

PROGRAMMES AND ACTIVITIES

SERVICE REPORT

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Introduction

2010 was an exciting and challenging year for the service team. Despite the busy preparations for the WCC 25th anniversary celebrations, WCC together with Pusat Perkhidmatan Wanita (PPW) Seberang Perai, the women's service centre managed by us, handled not only an increased volume of cases but also carried out various awareness and skills training programmes to enhance women's knowledge on their rights. The various services provided by WCC and PPW range from face-to-face, telephone and online counselling, as well as shelter and outreach as shown in Table 1.

Table 1: WCC and PPW Services in 2009-2010

	Services Provided	2009			2010		
		WCC	PPW	Total	WCC	PPW	Total
1	Face-to-face Counselling Sessions	445	251	696	514	435	949
2	Telephone Counselling Sessions	1,178	785	1,963	1,221	908	2,129
3	Online Counselling	50	–	50	50	–	50
4	Shelter	14 women & 14 children	–		14 women & 15 children	–	
5	Service Outreach	759 people	225 people	984	630 people	257 people*	887

*For full details refer to outreach report pg 23 – 24

Counselling Services

In 2010, WCC saw 273 new and 43 former clients which resulted in 514 counselling sessions while PPW handled 207 new and 20 former clients and provided 435 counselling sessions. In total, WCC and PPW saw 543 clients, an increase of 22% compared to 444 seen in 2009. The total face-to-face counselling at both centres rose: 16% for WCC and an impressive 73% for PPW. This was due to not only the increase in client numbers but also an increase in follow-up sessions by our social workers.

Number of client in 2009 – 2010

	2009		2010	
	New Client	Former Client	New Client	Former Client
WCC	248	40	273	43
PPW	156	–	207	20
Total no.	444 clients		543 clients	

Types of Cases

Table 2 shows that domestic violence and marital problems were the two major types of cases handled by WCC and PPW. Cases of domestic violence at both centres have risen compared to the previous year. It is encouraging to note that out of the total 130 domestic violence cases handled, 68% had lodged police reports before they came to us for help. Women are now more aware about their rights and safety. Another 12 clients lodged police reports after they came to WCC.

88% of the domestic violence clients suffered from both physical and emotional abuse. Others complained that their husbands used harsh words and humiliated them and some were prevented from visiting their families and friends. Out of 130 cases, only six women applied for Interim Protection Orders (IPO); others did not apply because they did not feel threatened and some had already left their abusive husbands.

Table 2: Breakdown of New Cases Handled by WCC & PPW in 2010

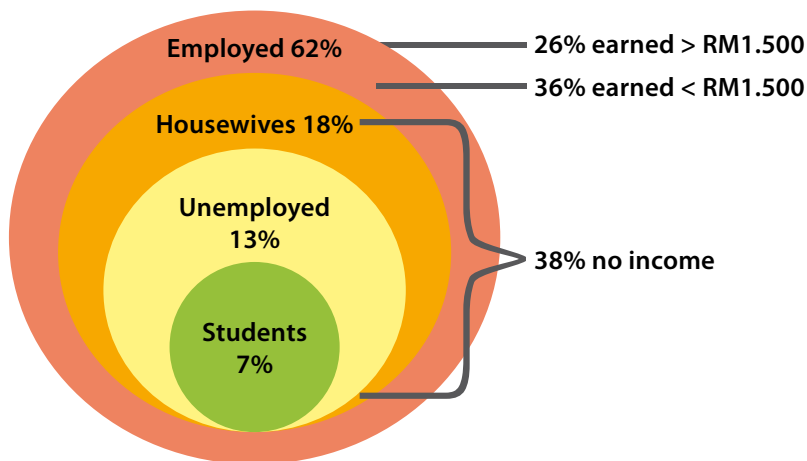
Types of Cases	WCC		PPW		WCC & PPW	
	No. of Cases	%	No. of Cases	%	Total no. of Cases	%
Domestic violence	82	30	48	23	130	27
Marital Problems	72	26	76	37	148	31
Rape	27	10	1	0.5	28	6
Relationship	25	9	31	15	56	12
Sexual Harassment	8	3	1	0.5	9	2
Incest/Child Sexual Abuse	6	2	2	1	8	1
Legal Advice	17	6	16	8	33	7
Information seeking	28	10	25	12	53	11
Other	8	3	7	3	15	3
Total	273	100	207	100	480	100

Marital problems accounted for 31% of our total cases. Of the 148 who came, 40% complained that their husbands were engaging in extramarital affairs and they wanted to know their legal rights. Another 40% related to breakdown in communications. Most cited differences of opinion in parenting issues, financial problems, and relationships with parents-in-law. Some requested marriage counselling and hoped for reconciliation; the rest wanted to file for divorce.

WCC handled 27 cases of rape, a significant decrease compared to the 35 cases seen in 2009. This was partly due to a 10% decrease in rape cases attending the One Stop Crisis Centre (OSCC) at Hospital Pulau Pinang (HPP). Of the 42 cases referred to WCC, almost a third of the cases were not contactable once they were discharged from the hospital. In some instances, the WCC social workers were only able to speak to a family member. Others remained unreachable via the contact number they gave.

Client's Socio-economic Status

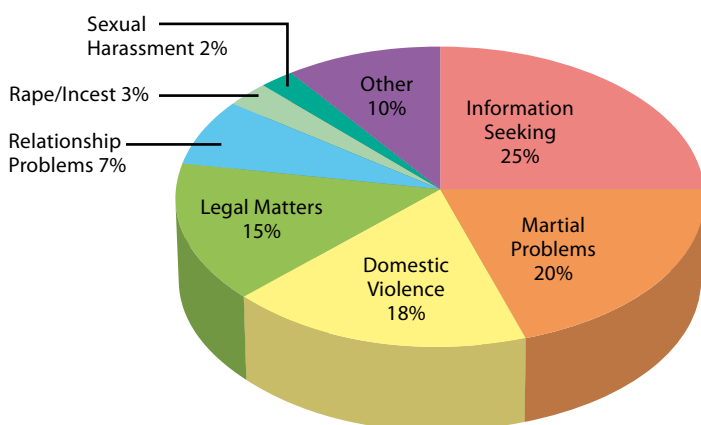
Most of the women who seek help from WCC and PPW are from the lower income group. 74% earned less than RM1,500 or had no income at all. 75% have only secondary education, 9% primary education and 3% were illiterate.



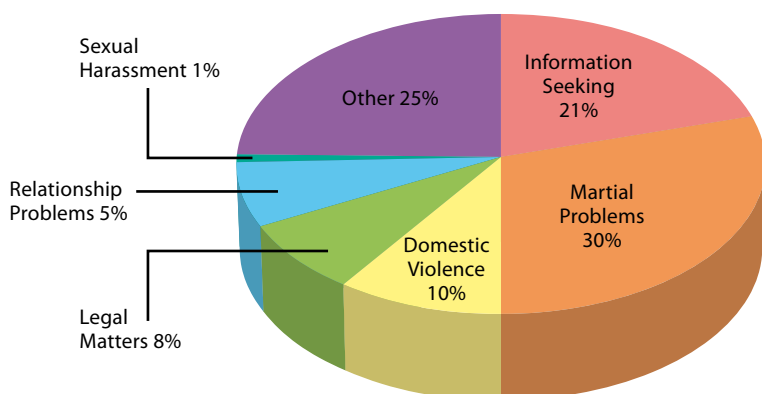
Telephone Counselling

Of the total of 2,129 telephone calls received by WCC and PPW, 828 were new and 1,301 were follow-up calls. This is an 8.5% increase from 2009. Telephone counselling has increased steadily over the years. The large number of follow-up calls resulted from our social workers monitoring the situation of the clients.

Figure 1: Types of Telephone Calls in 2010



WCC
Total calls: 1,221 calls



PPW
Total calls: 908 calls

The types of calls to WCC and PPW are shown in Figure 1. Combining the figures, 23% of these calls sought information about job vacancies, financial aid, debt alleviation, and contact numbers for other agencies. 25% of the calls related to marital problems (i.e., extramarital affairs, communication breakdown); 14% were about domestic violence and legal queries made up 12% of the calls. Callers from the mainland who needed counselling were referred to PPW.

Online Counselling

Online counselling numbers remained unchanged compared to 2009. WCC received only 50 emails – an average of four per month. We also handled 18 follow-up emails related to sexual harassment, domestic violence and marital rights. The types of requests in emails varied from information on job opportunities, debts, community resources, maid abuse to financial support. The others were on domestic violence, divorce procedures, sexual harassment and marital problems.

Shelter

The numbers of clients seeking shelter remain unchanged from the previous year. In 2010, WCC provided shelter to 14 abused women and 15 children. The length of stay varied from less than a week to one month. This year, there were several cases of foreign wives and migrant workers. Despite differences in ethnicity and background, the women were able to communicate, share experiences and provide support and companionship to each other.

WCC referred some of the women to other shelters, namely, Women's Aid Organisation, Good Shepherd Home and Rumah Darul Sakina. Only three decided to return to their husbands while the rest chose to make a new start. WCC helped two women move to new homes by finding low cost housing, coordinated and mobilised volunteers to help with their relocation and sourced financial aid for continued living expenses.



Saya berasa gembira semasa berada di WCC kerana dapat tidur cukup, dapat makan dengan sempurna, mempunyai kawan-kawan serumah. Saya berasa lebih rapat dengan anak-anak. Saya sangat gembira.

51 year old Client



Service Outreach

Apart from handling clients who come to the centres, both WCC and PPW were also active in giving talks and conducting trainings on the issues relating to violence against women to raise the level of awareness and sensitise service providers in the community. In addition to this, PPW also ran a woman's support group.



Working with Service Providers

Talks to Medical Personnel

WCC continued with its second year of the Rape Survivors Support Network in collaboration with the One Stop Crisis Centre (OSCC) at HPP. Throughout 2010, WCC worked with HPP and initiated contact with OSCC Hospital Seberang Jaya (HSJ) to establish protocols to support rape victims. As part of the Continuing Medical Education (CME) programme in hospitals, WCC gave talks to more than 130 doctors and nurses at both HPP and HSJ. HSJ receives almost twice the number of cases of rape at their OSCC compared to HPP. In addition, WCC also gave a presentation to 40 doctors and nurses at Gleneagles Medical Centre on WCC's work to support victims of abuse.

A positive development took place this year with HPP and Hospital Kepala Batas initiating twice yearly inter-agency meetings aimed at improving delivery of services to women who attend OSCC for help. These meetings involved stakeholders - staff from Emergency and Trauma Units, medical social workers, gynecologists, psychiatrists, welfare officers, police officers and other NGOs who seek to provide a more holistic approach to support and care for victims of sexual violence.

Lectures to Medical Students

Hospital staff are frontliners when victims of violence against women (VAW) seek medical help. Every year, WCC gives talks to student nurses and medical students of Lam Wah Ee Hospital Nursing College, Penang Medical College and this year, to Penang Adventist Hospital Nursing College as well. In 2010, WCC was able to reach a total of 210 students to raise their awareness on VAW and the role medical staff can play in assisting abused women.

Talks to Police Officers

WCC was invited by the Penang Police Headquarters Sexual Crime Unit and the Bahagian Agama dan Kaunseling, Pasukan Gerakan Merin, to give two lectures to 250 police officers. The talks entitled "The Role of WCC in Handling Sexual Abuse Cases" and "Sexual Harassment: What it means" was held in November and December respectively. WCC explained the role of WCC in helping women and highlighted some difficulties clients faced dealing with the police, emphasising the need for professionalism in their work. The police officers, on their part, expressed their frustrations over domestic violence complainants repeatedly withdrawing their cases.

Support Group for Women

PPW's Women Support Group which started in 2009 continued to receive good responses. This year, seven sessions were carried out. A total of single mothers and lower income group women, mostly ex-clients attended these sessions. Activities included talks on self-development, parenting skills, domestic violence, self-protection techniques, craft classes and also a movie focusing on domestic violence issues. These women expressed they felt empowered through these sharings and learnings.



Other Service Initiatives

Domestic Violence Research

This research is the first national study which compiled data on the health impact of women experiencing violence. This 2008-2010 project, led by Universiti Sains Malaysia Kubang Kerian, culminated in a national workshop on 1 and 2 December to disseminate the findings to health care providers and NGOs.

The total number of respondents nationwide was 316; WCC, as part of the team, interviewed 112 of our former domestic violence clients. The findings revealed that these women experienced not only physical violence but also sexual and emotional abuse. 85% of these

women reported injuries like cuts, bruises, scratches, eye injuries, broken teeth. 25% had received injuries so severe that they had to be hospitalised.

Apart from women's organisations' service centres, the police and hospital/health centres were the other most common agencies where abuse woman victims sought help. Unfortunately, only 33% of the victims were satisfied with police assistance and 38% with hospital/health care services. These findings will be useful for direct action both at practitioners' and policy levels; they will also be used to develop screening and examination protocols in hospitals, and to enhance awareness of the needs of these victims among health care providers.



After I left him, one day when I was walking along the road he kidnapped me. He took me home and chained me. He tore off my clothes and asked three men to have sex with me while he videotaped the incident. I shouted, cried and begged them for help. They molested me only. After that, he tied me to the window grill and asked me to choose between drinking the poison or acid. He said he wanted to see me die. I choose the poison.

I then felt suffocated, dizzy, my heart burnt and blood came out from the nose and mouth. He refused to send me to the hospital and chained me up throughout the night. The next day when he left the house, I rolled myself to the front door, shouted loudly to the neighbour for help.....

Client with 5 children, ages 3 to 11 years.



Internship

WCC has become a regular training venue for students serving internships as they regard WCC as a place to learn about abused women's problems and ways of intervention. In 2010, WCC received 10 students from different fields such as counselling, psychology, law, and public administration. Local interns were from University Tunku Abdul Rahman, Universiti Utara Malaysia, and Monash University; while the three international students came from Canada, Myanmar and the US. Based on their interests and skills, the interns were assigned to WCC's service, outreach and advocacy work.

JANGAN RAHSIAKAN!!!

DIROGOL Rape

DIDERA Domestic Violence

DIPUKUL Sexual Harassment

DIRABA Sexual Harassment

WOMEN'S CENTRE FOR CHANGE (WCC)
24-D, Jalan Jones, 10250 Penang
Lamanweb: www.wccpenang.org
04-228 0342

PUSAT PERKHIDMATAN WANITA (PPW) S. PERAI
67A, Tkt 1, Jalan Perai Jaya 4, Bandar Perai Jaya
13600 Perai, Penang
04-398 8340

Ambil Tindakan Segera!
Seek Help Now! 立即求助!
உடனடி நடவடிக்கை எடுக்கவும்!

MMX Pembangunan Wanita, Keluarga dan Komuniti Pulau Pinang

Resource Development

In 2010, WCC and PPW jointly produced a colourful poster entitled *Jangan Rahsiakan!* and a counselling card to promote our service as well as raise public awareness about not keeping sexual violence a secret. The posters were distributed to local police stations, district health clinics, district welfare departments as well as the NGO networks. In addition, a number of pamphlets were reprinted for distribution and the WCC pamphlet *When There Is Hurt At Home* was translated into Mandarin.

Conclusion

Without a doubt WCC and PPW have both made an impact on reducing the level of violence in the lives of many women and children. The service components of crisis intervention and post crisis support are crucial elements to the well being of many women facing violence. In addition, WCC's work with service providers helps ensure a more sensitised delivery of services to women in need. With a rising trend of violence against women and the breakdown of families, the challenge for the service team is to further enhance these services so as to reach the increasing numbers of those in need.