



مؤسسة دبي  
لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN

## THE FIRST DECADE INFOGRAPHIC REPORT

FOR DUBAI FOUNDATION FOR WOMEN & CHILDREN

2007-2017

YouTube Instagram Twitter Facebook @dfwac  
[www.dfwac.ae](http://www.dfwac.ae)





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**THE FIRST DECADE  
INFOGRAPHIC REPORT**  
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**2007-2017**



## WHO WE ARE ?

The Dubai Foundation for Women and Children (DFWAC) is the first licensed non-profit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. It was established in July 2007 to offer victims immediate protection and support services in accordance with international human rights obligations.

## DFWAC CLIENTS 2007-2017



# 6,356

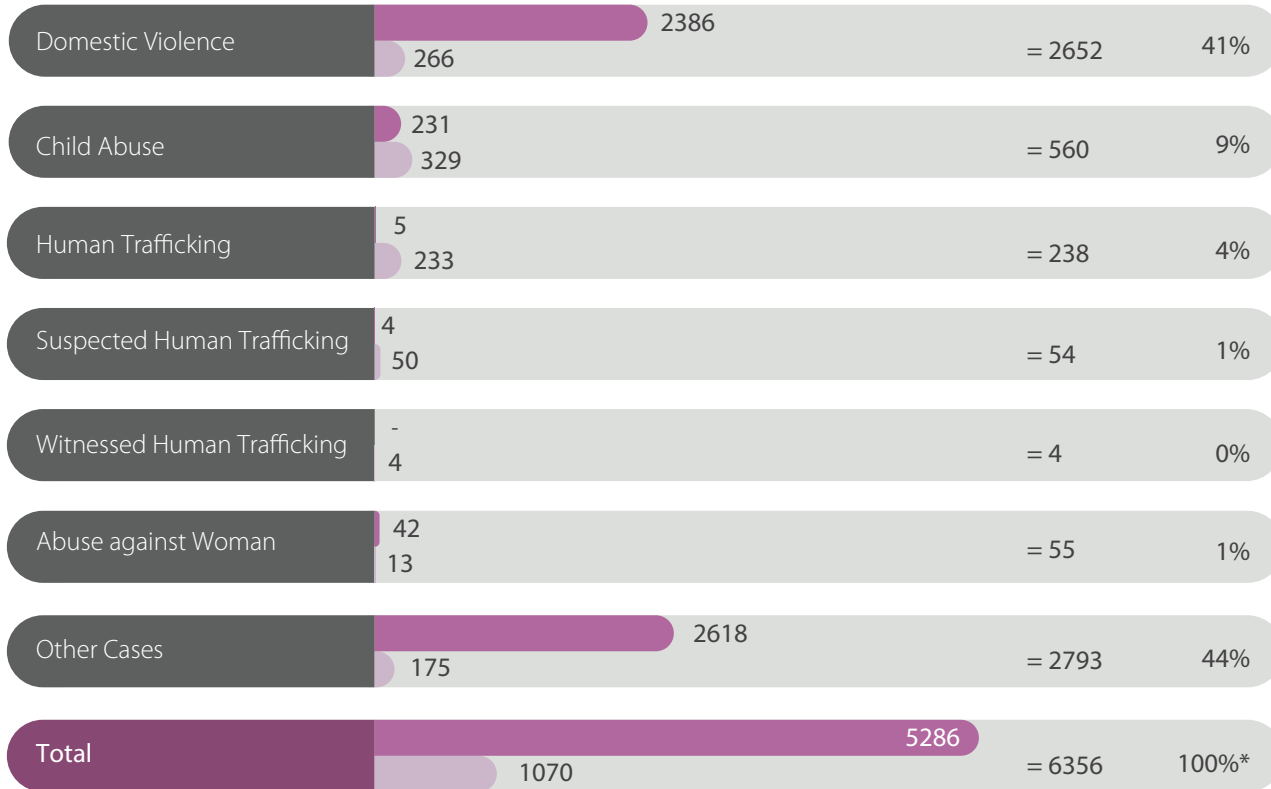
The total number of  
Internal & External Clients



# 21,149

The number of calls received through  
different channels of the call center

## CASE CATEGORY



External

Internal

\* The percentages have been rounded

# DOMESTIC VIOLENCE

## CHARACTERISTICS OF DOMESTIC VIOLENCE VICTIMS

### NUMBER OF VICTIMS



**266**

Internal



**2386**

External

### GENDER



**5%**

Male



**95%**

Female

### AGE CATEGORY



**0.2%**

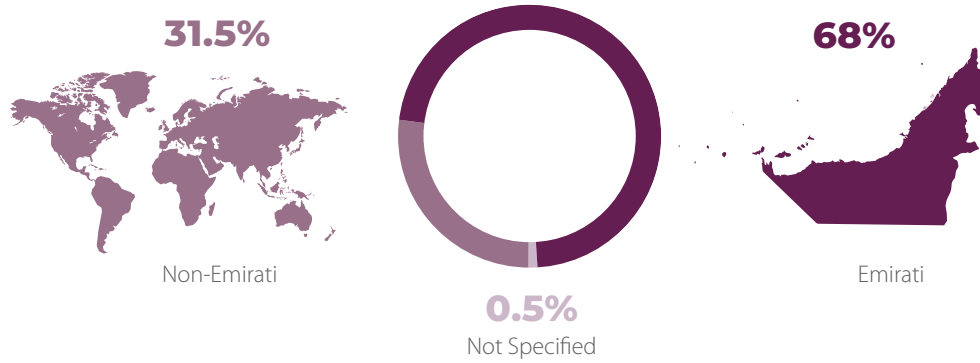
Child



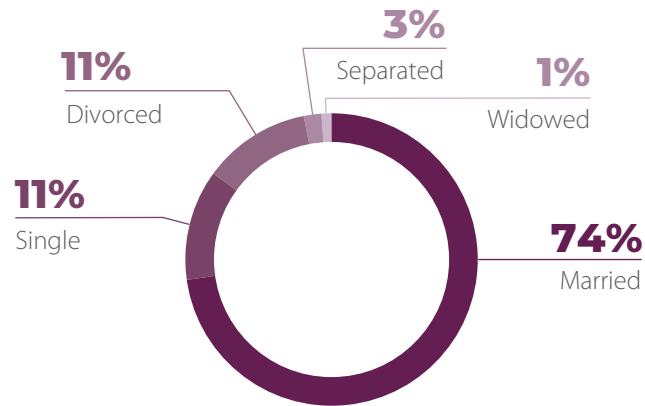
**99.8%**

Adult

## NATIONALITY



## MARITAL STATUS





## THE PERPETRATORS

**74%**

Spouse

**6%**

Father

**6%**

Ex-Spouse

**5%**

Others

**3%**

Mother

**3%**

Brother

**3%**

Other Relatives

## TYPES OF ABUSE \*

**Emotional/ Verbal Abuse 100%****Neglect/ Deprivation 92%****Physical Abuse 61%****Sexual Abuse 14%**

\*Victims may experience to more than one type of abuse

# CHILD ABUSE

## CHARACTERISTICS OF CHILD ABUSE VICTIMS

### NUMBER OF VICTIMS



**329**

Internal



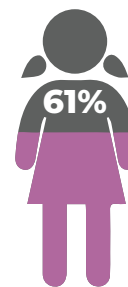
**231**

External

### GENDER



Male



Female

### AGE CATEGORY



**18%**

0-2



**22%**

3-5



**36%**

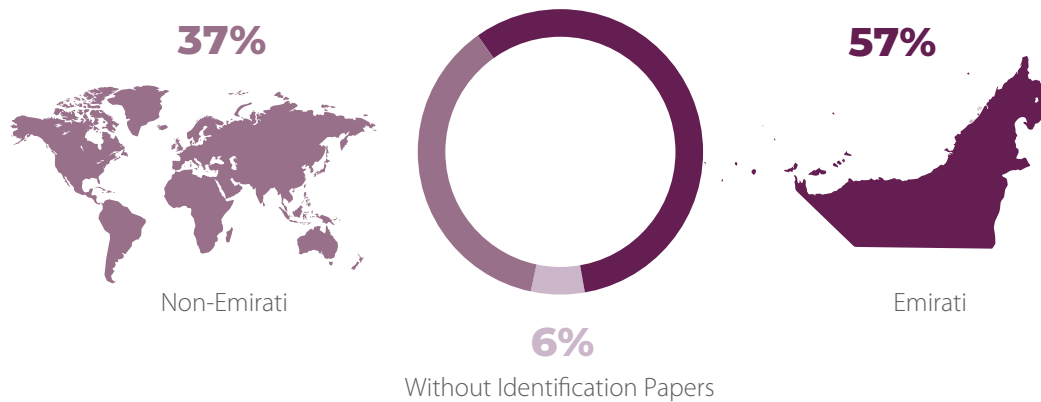
6-12



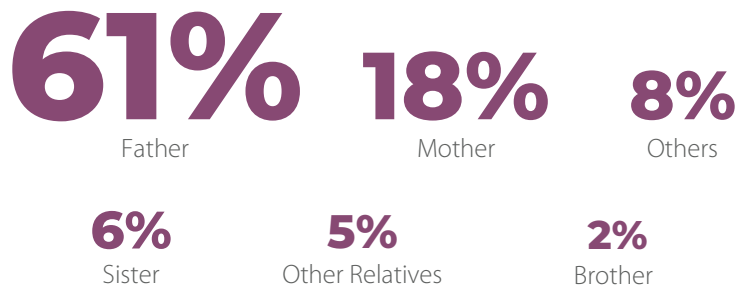
**24%**

13-17

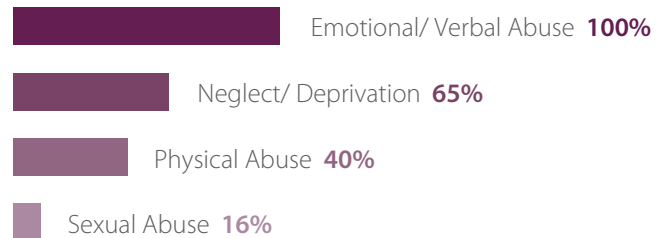
## NATIONALITY



## THE PERPETRATORS



## TYPES OF ABUSE \*



\*Victims may experience to more than one type of abuse

## HUMAN TRAFFICKING

### NUMBER OF HUMAN TRAFFICKING VICTIMS

**238**

Human Trafficking  
Victims



**54**

Suspected Human  
Trafficking Victims

**4**

Witnessed Human Trafficking

## FIRST: HUMAN TRAFFICKING VICTIMS

### CHARACTERISTICS OF HUMAN TRAFFICKING VICTIMS

#### NUMBER OF VICTIMS



**233**

Internal



**5**

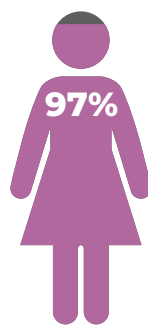
External

#### GENDER



**3%**

Male



**97%**

Female

#### AGE CATEGORY



**21%**

Child



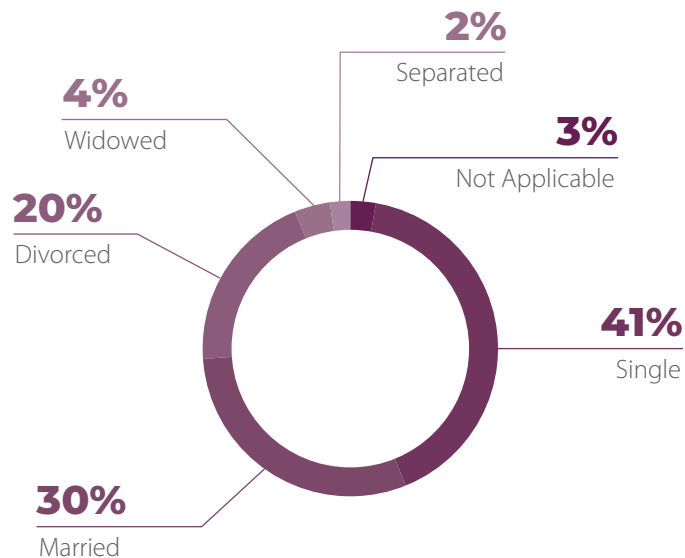
**79%**

Adult

## NATIONALITY



## MARITAL STATUS



## TRAFFICKERS

**37%**  
Unknown

**25%**  
Person who promised  
employment

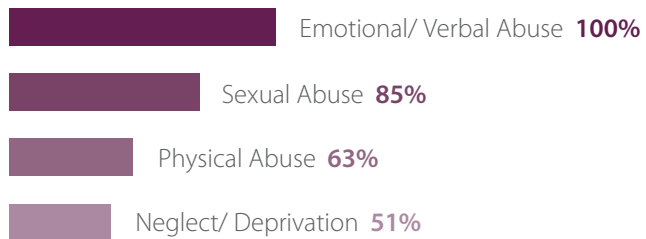
**20%**  
Friends

**7%**  
Family

**3%**  
Relatives

**8%**  
Other

## TYPES OF ABUSE \*



\*Victims may experience to more than one type of abuse

## TYPES OF EXPLOITATION

**95%**

Sexual exploitation

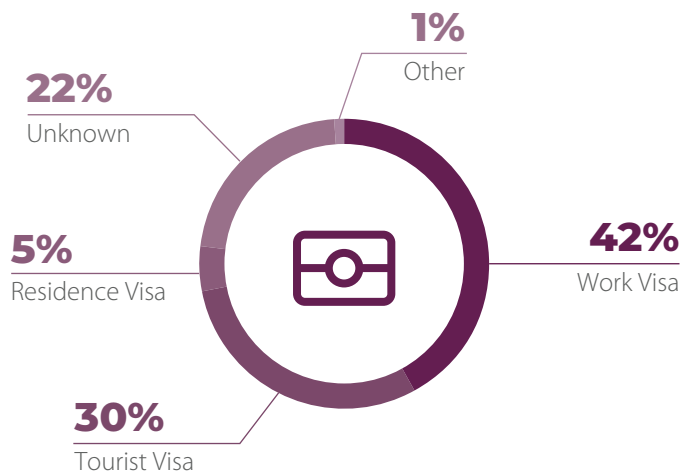
**3%**

Child-Selling

**2%**

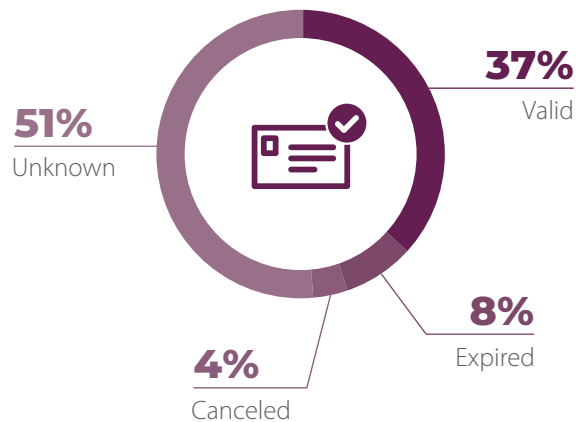
Forced Child Labor

## VISA TYPES

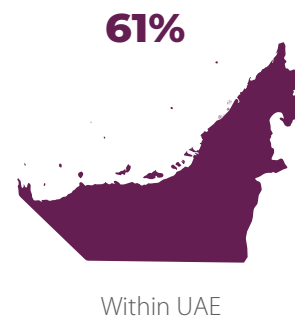
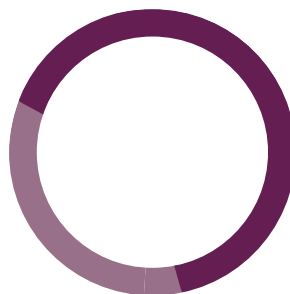
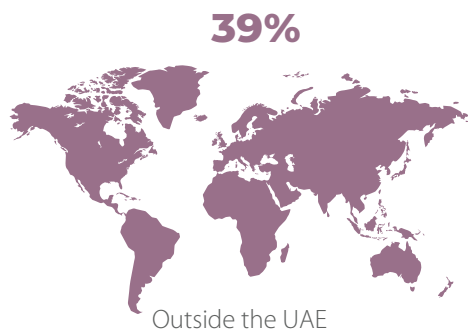




## VALIDITY OF VISA



## PLANNING FOR HUMAN TRAFFICKING CRIME



## SECOND: SUSPECTED HUMAN TRAFFICKING VICTIMS

### CHARACTERISTICS OF SUSPECTED HUMAN TRAFFICKING VICTIMS

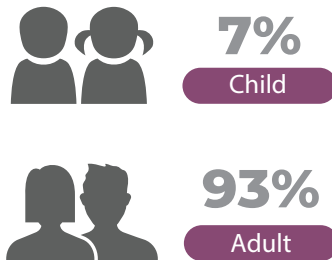
#### NUMBER OF VICTIMS



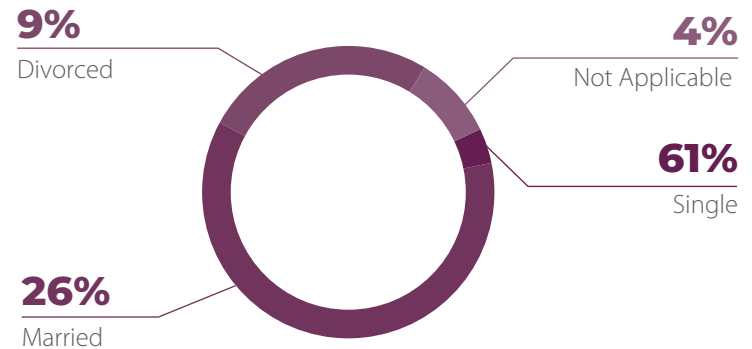
#### GENDER



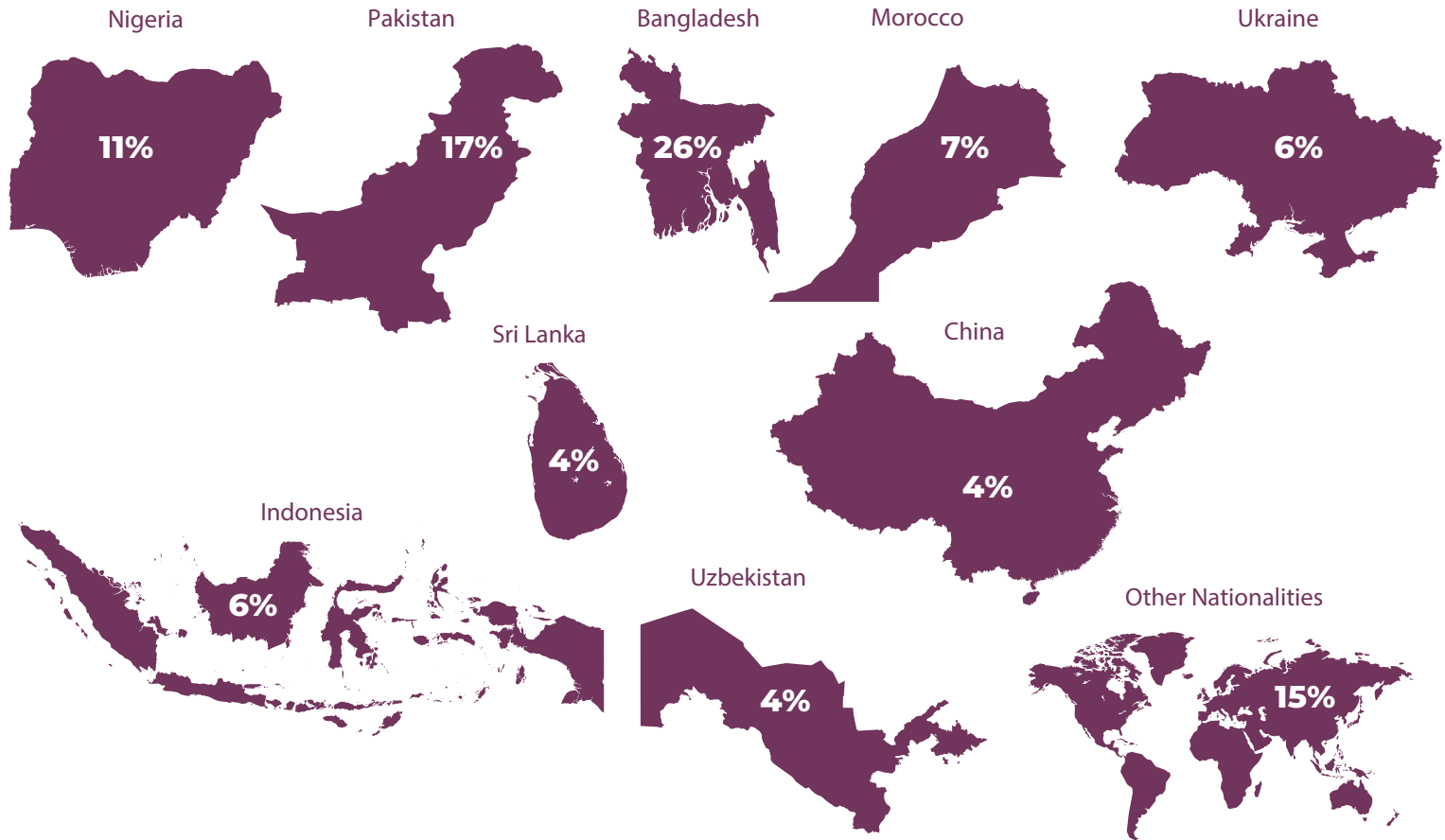
#### AGE CATEGORY



#### MARITAL STATUS



## NATIONALITY



### THIRD :WITNESSED HUMAN TRAFFICKING

#### CHARACTERISTICS OF WITNESSED HUMAN TRAFFICKING

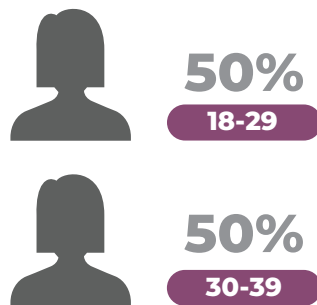
##### NUMBER OF VICTIMS



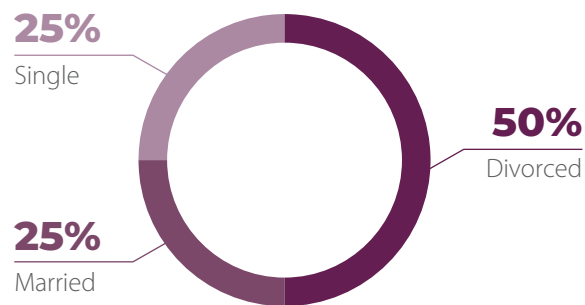
##### GENDER



##### AGE CATEGORY



##### MARITAL STATUS



## NATIONALITY

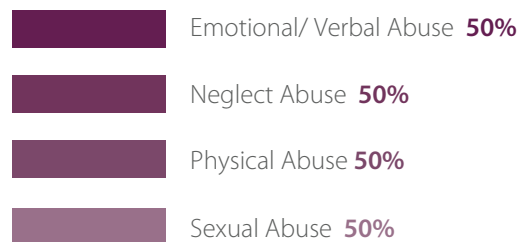


## THE PERPETRATORS

**100%**

Unknown

## TYPES OF ABUSE \*



\*Victims may experience to more than one type of abuse

# ABUSE AGAINST WOMAN

## CHARACTERISTICS OF ABUSE AGAINST WOMAN VICTIMS

### NUMBER OF VICTIMS



**13**  
Internal



**42**  
External

### AGE CATEGORY



**11%**  
18-21



**20%**  
22-25



**31%**  
26-30



**13%**  
31-34



**14%**  
35-38



**5%**  
39-42



**0%**  
43-46



**2%**  
47-50

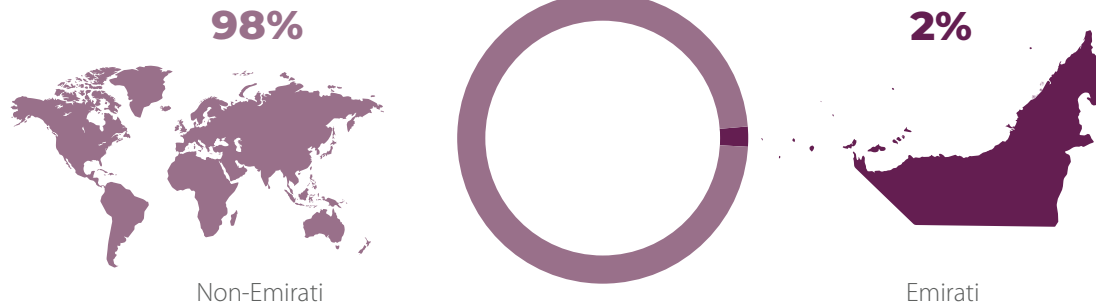


**2%**  
55-58

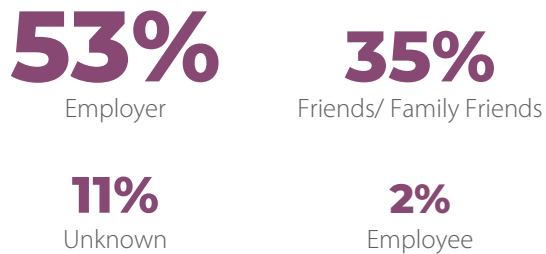


**2%**  
59-62

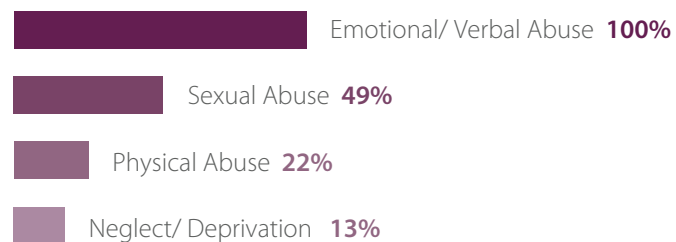
## NATIONALITY



## THE PERPETRATORS



## TYPES OF ABUSE \*



\*Victims may experience to more than one type of abuse

## OTHER CASES

### CHARACTERISTICS OF OTHER CASES

#### NUMBER OF VICTIMS



**175**

Internal



**2618**

External

#### CASE CATEGORY

**9.2%**

Humanitarian Reasons

**0.14%**

Attendant

**44.3%**

Consultations

**9.6%**

Report Abuse

**26.6%**

Financial Aid

**10.2%**

None



## AGE CATEGORY



**7%**

Child



**93%**

Adult

## NATIONALITY

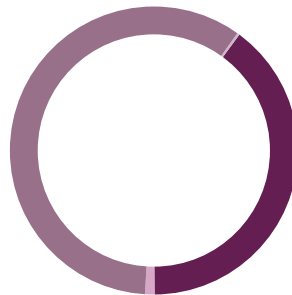
**58.9%**



Non-Emirati

**0.4%**

Not Specified



**1%**

Without Identification Papers

**39.7%**



Emirati

# ACHIEVEMENTS OF DUBAI FOUNDATION FOR WOMEN AND CHILDREN

## SINCE ESTABLISHMENT TILL 2017

### **1. Conducted study titled “Human Trafficking: Efforts, Opportunities and Constraints”**

This study was done in 2013. It comprises of two chapters, the first being entitled: “A Comparative Study on Human Trafficking in the GCC countries” and the second: “Features of Efforts to combat trafficking of Women and Children in UAE and Other Countries of the World”. The study aims to identify the efforts and achievements of these countries in the field of combating the crime of human trafficking, the existent challenges and ways to enhance the services provided to victims.

### **2. Conducted a study entitled “Violence and Child Abuse: A Field Study on a Sample of UAE Children in UAE Community”**

This study was conducted in cooperation with the UAE University in 2014. It is a field study conducted on a sample of (2939) of UAE children enrolled in the UAE public schools. The study aimed to identify the magnitude of all forms of violence and abuse that the

Emirati children suffer at home and school, to define the characteristics of the abuser, and to recognize how children are familiar with the different helplines. The results showed that the rate of child exposure to various forms of abuse and violence ranges between (0.3%-28%). Besides, the most common forms of abuse are verbal and psychological abuse, witness violence at home, verbal and psychological abuse at school, neglect and physical abuse at home respectively. On the other hand, the least is sexual abuse of children at home and school.

### **3. Conducted a study entitled “Child Abuse: A Field Study on a Sample of Children of UAE Nationals and Residents in UAE Community”**

This study was prepared in cooperation with Sharjah University in 2015. It is a field study conducted on a sample of (4111) of the children of UAE nationals and residents in the UAE community. The study aimed to identify the magnitude of violence and abuse of all kinds and forms that the children of UAE

nationals and residents suffer at home and school. The results showed that the rate of child exposure to abuse at home and school are (6.5%) and (12.3%) respectively.

### **4. Conducted a study entitled “Violence against Wives in the UAE Community”**

This study was conducted in collaboration with the UAE University in 2015. It is a field study carried out on a sample of Emirati wives living in the UAE community. The study aimed to identify the extent of violence against wives, the reasons behind such violence, the response of wives to the same, and the solutions proposed by the study participants to relieve the problem. The results of the study were submitted to the decision-makers in the country.

### **5. Conducted a public opinion Survey on the Level of Awareness of Domestic Violence in the UAE Society.**

This survey was conducted in 2016. It was a poll study that included a sample of public organizations in the UAE. It was carried out in

collaboration with Addaera Research & Polls Center. The sample of the study consisted of (1196) of nationals and residents with ages ranged from 15 to 60 years from all emirates. The results of the survey showed a high level of public awareness of the concept of domestic violence among the majority of individuals who participated in the survey. The traditional and modern mass media were the most important sources of awareness. The percentage of respondents who understood the concept of domestic violence clearly or specifically reached 82% of the total sample.

### **6. Conducted a “Policy to Combat Violence against Women in Dubai”**

Commissioned by the Executive Council of Dubai, the DFWAC developed a policy on “combating violence against women in Dubai”. This policy aimed to propose the frameworks, programs and regulations required to provide a safe family and community environment for all women living in Dubai so that they can enjoy a life free from violence and threats of whatever forms and types. As a part of developing this policy, the DFWAC analyzed the current situation and reviewed the international best practices, strategic plans, and the operational policies of the women’s protection foundations.

Based on the results of interviews conducted with specialists in social, political, economic, legislative, medical, legal and academic fields, several aspects such as the establishment of legislation, laws and awareness programs and the development of funding resources, partnerships, coordination mechanisms and joint action, have been identified to be further considered within an integrated institutional framework in order to ensure the implementation of the policy properly and to achieve the desired effect whether reducing the rates of violence against women in the emirate or improving the living environment for families to be free from violence. The policy has been completed in late 2017.

### **7. Launched and implemented Annual Child Protection Campaign**

Since 2009, DFWAC has launched an annual campaign for child protection under the slogan “Protect Childhood... It’s Precious”. The campaign included many awareness activities that aim to educate the community about the consequences of child abuse and neglect. The campaign was carried out by holding interactive workshops, distributing awareness leaflets and broadcasting various audio and video recordings, which attracted

a large number of audiences due to the diversity of presentation methods each year.

### **8. Organized Forum for Children of Unknown Parentage**

On May 5th, 2013, the DFWAC organized a Forum for Children of Unknown Parentage with the participation of a group of specialists in various fields and representatives of governmental and civil organizations in UAE. The forum focused on all the issues of the children with unknown parentage from religious, legal, health and social perspective. In addition, it shed light on some real experiences of care homes for children with unknown parentage and foster families in the country.

### **9. Organized Global Child Forum**

The DFWAC contributed to organizing and hosting the first international launch of the activities of the Global Child Forum, which was held for the first time outside the Kingdom of Sweden under the patronage of Her Royal Highness Queen Silvia. The forum was held on November 13th, 2014 in Jumeirah, Dubai in cooperation with the management of the Global Child Forum in Sweden and several relevant organizations in UAE.

### **10. Launched and implemented the Anti Bullying Program in the Schools**

In 2015, the Anti Bullying Program was launched under the slogan “who dares when friends are there”. The program targeted the public and private schools in Dubai (Phase 2) and sought to create a violence-free school environment. From 2015 to 2017, the efforts focused on preparing the content of the training materials and holding the first training workshop for social workers and psychologists. In this context, about 30 training hours have been provided for 30 trainees with the aim to make the trainees familiar with the manuals of the program and how to apply it in schools. In addition, 50 workshops have been carried out for about 1089 students, parents and school staff.

### **11. Launched and implemented Awareness Program for most Vulnerable Group of Human Trafficking**

As a part of the significant efforts made by the various relevant authorities in UAE to combat the crime of human trafficking, and in the light of the great attention paid by the wise leadership on this regard, DFWAC organized in a comprehensive awareness program entitled “Awareness Program for The Most Vulnerable Group of Human Trafficking”

under the slogan for “Human Dignity” in 2015. The program has been approved by the National Committee to Combat Human Trafficking with the aim to raise the awareness among the most vulnerable groups of human trafficking such as beauty salon workers, restaurant waitresses, massage workers and domestic servants. The program was carried out for 5 years in successive stages using various methods in cooperation with different governmental and non-governmental bodies. Moreover, ten awareness-raising leaflets were developed in several languages. The number of leaflets distributed since the launch of the campaign till the end of 2017 reached approximately 33,090.

### **12. Organized Campaign to Eliminate Violence against Women (Orange Campaign)**

In line with the UN’s global agenda, DFWAC organized the Orange Campaign in support of the “International Day for the Elimination of Violence Against Women”. In this regard, the annual campaign raised awareness about how to eliminate violence against women, and ways of reporting any violations against them, via broadcasting awareness video clips and distributing leaflets. The first campaign

was launched in 2015, followed by the second in 2016 and the third in 2017. These campaigns received positive response and appreciation from community members and decision-makers.

### **13. Organized the 5<sup>th</sup> Arab Regional Conference on the Prevention of Child Abuse and Neglect**

In November 2017, in cooperation with Arab CAN and partnership with the International Society for the Prevention of Child Abuse & Neglect (ISPCAN), DFWAC organized the 5th Arab Regional Conference, on Prevention of Child Abuse and Neglect, in Dubai. This conference was attended by local and regional leaders and experts who presented many lectures, research papers, seminars and workshops. More than 450 participants from 38 countries and representatives of international and regional organizations had participated in the conference.

### **14. Produced and Broadcasted Social Audio Recordings/Clips**

From 2010 to 2017, DFWAC produced a series of audio recordings in the form of a social dialogue among family members, with the aim to raise community awareness on the importance on the family relations and

encouraging them to renounce all forms of violence. DFWAC broadcasted these audio recordings through approved and popular channels such as Noor Dubai and Gulf Radio.

### **15. Launched Program titled “Qurat ‘Aeyun”**

This program was launched in 2016. It consisted of 13 radio episodes and was based on the principle of introducing family and social topics in the form of a joint and open dialogue with the audiences. The program hosted different young people to discuss the challenges faced by youth, before and after marriage.

### **16. Launched Smart Case Management System**

It is an electronic system that aims to create a standard and integrated file for each client. This file can be used to document all data and documents of the support and follow-up plans of the client so that the multidisciplinary team dealing with it can handle all social, psychological, legal, health and shelter issues through one platform. It is a unique, flexible and fast system that facilitates cooperation between different sections to accelerate the procedures of the client and to improve the quality of services provided. The system also

enables the Research and Studies Section to obtain the statistical reports of the clients utilizing the services.

### **17. Launched Mobile Smart Application**

This application was launched in 2016 to diversify the channels of service provision to the stakeholders and clients.

### **18. Hydroponics Greenhouses Project**

In 2014, DFWAC decided to invest the unused water features in its headquarters to provide a sustainable funding source for its projects. Hence, DFWAC established greenhouses for hydroponics in cooperation with the Ministry of Environment, Water and Agriculture. In 2017, the project was expanded after signing a Memorandum of Understanding (MOU) with the Union Coop to establish additional greenhouses. Thus, the number of greenhouses owned by the DFWAC increased to 6. The DFWAC's products were sold in the Union Coop outlets.

### **19. Cash donations**

DFWAC has succeeded in building a prestigious reputation at the local level. This helped to raise approximately AED 19 million from 2008 till 2017 to support all its projects and programs.

### **20. Awards received by the DFWAC**

1. Award of Social Work Influencers in 2011.
2. Women Entrepreneur Award (Best Female Leadership in the Public Sector) in 2011.
3. Awards granted by (UAE Women) in 2012 for the following categories:
  - Service of Humanity Award
  - UAE Woman Award
4. Women of the Decade Award granted by UAE Women in 2014.
5. “Diplome de Caillou” in 2014 for its work in the field of providing the necessary protection and prevention of persistent abuse and violence and promoting social awareness about the phenomenon of violence against women and children.
6. Since 2014, DFWAC participated with the Dubai Model Center in improving the level of services provided to the clients and enhancing community awareness and improving social care services in the “City Builders’ Race”, which qualified it to obtain the following four awards:
  - Agenda No. 1 Award. It is an award granted for the best service improved during the year. DFWAC obtained this award for its efforts in improving rehabilitation services in 2014.

- Best Internal Cooperation Award for the Smart Case Management Initiative in 2015.
  - Best Innovation Leader Award in 2015.
  - Best Team Award in the City Builders Race. DFWAC won this award for its participation with the yellow team concerned with improving social care services along with the Community Development Authority, the Economic Department and Dubai Courts in 2015.
7. In 2015 and 2016, DFWAC succeeded in obtaining the following ISO certificates:
- Quality Management System (ISO 9001: 2015).
  - Complaint Management System (ISO 10002: 2014).
  - Customer Satisfaction System (ISO 10004: 2012).
  - Environmental Management System (ISO 14001: 2015).
  - Risk Management System (ISO 31000: 2009).
  - Occupational Safety and Health System (ISO 18001: 2007).

## 21. Developed Play Therapy Program

It is a therapeutic approach used with abused children. It is one of the best international

practices for treatment and rehabilitation of victims. DFWAC opened a room for play therapy by the end of 2010. The play therapy sessions are conducted by counselors and therapists. This approach contributes significantly to the evaluation of the psychological and health status of the child in a manner that imitates its interests and tendencies, which are at this age oriented to play. Moreover, this approach gives children more space for expression. Play therapy is a safe and scientifically proven treatment for psychological and mental disorders and the most important of which is post-traumatic stress disorder and other problems, such as anger and low self-confidence, insomnia, anxiety, stress, depression and other behavioral problems such as lying, bullying, violence, etc.

## 22. Specialized Training Initiative

This initiative was launched by Care and Rehabilitation department with the aim of training and developing professionals in various social, psychological, health, legal institutions or any other institutions that provide services for victims, to improve the cognitive aspects of participants and give them tools and skills that enable them to provide services professionally.

Hence, DFWAC has organized a number of specialized workshops during the period from 2014 to 2017 totaling 5 workshops as follows:

- Post-Traumatic Stress Disorder - November 2014
- Play Therapy Workshop - May 2015
- Consideration of family Dissonance Effectively Performing & Communicating Findings of Parental Evaluation - October 2015
- Cognitive-Behavioral Therapy Workshop for Depression - December 2016
- Psychological First Aid Workshop - September 2017

## 23. Launched a 24/7 Services Initiative

In the light of sensitivity of the issue DFWAC is dealing with, it was important to ensure that services are not interrupted. So the title of a "Residential Case Manager" was created to ensure the presence of a social worker in DFWAC 24/7 to take actions at the time of crises and emergencies. In June 2015, the Call Center working hours was extended to receive calls 24/7 catering to all incoming calls which was previously operating in a partial manner.

## 24. Client Empowerment Program Initiative

The initiative is intended to hold a set of workshops for female victims to enable them get jobs or start their small businesses. This aims to provide a stable income resource for women to meet their living needs and ensure their financial independence. DFWAC signed a Memorandum of Understanding with the Union Coop to provide financial support to the project. The number of women who received trainings reached 85. The programs offered were as follows:

- Arabic Language Course
- English Language Course
- Sewing Course
- Cooking Program Basics
- Financial Education
- Secretarial Course
- How to Start a Small Business
- "Beauty for a Better life" Course - L'Oreal (supported and funded by L'Oreal Middle East).

## 25. Emergency Shelter Initiative

This initiative aims to sign agreements with certain hotels in Dubai to provide emergency accommodation for three nights including

all hotel services for cases that cannot be accommodated in DFWAC such as male children above 12 years and families with children in this criteria.

## 26. "We Are Closer To You" Initiative

In order to facilitate client access to services provided by DFWAC, service centers have been opened in the heart of Dubai in cooperation with our partners. During 2016 and 2017, two permanent offices were opened, the first was at the Personal Status Court of Dubai Courts and the second was on the campus of Zayed University in Dubai. These two offices provide specialized advisory services to the clients.

## 27. "Service from The Heart" Initiative

The idea of this initiative is to involve the client in the process of continuous improvement of services in three ways: (Heartfelt Thank You card, Best Wishes card, Complaints and Suggestions card) in order to achieve the following objectives:

- Put a smile on the faces of client and contribute even simply to ease their suffering and achieve their wishes.
- Identify the outstanding employees from the client's perspective and recognize their efforts.

- Handle Complaints and suggestions methodically.

## 28. Electronic Case Transfer Program

A smart electronic program has been designed to enable us to refer cases to the partners promptly and without any administrative complications. Consequently, any entity can connect with us and become authorized to transfer cases to and from DFWAC within a few minutes, which contributes to accelerate the procedures and reduce waiting time. It also enables client to receive services easily. Up to the end of 2017, DFWAC managed to connect with a number of partners as follows:

- Social Services Department - Emirate of Sharjah.
- Children and Women Protection Department - Dubai Police.
- Personal Status Court - Dubai Courts.
- Child Protection Center - Ministry of Interior.

## 29. Achieve an Exceptional Percentage in Customer Satisfaction Rates

In view of the success of these initiatives, DFWAC was able to increase the customer satisfaction percentage from 88% in 2014 to 95% by the end of 2017.

# AGREEMENTS AND PARTNERSHIPS

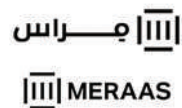
## LOCAL: STRATEGIC PARTNER

 <p>هيئة الصحة بدبي DUBAI HEALTH AUTHORITY</p>	 <p>شرطة دبي DUBAI POLICE</p>	 <p>الهلال الأحمر الإماراتي Emirates Red Crescent</p>	 <p>وزارة الموارد البشرية والتوطين MINISTRY OF HUMAN RESOURCES &amp; EMIRATISATION</p>
 <p>دائرة الشؤون الإسلامية والعمل الخيري Islamic Affairs &amp; Charitable Activities Department</p>	 <p>محاكم دبي DUBAI COURTS</p>	 <p>مؤسسة الأوقاف والشؤون القاصرة AWQAF &amp; MINORS AFFAIRS FOUNDATION</p>	 <p>إدارة الرئاسة Presidency Administration</p>
 <p>جمعية الإمارات للمحامين والقانونيين EMIRATES ASSOCIATION FOR LAWYERS AND LEGAL</p>	 <p>إدارة التنمية الاقتصادية Sharjah Economic Development Department</p>	 <p>مجلس تنمية الشارقة GOVERNMENT OF SHARJAH Economic Development Department</p>	 <p>جامعة زايد ZAYED UNIVERSITY</p>
 <p>جمارك دبي DUBAI CUSTOMS</p>	 <p>جمعية الإمارات لحقوق الإنسان HUMAN RIGHTS ASSOCIATION</p>	 <p>النور AL NOOR</p>	 <p>مركز دبي للإحصاء Dubai Statistics Center</p>
 <p>وزارة تنمية المجتمع MINISTRY OF COMMUNITY DEVELOPMENT</p>	 <p>مؤسسة وطني الإمارات WATANI AL EMARAT FOUNDATION</p>	 <p>بنك دبي الإسلامي Dubai Islamic Bank</p>	



## 1 AGREEMENTS AND PARTNERSHIPS

### LOCAL: SUPPORTING PARTNER



## 1 AGREEMENTS AND PARTNERSHIPS

REGIONAL: SUPPORTING PARTNER



ETQAAN  
A THREAT OF LUXURY AND ART



## AGREEMENTS AND PARTNERSHIPS

### INTERNATIONAL: STRATEGIC PARTNER



GENEVA CENTRE FOR HUMAN RIGHTS  
ADVANCEMENT AND GLOBAL DIALOGUE



UNHCR  
المفوضية السامية للأمم المتحدة  
للاجئين

### INTERNATIONAL: SUPPORTING PARTNER

L'ORÉAL  
MIDDLE EAST



شارع الأكاديمية  
STRAIGHT STREET MEDIA

Sumo  
Sushi & Bento

benefit  
SAN FRANCISCO

DIESEL

فندق شانغريلا دبي  
Shangri-La hotel  
DUBAI



مؤسسة دبي  
لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN

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