



WAO ANNUAL STATISTICS

2012

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WAO FIGURES SINCE SEPTEMBER 1982

Year	Refuge	Face to Face	Telephone
1982	57	n/a	200
1984	129	n/a	369
1985	53	n/a	592
1986	50	n/a	843
1987	61	30	822
1988	83	79	641
1989	90	114	1403
1990	75	109	1512
1991	74	80	1857
1992	62	74	2462
1993	91	84	1312
1994	97	91	1358
1995	88	57	1428
1996	98	52	1800
1997	109	52	1150
1998	101	50	1241
1999	120	52	1150
2000	105	44	981
2001	115	95	1063
2002	122	87	1478
2003	133	91	1492
2004	132	75	1500
2005	116	115	1215
2006	95	105	1475
2007	100	75	1200
2008	115	72	1318
2009	119	138	1228
2010	125	145	1544
2011	110	104	1347
2012	133	127	2023
Total	2958	2197	38004

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INFORMATION ABOUT RESIDENTS

There were 133 entries into the shelter in 2012. However 10 out of 133 were our ex-residents from previous years and 1 resident returned to the shelter within the same year. Therefore, the statistics below highlights the demographics of the 133 individual women who received our services. The statistics below are based on information shared by the residents.

1. Reasons for seeking shelter

Reasons for seeking shelter	Number	Percentage	Number in 2011
Domestic violence	82	61.7	75
Single and pregnant	12	9.0	6
Rape	7	5.3	3
Migrant domestic worker abuse	9	6.8	9
Trafficked	11	8.3	1
Sexual Harassment	1	0.7	1
No place to stay	7	5.3	5
Abuse/Assault	1	0.7	-
Others*	3	2.2	10
Total	133	100	110

82 women (61.7%) sought shelter as a result of domestic violence. WAO also offered shelter to women who faced other problems and were in need of a temporary place to stay.

*Others includes pending cases, investigations by UNHCR and threats by loan sharks.

2. Expectations of the residents (multiple answers)

Expectations of the residents	Number	Percentage
Seeking protection	110	82.7
Wanting legal assistance	56	42.1
Temporary shelter	128	96.2
Assistance for returning to home country	21	15.8

Most residents sought protection and temporary housing at the Refuge. 82.7% of the residents sought protection from their husbands, partners, boyfriends, family members or employers, while 96.2% came to WAO for temporary housing. *Temporary shelter* or housing also includes single pregnant

women who wished to hide their pregnancy from their families and/or society, residents who stayed for a night or two because of their court cases.

3. Number of children stayed at refuge

Out of the 133 residents, 86 residents had children with them, while 47 residents did not. In total, 117 children stayed at the Refuge (compared to 122 children in 2011). Table (a) below shows the breakdown of the number of children of each resident.

Table (a)

Number of children per resident	Number of resident
None	47
1 child	17
2 children	28
3 children	24
4 children	7
5 children	5
6 children	3
More than 6 children	2
Total	133

Table (b) shows the breakdown of the number of children who stayed at the Refuge with each resident.

Table (b)

Number of children stayed at the refuge per resident	Number of women	Percentage	Valid* Percentage
None	33	24.8	38.4
1 child	20	15.0	23.3
2 children	15	11.3	17.4
3 children	11	8.3	12.8
4 children	3	2.3	3.5
5 children and above	2	1.5	2.3
6 children	2	1.5	2.3
Total	86	64.7	100.0

**Valid percentage refers to the total percentage excluding the missing values in a data set.*

4. Number of stays

The majority of residents, 92.5%, were new clients, while there were ten or 7.6% of residents who previously stayed at the Refuge.

Number of stays	Number	Percentage
First	123	92.5
Second	9	6.8
Third	-	-
Fourth or more	1	0.8
Total	133	100

5. Source of awareness about WAO

As in previous years, residents found out about WAO through friends and relatives, the media (internet, magazines, newspapers, television and radio), other NGOs (including Pure Life and WCC), and so on. In the table below, 'others' includes Political parties, telephone directory and Talian Nur.

Source of awareness about WAO	Number	Percentage
Self (ex-resident)/other ex- resident	13	9.8
Media/Website	15	11.3
UNHCR	8	6.0
Hospital/One Stop Crisis Centre	12	9.0
NGO	13	9.8
Friends	17	12.8
Welfare	6	4.5
Police	5	3.8
Relatives/ Family	11	8.3
Religious institution	6	4.5
Embassy	13	9.8
International Catholic Migration Commission (ICMC)	8	6.0
Others	6	4.6
Total	133	100

6. Length of stays

The women stayed for varying periods of time, most of the women stayed between 1 to 2 months (24.1%).

Length of stays	Number	Percentage
Less than a week	29	21.8
1 to 2 weeks	14	10.5
2 to 3 weeks	17	12.8
1 to 2 months	32	24.1
2 to 3 months	17	12.8
More than 3 months	13	9.9
Still at WAO	11	8.3
Total	133	100

7. Place of residence

As we are located in the Klang Valley, most of the women were from Selangor (45.9%) and Wilayah Persekutuan (29.3%).

Residence	Number	Percentage	Valid Percentage
Selangor	61	45.9	46.2
Wilayah Persekutuan	39	29.3	29.5
Johor	8	6.0	6.1
Negeri Sembilan	7	5.3	5.3
Perak	5	3.8	3.8
Kelantan	5	3.8	3.8
Sarawak	2	1.5	1.5
Pahang	1	0.8	0.8
Kedah	1	0.8	0.8
Terengganu	1	0.8	0.8
Penang	1	0.8	0.8
Sabah	1	0.8	0.8
Total	132	99.2	100.0
Not Available	1	0.8	
Total	133	100	

8. Age

For the past 10 years, the residents were mostly in their 20s (44.4%) and 30s (36.1%).

Age (years)	Number	Percentage
Less than 20	9	6.8
20 to 29	59	44.4
30 to 39	48	36.1
40 to 49	12	9.0
50 and above	5	3.8
Total	133	100

9. Nationality

Among 133 residents, there were 83 (62.4%) Malaysian and 50 (37.6%) residents were Non-Malaysians.

Nationality	Number	Percentage
Malaysian	83	62.4
Myanmar	15	11.3
Indian	9	6.8
Indonesian	6	4.5
Sri Lankan	6	4.5
Cambodian	2	1.5
Filipina	2	1.5
Somalian	2	1.5
China	1	0.8
Pakistani	1	0.8
Yameni	1	0.8
Singaporean	1	0.8
Brazilian	2	1.5
American	1	0.8
Taiwanese	1	0.8
Total	133	100

The ethnicity of the 83 Malaysians were:

Ethnicity	Number	Percentage
Indian	52	62.7
Malay	16	19.3

Chinese	13	15.7
Sikh	1	1.2
Iban	1	1.2
Total	83	100

10. Marital status

Most residents were married, though a significant number were married through customary rites, again pointing out that the community does not understand the legal implications of unregistered marriages.

Marital status	Number	Percentage
Single	38	28.6
Registered marriage	58	43.6
Customary marriage	18	13.5
Cohabiting	11	8.3
Divorced	6	4.5
Separated	1	0.8
Widowed	1	0.8
Total	133	100

11. Level of education

More than 12.7% of the residents have diploma and above.

Level of education	Number	Percentage	Valid Percentage
No Formal Education	14	10.5	10.9
Primary	27	20.3	20.9
Lower secondary / SRP / PMR	22	16.5	17.1
Upper secondary / SPM	33	24.8	25.6
Form 6 / Certificate	4	3.0	3.1
Diploma	14	10.5	10.9
Degree	15	11.3	11.6
Total	129	97.0	100.0
Not available	4	3.0	-
Total	133	100	-

12. Occupation

Almost half the residents were not formally employed. Of these residents, some had home-based businesses, others were unable to find a job, and some had to leave their jobs due to family obligations.

Occupation	Number	Percentage	Valid Percentage
Homemaker	44	33.0	33.3
Unemployed*	21	15.7	15.9
Factory / Production Worker	2	1.5	1.5
Cleaner / General Worker	4	3.0	3.0
Professional	1	0.8	0.8
Self-employed / Business	5	3.8	3.8
Administrator / Manager	6	4.5	4.5
Student	5	3.8	3.8
Sales	7	5.3	5.3
Service Sector (Hospitality)	3	2.3	2.3
Migrant Domestic Worker	18	13.5	13.6
Government Agencies	1	0.8	0.8
Teacher / Lecturer / Professor	1	0.8	0.8
Customer Service	3	2.3	2.3
Technical worker	3	2.3	2.3
Clerical worker	2	1.5	1.5
Retired	1	0.8	0.8
Tailor	1	0.8	0.8
Others	4	3.0	3.0
Total	132	99.2	100.0
Not available	1	0.8	-
Total	133	100	-

*Of 21 unemployed residents, 14 residents (66.7%) were single, 4 (19.8%) were married and 3 of them were divorced. Most of them were looking for a job.

12.1 Homemakers

This year in 2012, we have 2 categories for homemakers - by choice and not by choice. Out of 44 residents, 38 residents (86.4%) became homemakers not of their own choice, while 6 residents (13.6%) were by choice.

Homemakers	Number	Percentage
By Choice	6	13.6
Not By Choice	38	86.4
Total	44	100

12.2 Homemaker not by choice

Of the 38 residents, 27 (71.5%) agreed that they stayed at home because their husbands did not allow them to work. While 11 residents (29%) lacked resources for childcare.

Reason of homemaker not by choice	Number	Percentage
Husband didn't allow to work	27	71.0
No one take care of children	10	26.4
Cannot afford to send children to kindergarten	1	2.6
Total	38	100

13. Income (per month)

Out of 133 residents, 68 of them earned an income prior to WAO. Few of them did continue their jobs after seeking for shelter. Out of 9 MDW residents, 4 received their salaries after they arrived at WAO. Around 35 residents earned less than RM1, 000 a month.

Income (RM)	Number	Percentage	Valid Percentage
None*	11	16.2	25.7
Below 500	3	4.4	4.7
500 – 999	24	35.3	38.0
1,000 – 1,499	9	13.2	14.0
1,500 – 1,999	7	10.3	11.1
2,000 – 2,499	4	5.9	6.3
2,500 – 4,999	5	7.4	7.9
Total	63	92.6	100.0
Not Available	5	7.4	-
Total	68	100.0	-

* Of 11 residents who did not have any earnings, 4 (36.3%) of them were trafficked survivors and 2 (18%) of the MDWs did not receive any salary from their employers. The other 5 residents were single pregnant woman.

14. Contemplated suicide / Attempted

Out of the 133 women interviewed, 50 (37.6%) had contemplated suicide and out of these women, 30 has attempted suicide at least once.

Contemplated suicide	Number	Percentage	Valid Percentage
Yes	50	37.6	41.0
No	72	54.1	59.0
Total	122	91.7	100
Not available	11	8.3	-
Total	133	100	-

Out of 50 residents who contemplated suicide, 37 (74%) were survivors of domestic violence and 6 (12%) of them were trafficked victims.

Type of survivors	Number	Percentage
Domestic Violence	37	74
Trafficked	6	12
Migrant Domestic Worker	3	6
Rape	3	6
Others (threaten by loan shark)	1	2
Total	50	100

Attempted suicide	Number	Percentage
Yes	30	60.0
No	20	40.0
Total	50	100

Most of them attempted suicide by swallowing sleeping pills, self-inflicted injury, hanging, jumping from high places, drinking toxic substances or medication.

Times attempted	Number	Percentage	Valid Percentage
Once	20	66.7	69.0
Twice	6	20.0	20.7
Four	1	3.3	3.4
More than four	2	6.7	6.9
Total	29	96.7	100.0
Not Available	1	3.3	
Total	30	100.0	

Methods of attempting suicide	Number	Percentage	Valid Percentage
Consuming harmful substances	3	10.0	10.3
Consuming medicine	2	6.7	6.9
Swallowing pills	11	36.6	38.0
Self-injury (stab, wrist cutting)	8	26.7	27.6
Attempt to hang themselves	3	10.0	10.3
Other ways*	2	6.7	6.9
Total	29	96.7	100.0
Not Available	1	3.3	
Total	30	100.0	

* 1 resident tried to induce an accident and another 1 jumped from a high place.

UNDERSTANDING DOMESTIC VIOLENCE

Out of the 133 residents, 82 residents were survivors of domestic violence. In 2011, 75 out of the 110 residents at the Refuge were domestic violence survivors.

1. Types of abuse experienced by DV survivors (multiple answers)

Almost all of the survivors of domestic violence experienced physical and psychological violence, while many were also subjected to other forms of abuse.

Type of abuse	Number	Percentage (out of 82)
Physical	75	91.5
Psychological	81	98.8
Sexual	33	40.2
Financial	62	75.6
Social	54	65.9

2. Types of physical abuse (multiple answers)

Types of physical abuse	Number	Percentage (out of 82)
Beaten with hands and kicking	75	91.5
Beaten with objects	42	51.2
Objects thrown	37	45.1
Hit against a wall / thrown on the floor	31	37.8
Threatened with knife / objects	26	31.7
Scalded/burnt	8	9.8
Strangulation	2	2.4
Denied medication (asthma)	1	1.2
Pouring cold water	1	1.2
Pouring hot water	1	1.2
Giving poison	2	2.4
Giving ecstasy	1	1.2
Stripped naked in public	1	1.2
Force into sex work	1	1.2
Biting	1	1.2

3. Length of time in abusive situation - domestic violence is a pattern and not an isolated case.

Among the 82 survivors of domestic violence, 74 women were abused by their husbands or boyfriends, while 8 were abused by their family members and in-laws.

3.1 Abused by husband / cohabitee / boyfriend

Perpetrator	Number	Percentage
Husband / ex-husband	65	79.38
Boyfriend / Cohabitee	9	10.9
Family member	8	9.8
Total	82	100.0

Within the first year of the marriage or living together, 28 residents, 34.1% experienced abuse.

When the abuse started	Number	Percentage	Valid Percentage
Before marriage	10	12.2	13.7
Within one year	28	34.1	38.4
Within two years	9	11.0	12.3
Within three years	5	6.1	6.8
Within four years	4	4.9	5.5
Within five years	2	2.4	2.7
After the fifth year	15	18.3	20.5
Total	73	89.0	100.0
Not Available	9	11.0	
Total	82	100.0	

Length of abuse	Number	Percentage	Valid Percentage
Less than 1 year	8	9.8	10.3
1 to 5 years	33	40.2	42.3
6 to 10 years	25	30.5	32.1
11 to 15 years	8	9.8	10.3
More than 20 years	4	4.9	5.1
Total	78	95.2	100.0
Not Available	4	4.9	

Total	82	100.0	
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3.2 Abused by family members or relatives

8 of the domestic violence survivors were abused by other family members.

Perpetrator	Number	Percentage
Parents	4	50.0
Brother	2	25.0
Step-parent/s	1	12.5
Mother-In-Law	1	12.5
Total	8	100.0

Parents	Number	Percentage
Father	-	-
Mother	2	50.0
Both parents	2	50.0
Total	4	100.0

Length of abuse	Number	Percentage	Valid Percentage
Less than a year	2	25.0	28.6
1 to 3 years	4	50.0	57.1
6 to 10 years	1	12.5	14.3
Total	7	87.5	100.0
Not Available	1	12.5	
Total	8	100.0	

4. Triggering factors (multiple answers)

Almost 40% of the women said that the abuse occurred for no apparent reason. One recurring characteristic is that the abusive men tend to be very jealous, suspicious and controlling. Towards the end of the month when finances are low, the abuse surfaces.

Triggering factors	Number	Percentage
No reason	31	37.8
Jealousy	33	40.2
Suspicious nature	47	57.3
Financial problems	35	42.7

Child related problems	12	14.6
Alcohol	26	31.7
Work related stress	11	13.4
Drugs	15	13.3
In-laws interference	10	12.2
Gambling problems	9	11.0
Sexual problems	16	19.5
Another woman / polygamy	19	23.2
Other women / affairs	22	26.8

5. History of abuse

5.1 Perpetrator's family

Almost half of the perpetrators come from families with a history of abuse.

History of abuse	Number	Percentage	Valid Percentage
Yes	38	46.3	49.4
No	24	29.3	31.2
Do not know	15	18.3	19.4
Total	77	93.9	100
Not Available	5	6.1	-
Total	82	100.0	-

5.2 Woman's family

History of abuse	Number	Percentage	Valid Percentage
Yes	23	28.0	36.5
No	54	65.9	63.5
Total	77	93.9	100
Not available	5	6.1	-
Total	82	100	-

6. Frequency of the abuse

Frequency of abuse	Number	Percentage	Valid Percentage
Daily	30	36.7	37.5
Once a week	6	7.3	7.5

Occasionally	43	53.4	53.7
Once a month	1	1.2	1.3
Total	80	97.6	100.0
Not Available	2	2.4	-
Total	82	100.0	-

7. The cycle of violence - number of times the woman tried to leave

For 18 women, seeking shelter at the Refuge was their first ever attempt to leave the abusive situation. 9 of the women they had left 5 times. Of 18 women, 4 of them returned to the abusive situation.

Number of times the women had left	Number	Percentage	Valid Percentage
Never left before coming to WAO	18	22.0	28.8
One time	17	20.7	25.4
Two times	15	18.3	22.0
Three times	13	15.9	8.5
Four times	5	6.1	15.3
Five times or more	9	11.0	100.0
Total	77	94.0	-
Not available	5	6.1	-
Total	82	100.0	-

Women generally want to give their husbands a second chance especially when the husbands show a sense of remorse. Women also worry about their children's schooling, financial expenditures, of wanting to look after of her sick husband, and also worry about facing difficulties in coping with the stress of being a single mother. Job also is a challenging factor for those residents.

8. Triggering factors that made the woman leave her house and come to WAO

42.7% decided to leave their house because the situation had become unbearable - the abuse worsened, the husband stopped financial support or she decided that her husband will never change.

Triggering factors	Number	Percentage
For the sake of the children	1	1.2
Fear of husband / boyfriend	32	39.0
Situation in the house became unbearable	35	42.7
There were other networks/resources to help her (e.g. church, NGO)	3	3.7

Husband had another woman	3	3.7
Fear of family members	5	6.1
Other factors*	3	3.7
Total	82	100

* 2 residents were abandoned by their husband and 1 wanted to teach a lesson to her husband

DOMESTIC VIOLENCE: THE PERPETRATORS

The following information on the perpetrators reinforces the understanding that abusers come from all classes, ethnicity and professions.

1. Relationship to the residents

Perpetrators	Number	Percentage
Husband / ex-husband	65	79.3
Living partner	6	7.3
Parent(s)	4	4.9
Boyfriend	3	3.7
Sibling(s)	2	2.4
Relative(s)	1	1.2
Stepparent(s)	1	1.2
Total	82	100.0

2. Age

The perpetrators were mostly in their 30's (47.6% of perpetrators).

Age (years)	Number	Percentage
20 to 29	15	18.3
30 to 39	39	47.6
40 to 49	9	11.0
50 and above	11	13.4
Don't know	8	9.7
Total	82	100.0

3. Nationality

Nationality	Number	Percentage	Valid Percentage
Malaysian	66	80.5	81.5
Indian	1	1.2	1.2
Myanmar	10	12.2	12.3
Somali	1	1.2	1.2
Chile	2	2.4	2.5
Palestine	1	1.2	1.2
Total	81	98.8	100.0
Not Available	1	1.2	-
Total	82	100.0	-

The ethnicity of the Malaysian perpetrators:

Ethnicity	Number	Percentage
Malay	8	12.1
Chinese	11	16.7
Indian	45	68.2
Sikh	1	1.5
Sarawakian Bidayuh	1	1.5
Total	66	100.0

4. Level of education

The perpetrators had a diverse educational background.

Level of education	Number	Percentage	Valid Percentage
No formal education	5	6.1	7.2
Primary	11	13.4	15.9
Lower Secondary / PMR	14	17.1	20.3
Upper Secondary / SPM	9	11.0	13.0
Diploma / Form 6	10	12.2	14.5
Degree	8	9.8	11.6
Do not know	12	14.6	17.4
Total	69	84.1	100.0
Not available	13	15.9	-
Total	82	100.0	-

5. Occupation

The perpetrators were of a diverse occupational background. A significant number, about a fifth, were unemployed.

Occupation	Number	Percentage	Valid Percentage
Unemployed	14	17.1	18.7
Factory / production worker	1	1.2	1.3
Cleaner / general worker	6	7.3	8.0
Professional	8	9.8	10.7
Technical worker	2	2.4	2.7
Self-employed / business	11	13.4	14.7
Service sector (hospitality)	8	9.8	10.7
Administrative / Manager	2	2.2	2.7
Sales	1	1.2	1.3
Driver	1	11.0	12.0
Retired	9	2.4	2.7
Others	6	7.3	7.9
Do not know	5	5.1	5.7
Total	74	90.2	100.0
Not available	8	8.5	-
Total	82	100.0	-

6. Income (per month)

About a third of our residents were unaware of how much their perpetrators earned. The perpetrators for whom we have the data earn a varied level of income.

Income (RM)	Number	Percentage	Valid Percentage
None	14	17.1	20.0
500 – 999	2	2.4	2.9
1,000 – 1,499	4	4.9	5.7
1,500 – 1,999	2	2.4	2.9
2,000 – 2,499	2	2.4	2.9
2,500 – 4,999	10	12.2	14.3
5,000 – 9,999	5	6.1	7.1
> 10,000	5	6.1	7.1
Do not know	26	31.7	37.1
Total	70	85.4	100.0
Not available	12	14.6	-
Total	82	100.0	-

7. Criminal record

About a third of the perpetrators had criminal records for crimes besides domestic violence. About a quarter of the residents were unsure if the perpetrators had prior criminal records, but they suspected they did.

Criminal Record	Number	Percentage	Valid Percentage
Yes	11	13.4	14.9
No	42	51.2	56.8
Do not know	21	25.6	28.4
Total	74	90.2	100
Not Available	8	9.8	-
Total	82	100.0	-

8. Domestic Violence Act: Interim Protection Order (IPO)

8.1 Police report lodged prior to seeking shelter at WAO

Of 82 domestic violence survivor, 31 residents made police reports while staying at the refuge and social workers assisted them in communicating with the investigating officers to check on the status of the cases.

Police report lodged prior to arriving at WAO	Number	Percentage
Yes	31	63.4
No	51	32.9
Total	82	96.3

8.2 Helping residents to obtain IPOs

WAO assisted 21 residents in obtaining IPOs. 12 were successful in getting IPOs.

Obtained IPO	Number	Percentage
Yes	12	57.1
No	9	42.9
Total	21	100.0

Many residents lodged police reports, but did not want to pursue the case. Some did not want to charge the husband, as they did not think it would be in the best interest of their children. These residents felt that lodging police reports were enough for their own protection.

DOMESTIC VIOLENCE: OUTCOMES

1. Status of the residents at the end of 2012

Most of our residents went on to live independently, while there were 10 resident (12.2%) returned to the abusive situation due to various reasons; to give another chance to their husbands, for the sake of children's schooling, or fearful that they will not cope financially if they were to do it on their own.

Status of the residents	Number	Percentage
Still at WAO	8	9.8
Went back to abusive situation	10*	12.2
Living independently	31	37.8
Left to country of origin	1	1.2
Returned to own home	2	2.4
Staying with family / relatives / friends	20	24.3
Shifted to a different shelter	4	4.9
Rent a room / house	2	2.5
Left without informing	4	4.9
Total	82	100.0

*Resident was referred to another centre due to lack of resources and safety purpose whereby 2 of the residents' husbands got to know the location of residents.

*refer to the table below.

The following table shows the number of times the 10 residents left their homes before coming to WAO. Those were the resident who went back to abusive situation.

Number of times the women had left	Number
Never left before coming to WAO	4
Once	2
Three times	2
Five times or more	2
Total	10

2. Support systems

Most residents received support from their family members (parents, siblings or relatives). Others received help and support from other NGOs (e.g. UNHCR) or the Welfare Department or religious organisations. The support comes in various ways - moral, financial and temporary housing.

Has a support system	Number	Percentage	Valid Percentage
Yes	62	75.6	77.5
No	18	22.0	22.5
Total	80	97.6	100.0
Not Available	2	2.4	-
Total	82	100.0	-

Her support system	Number	Percentage
Family members	29	46.7
Relatives	6	9.6
NGO	4	6.4
Friends	17	27.4
Boyfriend	1	1.6
Relatives	3	4.8
Others*	2	3.2
Total	62	100.0

*Her adopted family and a doctor from the Health Clinic.

3. Reasons cited for returning to abusive situation (multiple answers)

10 (12.2 %) of the residents decided to return to their abusive situations. All of them who went back to the abusive situations said that they wanted to give their husband or partner another chance.

Reasons	Number	Percentage (out of 10)
Give husband another chance	10	100.0
Children's education	2	20.0
Financial reasons	2	20.0
Husband agreed to change his behaviour /lifestyle	4	40.0
Illness in the perpetrator's family	2	20.0

4. Occupation

Of the 72 residents who did not return to their abusive situations, 30 found new jobs. Among the 30 residents, 16 of them had jobs prior to their stay at WAO.

Type of job	Number	Percentage
Factory/production worker	1	1.4
Clerical worker	1	4.2
Professional	1	2.8
Self-employed/ Business	1	1.4
Administrator/ Manager	1	2.8
Sales	6	8.3
Service sector (Hospitality)	6	8.3
Teacher/ Lecturer/ Professor	3	4.2
Others*	6	8.4
Total	30	100.0

*customer service, a government servant, saloon assistants, part-time tuition teacher, clinic assistant and shop assistant.

5. The Impact of the Refuge Services

Besides providing counselling and shelter to the residents, WAO also provided other services to the clients to meet their individual needs. These services included providing information on their rights such as police reports, Interim Protection Order (IPO), legal aid, registration procedures, schooling, job resources, health care, budgeting, financial matters, help acquiring visas, Social Visit Passes, and permanent residency, and networking with other agencies.

All the tables in the section (below) provides the number women who received help in the particular knowledge by the time the left WAO.

5.1 Knowledge of the dynamics of domestic violence and police procedures

Clients are provided with help to understand the dynamics of domestic violence, how to lodge a police report and how to apply for an Interim Protection Order (IPO). The social workers discuss this information not only with domestic violence survivors, but also with all other residents.

116 residents had developed an understanding of the dynamics of domestic violence and how to deal with it by the time they left WAO. For the women who decided to return to abusive situations, the information they received at WAO will be vital as they are now more aware of their options.

39 women understood how to lodge police reports by the time they left WAO. WAO social workers informed them on the process of writing the reports as well as the subsequent processes after the police reports had been lodged.

Many residents were not informed about IPOs by the police even though they had lodged police reports many times before. 21 women understood how to apply for an IPO by the time they left WAO.

Knowledge	Number of resident who had acquired this knowledge upon leaving WAO
Dynamic of domestic violence	116
Help to lodge police report/ assisting to get IPO	39

5.2 Knowledge of health issues

WAO also helps residents understand health issues, such as family planning methods, how to conduct breast self-examination and HIV/AIDS.

Knowledge	Number of residents who had the knowledge upon leaving WAO
Contraceptive methods	122
Pregnancy	20
FP/STD/ HIV / AIDS	84

5.3 Knowledge of legal procedures

WAO also helps residents understand legal procedures, these include the marriage tribunal, divorce, custody, and maintenance. Although some residents did not intend to get a divorce, the social workers would provide the residents with the information so that they would be aware and informed of their options.

Knowledge	Number of residents who had the knowledge upon leaving WAO
Marriage Tribunal	56
Divorce procedures	37
Child custody procedures	40
Maintenance procedures	30

5.4 Knowledge of financial matters

This component relates to financial matters, including managing a budget. In some cases where residents had incurred a loan primarily due to their husbands' or partners' financial problems, the social workers, together with Legal Aid Centre students also provided residents with the appropriate information and resources. WAO also teaches residents how to negotiate with their employers for their wages, especially in cases where employers refuse to provide a salary.

Knowledge	Number of residents who had the knowledge upon leaving WAO
Budgeting	52
Negotiating with employers about salary / wages	32

5.5 Knowledge of Visa's, Social Visit Passes and Permanent Residency

WAO provides non-Malaysian residents with information about Social Visit Passes and on applying for permanent residency (PR), and discuss issues concerning overstaying visas. Most of the non-Malaysians were referred to us by UNHCR and therefore had refugee status in Malaysia. A few others wanted to return to their home countries.

Knowledge	Number of residents who had the knowledge upon leaving WAO
Social Visit Pass	14
Issues related to overstaying visas	16

5.6 Networking with other agencies

WAO also provides the residents with information about different agencies which would be able to assist them. In some cases, WAO linked them with the officers from these agencies for direct assistance.

Knowledge	Number of residents who gained information and knowledge upon leaving WAO
Jabatan Pendaftaran Negara procedures (for identity cards / birth certificates /marriage certificates)	29
The role of the welfare department (IPO, financial assistance and counselling)	39
The role of lawyers / LAC (divorce, custody and maintenance)	56
Relevant religious bodies	10
Other NGOs (children's homes, marriage counselling and financial assistance)	13

MIGRANT DOMESTIC WORKER ABUSE

In Malaysia, there are over 600,000 migrant domestic workers, and the last published statistics in 2009 from the police indicate there was an average of 50 reports made to the police on MDW abuse.

9 of our residents in 2012 were migrant domestic workers who experienced abuse. 3 were from the India, 2 from Sri Lanka, 2 from Indonesia, 1 from Cambodia and 1 from the Philippines. All of them came to Malaysia through an agent from their home countries.

1. Age

The youngest among the MDWs was an Indonesian who was younger than the age of 20. They came in with proper documents and contracts. The embassies (though not all) did assist in getting back their salary and also in repatriation.

Age (years)	Number	Percentage
Less than 20	1	11.1
20 to 29	4	44.4
30 to 39	2	22.2
40 to 49	2	22.2
Total	9	100.0

2. Duration of work before seeking shelter (months)

Length of work	Number	Percentage	Valid Percentage
1 – 3 months	1	11.1	14.3
4 – 6 months	1	11.1	14.3
7 – 12 months	4	44.4	57.1
18 – 24 months	1	11.1	14.3
Total	7	77.8	100.0
Not available	2	22.2	
Total	9	100.0	

3. Length of stay at shelter

Length of stay	Number	Percentage
Less than a week	2	22.2
2 to 3 weeks	2	22.2
1 to 2 months	1	11.1
3 to 4	-	-
Still in WAO	2	22.2
More than 3 months	2	22.2
Total	9	100.0

4. Reasons for coming to WAO

Reason	Number	Percentage
Abused by male employer	2	22.3
Abused by female employer	7	77.7
Total	9	100.0

5. Type of abuse experienced by MDW's (multiple answers)

Type of abuse	Number	Percentage
Physical	3	33.3
Mental	9	100.0
Sexual	2	22.2
Financial	7	77.8
Social	5	55.6

All the MWDs suffered psychological abuse such as being constantly scolded, belittled and threatened to send them to Immigration for deportation. They were also made to do excessive house chores and were deprived of food and rest. All of the workers did not get their salary from the employers, except for one whose employer told her she will bank in the salary into an account under the employers' daughter's name.

MIGRANT DOMESTIC WORKER ABUSE: THE PERPETRATORS

1. Age

Age (years)	Number	Percentage
30 to 39	3	33.3
40 to 49	2	22.2
50 above	1	11.1
Do not know	3	33.3
Total	9	100.0

2. Ethnicity

Ethnicity	Number	Percentage	Valid Percentage
Chinese	3	33.3	37.5
Indian	3	33.3	37.5
Sikh	2	22.2	25.0
Total	8	88.9	100.0
Not available	1	11.1	
Total	9	100.0	

3. Occupation

Occupation	Number	Percentage	Valid Percentage
Self-employed / business	3	33.3	42.9
Service sector	2	22.2	28.6
Do not know	2	22.2	28.6
Total	7	77.8	100.0
Not available	2	22.2	
Total	9	100.0	

MIGRANT DOMESTIC WORKER ABUSE: OUTCOMES

1. Status of the migrant domestic workers (MDW) at the end of 2012

5 of them went back to their country of origin, 3 were still at WAO, waiting to return to their country and 1 left the shelter without informing us.

Status of migrant domestic worker	Number	Percentage
Left to country of origin	5	55.6
Still at WAO	3	33.3
Left the shelter without informing	1	11.1
Total	9	100.0

2. Services provided for migrant domestic workers (multiple answers)

Services provided	Number	Percentage (out of 9)
Helping the client lodge a police report	6	66.7
Taking client for hospital examination	2	22.2
Overstay issues	6	66.7
Negotiating with employer/ agent	5	55.6
Negotiating with Embassy	6	66.7
Helping the client get her wages	5	55.6
Waiver of penalty for overstay	6	66.7
Special pass and check out memo	5	55.6

HUMAN TRAFFICKING

The overwhelming majority of trafficking victims are undocumented foreign workers in Malaysia from various countries including Philippines, Cambodia, Sri Lanka, India, Indonesia, Thailand and Vietnam. Many victims travel willingly to Malaysia in search of employment opportunities in plantations, textile factories, and as domestic workers but subsequently encounter forced labour or debt bondage at the hands of their employers, employment agents, or informal labour recruiters. Many of Malaysia's trafficking offenders are individual business people as well as large organized crime syndicates.

The elements of trafficking are as below:*

The Act (What is done)

Recruitment, transportation, transfer, harbouring or receipt of persons

The Means (How it is done)

Threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability, or giving payments or benefits to a person in control of the victim

The Purpose (Why it is done)

For the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

To ascertain whether a particular circumstance constitutes trafficking in persons, consider the definition of trafficking in the Trafficking in Persons Protocol and the constituent elements of the offense, as defined by relevant domestic legislation.

*United Nations Office on Drugs and Crime, *What is Human Trafficking?* (n.d.) .Retrieved April 9th, 2013 from the 'What is Human Trafficking?' <http://www.unodc.org/unodc/en/human-trafficking/what-is-human-trafficking.html>,

1. Nationality

In year 2012, we sheltered 11 trafficked women.

Nationality	Number	Percentage
India	5	45.5
Sri Lanka	4	36.4
Indonesia	1	9.1
Cambodia	1	9.1
Total	11	100.0

2. Age

Age (years)	Number	Percentage
20 to 29	8	72.7
30 to 39	3	27.3
Total	11	100.0

3. Reasons for Trafficking

Most of these residents were referred by the embassy and others through hospitals, other NGOs and even by the public. According to the residents, they were cheated by agent and trafficked for various reasons as listed below:

Trafficked for	Number	Percentage
Domestic work	9	81.8
Sex work	2	18.2
Total	11	100.0

In one case, the resident followed the agent thinking she will be reunited with her husband who had to flee Sri Lanka as he was allegedly a Tamil Tiger.

4. Traffickers

Out of the 11 trafficked residents, 8 were trafficked by an agent in their home country. Residents shared with us how on how they were moved to a few places in the first weeks of arrival into Malaysia. Most of them came through Singapore.

Trafficked by	Number	Percentage
Agent in home country	8	72.7
Agent in Malaysia	3	27.3
Total	11	100.0

5. Length of stays at shelter

Length of stay	Number	Percentage
Less than a week	2	18.2

1 to 2 weeks	3	27.3
2 to 3 weeks	3	27.3
1 to 2 months	1	9.1
3 to 4	1	9.1
Still in WAO	1	9.1
Total	11	100.0

6. Duration of work before seeking shelter (months)

All the residents went through multiple type of abuse by employer and agent. 3 residents worked less than a month and 2 residents worked for more than a year.

Length of work	Number	Percentage
Less than a month	3	27.3
1 – 3 months	3	27.3
4 – 6 months	2	18.2
7 – 12 months	1	9.1
12 – 24 months	2	18.2
Total	11	100.0

7. Reasons for coming to WAO

Reason	Number	Percentage
Abused by male employer	3	27.3
Abused by female employer	4	36.4
Abused by Agent	4	36.4
Total	11	100.0

5. Types of abuse experienced by trafficked survivors (multiple answers)

Type of abuse	Number	Percentage
Physical	7	63.6
Mental	9	81.8

Sexual	6	54.5
Financial	4	36.4
Social	8	72.7

Some women were raped because they refused to listen instructions and they were not allowed to contact anyone including their family members.

HUMAN TRAFFICKING: THE PERPETRATORS

1. Age

Age (years)	Number	Percentage	Valid Percentage
30 to 39	4	36.4	44.4
Don't know	5	45.5	55.6
Total	9	81.8	100.0
Not Available	2	18.2	
Total	11	100.0	

2. Ethnicity

Ethnicity	Number	Percentage
Chinese	2	18.2
Indian	7	63.6
Sikh	2	18.2
Total	11	100.0

HUMAN TRAFFICKING: OUTCOMES

1. Status of the human trafficking survivors at the end of 2012

There were 11 trafficked survivors in 2012. 9 of them went back to their country of origin, 1 is still at WAO, waiting for repatriation another 1 left WAO shelter without informing.

Status of migrant domestic worker	Number	Percentage
Left to country of origin	9	81.8
Still at WAO	1	9.1
Left the shelter without informing	1	9.1
Total	11	100.0

2. Services provided for the trafficked survivors (multiple answers)

Services provided	Number	Percentage (out of 11)
Helping the client lodge a police report	7	63.6
Taking client for hospital examination	5	45.5
Overstay issues	10	90.0
Negotiating with employer/ agent	5	45.5
Negotiating with Embassy	8	72.7
Helping the client get her wages	2	18.2
Waiver of penalty for overstay	9	81.8
Special pass and check out memo	9	81.8

SINGLE PREGNANT WOMEN

Out of the 133 residents, 12 were single and pregnant. 7 out of them (58.3 %) were between the ages of 20 and 29.

1. Age of residents

Age (years)	Number	Percentage
Less than 20 years old	5	41.7
20- 29 years old	7	58.3
Total	12	100.0

2. Ethnicity of residents

Ethnicity of residents	Number	Percentage
Malay	9	75.0
Indian	2	16.7
Iban	1	8.3
Total	12	100.0

3. Level of education of residents

Level of education	Number	Percentage
Primary	-	-
Lower secondary / PMR	1	8.3
Upper Secondary / SPM	7	58.3
STPM / Diploma	2	16.6
Degree	2	16.7
Total	12	100.0

4. Reasons for seeking shelter

Most of these women came to WAO to hide the knowledge of their pregnancy from either their family or society. Even though some of them had family support, their family members still wanted them to stay in an undisclosed place to avoid stigmatisation from neighbours and relatives.

Reasons for seeking shelter	Number	Percentage
Hiding her pregnancy	10	83.4
Abuse by boyfriend	1	8.3
Family unwilling to accept her	1	8.3
Total	12	100.0

5. Was it consensual sex?

Out of 12 residents, 7 of the residents said that they were in a consensual relationship. 5 residents said they were not ready to have sex, but their boyfriends convinced them otherwise.

Consensual sex?	Number	Percentage
Yes	7	58.3
No	5	41.7
Total	12	100.0

6. Knowledge of family planning and the use of contraceptive methods

Most of the residents had knowledge of family planning and the use of contraceptive methods.

Knowledge of family planning?	Number	Percentage
Yes	9	75.0
No	3	25.0
Total	12	100.0

Out of 9 residents who had knowledge of family planning, only 1 used contraception.

7. Reasons for not using contraception

Most of the residents did not use contraception because they thought that they would not get pregnant.

Reasons for not using contraception	Number	Percentage
Date rape	1	11.1
Thought that they would not get pregnant	7	77.8
Partner did not approve	1	11.1
Total	9	100.0

8. Her family / partner support system

Out of 12 residents, 7 residents received some support from family members and 1 from her boyfriend.

Support system	Number	Percentage
Family	7	58.3
Boyfriend	1	8.3
Relatives	3	25.0
Ex-employer	1	8.3
Total	12	100.0

SINGLE PREGNANT WOMAN: OUTCOMES

9. Status of the Single Pregnant woman at the end of 2012

Of 12 residents, 7 residents decided to give up their babies for adoption.

Status of the baby	Number	Percentage
Gave for adoption	7	58.3
Kept the baby	5	41.7
Total	12	100.0

FACE TO FACE COUNSELLING

In 2012, 127 clients sought face to face counselling services with WAO, an increase of 23 cases compared to 104 clients in 2011.

1. Monthly breakdown for face to face counselling

Month	Number	Percentage
January	15	11.8
February	12	9.4
March	13	10.2
April	3	2.4
May	7	5.5
June	10	7.9
July	15	11.8
August	9	7.1
September	19	15.0
October	7	5.5
November	7	5.5
December	10	7.9
Total	127	100.0

2. Problems faced

82 clients (64.6%) sought face to face counselling because of domestic violence.

Reason	Number	Percentage
Domestic violence	82	64.6
Family/relationship related issues	30	23.6
Rape	5	3.9
Child abuse	1	0.8
Sexual harassment	4	3.1
Single and pregnant	5	3.9
Total	127	100.0

3. Types of violence experienced by clients (multiple answers)

Types of violence	Number	Percentage (out of 127)
Physical	45	54.8
Psychological	59	71.9
Sexual	14	17.0
Financial	12	14.6
Social	12	14.6

4. Other problems faced (multiple answers)

Other problems	Number	Percentage
Divorce / custody / maintenance	27	21.3
Relationship problems with husband / boyfriend	73	57.5
Husband / boyfriend jealous / suspicious / insecure / stressed / angry	8	6.3
Husband / boyfriend unemployed / irresponsible	12	9.4
Husband in polygamous marriage / affairs	17	13.4
Husband on drugs / alcohol / gambling	7	5.5
Husband / boyfriend financial problems	6	4.7
Problems with family / in-laws	13	10.2
Sexual harassment	5	3.9
Depression / mental stress	19	15.0
Police report / IPO	5	3.9
Child abuse	2	1.6
Single mother pregnancy / abortion	6	4.7
Unemployed / work related problems	3	2.4
Registration (BC/IC)	1	0.8
Financial help	2	1.6
Difficult coping with children	1	0.8
Rape	5	3.9
Incest	3	2.4
Housing	2	1.6
Mentally ill / Disabled	1	0.8

5. Needs of the clients (multiple answers)

Most of the clients sought face to face counselling mainly because they wanted counselling and guidance (96.9 %). Some of them wanted advice, specifically on legal matters (28.3 %) and also assistance in getting an Interim Protection Order (26.0 %). There were clients who also requested other information such as their rights regarding sexual harassment, getting birth certificates, coping with children, financial assistance and issues with property.

Needs	Number	Percentage (out of 127)
Counselling / Guidance	123	96.8
Legal information	36	28.3
Other information	20	15.7
Shelter	11	8.7
Help in getting Interim Protection Order	33	26.0
To be accompanied (welfare, court, other)	1	0.8
Financial assistance	2	1.6
Counselling for children	2	1.6
Requested information	16	12.6

6. Ex- residents

Of the 127 clients who came to WAO for face to face counselling, 7 (5.5%) of them were WAO's ex-residents or ex- clients and 120 (94.5%) were new clients.

Clients	Number	Percentage
Ex-resident or ex-clients	7	5.5
New clients	120	94.5
Total	127	100.0

7. Age

The clients were mostly in their 30s (29.9 %) and 20s (20.5 %).

Age (years)	Number	Percentage	Valid Percentage
Under 20 years old	8	6.3	8.0
20 to 29	26	20.5	26.0
30 to 39	38	29.9	38.0
40 to 49	19	15.0	19.0
50 to 59	7	5.5	7.0
60 years and above	2	1.6	2.0
Total	100	78.7	100.0
Not available	27	21.3	-
Total	127	100.0	-

8. Nationality

92.1% were Malaysians. Among the Malaysian clients, 48.7% were Indians, 28.2% were Chinese, 17.9% were Malays and 5.1% were others (Punjabi, Indigenous)

Nationality	Number	Percentage
Malaysian	117	92.1
Filipina	1	0.8
Indonesian	1	0.8
Singaporean	1	0.8
Indian	1	0.8
Others	6	4.7
Total	127	100.0

9. Place of residence

Most of the clients came from Wilayah Persekutuan (29.1 %) and Selangor (44.9 %).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutuan	37	29.1	37.4
Selangor	57	44.9	57.6
Johor	1	0.8	1.0
Perak	2	1.6	2.0
Kedah	1	0.8	1.0
Pahang	1	0.8	1.0
Total	99	78.0	100.0
Not available	28	22.0	-
Total	127	100.0	-

10. Occupation

Occupation	Number	Percentage	Valid Percentage
Unemployed	8	6.3	10.0
Homemaker	14	11.0	17.5
Service sector	4	3.1	5.0
Domestic worker	1	0.8	1.3
Professional	9	7.1	11.3
Self-employed / business	7	5.5	8.8
Administrator / manager	4	3.1	5.0
Student	4	3.1	5.0
Clerical worker	4	3.1	5.0
Sales	6	4.7	7.5
Customer service	2	1.6	2.5
Teacher / lecturer / professor	3	2.4	3.8
Other*	14	11.0	17.5
Total	80	66.7	100.0
Not available	47	37.0	-
Total	127	100.0	-

* included drivers, freelance workers, architects, contractors and etc.

11. Awareness of WAO

Most of the clients knew about WAO from ex-clients, family or friends (11%).

Awareness	Number	Percentage	Valid Percentage
Police	4	3.1	11.4
Hospital / One Stop Crisis Centre (OSCC)	2	1.6	5.7
Lawyer / Legal aid centre	1	0.8	2.9
Religious institution	2	1.6	5.7
Government agency	1	0.8	2.9
Media (internet, newspaper, radio)	4	3.1	11.4
Ex-clients / friends / family	14	11.0	40.0
NGO	3	2.4	8.6
Others	4	3.1	11.4
Total	35	27.6	100

Not available	92	72.4	-
Total	127	100.0	-

13. Outcomes

9 clients who sought counselling were later referred to other agencies, such as the Welfare Department or Legal Aid Centres, hospital One Stop Crisis Centres and other NGOs. 3 clients requested that the social workers accompany them to agencies, such as to the police station, court, the Welfare Department and the National Registration Department among others. No further action was taken for 103 of the cases (81.1%), however the social workers advised them to call whenever necessary. Most of them had obtained enough information through the counselling sessions and they were able to identify their problems and left with many options.

Outcome	Number	Percentage
Referral to agencies	9	7.1
Accompanied to agencies	3	2.4
Follow-up	5	3.9
Sought shelter	4	3.1
Continued counselling	3	2.4
No further action	103	81.1
Total	127	100.0

TELEPHONE COUNSELLING

- **Number of calls in 2012 - 2,023**
- Number of calls in 2011 - 1,347
- Number of calls in 2010 - 1,544

1. Monthly breakdown of calls recorded

Month	Number	Percentage
January	136	6.7
February	192	9.5
March	173	8.6
April	152	7.5
May	172	8.5
June	214	10.6
July	205	10.1
August	160	7.9
September	179	8.8
October	195	9.6
November	132	6.5
December	113	5.6
Total	2023	100.0

2. Reasons for the calls

The majority of the calls recorded, 63.6 %, were related to domestic violence.

Reasons for the calls	Number	Percentage
Domestic violence	1286	63.6
Non domestic violence	600	29.6
Domestic worker abuse	19	0.9
Abuse / assault	8	0.4
Rape	22	1.1
Child abuse	15	0.7
Sexual harassment	45	2.2
Trafficking	3	0.1
Single and pregnant	25	1.2
Total	2023	100.0

Other main reasons for calling included relationship problems, either with their husbands, boyfriends or family members (45.3 %), and information on divorce, child custody and maintenance (18.9 %).

Other problems (multiple answers)	Number	Percentage
<i>Problems with partners</i>		
Relationship problems	916	45.3
Unemployed / irresponsible	95	4.7
Drugs / alcohol / gambling	139	6.9
Jealous / suspicious / insecure / stressed / angry	84	4.2
Polygamy / affairs	238	11.8
Financial problems	49	2.4
Divorce / custody / maintenance	382	18.9
<i>Others</i>		
Depressed / stress	169	8.4
Financial help	36	1.8
Difficulties coping with children	19	0.9
In-law problems	73	3.6
Unemployed / work related problems	22	1.1
Sexual harassment / rape / incest	48	2.3
Single parent	11	0.5
Single pregnant woman	53	2.6
Housing	9	0.4
Immigration (visa / overstay / permit)	17	0.8
Registration (BC / IC)	12	0.6
Parenting / adoption	11	0.5
Police report	122	6.0
Child abuse	35	1.7
Mentally ill / disabled / sick relative	32	1.6

3. Information on domestic violence (multiple answers)

Among the 1,286 callers who suffered domestic violence, 75.5% underwent psychological abuse and 67.8% were physically abused. Many experienced more than one type of abuse.

Type of abuse	Number	Percentage (out of 1286)
Physical	872	67.8
Psychological	971	75.5
Sexual	60	4.6
Financial	101	7.8
Social	95	7.3

4. Length of abuse

For the calls for which the data is available, the majority of callers, 1.9%, had been experiencing domestic violence for six or more years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	24	1.9	17.0
1 to 5 years	61	4.7	43.3
6 to 10 years	24	1.9	17.0
11 to 15 years	19	1.5	13.5
16 to 20 years	8	0.6	5.7
More than 20 years	5	0.4	3.5
Total	141	11.0	100
Not available	1145	89.0	-
Total	1286	100.0	-

5. Who are the callers?

71.5% of the callers were the clients themselves, whereas 28.5% called on behalf of a friend, family member, neighbour or co-worker. 5.5% of the callers (111 people) were men.

Who called	Number	Percentage
Client / woman herself	1447	71.5
Other than the client	576	28.5
Total	2023	100.0

6. Calls made by ex-residents

Fifty eight calls (2.9%) were made by WAO ex-residents.

Ex-residents	Number	Percentage
Yes	58	2.9
No	1965	97.1
Total	2023	100.0

7. Number of children of callers

Number of Children	Number	Percentage	Valid Percentage
None	195	9.6	5.3
Pregnant	72	3.6	14.3
1 to 2 children	740	36.6	54.3
3 to 4 children	321	15.9	23.6
5 to 6 children	29	1.4	2.1
More than 6 children	6	0.3	0.4
Total	1363	67.4	100.0
Not Available	494	24.4	-
Not Applicable	166	8.3	-
Total	2023	100.0	-

8. Residence

Most of the clients called from Selangor (30.3 %) and Wilayah Persekutuan (28.9 %).

Residence	Number	Percentage	Valid Percentage
Kuala Lumpur	585	28.9	39.1
Selangor	612	30.3	40.9
Johor	81	4.0	5.4
Perak	64	3.2	4.3
Negeri Sembilan	25	1.2	1.7
Kelantan	10	0.5	0.7
Pahang	26	1.2	1.8
Kedah	10	0.5	0.7
Melaka	27	1.3	1.8
Terengganu	1	0.0	0.1
Pulau Pinang	20	1.0	1.3
Sabah	7	0.3	0.5
Sarawak	5	0.2	0.3
Other than Malaysia	24	1.2	1.6
Total	1497	74.0	100
Not available	526	26.0	-
Total	2023	100.0	-

9. Nationality

Nationality	Number	Percentage	Valid Percentage
Malaysian	1751	86.6	94.0
Indonesian	17	0.8	0.9
Singaporean	3	0.1	0.2
Filipina	15	0.7	0.8
Indian	11	0.5	0.6
Chinese	8	0.4	0.4
Vietnamese	1	0.0	0.1
Myanmar	5	0.2	0.3
Sri Lankan	2	0.1	0.1
Others	50	2.5	2.7
Total	1863	92.1	100
Not available	160	7.9	-
Total	2023	100.0	-

The ethnic breakdown among the Malaysian callers is as follows:

Ethnicities	Number	Percentage	Valid Percentage
Malay	288	16.4	17.3
Chinese	653	37.3	39.3
Indian	682	38.9	41.1
Others	37	2.1	2.3
Total	1660	94.8	100.0
Not available	91	5.2	-
Total	1751	100.0	-

10. Age

Most of the clients were in their 30s (26.8 %), while 15.5% were in their 20s and 12.9% were in their 40s.

Age	Number	Percentage	Valid Percentage
Under 20 years old	53	3.0	4.7
20 to 29 years old	271	15.5	24.1
30 to 39 years old	469	26.8	41.7
40 to 49 years old	226	12.9	20.1
50 to 59 years old	88	5.0	7.8
60 years and above	19	1.1	1.7
Total	1126	64.3	100
Not available	625	35.7	-
Total	1751	100	-

11. Occupation

In the table below, others includes women who earn an income through, for example, odd jobs, marketing, baby-sitter, freelance jobs, and insurance.

Occupation	Number	Percentage	Valid Percentage
Unemployed	24	1.2	2.9
Homemaker	235	11.6	27.9
Factory/production worker	14	0.7	1.7
General worker/cleaner	26	1.3	3.1
Professional	30	1.5	3.6
Technical worker	1	0.1	0.1
Self-employed/ Business	39	1.9	4.6
Administrator/ Manager	68	3.4	8.1
Student	42	2.1	5.0
Clerical worker	63	3.1	7.5
Sales	41	2.0	4.9
Services Sector	20	1.0	2.4
Domestic Workers	7	0.3	0.8
Retired	4	0.2	0.5
Teacher/ Lecturer/Professor	55	2.7	6.5
Customer Service	18	0.9	2.1
Government Servant/ Officer	8	0.4	1.0
Others*	146	7.2	17.4
Total	841	41.6	100.0
Not Available	1182	58.4	-
Total	2023	100.0	-

12. Needs of the callers (multiple answers)

61.5% of the callers requested counselling, while 41.2% requested legal information and information regarding IPOs. 15.5% of the callers requested general information, including information regarding counselling for children and friends, and telephone numbers of support services such as the Welfare Department, lawyers and the Legal Aid Centre.

Need	Number	Percentage
Counselling	1244	61.5
Legal information	433	21.4
Shelter	248	12.3
Information regarding IPO	401	19.8
Requested counselling for children	14	0.7
Counselling for husband	30	1.5
Financial assistance	44	2.2
Requested to be accompanied	22	1.1
General Information	314	15.5

14. Awareness of WAO

Most of the clients heard about WAO through friends, family or ex-clients (8.6%). The next biggest group, 122 (6.0%) of the clients, found out about WAO through the media (newspapers, magazines, radio, television and the internet including WAO's website).

Awareness	Number	Percentage	Valid Percentage
Police	20	1.0	4.2
Welfare Department	12	0.6	2.5
Hospitals / One Stop Crisis Centres	32	1.6	6.7
Legal body (LAC, LAB etc)	14	0.7	2.9
NGOs	23	1.1	4.8
Media (newspapers / magazines / internet)	122	6.0	25.4
Ex- client / friends / family	175	8.6	36.4
Religious institution	13	0.6	2.7
Government agencies	7	0.3	1.5
Political parties	47	2.3	9.8
Others	16	0.8	3.3
Total	481	23.7	100.0
Not available	1542	76.3	-
Total	2023	100.0	-

EMAIL ENQUIRIES

We received 349 emails in 2012.

1. Monthly breakdown of the email received

Month	Number	Percentage
January	27	7.8
February	31	8.9
March	24	6.9
April	36	10.3
May	50	14.3
June	24	6.8
July	34	9.8
August	25	7.1
September	24	6.9
October	18	5.1
November	27	7.8
December	29	8.3
TOTAL	349	100.0

2. Reasons for the emails

Issues	Number	Percentage
Domestic violence	123	35.2
Legal rights	44	12.7
Child abuse	6	1.8
Sexual harassment	14	4.0
Single pregnant woman	10	2.8
Migrant domestic worker	9	2.5
Assault	3	0.8
General information	83	23.7
Single mother	11	3.1
Trafficking	7	2.0
Child adoption	5	1.6
Other*	34	9.8

Total	349	100.0

*Among the others were invites, requests for an interview by social workers, requesting speakers for talk, requesting for a visits by student or organisations and invitation to join public events.

WAO replied to all emails and urgent matters which involved domestic violence, rape and child abuse. These emails were followed up with phone calls and face to face counselling. WAO also advised clients on general information and legal advice.

In 2012, there were many emails requesting information on the functions, roles and services of WAO. Besides that, there were questions on how to retrieve birth certificates and requests for legal referrals contact information.

In addition, many college students, researchers and media personnel wrote to us to enquire about violence against women including domestic violence, rape and sexual harassment.

FACE TO FACE COUNSELLING FOR UNHCR CLIENTS

1. General Information

Counselling was given to 96 survivors who were asylum seekers and refugees. These were survivors who had been identified by UNHCR as Sexual Gender Base Violence (SGBV) survivors and were referred to WAO for face to face counselling. These sessions were carried out at UNHCR premises.

2. Nationality / ethnicity

Most of the survivors 77% are from Myanmar and 9.3% are Iranian.

Ethnicity	Number	Percentage
Myanmar	74	77.0
Iranian	9	9.4
Indonesian	1	1.1
Liberia	1	1.1
Pakistan	1	1.1
Somalia	4	4.1
Sri Lankan	4	4.1
Yemeni	2	2.1
Total	96	100.0

3. Age

Most of the survivors, 46.9%, were between 30 to 39 years old.

Valid Percentage

Age (years)	Number	Percentage
Below 20 years	12	12.5
20 to 29 years	31	32.2
30 to 39 years	45	46.8
40 to 49 years	7	7.4
50 and above	1	1.0
Total	96	100.0

4. Type of Cases

Type of cases	Number	Percentage
Rape	36	37.5
Gang Rape	3	3.1
Attempted rape	1	1.0
Domestic violence	35	36.4
Trafficking	1	1.0
Sexual harassment	12	12.
Incest	2	2.1
Child abuse	1	1.0
Others*	5	5.3
Total	96	100.0

*this includes health issues, no place to live, loss contact of family members, grief as they witnessed parents/family member killed by military and resettlements concerns.

Most of the rape survivors also faced other challenges such as financial problems, having suicidal tendencies, depression, difficulties in coping with the situation in Malaysia, and harassment by the police. The biggest issues among SGBV survivors in Malaysia were rape and domestic violence.

From 96 SGBV cases, 39 (40.6%) of them were raped and 35 (36.4%) of the survivors faced domestic violence issues.

5. Perpetrators

5.1 Rape

Among the 39 rape survivors, 35 of the rape incidents occurred in their country of origin. While other 4 incidents occurred in Malaysia. Of 39 rape incidents, 3 cases were of gang rapes. In addition, there was a six 6 year old girl who was raped by her own teacher.

The rape survivors were various in nationalities. 33 of the survivors were from Myanmar, 3 Sri Lankans, 2 Iranians and 1 Pakistani. The breakdown of the perpetrators as below:

Perpetrators	Number	Percentage
Military	11	28.2
Soldier	16	42.0
Police	1	2.5
Rebel group	1	2.5
Stranger	8	20.5
Acquaintances	2	5.1
Total	39	100.0

5.2 Domestic Violence

Out 96 cases, 35 faced domestic violence.

Perpetrators	Number	Percentage
Husband	30	85.7
Ex-husband	2	5.7
In-law	2	5.7
Father	1	2.9
Total	35	100.0

5.3 Sexual Harassment

Out of 96 cases, 12 were sexually harassed. 83.3% were harassed in their country of origin (Myanmar, Iran, Somalia, and Yemen) and 2 other incidents occurred in Malaysia. The breakdown of the perpetrators is as below:

Perpetrators	Number	Percentage
Military	2	16.7
Soldier	4	33.4
Rebel group	1	8.3
Stranger	2	16.7
Police in country of origin	1	8.3
Employer	1	8.3
Police in Malaysia	1	8.3
Total	12	100.0