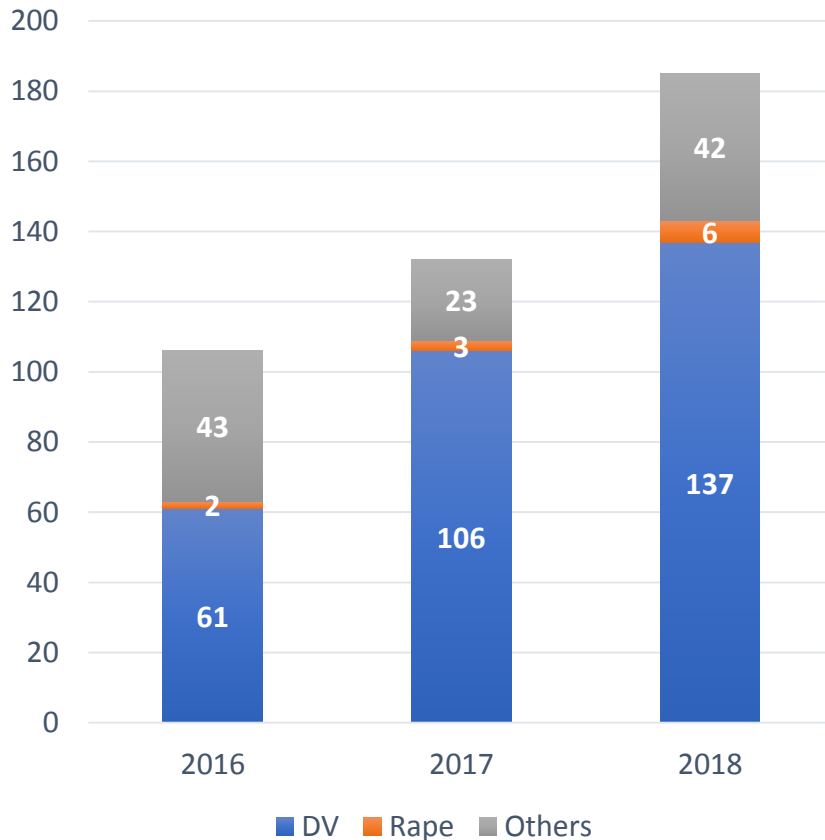
N = 59

## NUMBER OF RESIDENTS



# 3 years Comparison- Face to Face Consultation (FFC) Clients

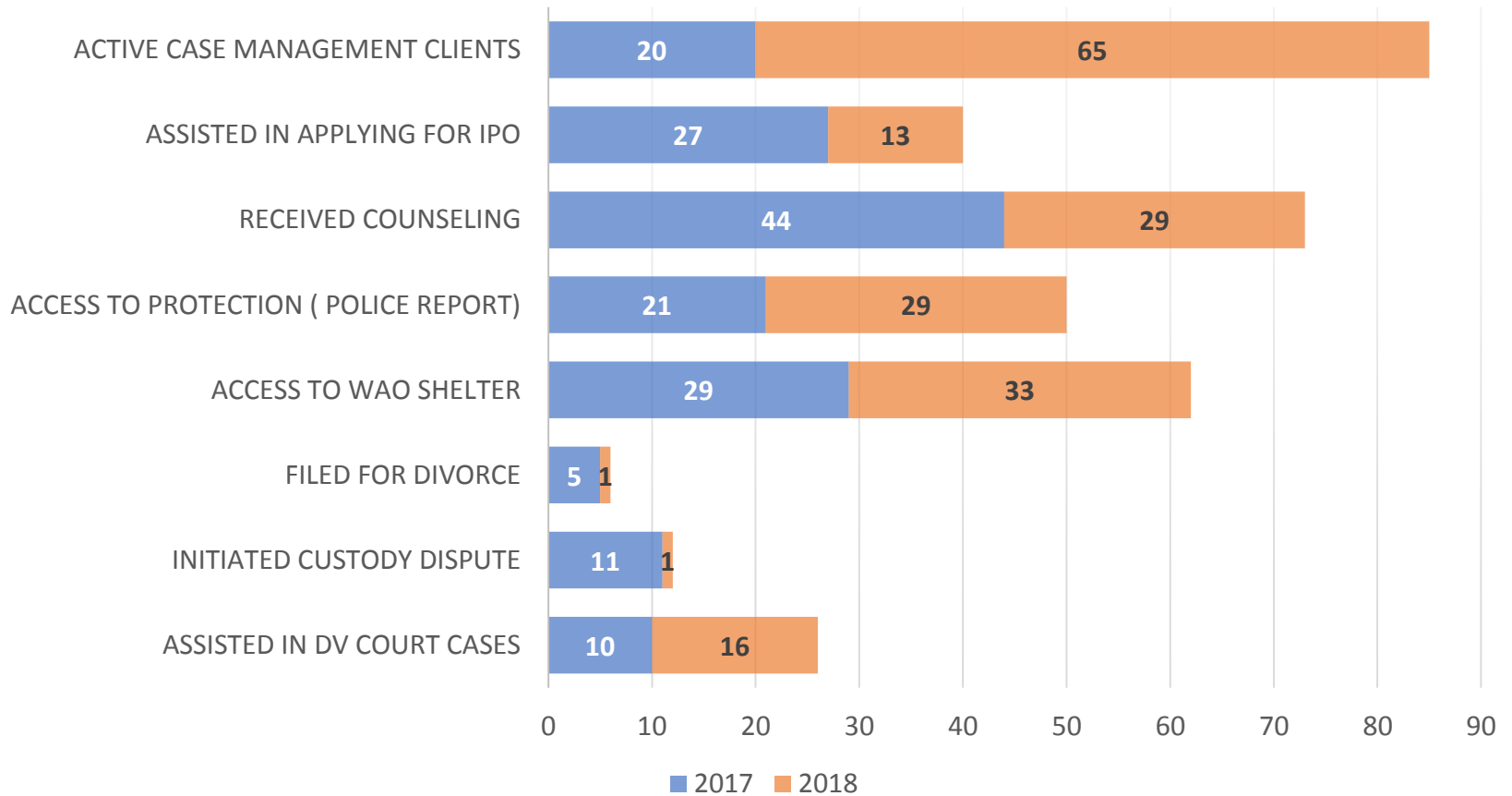
N = **185**



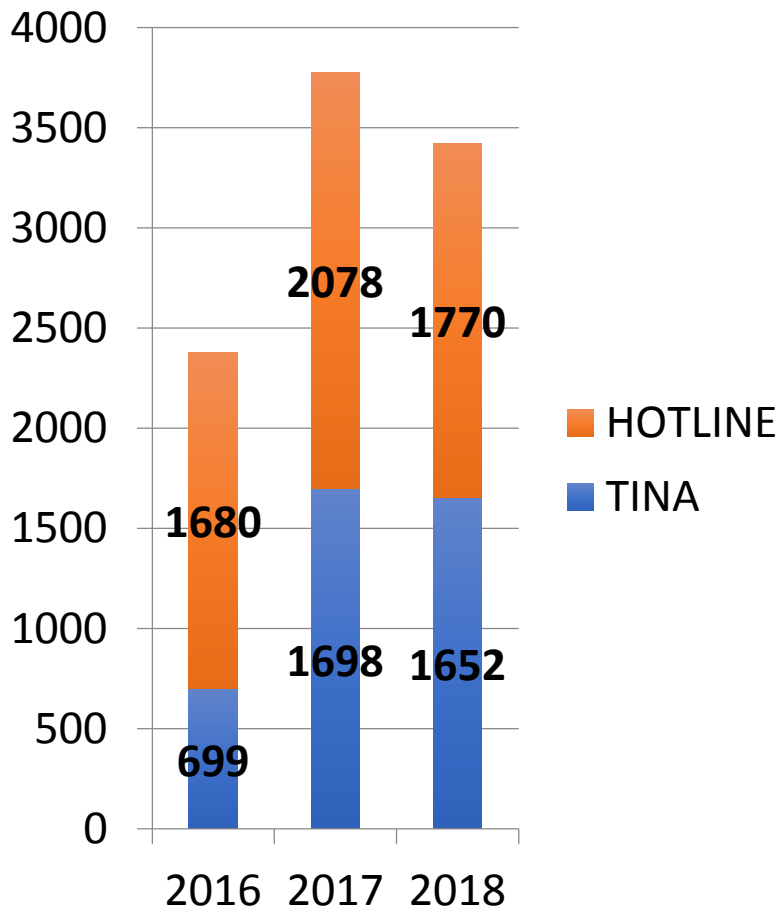
- 88.65%(164) clients were Malaysians
- 63.24% (117) in existing marriages & 76.22% (141) were mothers with children.
- 54.05% (100) were employed
- 48.65% (90) clients met WAO once with no further actions needed
- 51.35% (95) clients required active social work and interventions
- Majority of clients for FFC contacted WAO via the hotline
- Clients experiencing Domestic Violence remained the highest 64.32% (119) percentage of FFC clients
- 22.7% (42) clients approached WAO for assistance in terms of police report and IPO/PO. 22.7% (42) clients approached WAO for assistance in terms of shelter. 15.68% (29) clients approached WAO for legal assistance and information on family disputes, divorce, custody and matrimonial assets division. 16.22% (29) clients admitted into WAO shelter

# FFC Clients Impact Analysis (2017-2018)

**N = 185**



# 3 Years Comparison - WAO HOTLINE / TINA



## Hotline Breakdown

- 2016 – 931 (DV), 574 (General), 128 (Other GBV)
- 2017 – 1219 (DV), 625 (General), 193 (Other GBV)
- 2018 – 875 (DV), 559 (General), 336 (Other GBV)

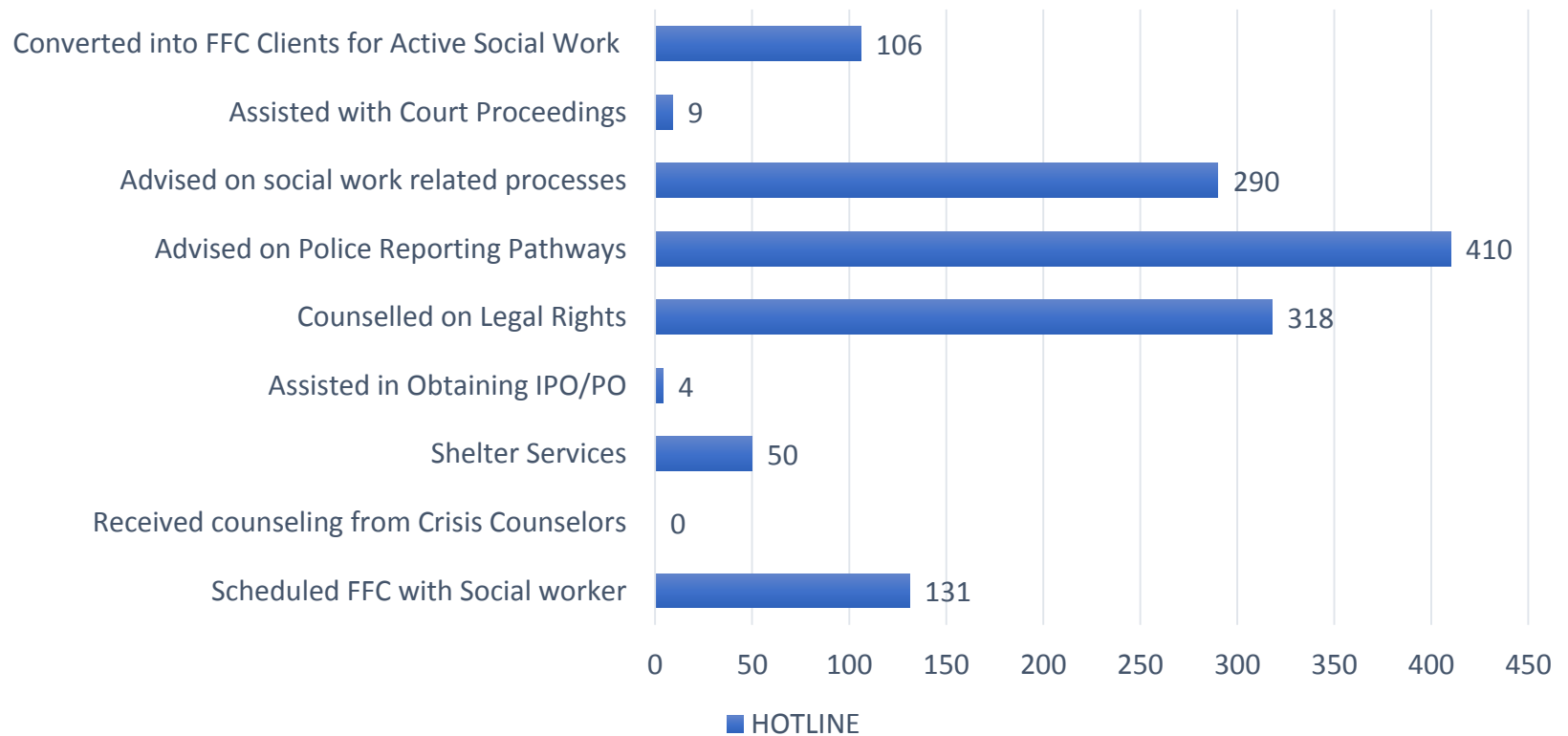
## TINA Breakdown

- 2016 – 267 (DV), 341 (General Enquiries), 91 (Other GBV)
- 2017 – 460 (DV), 765 (General Enquiries), 473 (Other GBV)
- 2018 – 732 (DV), 664 (General Enquiries), 256 (Other GBV)



# TINA/Hotline Impact Analysis- 2018

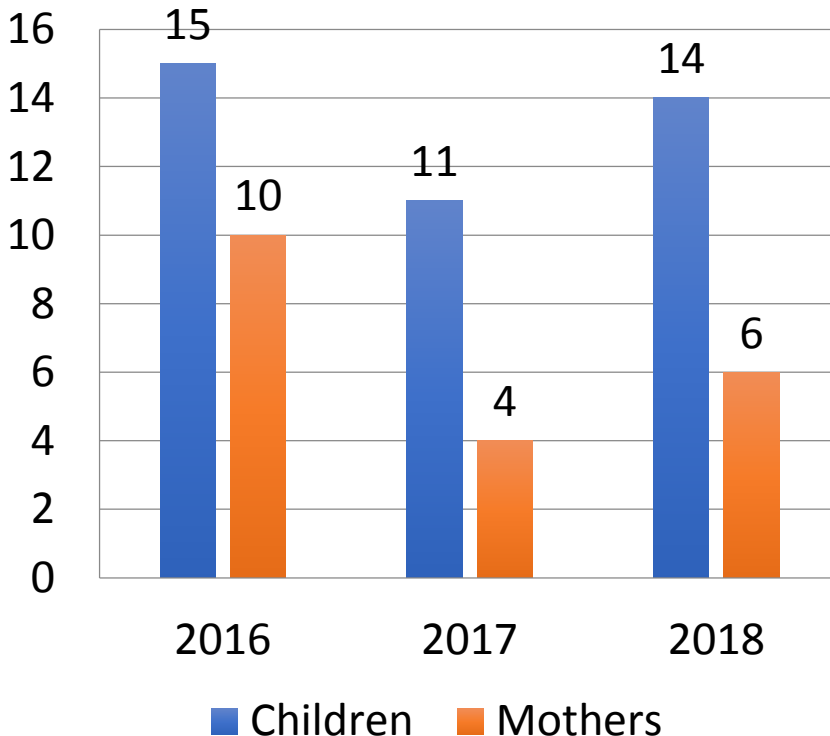
## HOTLINE



CHILD CARE CENTRE

# Comparison of Child Care Services 2016-2018

## CCC Occupancy 2016-2018

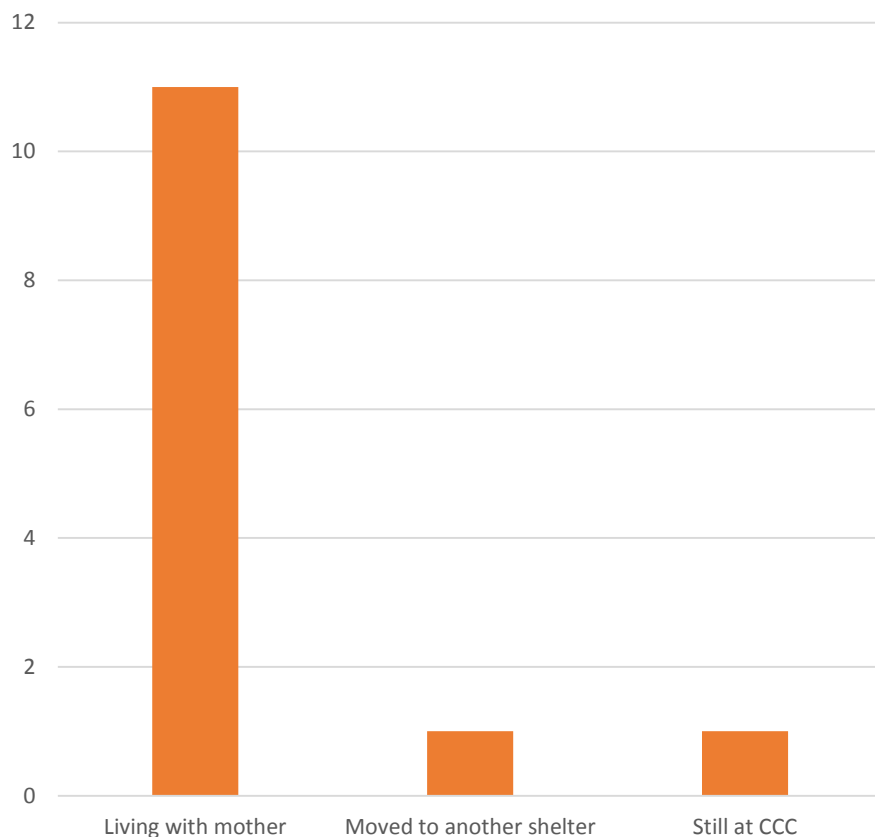


## IMPACT OF CCC Services in 2018

- Regular correspondence between service providers and social worker/child care staff to ensure sessions are individually tailored for each child and to monitor child's progress.
- Children were positively impacted by programmes, particularly a programme on safe/unsafe touch.
- Daycare services for 12 children in 2018 - Enabled mother to work whilst we ensured the child received education and was taken care of during the day, and enabled mothers to bond with their children on a daily basis.
- We also provided ad-hoc daycare services to 13 mothers and 24 children in 2018. This enabled them to find jobs, and take steps to rebuild their lives, whilst ensuring their children are cared for.

# Status of Children Who Left CCC

N = 14



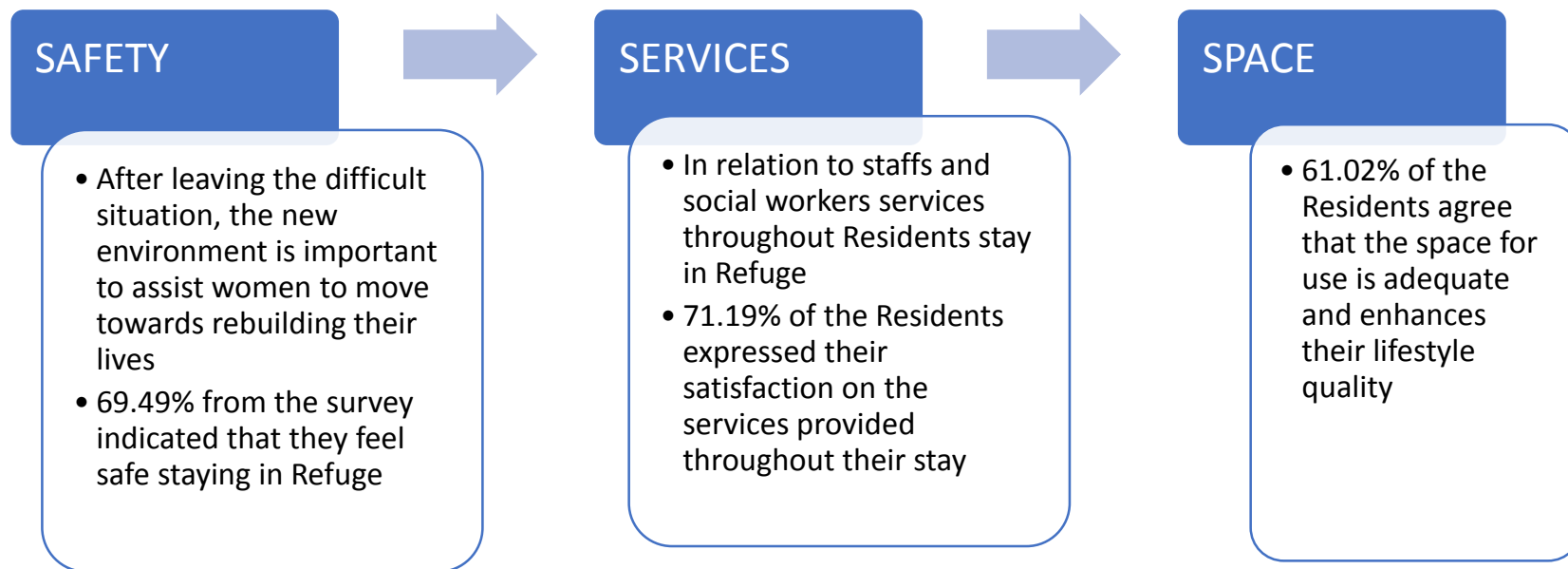
- 11 children were reintegrated with their mothers, two of whom are receiving support from WAO via the Child Sponsorship Programme
- One child moved to another shelter upon leaving the CCC.
- One child is currently still living in the CCC.

# Child Sponsorship Programme

- Aims to provide funds from donors to assist former residents with schooling expenses for their children.
- In 2018, this programme provided support to 26 mothers and enabled a total of 67 children to receive formal education.
- Changed policies allowed new mothers and children to receive this support, limiting the support to a total of two years per child.

SERVICES - PROGRAMMES

# Residents' Feedback



Contributes to the Emotional Development of the Residents in the Refuge

- 42 % Agree that they can be in a safe situation
- 56 % Indicates that they can decide for themselves
- 64 % Agree that they have the ability to consult others
- 56 % Understands the situation is not their fault
- 56 % Learnt more healthy coping mechanism

# Programs & Activities 2018

