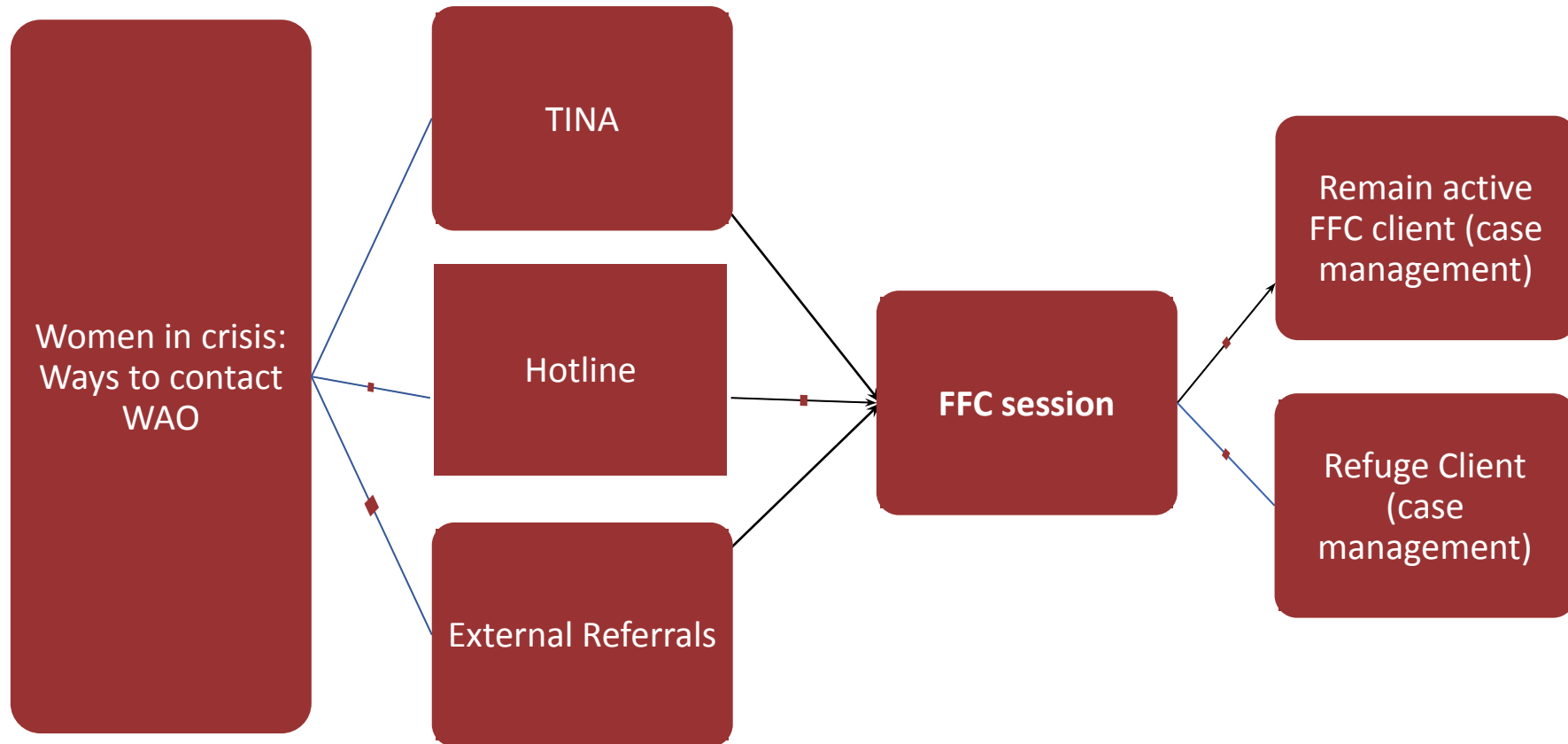


SERVICES

WOMEN'S AID ORGANISATION

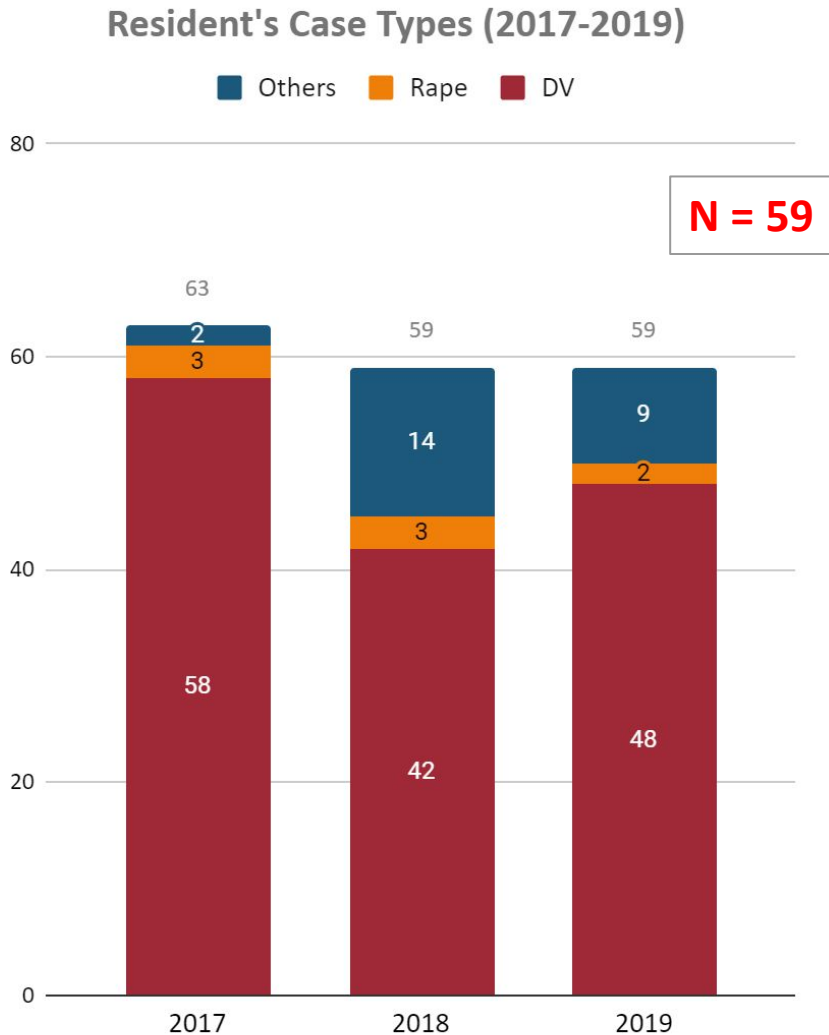
Case Identification & Client Intake Flowchart



CASE MANAGEMENT

SERVICES

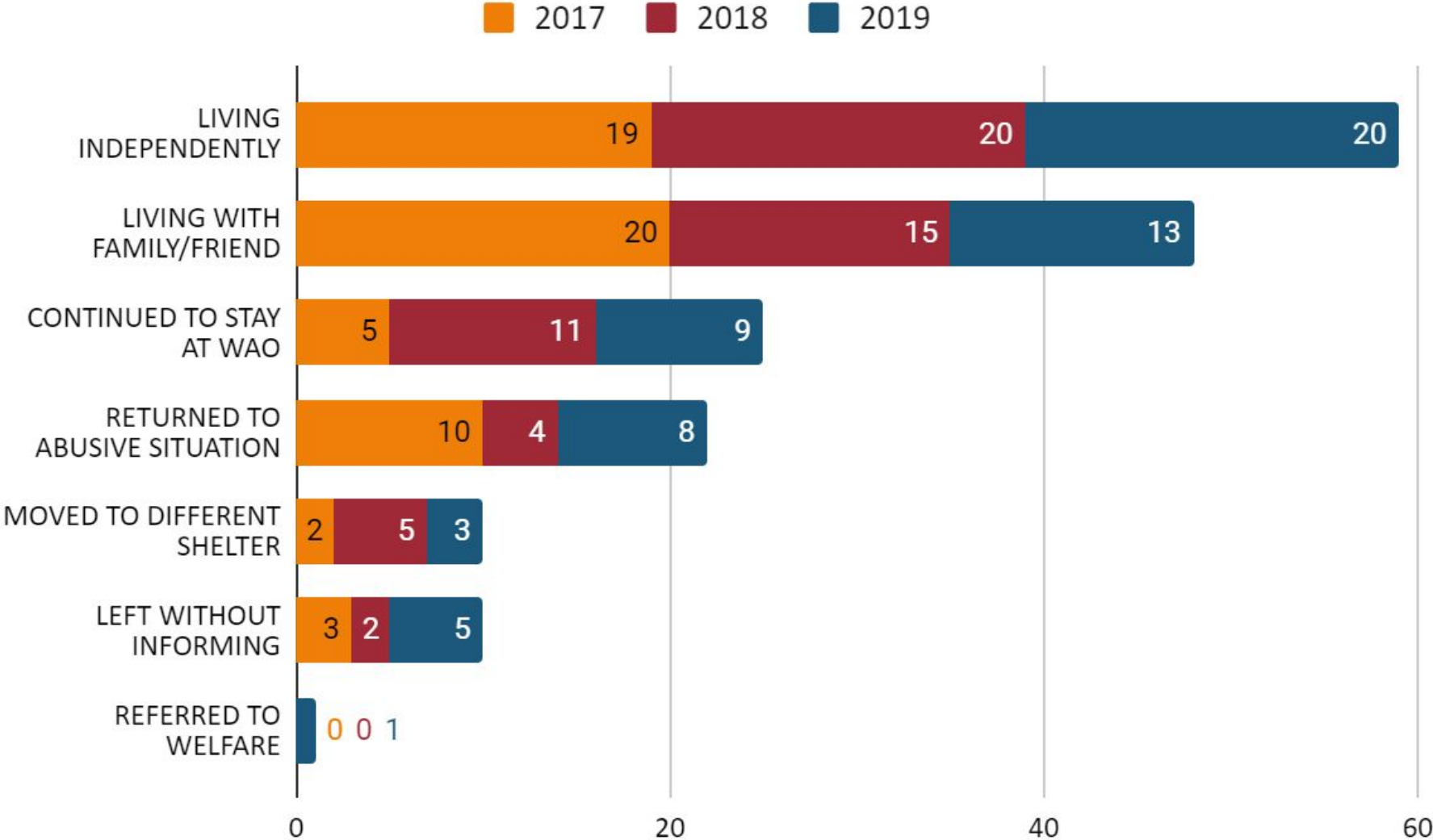
3Y Comparison: Resident's Data (2017-2019)



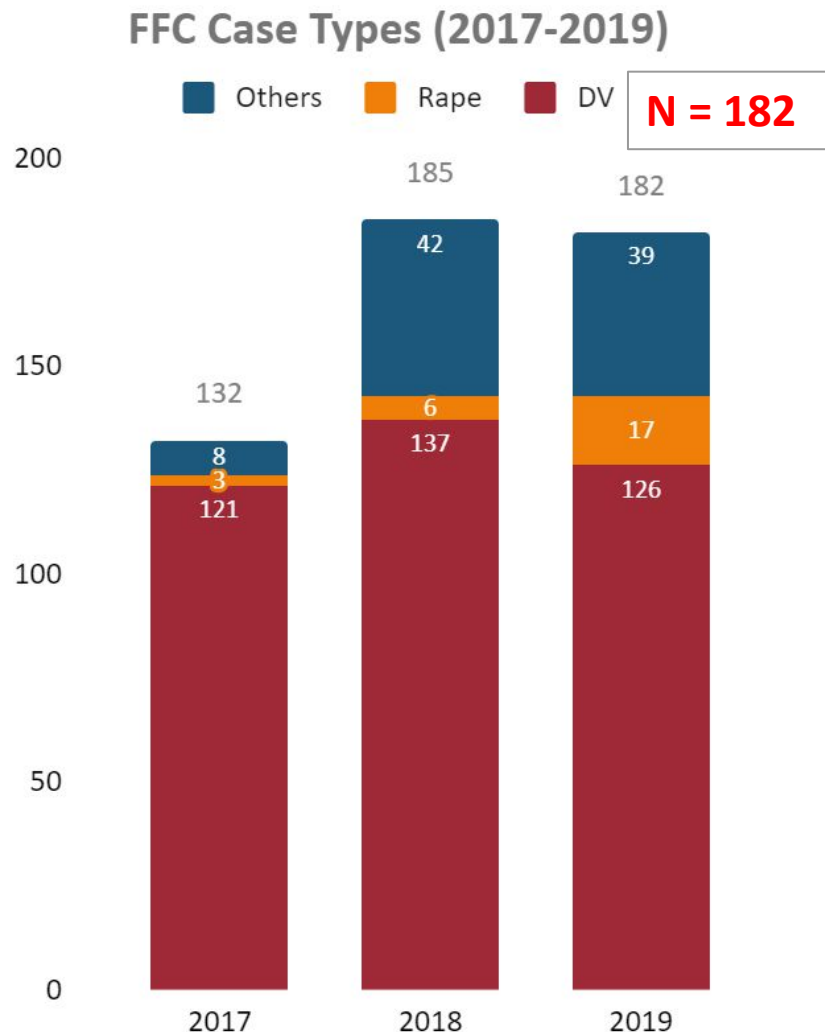
- **40 residents (67.8%) were Malaysians**
- **24 residents (40.7%) self-referred**
- **In 2019, 15 (25%) residents stayed less than a week. 12 (20%) stayed for more than 3 months**
- **Spouses and partners still make up the vast majority of abusers (40 cases, 67%), on par with previous years**
- **Before coming to WAO, clients sought assistance from the following sources:**
 - **33 (56%) from the police**
 - **27 (45%) from their family**
 - **10 (16%) from Welfare**

Residents' Summary of Outcomes (2019)

N = 59



3Y Comparison: Face-to-Face Consultation (FFC) Clients (2017-2019)

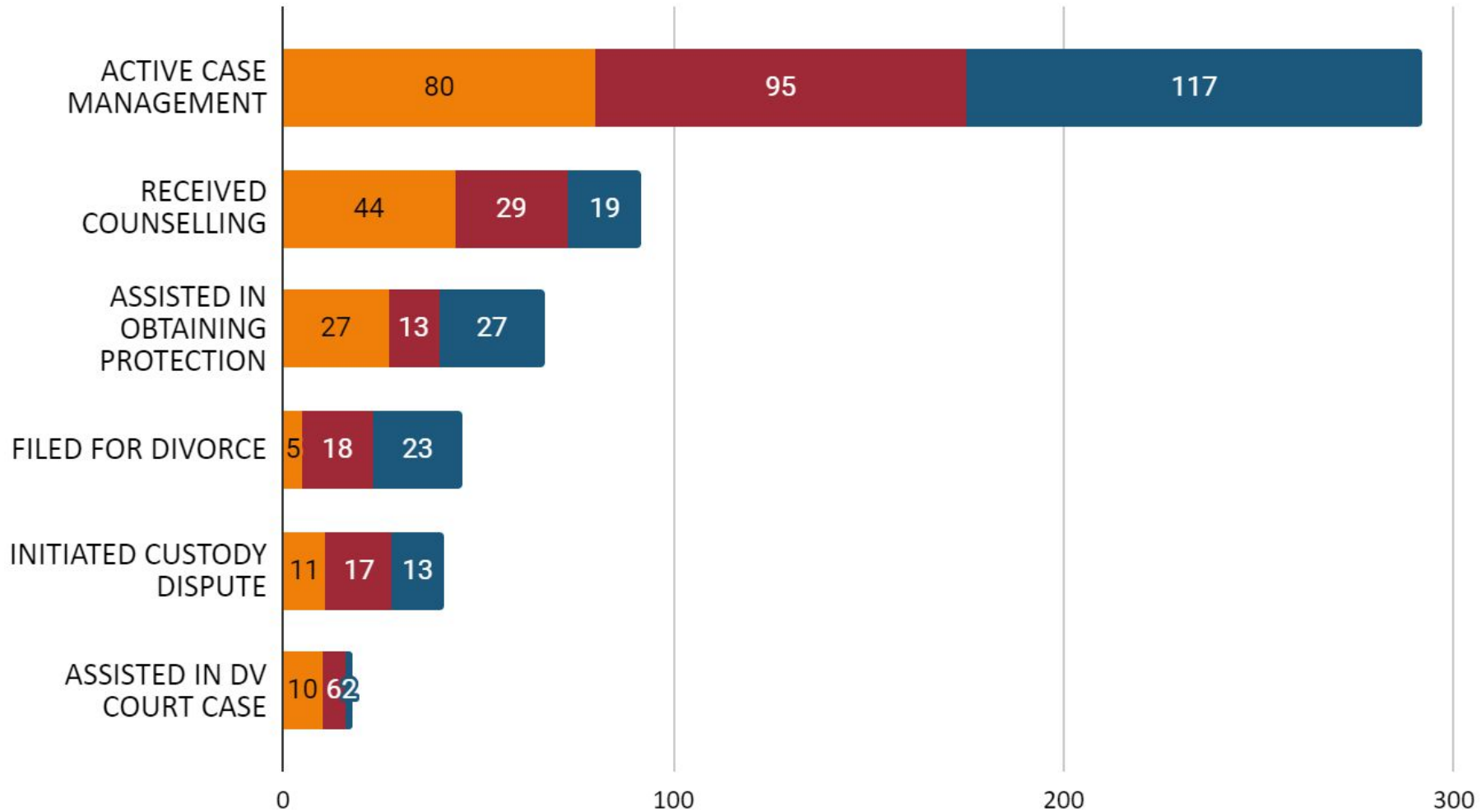


- **164 (88%)** were **Malaysians**.
- **99 (54%)** were in **existing marriages**, and **118 (65%)** were **mothers with children**
- **88 (48%)** were **employed**
- **117 (64%)** required **active social work** and intervention
- **135 (74%)** of FFC clients contacted WAO via the **hotline**
- **DV** remains the most common case type by far, making up **61% (111)** of all FFC cases
- In terms of **client's needs**:
 - **17 (9%)** needed help with **police report**
 - **13 (7%)** with **protection orders**
 - **24 (13%)** approached for **legal assistance**
 - **58 (32%)** asked for **shelter**
 - Of these, **46 (25%)** were **admitted to the WAO shelter**

FFC Clients Impact Analysis (2017-2019)

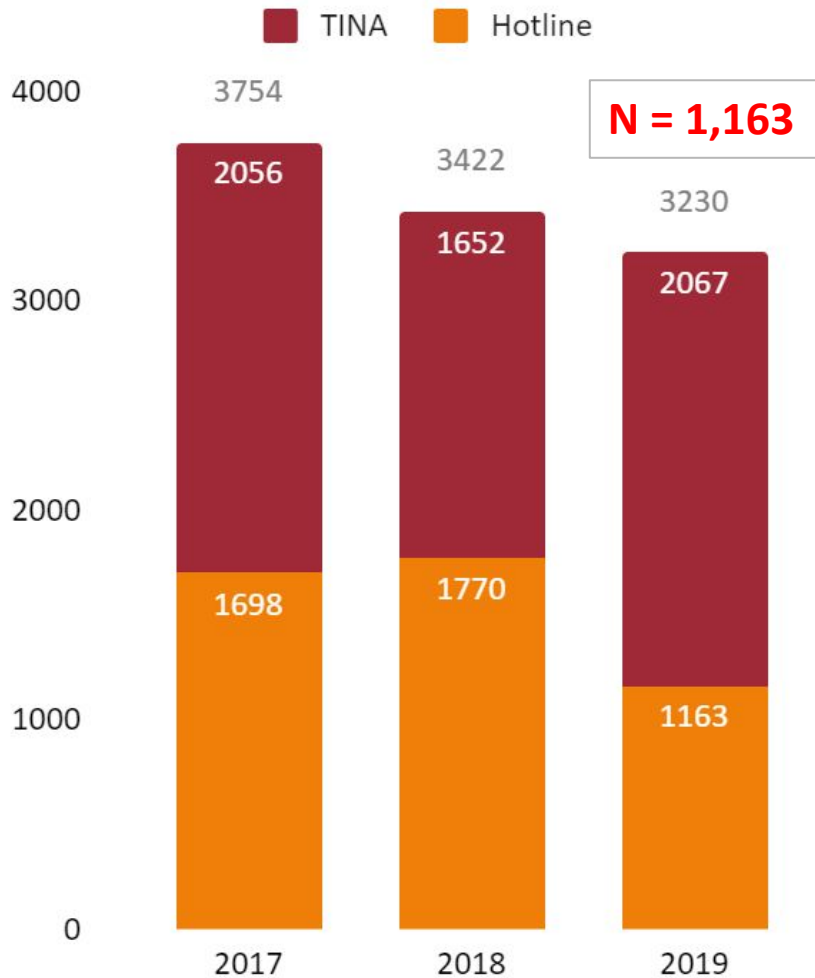
N = 182

2017 2018 2019



3 Years Comparison - WAO Hotline & TINA

Hotline/TINA Data 2017-2019



Hotline Breakdown

	2017	2018	2019
DV	931	1,219	875
General	574	625	559
Other GBV	128	193	336

TINA Breakdown

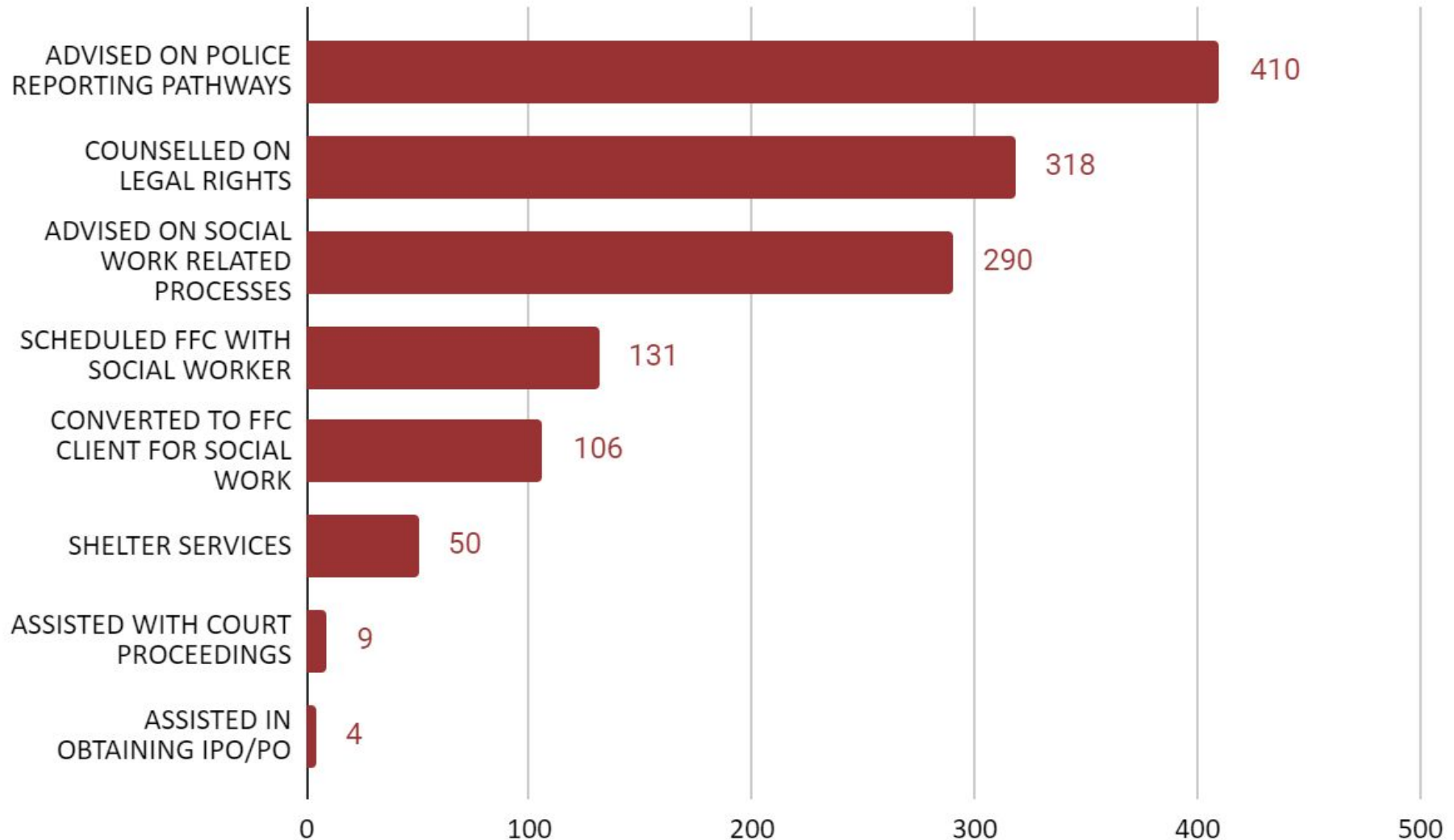
	2017	2018	2019
DV	460	732	969
General	1,057	685	827
Other GBV	181	235	271

Website

- **2018:** 8,318 hits
- **2019:** 24,069 hits

WAO Hotline Impact Analysis (2019)

N = 1,163

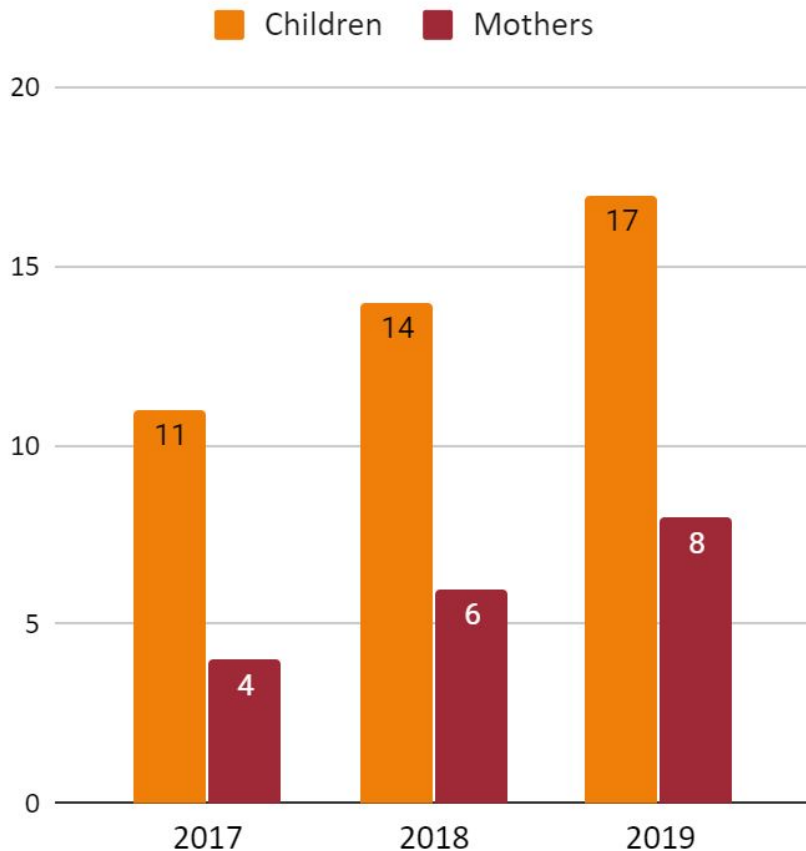


SHELTER & CHILD CARE CENTRE

SERVICES

Comparison of Child Care Services 2017-2019

CCC Resident & Daycare Data
(2017-2019)

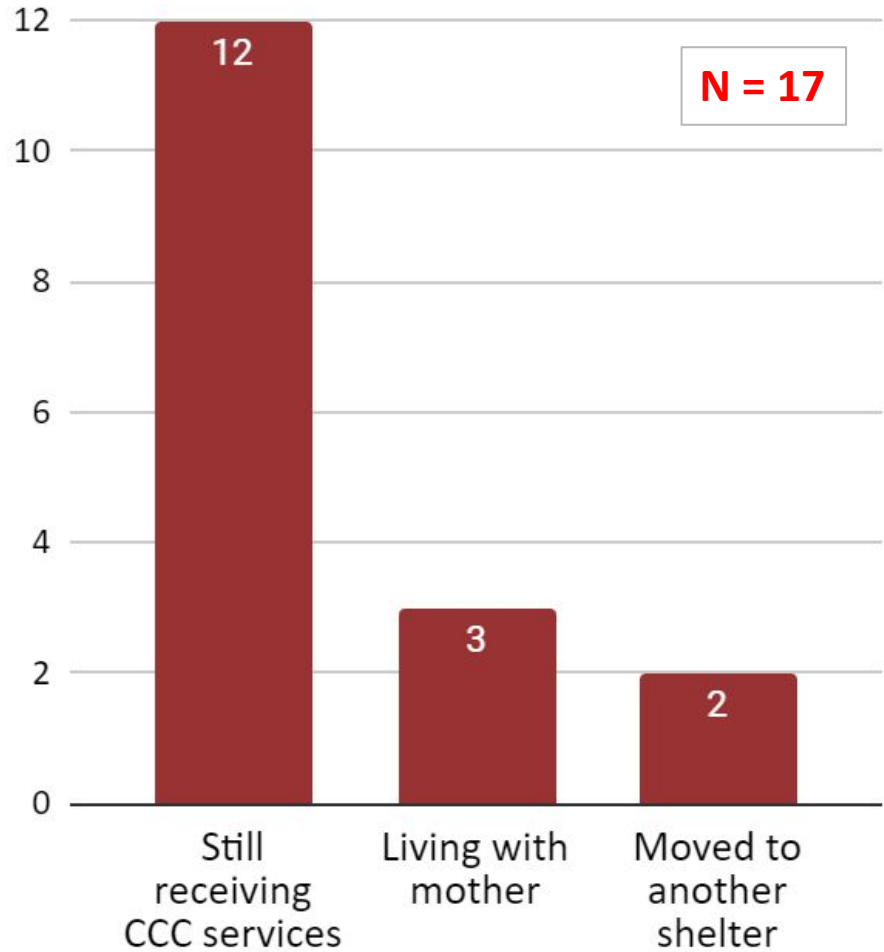


IMPACT OF CCC Services in 2019

- CCC capacities:
 - Residential: 10 + 1 CCP
 - Daycare: 12
- 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.
- Daycare & residential CCC services for 17 children in 2019 - 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 for 8 children and 6 mothers in 2019. This enabled their mothers to find jobs, and take steps to rebuild their lives, whilst ensuring their children are cared for.

Status of CCC Children End of 2019

Status of CCC Children End of 2019



- 12 children are still receiving CCC services.
- 3 children were reintegrated with their mothers.
- 2 children moved to another shelter upon leaving the CCC.

Residents' Feedback

SAFETY

- After leaving the difficult situation, the new environment is important to assist women to move towards rebuilding their lives.
- **76.27%** from the survey indicated that they **feel safe staying in Refuge**

SERVICES

- In relation to staff and social workers services throughout Residents stay in Refuge
- **77.97%** of the Residents expressed their **satisfaction on the services provided throughout their stay.**

SPACE

- **66.1%** of the Residents agree that **the space for use is adequate and enhances their lifestyle quality**

N = 56

Contributes to the Emotional Development of the Residents in the Refuge

- 53 % Agree that they can be in a safe situation
- 59 % Indicates that they can decide for themselves
- 68 % Agree that they have the ability to consult others
- 61 % Understands the situation is not their fault
- 58 % Learnt more healthy coping mechanism

PROGRAMMES

SERVICES

WAO Programmes & Activities 2019

	ACADEMIC	SPORTS & RECREATION	ARTS & CREATIVITY	LIVING SKILLS
Children	<ul style="list-style-type: none"> English Tuition Math Tuition BM Tuition Science Tuition History Homeschooling 	<ul style="list-style-type: none"> Futsal Class Badminton Class Basketball Class Care2Run Yoga 	<ul style="list-style-type: none"> Ukulele Class Speech & Drama Engineering Skills Musicianship Skill & Therapy Creative Writing 	<ul style="list-style-type: none"> Gardening
Women	<ul style="list-style-type: none"> English Class BM Class 	<ul style="list-style-type: none"> Yoga Bodyweight Class 	<ul style="list-style-type: none"> Dance Class Beading Class Embroidery Class Watercolor Paint Workshop 	<ul style="list-style-type: none"> Baking classes Henna Class SAGE grant livelihood skills training workshops and skillstraining programs tailored for each participant
Psychotherapy	<ul style="list-style-type: none"> Peer Support Group Counselling Mothers Positive Parenting Group Counseling and Therapy for Women and Children Children Gender Awareness Groups 			

Child Activity Centre

Child Activity Centre commenced operations in May 2019.

This safe conducive learning space is an interim venue for all programmes and activities for children and women residents and ex-residents, outside from the shelter grounds.

Consists of 3 rooms for tuition, play-therapy and other activities.

Activities at CAC 2019

- **68 counselling sessions** (May-Dec 2019)
- **Weekly academic tuition classes:** BM, English, Math, Science & History
- **Weekly creative classes:** Ukulele Class, Musicianship Skills & Music Therapy, Engineering for Kids, Yoga, Henna Art Class

Other Activities outside CAC

Futsal Coaching (Weekly)

Saturdays 10am - 11am

Badminton Coaching (Weekly)

Saturdays 2pm - 4pm

Care2Run (10-week programme)

Fridays 7pm - 10pm

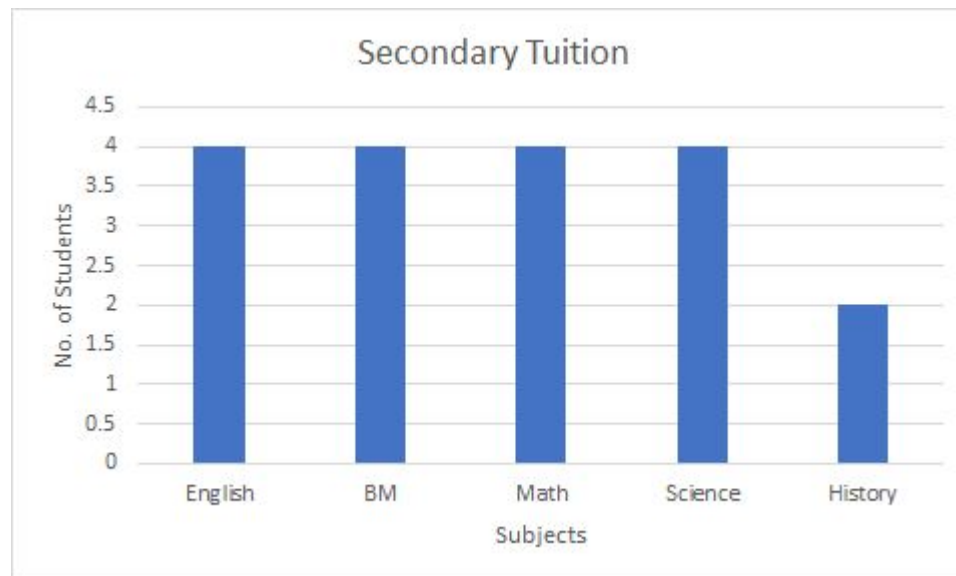
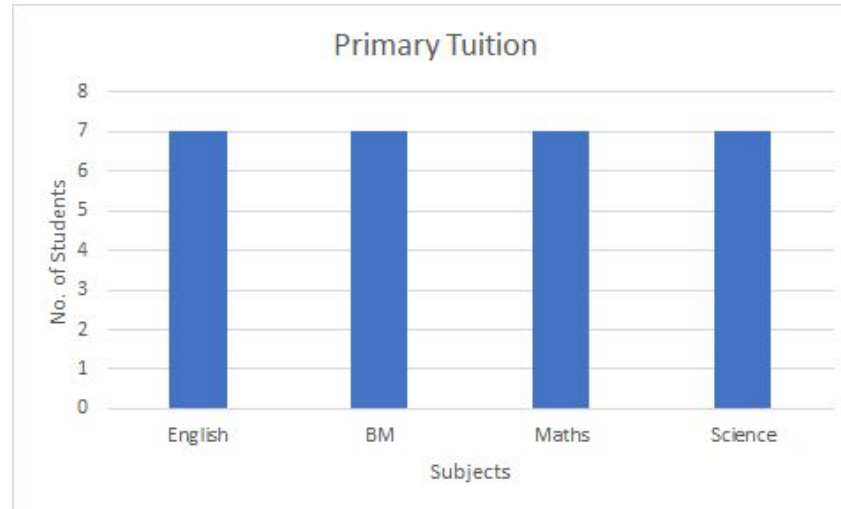
Dance Class (Weekly)

Tuesdays 11am - 12pm

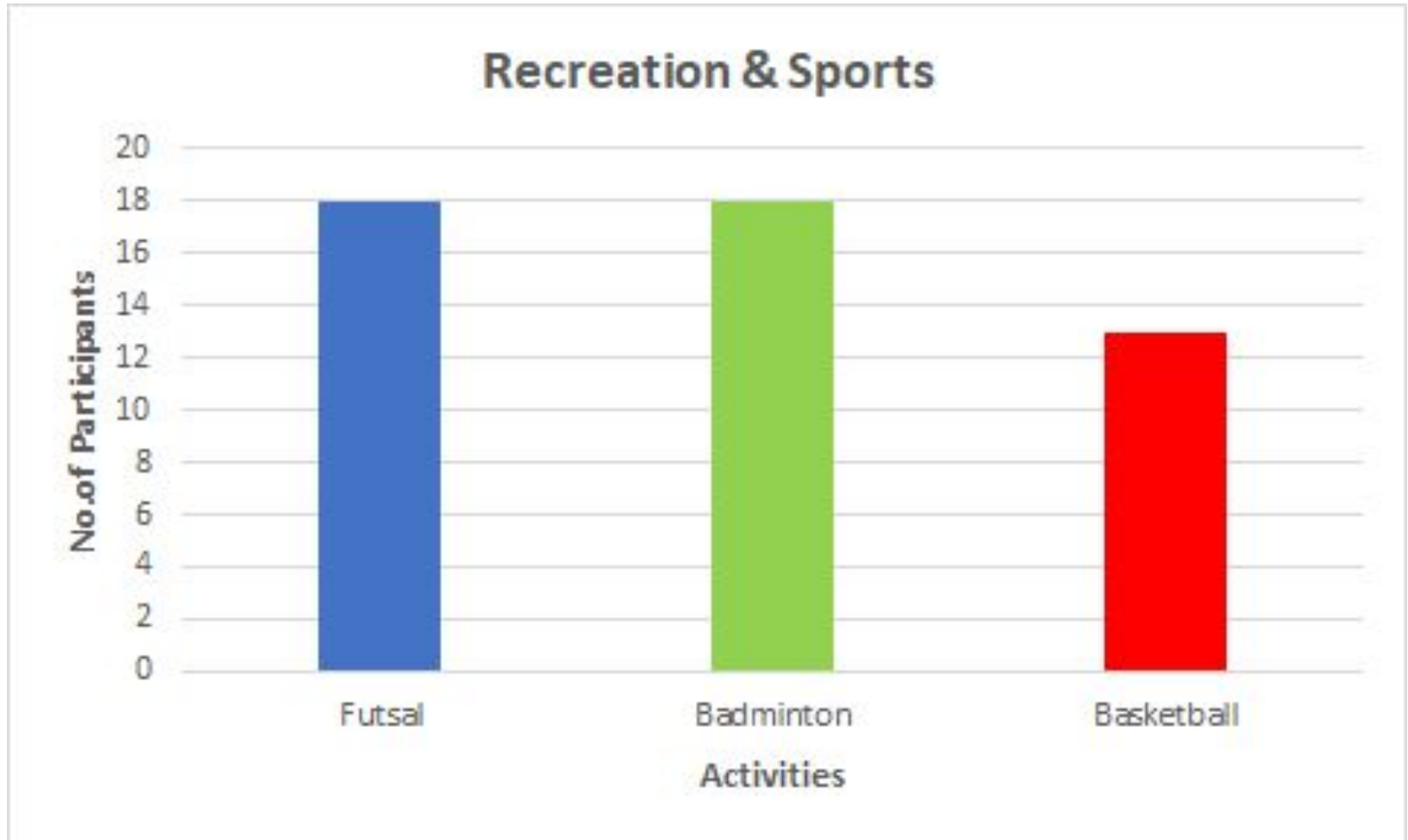
School Holiday Basketball Clinic (4-week programme)

Fridays 4pm - 6pm

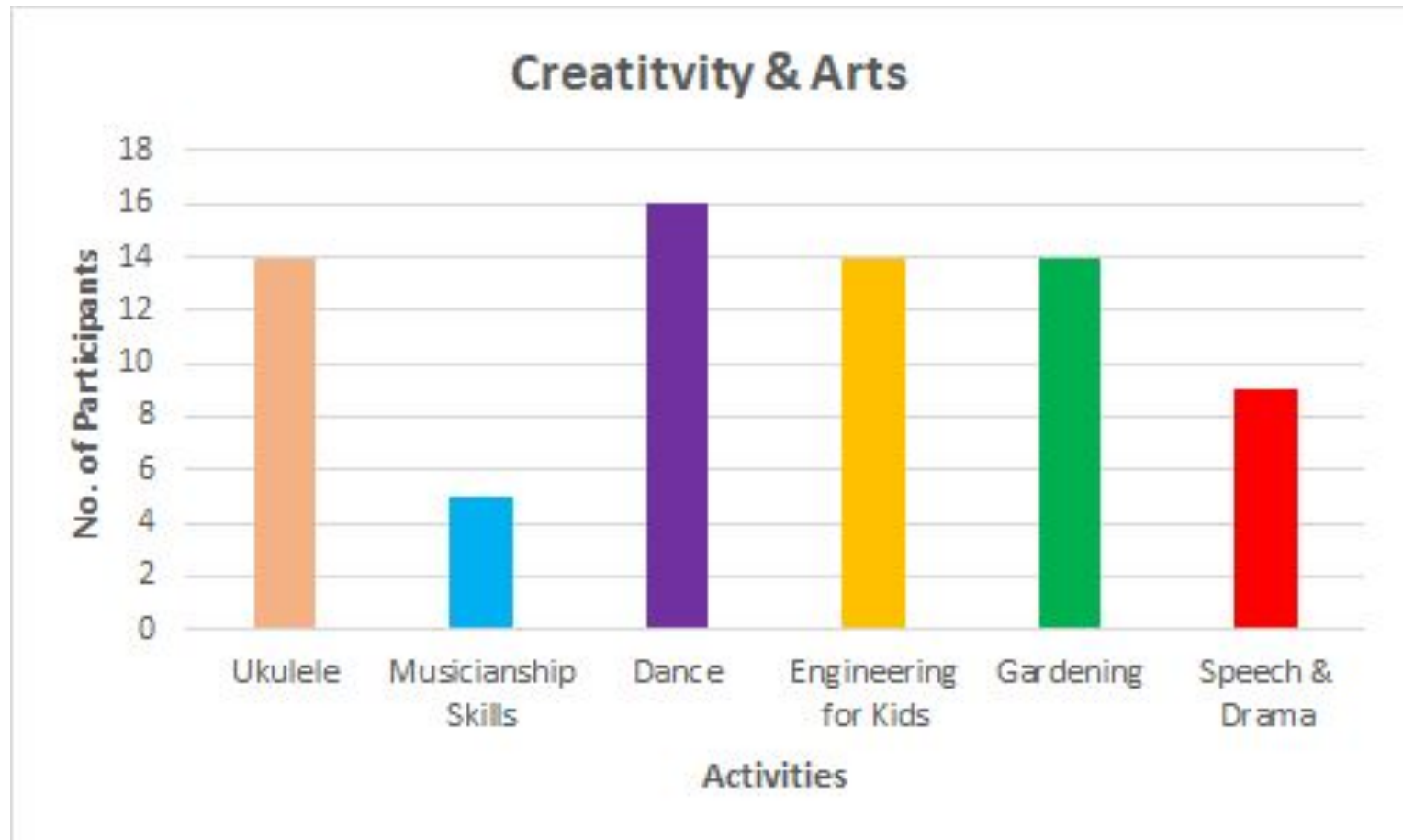
Total Number of Students in 2019



Total Number of Participants in 2019

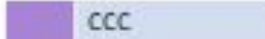
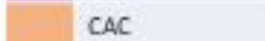

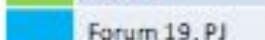




Total Number of Participants in 2019



DAILY PROGRAMME SCHEDULE : CHILDREN – NOVEMBER 2019

Monday	Science Tuition 5.00-7.00pm (Primary School) (Raja)	English Tuition 5.00-7.00pm (Secondary School) (Lilapathy)	History Tuition 7.00-8.00pm (PT3 Exam Candidates) (Lilapathy)
Tuesday	Engineering Class 3.30-5.00pm (Age 5 onwards) (Sharini)	English Tuition 5.00-7.00pm (Primary School) (Maisyarah)	
Wednesday	Ukulele (J) Class 4.45-5.30pm (Ages 7-10) (Doreen Lim)	Ukulele (S) Class 5.30-6.30pm (Age 11 onwards) (Doreen Lim)	Math Tuition 7.30-9.30pm (Secondary School) (Cynthia)
Thursday	BM Tuition 3.00-5.00pm (Secondary School) (Syakira)	Musicianship Skills 4.00-4.45pm (Age 6 and below) (Joseph Tseu)	Science Tuition 5.30-7.30pm (Secondary School) (Cynthia)
Friday	Math Tuition 3.00-5.00pm (Primary School) (Prakash)	Prep-Time 7.00-10.00pm (Ages 5 onwards) (Volunteers)	
Saturday	Football Clinic 10.00-11.00am (Ages 6 onwards) (Sulaiman Gerrard)	Badminton Clinic 2.00-4.00pm (Ages 6 onwards) (Peter Xavier)	

Location	
	CCC
	CAC
	Shelter
	Forum 19, PJ
	Sports Barn, PJ
	TBD

Child Sponsorship Programme

Aims to provide funds from donors to assist former residents with schooling expenses for their children.

- In 2019, this programme provided support to 11 mothers and enabled a total of 15 children to receive formal education.
- The program was ceased in January 2020.

Celebrations and Outings for Residents

Outings and celebration of cultural events for residents help to maintain a sense of community and normalcy.

All festive celebrations were held at the shelter with performances from the residents accompanied by delicious festive dishes. Children took part in art competitions and helped decorate the shelter creating the perfect festive atmosphere.

Celebrations

- Malaysia Day
- Deepavali
- Christmas Day

Outings

- Movie
- Kebun-Kebun Bangsar

WAO Annual Gathering 2019

The WAO Annual Gathering 2019 was held at MBO Starling Mall, PJ from 1.30pm to 5.30pm.

A total of 179 people attended this event which showcased Frozen 2 Movie in two movie halls, face painting, kids tattoo, Magician Clown show/balloon sculpture handout by Mascots, free haircuts for kids, henna art and tea.

Attendance Summary

Women	43
Children	82
EXCO Members	7
WAO Staff	18
CSOs	7
LACs	3
Volunteers	19