

# ANNUAL REPORT



BUILDING STRONGBONDS FOR LIFE

BUILDING STRONGBONDS FOR LIFE



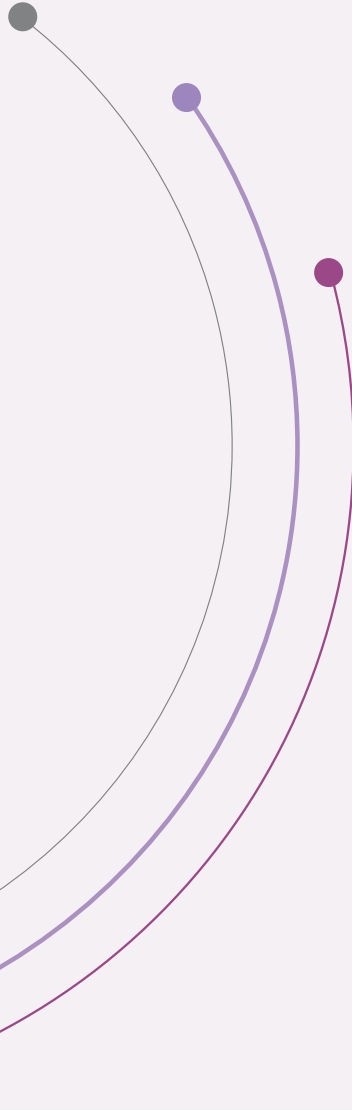


مؤسسة دبي  
لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN

# ANNUAL REPORT 2017



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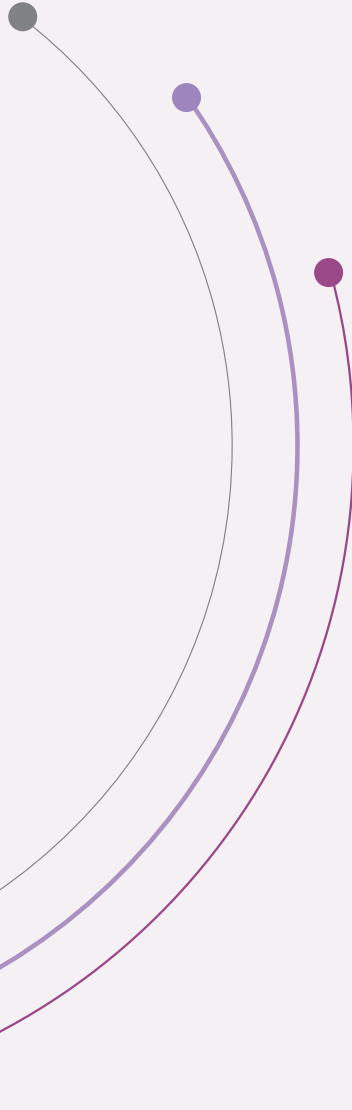


His Highness Khalifa bin Zayed bin Sultan Al Nahyan

President of the UAE and Ruler of Abu Dhabi



مؤسسة دبي  
لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN







**His Highness Sheikh Mohammed bin Rashid Al Maktoum**

Prime Minister Vice President and Ruler of Dubai



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لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN



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# ANNUAL REPORT 2017





**Ahmad Darwish**  
**Al Qamah Al Muhairi**  
Chairman

## CHAIRMAN MESSAGE

In the Name of Allah, the Most Gracious, the Most Merciful

### **“A community free of violence and abuse”**

This is our vision at the Dubai Foundation for Women and Children.

It is a vision that portrays everyone in this country from all nationalities, religions and sects enjoying a safe and peaceful life. The only difference between people is their good deeds, an argument best proven by Allah’s words in the Holy Quran,

“O mankind! We have created you from a male and a female, and made you into nations and tribes, that you may know one another. Verily, the most honorable of you with Allah is that who is pious. Verily, Allah is All-Knowing, All-Aware.”

It is everyone’s birth right to live without fear, violence, ridicule or mockery as stipulated by Almighty God,

“O you who believe! Let not a group scoff at another group, it may be that the latter are better than the former; nor let (some) women scoff at other women, it may be that the latter are better than the former, nor defame one another, nor insult one another by nicknames. How bad is it, to insult one’s brother after having faith. And whosoever does not repent, then such are wrong-doers.”

Providing protection and care for women and children who are victims of violence, misuse or even ridicule is a religious and national duty that contributes to maintaining safety and security of the community.



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لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN



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2017



**H.E Afra Al Basti**

Director General

## WELCOMING SPEECH BY THE DIRECTOR GENERAL

Violence against women and children is a serious public health concern, with costs at multiple levels of society. Although violence is a threat to everyone, women and children are particularly subject to victimization because they often have fewer rights or lack appropriate means of protection. Victims of violence of any type fear stigmatization or blame and thus often hesitate to report crimes. The issue is compounded by the fact that for women and children the perpetrators are often people they know.

Our daily work includes applying our knowledge and resources to provide best methods of care and protection for women and children. From our experience and studies, we came to know that the term “violence” is not very well understood by everyone. Therefore, we conduct lectures, awareness programs, run studies and collect data about violence.

Every year, the Dubai Foundation for Women and Children prepares its Annual Report which provides significant data derived from our latest studies and statistics of variable forms of abuse and neglect in the UAE society. It also provides a summary of our achievements during the year. Our ultimate goal is to eradicate violence and educate the society about its forms.

Knowledge is the power to change anything. It is in your hands now.



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لرعاية النساء والأطفال  
DUBAI FOUNDATION FOR WOMEN & CHILDREN



BUILDING STRONGBONDS FOR LIFE

# ANNUAL REPORT 2017

## MEMBERS OF THE BOARD OF DIRECTORS OF THE DUBAI FOUNDATION FOR WOMEN AND CHILDREN

### CHAIRMAN



Ahmad Darwish Al Qamah  
Al Muhairi

### DEPUTY CHAIRMAN



Mona Eisa Al Bahar  
Deputy Director - General Directorate of  
Residency and Foreigners Affairs - Dubai

### DIRECTOR GENERAL



H.E. Afra Al Basti  
Director General – Dubai Foundation for  
Women and Children

### MEMBERS



Mrs. Hessa  
Abdul Rahman Tahlak



Mrs. Aisha  
Ahmad Al Merri



Mr. Khalid Yehia Al Hussaini

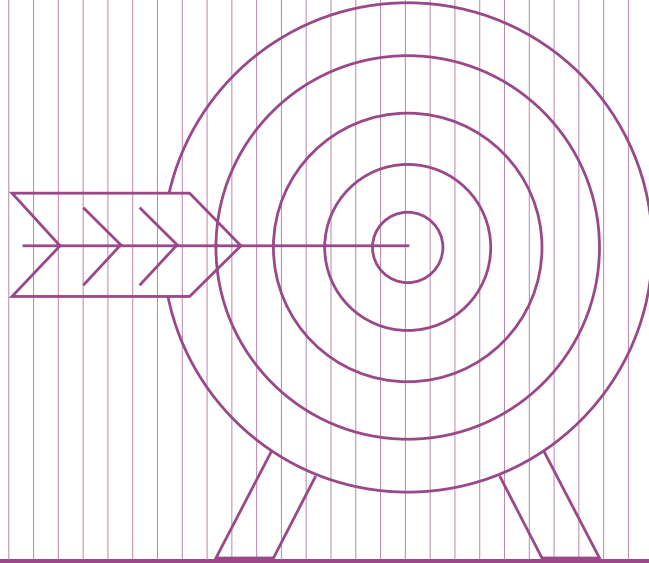


Dr. Sultan Abdul Hamid  
Al Jamal



Mr. Mohammad Ali Rustom





## WHO ARE WE?

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.

## VISION

Society free of violence.

## MISSION

“Provision of safe housing and rehabilitation services to violence victim women and children, spreading social culture, strengthening local and international partnerships, adoption of a research database that contributes to the development of policies commensurate with international standards for violence control”.

## STRATEGIC GOALS

- ▶ Provision of ideal services and pioneering programs for violence victim women and children in accordance with international laws and standards.
- ▶ Awareness raising, community education and specialized skills building to deal with women and children issues.
- ▶ Promotion of local and international partnerships for achieving DFWAC's vision and developing permanent financial resources.
- ▶ Development of a research database to become a reliable scientific reference and contribute to the development of proper policies on women and children violence and abuse.
- ▶ Guarantee of all administrative services according to quality and excellence standards.

## DIRECTIVE PRINCIPALS

- ▶ **PROTECT...** Protect and support women and children through the provision of safe housing and rehabilitation services.
- ▶ **PREVENT...** Prevent various forms of violence through community education programs.
- ▶ **PROMOTE...** Promote community awareness on violence against women and children and inculcate empowerment culture through support programs.
- ▶ **PARTNERSHIP...** Build neutral and international relationships to help achieving DFWAC's vision and objectives.

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BUILDING STRONGBONDS FOR LIFE

# ANNUAL REPORT 2017



## EXECUTIVE SUMMARY



## Executive Summary

Dubai Foundation for Women and Children received **1,433** new cases in 2017; 119 cases were internal clients who received sheltering services and 1,314 were external clients who received support services without shelter. The foundation also received **4,539** calls through Call Center and various other communication channels.

The Executive Summary will present the details of the main categories (Domestic Violence, Child Abuse and Human Trafficking) as well as the services and achievements that the foundation accomplished during 2017.

There were 508 cases of domestic violence, 99% of them were females. It was shown through analyzing the characteristics of the victims that 77% were non-Emiratis. Spouse was the main abuser by 79% when compared with other abusers. As for child abuse victims, there were 62 cases; the majority were females by 68%. The percentage of Emirati children was 40%. Similarly, father was the main abuser by 89%. Regarding human trafficking victims, the foundation received 10 female cases, 50% of the victims were children and were sexually exploited.

In addition to the main categories, there are other categories such as suspected human trafficking victims, abuse against women and other cases, and their statistics are mentioned in the detailed report.

The main achievements of the foundation in 2017 was as follows:

1. Forum to protect victims of human trafficking which was held under the theme “Together to protect victims of human trafficking”, on 9th January 2017, The International Human Rights Day.
2. Completion of Child Maltreatment Prevention Readiness Study in GCC countries which was prepared in 2016 and completed in 2017, in collaboration with the Family Safety Program in Saudi Arabia.
3. The foundation organized the 5th Arab Regional Conference for the Prevention of Child Abuse and Neglect, November 2017, in Dubai, in cooperation with the Association of Arab Professionals for the Prevention of Violence against Children and in partnership with the International Society for the Prevention of Child Abuse and Neglect (ISPCAN).
4. Opening DFWAC counselling office at Zayed University in Dubai, at the Department of Student Counseling, to provide counseling and awareness for university students.
5. Achieving exceptional customer satisfaction level. The satisfaction level of care and rehabilitation services was 95% for 2017.

Many other achievements at various levels are mentioned in the detailed report.

# INFOGRAPHIC REPORT



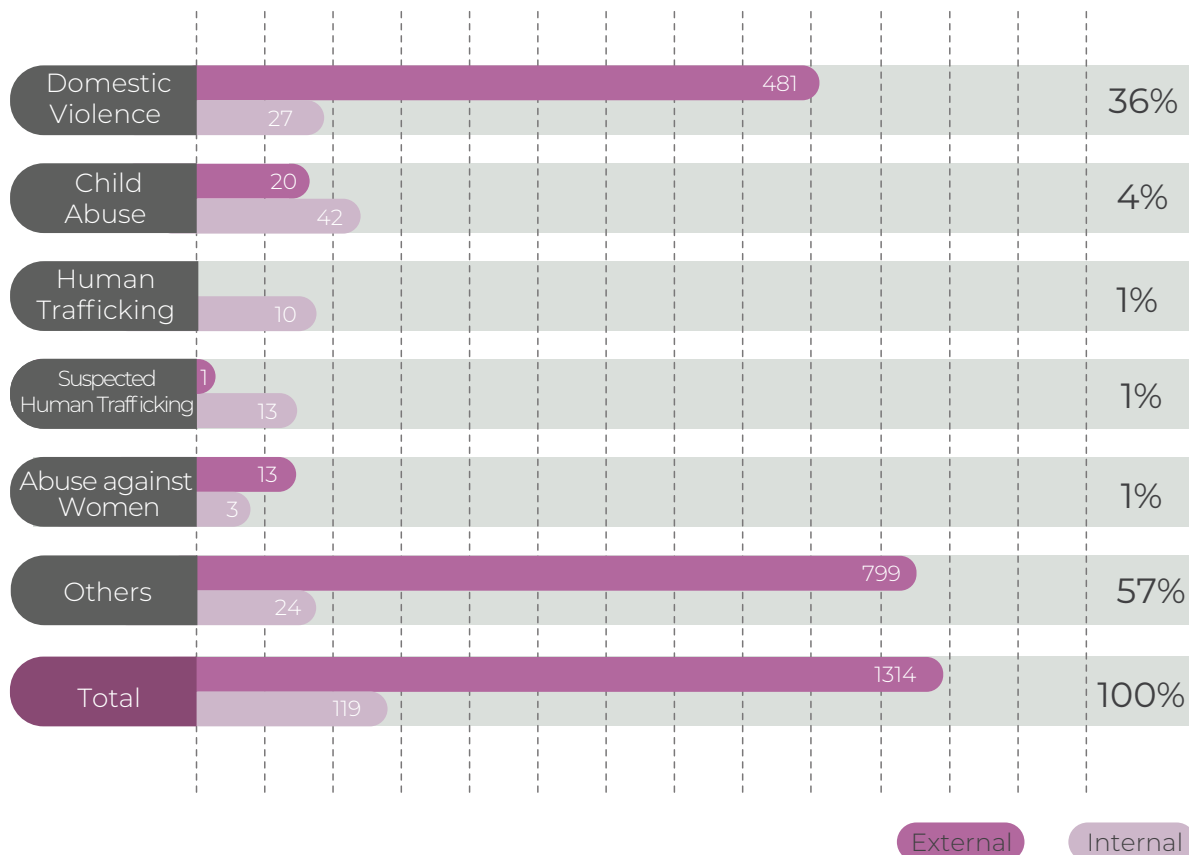
## THE NUMBER OF NEW CLIENTS IN 2017



# 4,539

THE NUMBER OF CALLS  
RECEIVED THROUGH  
DIFFERENT CHANNELS  
OF THE CALL CENTER

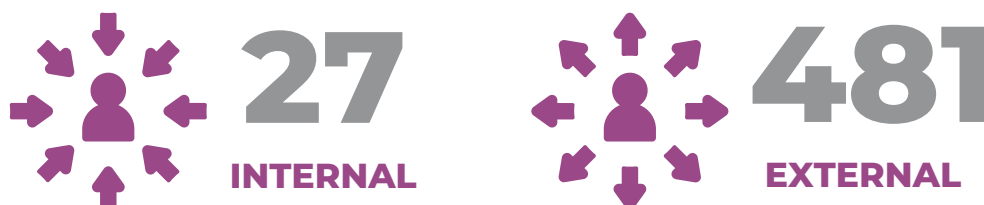
## CASE CATEGORY



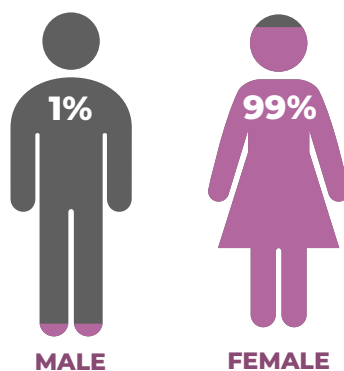
# DOMESTIC VIOLENCE

## CHARACTERISTICS OF DOMESTIC VIOLENCE VICTIMS:

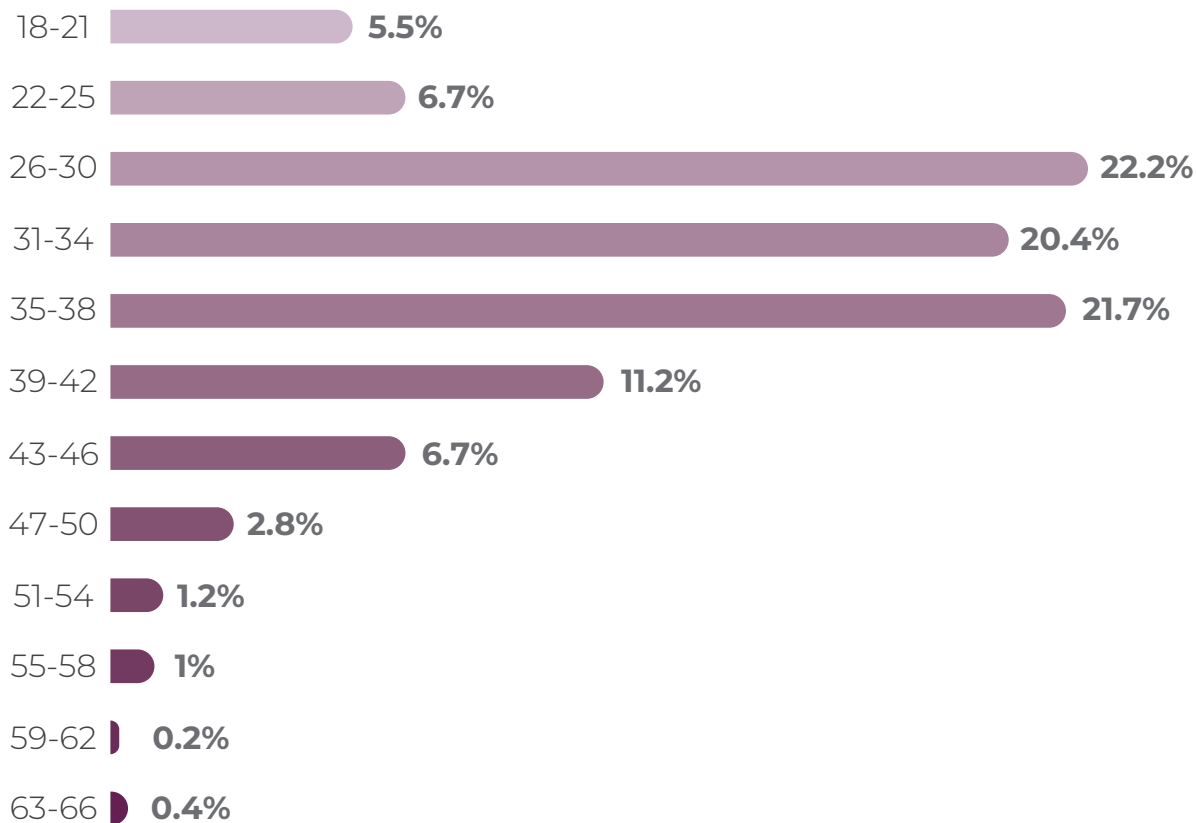
### NUMBER OF DOMESTIC VIOLENCE VICTIMS



### GENDER

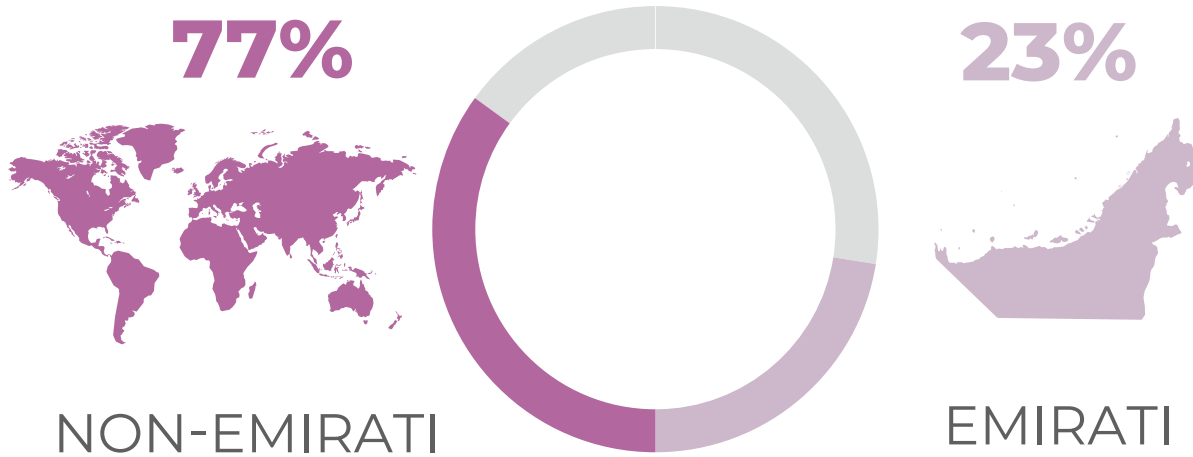


### AGE CATEGORIES

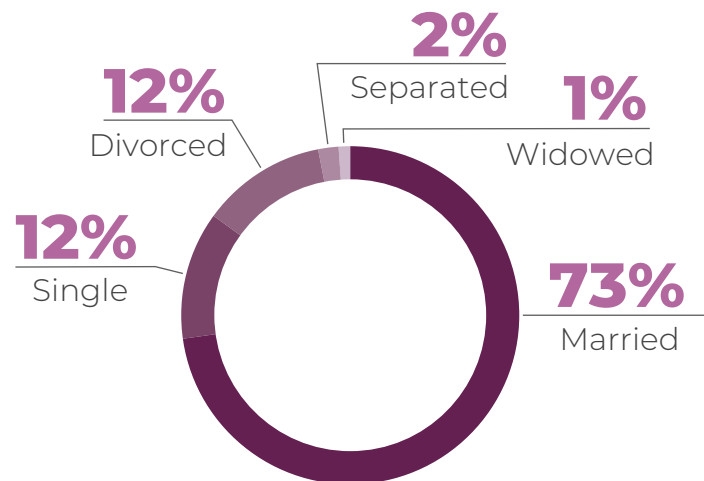




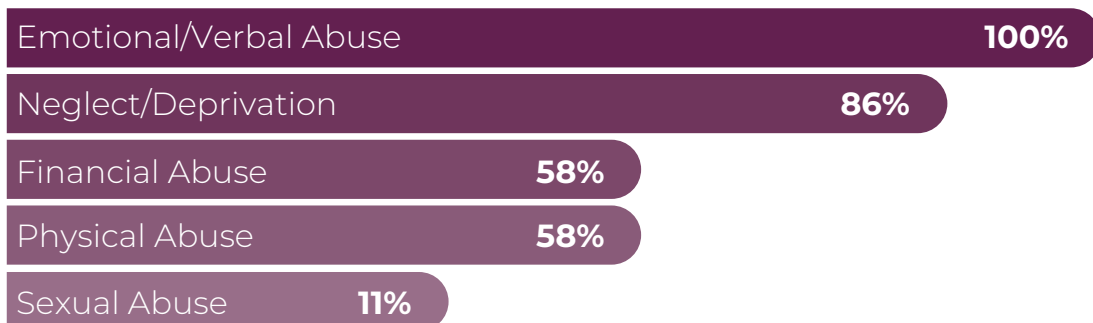
### VICTIMS' NATIONALITY



### MARITAL STATUS

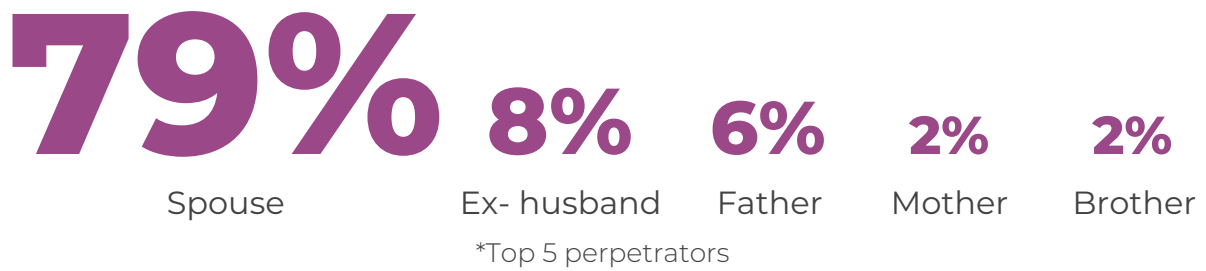


### TYPE OF ABUSE EXPERIENCED BY VICTIMS\*

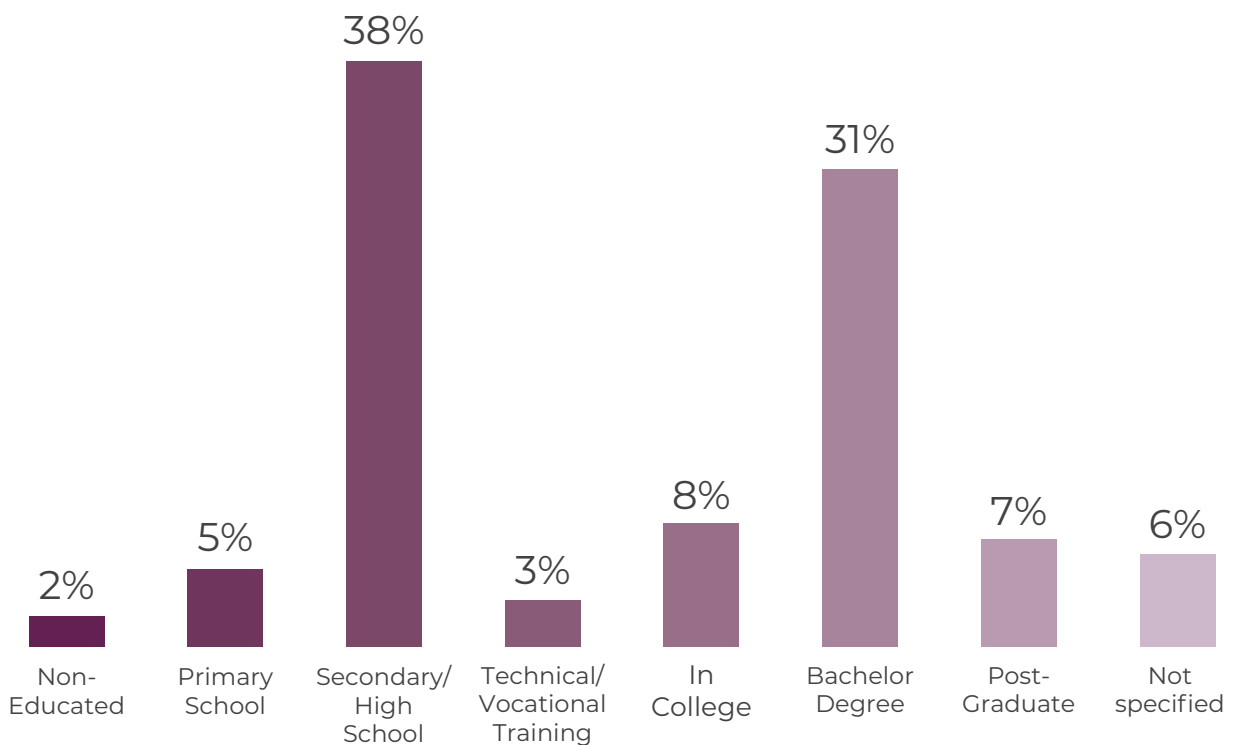


\*The victim may experience multiple types of abuse, therefore more than one type of abuse for each case is recorded separately, and this is the reason that the total number of cases in types of abuse is more than the total number of victims.

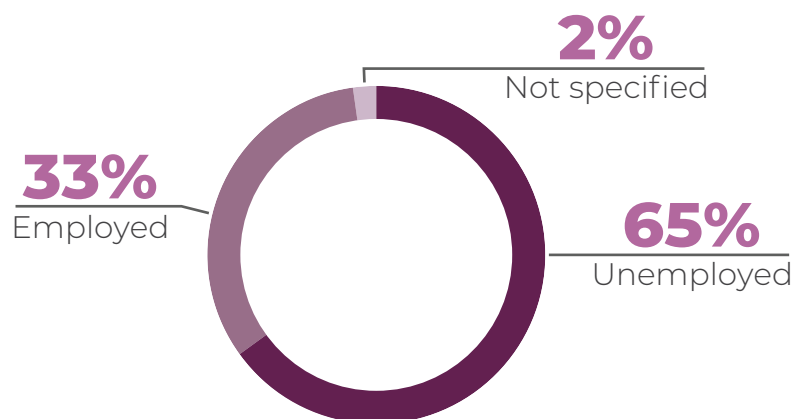
## PERPETRATOR'S RELATIONSHIP TO THE DOMESTIC VIOLENCE VICTIMS\*



## EDUCATIONAL LEVEL OF VICTIMS



## OCCUPATION DURING VIOLENCE



# CHILD ABUSE

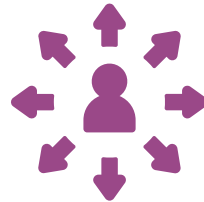
## CHARACTERISTICS OF CHILD ABUSE VICTIMS:

### NUMBER OF CHILD ABUSE VICTIMS



42

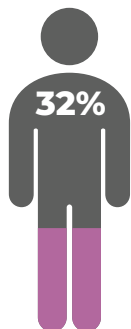
INTERNAL



20

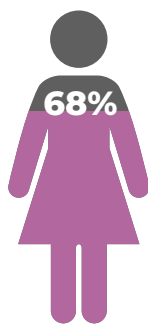
EXTERNAL

### GENDER



32%

MALE



68%

FEMALE

### AGE CATEGORIES OF CHILDREN

0-2 22 %

3-5 18 %

6-12 31 %

13-17 29 %

### CHILDREN'S NATIONALITY

53%



NON- EMIRATI



40%

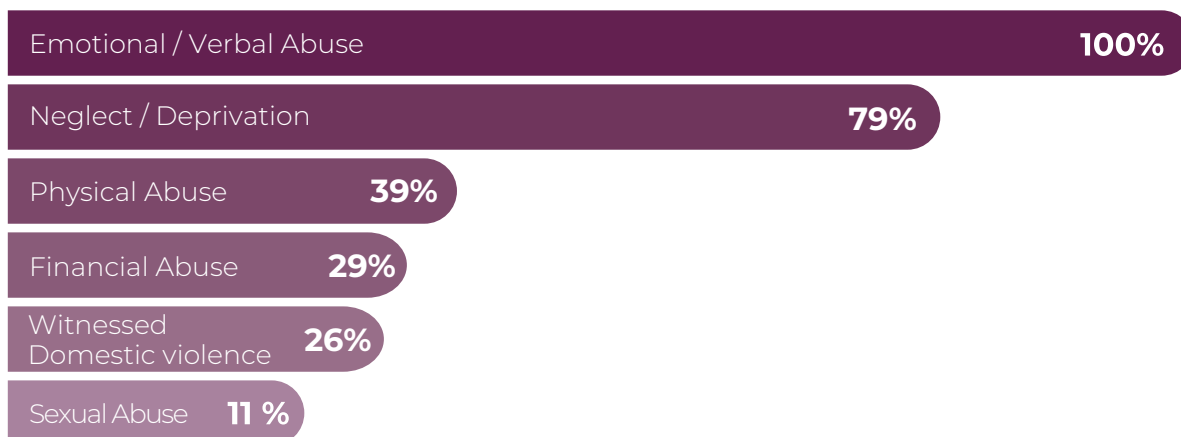


EMIRATI

7%

UNKNOWN

### TYPE OF ABUSE EXPERIENCED BY VICTIMS\*



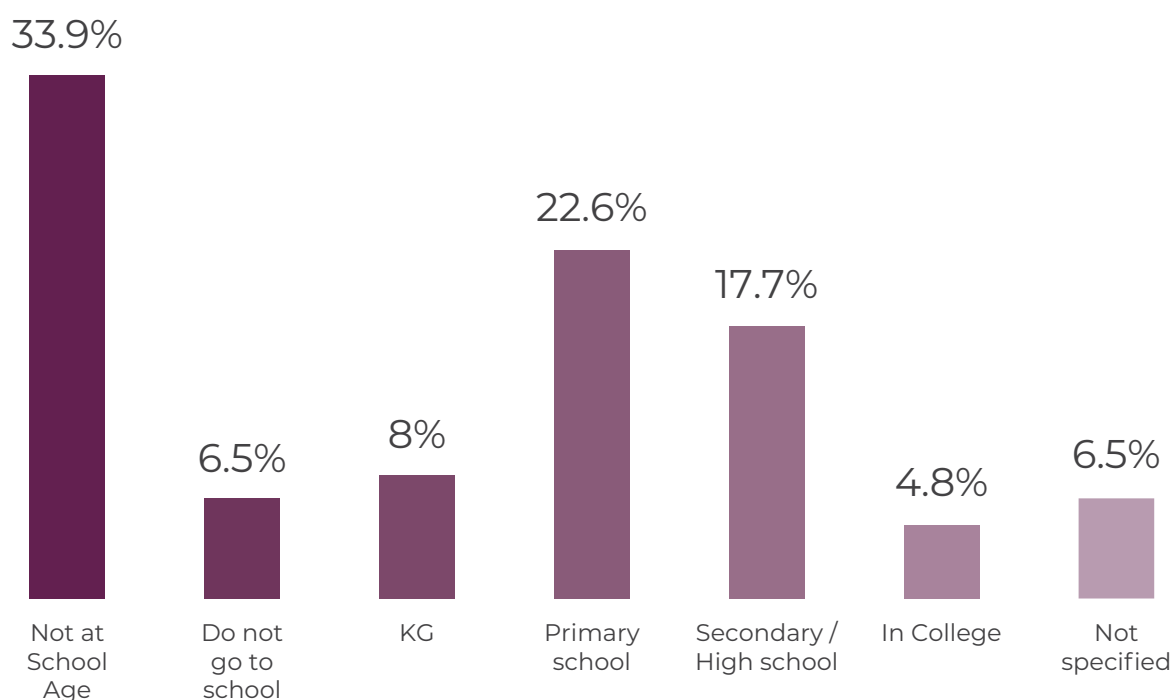
\*The victim may experience multiple types of abuse, therefore more than one type of abuse for each case is recorded separately, and this is the reason that the total number of cases in types of abuse is more than the total number of victims.

### PERPETRATOR'S RELATIONSHIP TO THE DOMESTIC VIOLENCE VICTIMS\*



\*Top 4 perpetrators

### EDUCATIONAL LEVEL OF VICTIMS



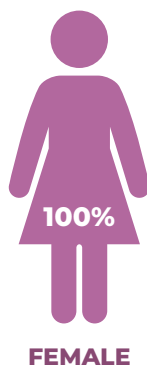
# HUMAN TRAFFICKING

## CHARACTERISTICS OF HUMAN TRAFFICKING VICTIMS

### NUMBER OF HUMAN TRAFFICKING CASES



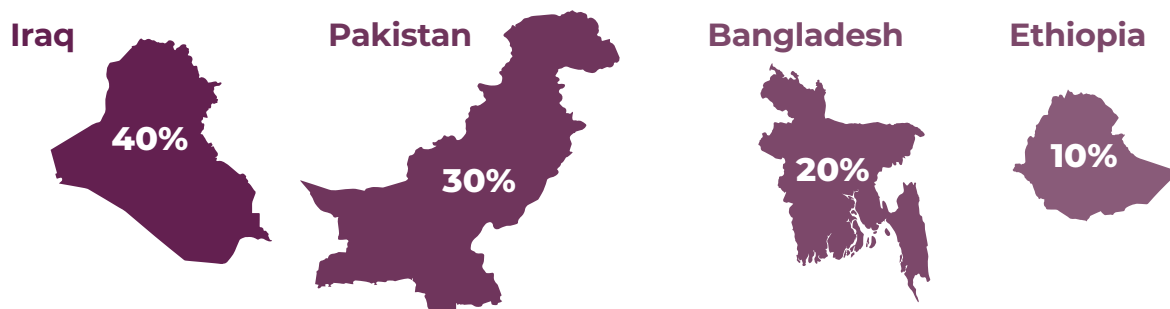
### GENDER



### AGE CATEGORIES

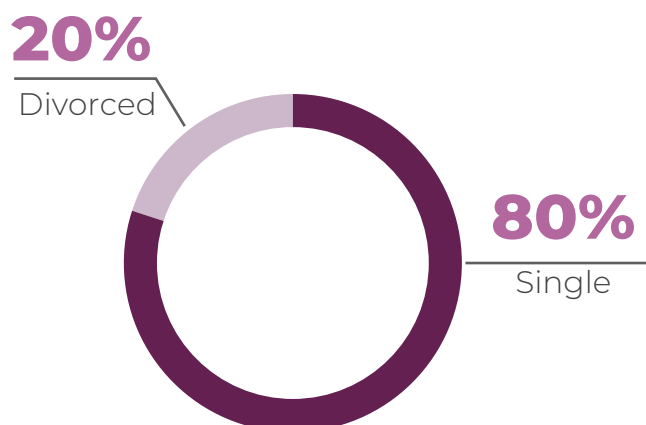


### NATIONALITY OF HUMAN TRAFFICKING VICTIMS

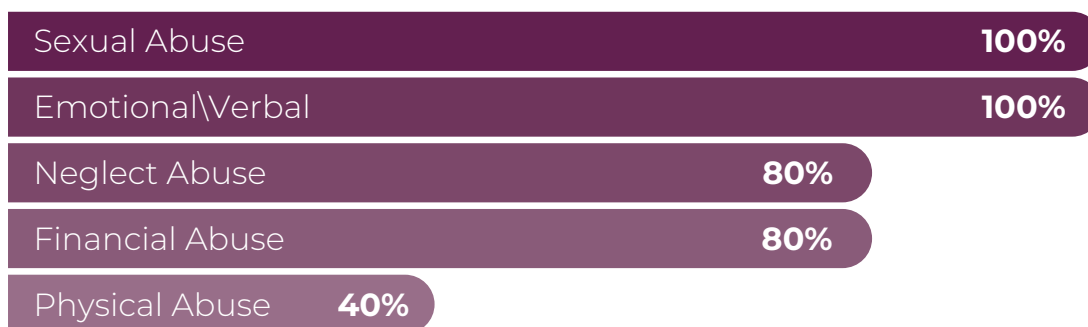




## MARITAL STATUS



## TYPE OF ABUSE EXPERIENCED BY VICTIMS



\*The victim may experience multiple types of abuse, therefore more than one type of abuse for each case is recorded separately, and this is the reason that the total number of cases in types of abuse is more than the total number of victims.

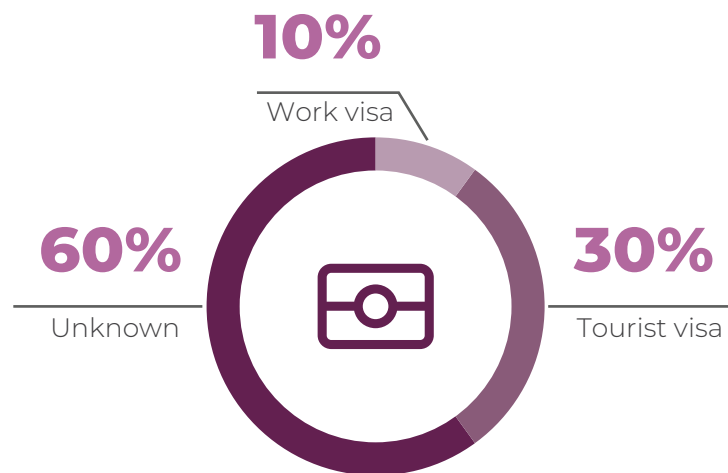
## TRAFFICKERS



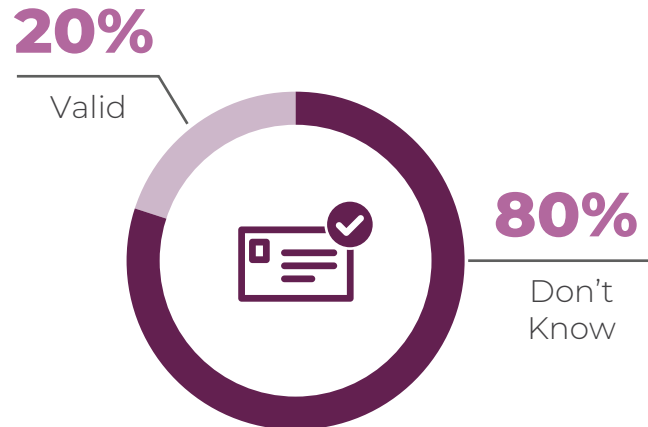
## TYPES OF EXPLOITATION



### VISA TYPES



### VALIDITY OF VISA



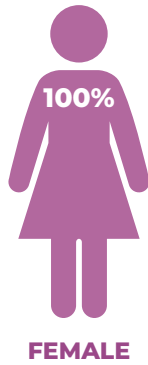
### PLACE OF TRAFFICKING



# SUSPECTED VICTIMS OF HUMAN TRAFFICKING

## CHARACTERISTICS OF SUSPECTED VICTIMS OF HUMAN TRAFFICKING

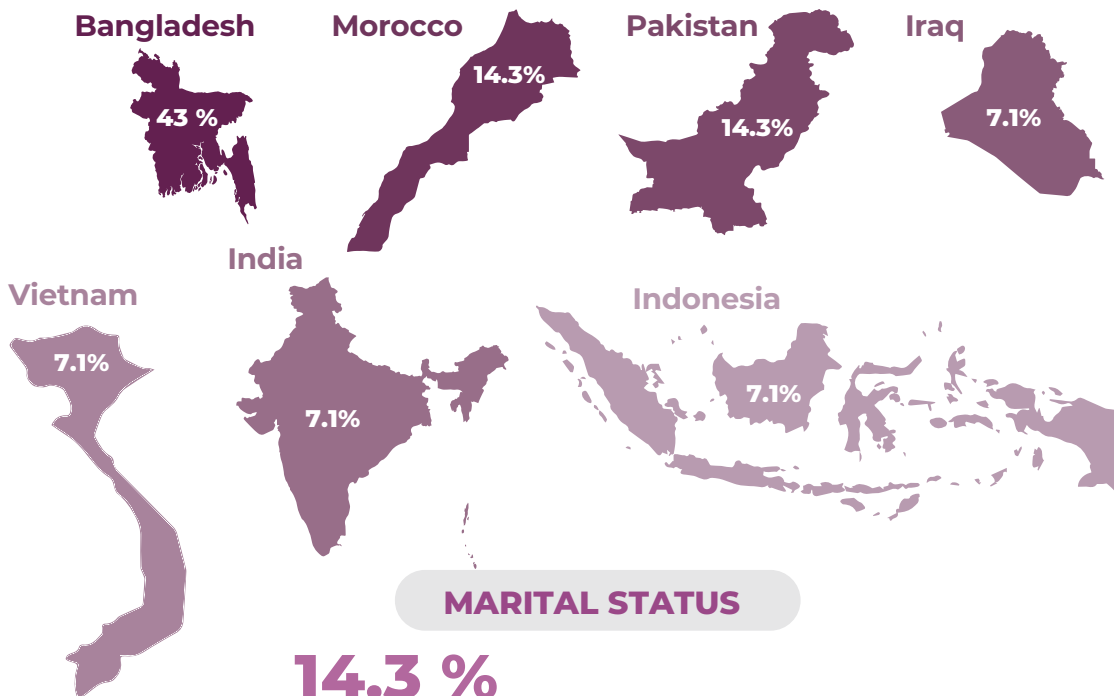
### GENDER



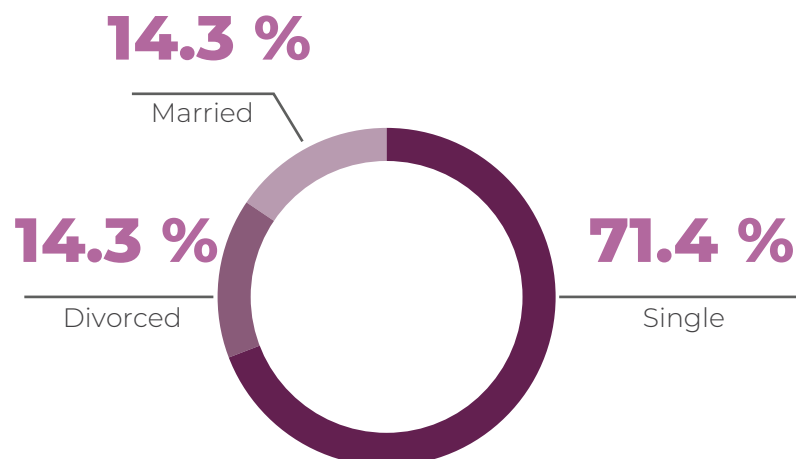
### AGE CATEGORIES



### NATIONALITY OF SUSPECTED HUMAN TRAFFICKING VICTIMS



### MARITAL STATUS



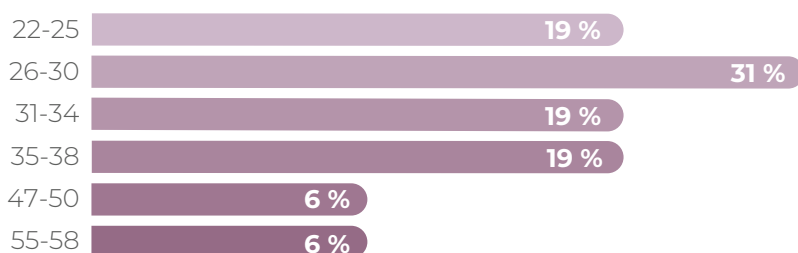
# ABUSE AGAINST WOMAN

## CHARACTERISTICS OF WOMEN ABUSE VICTIMS:

### NUMBER OF VICTIMS



### AGE CATEGORIES



### VICTIMS' NATIONALITY



### TYPE OF ABUSE EXPERIENCED BY VICTIMS

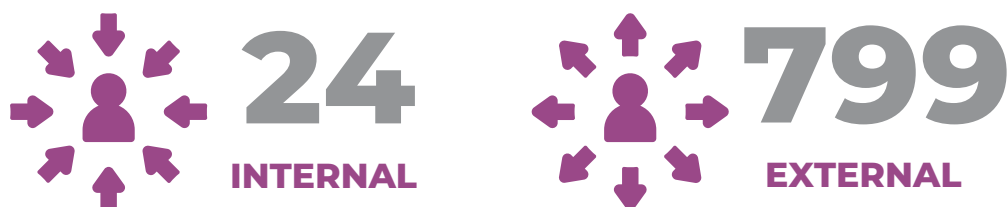


### THE PERPETRATOR RELATIONSHIPS TO THE VICTIMS

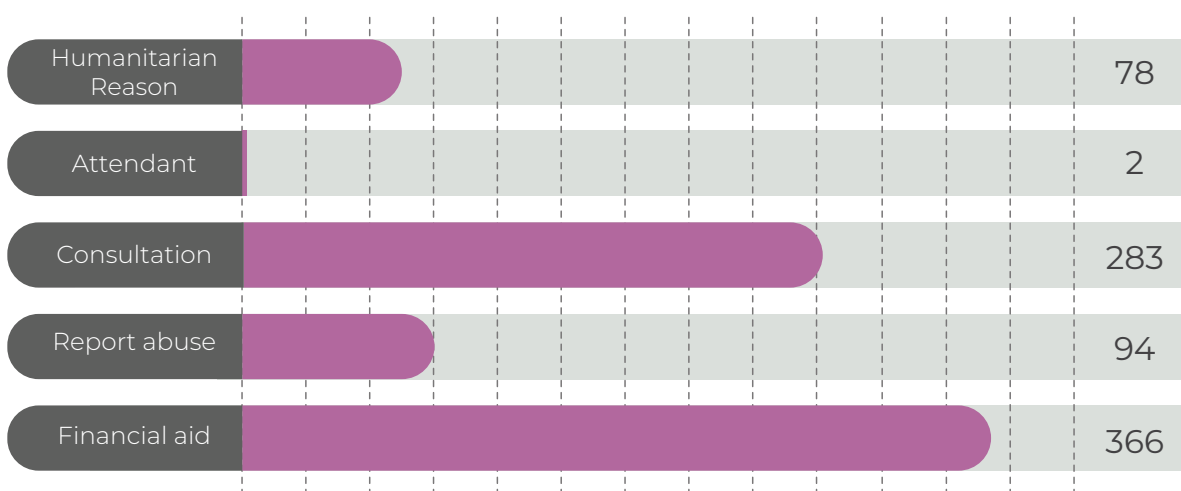


# OTHER CASES

## NUMBER OF OTHER CASES



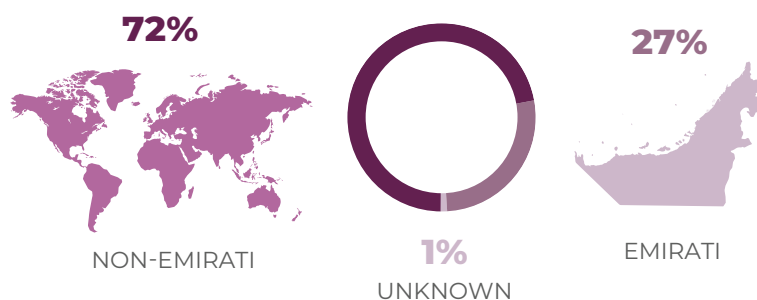
## CATEGORIES OF OTHER CASES



## AGE CATEGORIES



## NATIONALITY OF OTHER CASES



# ACHIEVEMENTS IN 2017



## Forum to protect victims of human trafficking

Which was held under the theme "Together to protect victims of human trafficking", on 9 January 2017.



## Completion of the study of the readiness to prevent child abuse in the GCC countries

It was conducted in 2017, in collaboration with the Family Safety Program in Saudi Arabia.



## Organizing the 5th Arab Regional Conference for the Prevention of Child Abuse and Neglect

The foundation organized the conference on November 2017 in Dubai. The conference was attended by more than 450 participants from 38 countries around the world.



## Completion of the first phase of the program "Facing bullying in schools"

Implemented 18 workshops that benefited about 428 students, parents and staff in the school.



## Opening a special consultancy office at Zayed University in Dubai

An office was opened in the Department of Student Counseling permanently to provide counseling, awareness and education for university students.



## Electronic link to transfer cases of child abuse

An electronic program was designed to enable the foundation quickly to transfer cases to the Child Protection Center at the Ministry of Interior and reduce the referral time of child abuse cases from outside the Emirate of Dubai in order to take proper action.



## Achieve standard customer satisfaction levels

The satisfaction level of care and rehabilitation services was 95% for 2017.

# AGREEMENTS AND PARTNERSHIPS

Strategic Partnerships during 2017  
(Agreements and Memorandums of understanding)



تعاونية الاتحاد  
UNION COOP



مركز دبي للإحصاء  
Dubai Statistics Center



دائرة الشؤون الإسلامية  
والعمل الخيري  
Islamic Affairs & Charitable  
Activities Department







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## DETAILED REPORT



## Introduction

This report was prepared within the effort of the Dubai foundation for Women and Children to document related statistics, including issues of human trafficking. It focuses on data collection, tabulation, summarizing and presenting it by using tables and graphs that mainly describe basic data of cases. This report is the tenth of the Foundation and covers the period from 1 January to 31 December 2017, and will address:

1. Cases since establishment: focuses on the number of the cases served by the foundation since its establishment in July 2007 to December 2017.
2. New Cases: focuses on all categories: Domestic Violence, Child Abuse, Human Trafficking, Suspected Human Trafficking, Abuse against Woman and Other Cases during 2017, in terms of their characteristics, referral sources, types of visa, validity and the process of human trafficking.
3. Victims Support Services and programs: focuses on case-oriented services and specialized programs during 2017.
4. Major achievements: focusing on the major achievements of the foundation during 2017.

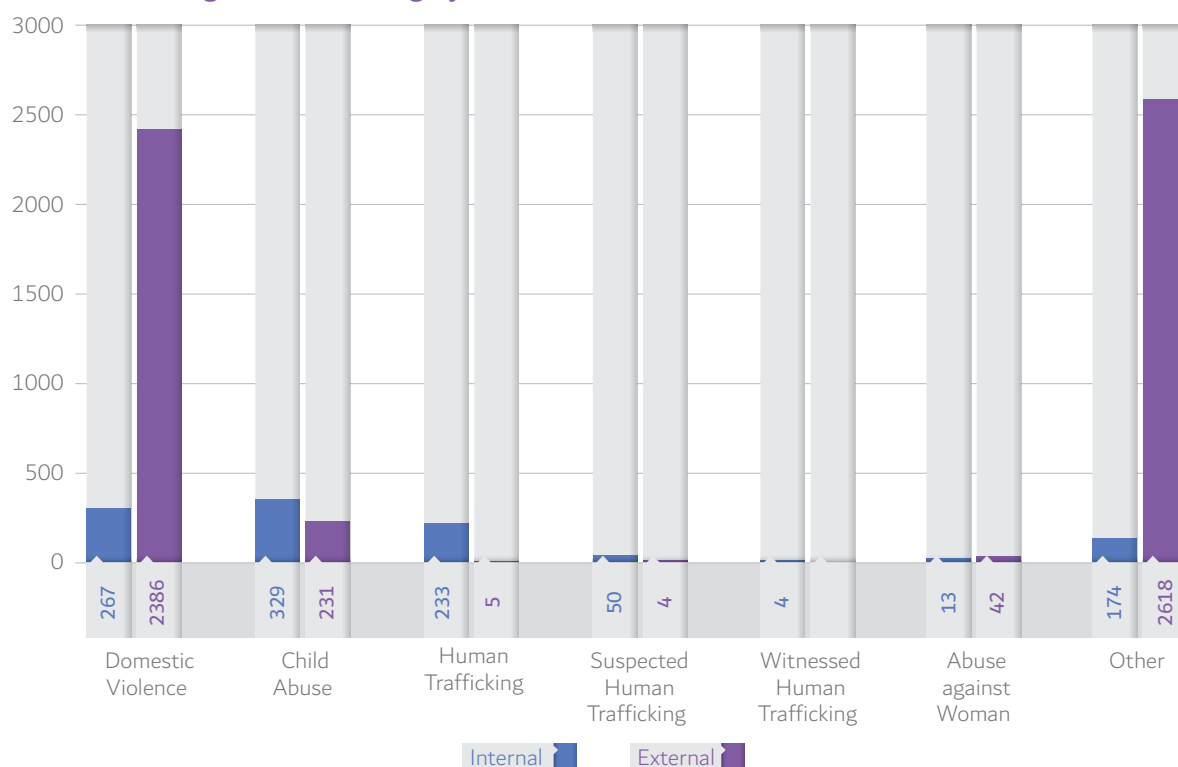
## DFWAC Clients since Establishment

DFWAC served **6,356** clients since it opened the doors in July 2007, including internal and external cases. Clients were divided into the following:

- **1070** Internal Clients: Clients who were sheltered at the foundation and received all the support services.
- **5286** External Clients: Clients who received all the support services at the Foundation without sheltering.

Of the total **1070** internal clients, 267 were victims of “Domestic Violence” by 25%, 329 were victims of “Child Abuse” by 31%, and 233 were victims of “Human Trafficking” by 22%, 50 were “Suspected Human Trafficking” by 5%, four cases were Witnessed Human Trafficking, 13 cases were victims of “Abuse against Woman” by 1%. The remaining cases (174) were classified as “Other” by 16%. This category “Other” is for clients received by DFWAC for different reasons while they were not in the main categories (Refer to the Definition).

Figure 1: Case Category of Internal & External Clients since 2007-2017



Of the **5286** external clients, 2386 were cases of “Domestic violence” by 45%; 231 cases were victims of “Child Abuse” by 4%; five were cases of “Human Trafficking” and four cases were “Suspected Human Trafficking”, 42 were cases of “Abuse against Woman” by 1%, and 2618 cases were categorized as “Other” by 50%.

**TABLE 1** Case Category of Internal & External Clients since 2007-2017

Case Category	Internal Clients	%	External Clients	%
Domestic Violence	267	24.9%	2386	45%
Child Abuse	329	30.7%	231	4%
Human Trafficking	233	21.7%	5	0.09%
Suspected Human Trafficking	50	4.7%	4	0.07%
Witnessed Human Trafficking	4	0.4%	-	-
Abuse against Woman	13	1.2%	42	1%
Other	174	16.2%	2618	50%
<b>Total</b>	<b>1070</b>	<b>100%</b>	<b>5286</b>	<b>100%</b>

# 2017 CLIENTS

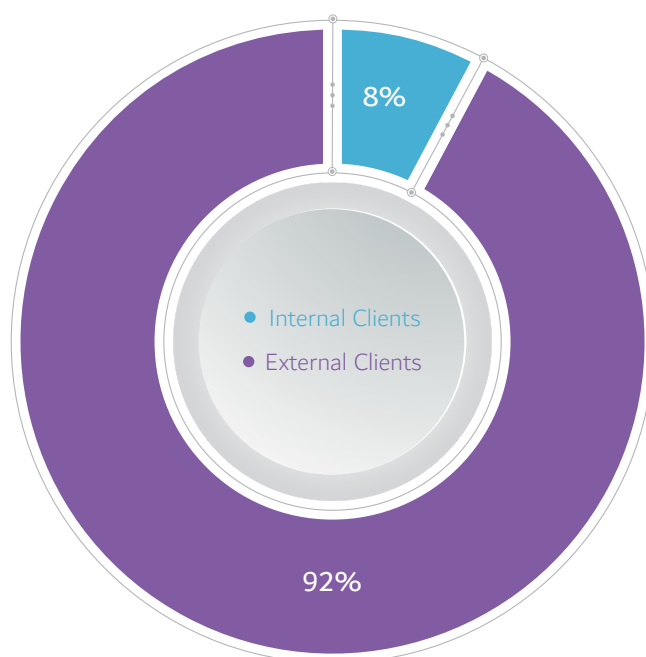
## Existing Clients

The foundation continued to provide services to **223** previous cases that were opened before 2017 since their support plans had not been completed. There were 40 internal cases and 183 external cases who continued to take various social, psychological, legal, and other services.

## New Clients 2017

DFWAC received **1433** new clients and they were divided into 119 internal clients and 1314 external clients.

Figure 2: New Clients

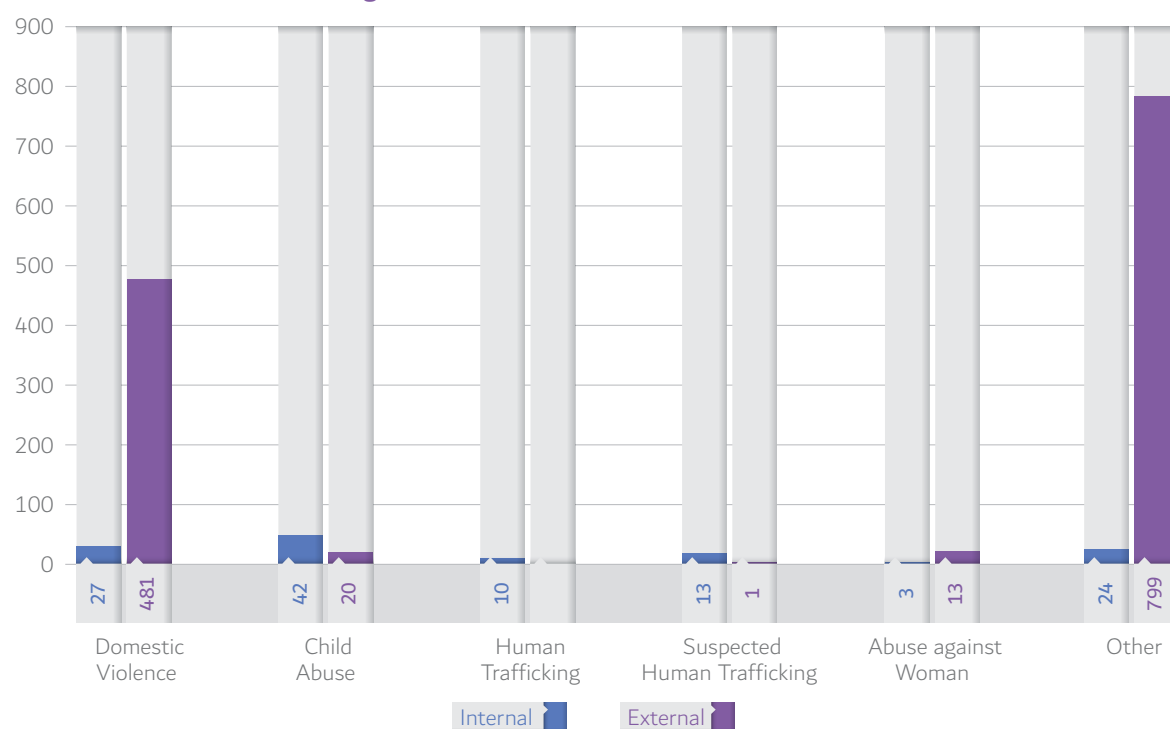


Of the total number of new internal and external clients (1433), 508 were victims of “Domestic Violence”, 62 were victims of “Child Abuse”, 10 cases were victims of “Human Trafficking”, 14 cases were “Suspected Human Trafficking Victims”, 16 cases were victims of “Abuse against Woman” and 823 were “Other”, as per the table below:

TABLE 2 New Clients (Internal & External)

Category of Violence	Number of Clients		Total	%
	Internal Clients	External Clients		
Domestic Violence	27	481	508	35.4%
Child Abuse	42	20	62	4.3%
Human Trafficking	10	-	10	0.69%
Suspected Human Trafficking	13	1	14	0.97%
Abuse against Woman	3	13	16	1.1%
Others	24	799	823	57.4%
<b>Total</b>	<b>119</b>	<b>1314</b>	<b>1433</b>	<b>100%</b>

Figure 3: New Clients (Internal &amp; External)



## 1. Victims of Domestic Violence

### Characteristics of Domestic Violence Victims

#### Age

The average age of the internal clients was 29 years and their ages ranged from 18 to 57 years, while the average age of the external clients was 34 years and their ages ranged from 18 to 66 years.

TABLE 3 Age of Domestic Violence Clients

Mean & Standard Deviation	Internal Clients	External Clients
Mean (average)	29.8	34.06
Standard Deviation	±9.21	±7.67
Minimum	18	18
Maximum	57	66

#### Gender

It is shown below that 99% of the cases are female and 1% male.

TABLE 4 Gender of Domestic Violence Clients

Gender	Internal Cases	External Cases	Total	%
Female	27	474	501	99%
Male	-	7	7	1%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

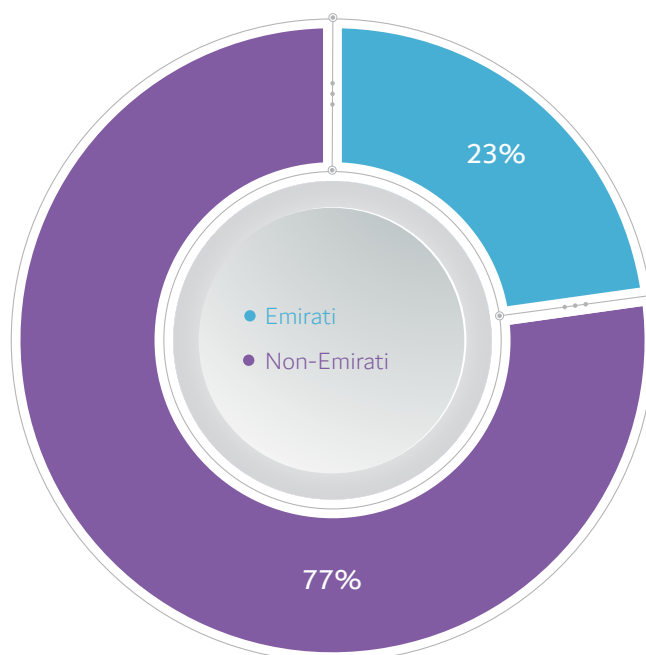
## Nationality

Out of 508 domestic violence victims, 77% of the cases were non-Emiratis and 23% cases were Emiratis.

**TABLE 5** Nationality of Domestic Violence Clients

Nationality	Internal Cases	External Cases	Total	%
Non-Emirati	25	366	391	77%
Emirati	2	115	117	23%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

**Figure 4: Nationality of Domestic Violence Victims**



The Nationalities of domestic violence victims by continent is illustrated below:

**TABLE 6** Nationality of Domestic Violence Victims by Continent

Continent	Internal Cases	External Cases
<b>Asia</b>	<b>11</b>	<b>348</b>
UAE	2	117
Iraq	2	7
Syria	-	19
Philippine	1	13
Pakistan	2	38
Jordan	1	22
India	1	79
Iran	1	9



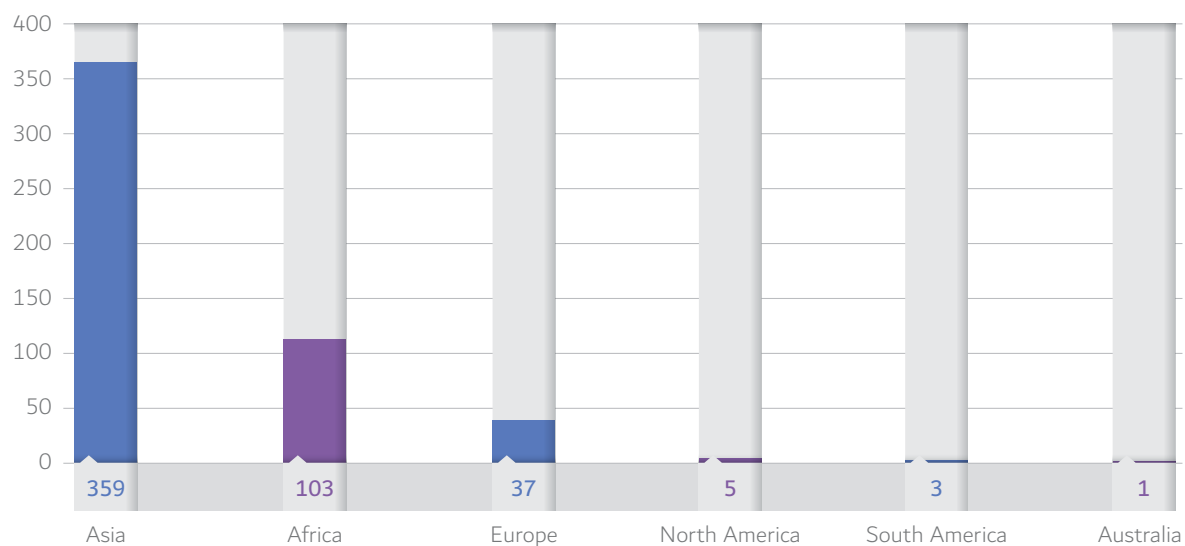
TABLE 6 Nationality of Domestic Violence Victims by Continent

Continent	Internal Cases	External Cases
Bahrain	1	4
Armenia	-	1
Azerbaijan	-	1
Indonesia	-	1
Kuwait	-	1
Kyrgyzstan	-	1
Lebanon	-	7
Oman	-	3
Uzbekistan	-	6
Palestine	-	7
Saudi Arabia	-	3
Tajikistan	-	1
Yemen	-	7
Georgia	-	1
<b>Africa</b>	<b>12</b>	<b>91</b>
Morocco	3	27
Ethiopia	1	3
Sudan	3	4
Tunisia	1	2
Egypt	3	38
Algeria	1	6
Comoros	-	2
Kenya	-	2
Nigeria	-	1
South Africa	-	2
Somalia	-	1
Libya	-	3
<b>Europe</b>	<b>3</b>	<b>34</b>
United Kingdom	1	7
Moldova	2	2
Belarus	-	1

**TABLE 6** Nationality of Domestic Violence Victims by Continent

Continent	Internal Cases	External Cases
Belgium	-	1
Bulgaria	-	1
France	-	4
German	-	2
Ireland	-	1
Italy	-	2
Poland	-	1
Romania	-	2
Russia	-	3
Spain	-	1
Ukraine	-	6
<b>Australia</b>	<b>1</b>	<b>-</b>
Australia	1	-
<b>North America</b>	<b>-</b>	<b>5</b>
United States	-	4
Canada	-	1
<b>South America</b>	<b>-</b>	<b>3</b>
Venezuela	-	1
Colombia	-	1
Brazil	-	1

**Figure 5: Nationality of Domestic Violence Victims by Continent**



## Educational Level

As mentioned in table below, most of the domestic violence victims had some formal education and the largest percentage was for the secondary education by 38%, followed by bachelor degree by 31%.

**TABLE 7** Educational Level of Domestic Violence Victims

Education	Internal Cases	External Cases	Total	%
Uneducated	2	10	12	2%
Primary School	2	21	23	5%
Secondary/High School	9	186	195	38%
Technical/Training School	-	15	15	3%
In college	3	37	40	8%
Bachelor/college completed	6	150	156	31%
Postgraduate	3	35	38	7%
Not Classified	2	27	29	6%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

## Occupation during Violence

Victims of domestic violence were assessed for their occupations and work activities during violence. This analysis showed that most of the victims were not working by 65%; while the other cases were working in government/ non-government organizations, freelancers, in homes or in beauty centers.

**TABLE 8** Occupation of Domestic Violence Victims during Violence

Occupation during Violence	Internal Cases	External Cases	Total	%
Do not Work	23	309	332	65.3%
Workers in home	-	1	1	0.19%
Workers in Beauty Center	-	1	1	0.19%
An employee in a Government / Non-Government Organizations	4	156	160	31.4%
Freelancers	-	3	3	0.59%
Not Specified	-	11	11	2.1%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

## Income during Violence

Victims of domestic violence were assessed for their economic status during violence, by looking at their monthly incomes (i.e. the amount of money they received monthly from any and all sources), showed that more than one third of the cases were not receiving money from any source. The remaining cases had monthly incomes clustered between low and high incomes, and most of them had an income between 1000 to 10,000 AED.

**TABLE 9** Monthly Income of Domestic Violence Victims

Monthly Income	Internal Cases	External Cases	Total	%
Nothing	19	163	182	36%
<1000 Dhs	1	49	50	10%
1000 – 3000 Dhs	1	62	63	12%
3000 - 6000 Dhs	1	52	53	10%
6000 – 10,000 Dhs	1	56	57	11%
10,000 – 15,000 Dhs	1	21	22	4%
15,000 – 20,000 Dhs	-	13	13	3%
20,000 and above	-	15	15	3%
Irregular income	1	7	8	2%
Not Specified	2	43	45	9%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

## Marital Status

The table below shows that most of the victims were married by 73%; while widowed were the least (5 cases).

**TABLE 10** Marital Status of Domestic Violence Victims

Marital Status	Internal Cases	External Cases	Total	%
Married	16	356	372	73%
Single	6	53	59	12%
Divorced	3	58	61	12%
Separated	2	9	11	2%
Widowed	-	5	5	1%
<b>Total</b>	<b>27</b>	<b>481</b>	<b>508</b>	<b>100%</b>

## The Perpetrators

As mentioned in the table below, the spouse is the main perpetrator by 79%, followed by ex-husband by 8%, then the father by 6%, and the mother and brother by 2% of each.

**TABLE 11** The Perpetrators of Domestic Violence Victims

The Perpetrators	Internal Cases	External Cases	Total	%
Spouse	17	385	402	79%
Ex-husband	2	41	43	8%
Ex-wife	-	1	1	0.2%
Step Mother	-	1	1	0.2%
Partner	-	1	1	0.2%
Father	3	29	32	6%
Mother	1	10	11	2%
Brother	3	9	12	2%
Sister	-	3	3	0.6%
Other Relatives	1	7	8	2%
Son/Daughter	-	3	3	0.6%

### Types of Abuse

Based on the victims report, emotional/verbal abuse was the most common form by 100%; then neglect/deprivation by 86%; then financial abuse by 58%; then physical abuse by 58%; and finally sexual abuse by 11%.

**TABLE 12** Types of Abuse experienced by Domestic Violence Victims

Type of Abuse	Internal Cases	External Cases	Total	%
Emotional/Verbal Abuse	27	481	508	100%
Neglect/Deprivation	24	415	439	86%
Financial Abuse	16	281	297	58%
Physical Abuse	20	274	294	58%
Sexual Abuse	3	52	55	11%

### Duration of service for closed cases

The table below shows the duration of services for closed internal and external cases. Out of the 27 internal victims of domestic violence, 17 cases were discharged during 2017; eight of them stayed at DFWAC for less than 30 days, and nine cases stayed from 30-90 days.

Out of 481 external cases; 181 cases were closed in less than 30 days, and 143 cases from 30-90 days, and 58 cases from 91-180 days, and three cases were closed after 181 days.

**TABLE 13** Duration of service for closed cases

Duration of service for closed cases	Internal Cases	External Cases	Total	%
<30 days	8	181	189	47%
30-90 days	9	143	152	38%
91-180 days	-	58	58	14%
More than 181 days	-	3	3	1%
<b>Total</b>	<b>17</b>	<b>385</b>	<b>402</b>	<b>100%</b>

## 2. Victims of Child Abuse

### Characteristics of Child Abuse victims

#### Age

The average age of the internal child abuse victims was 5 years, and their ages ranged from 11 months to 16 years while the average age of the external child abuse victims was 13 years old, and their ages ranged from 5 to 17 years.

**TABLE 14** Age of Child Abuse Victims

Mean & Standard Deviation	Internal Cases	External Cases
Mean (average) Age - in Years	5.39	13
Standard Deviation	±4.6	±4.3
Minimum	11 months	5 years
Maximum	16 years	17 years

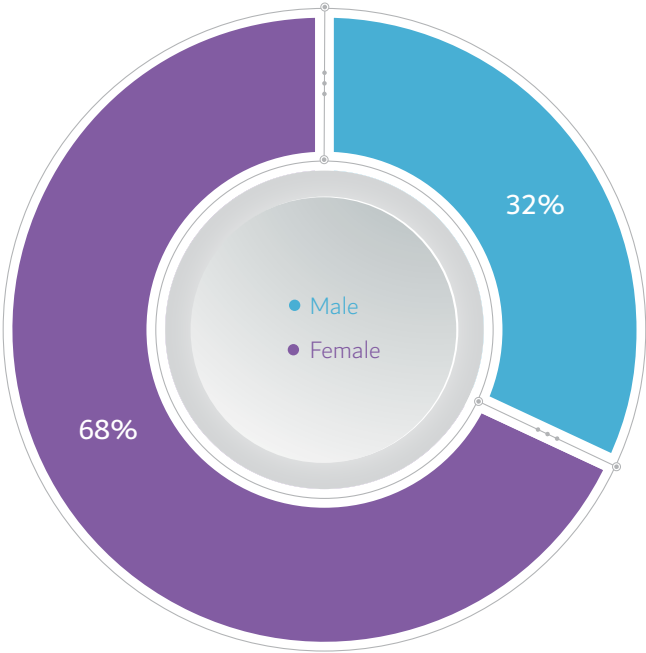
#### Gender

The table below shows that 42 cases were female by 68%, and 20 cases were male by 32%.

**TABLE 15** Gender of Child Abuse Victims

Gender	Internal Cases	External Cases	Total	%
Female	30	12	42	68%
Male	12	8	20	32%
<b>Total</b>	<b>42</b>	<b>20</b>	<b>62</b>	<b>100%</b>

Figure 6: Gender of Child Abuse Victims

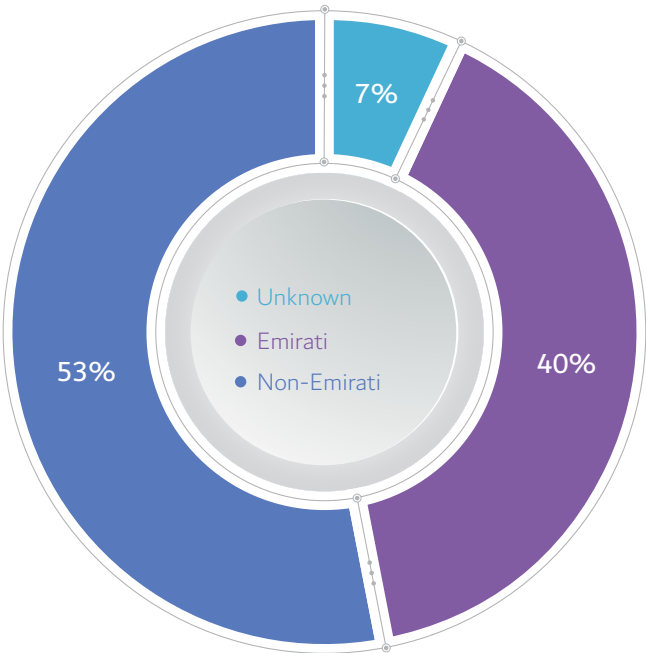


Nationality

As shown in table below, 53% of the children were Non-Emirati, 40% of the children were Emirati and 7% of them were categorized as “Unknown”.

TABLE 16 Nationality of Child Abuse Victims				
Nationality	Internal Cases	External Cases	Total	%
Non-Emirati	23	10	33	53%
Emirati	16	9	25	40%
Unknown	3	1	4	7%
Total	42	20	62	100%

Figure 7: Nationality of Child Abuse Victims



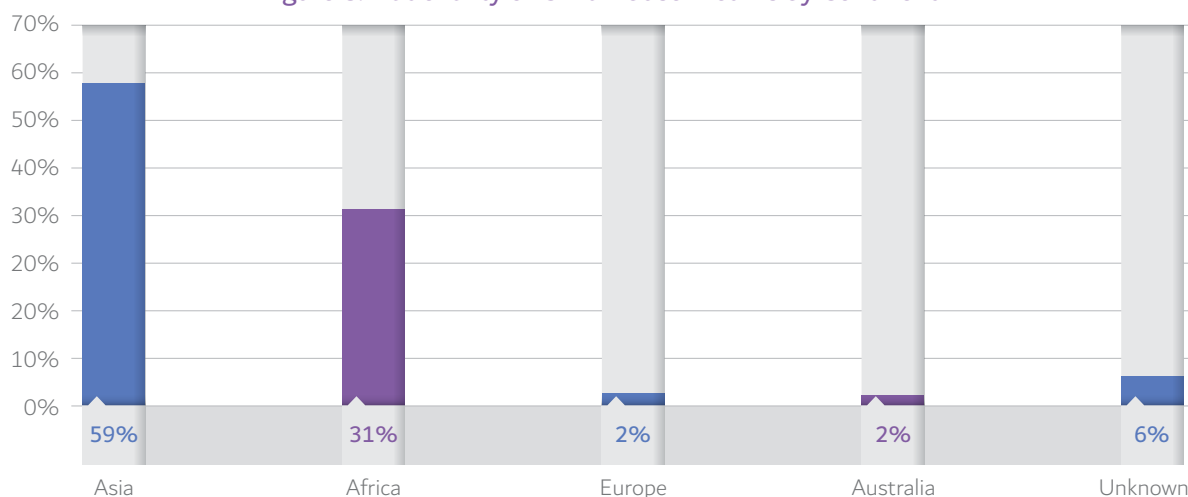


## Nationality

The table below shows the nationalities of child abuse victims by continent:

Continent	Internal Cases	External Cases
<b>Asia</b>	<b>21</b>	<b>16</b>
UAE	16	9
Iraq	4	1
Syria	-	1
India	1	1
Jordan	-	1
Lebanon	-	2
Pakistan	-	1
<b>Europe</b>	<b>1</b>	<b>-</b>
United Kingdom	1	-
<b>Africa</b>	<b>17</b>	<b>2</b>
Egypt	8	1
Sudan	4	1
Algeria	2	-
Morocco	1	-
Comoros	2	-
<b>Australia</b>	<b>-</b>	<b>1</b>
Australia	-	1
<b>Unknown</b>	<b>3</b>	<b>1</b>

**Figure 8: Nationality of Child Abuse Victims by Continent**



## Educational Level

Children who were not at school age comprised the highest percentage by 34% of all internal cases while in external cases, the highest percentages were for primary and secondary/High School by 23% and 18%, respectively.

**TABLE 18** Educational Level for Child Abuse Victims

Education	Internal Cases	External Cases	Total	%
Not at school age	21	-	21	34%
Do not go to school	3	1	4	6%
KG	4	1	5	8%
Primary School	10	4	14	23%
Secondary/High School	4	7	11	18%
In College	-	3	3	5%
Not specified	-	4	4	6%
<b>Total</b>	<b>42</b>	<b>20</b>	<b>62</b>	<b>100%</b>

## The Perpetrators

Some of the child abuse victims reported more than one perpetrator. As mentioned below, the children experienced violence from father, mother, brother or friend but the father took the highest percentage (89%).

**TABLE 19** The Perpetrators

Perpetrator	Internal Cases	External Cases	Total	%
Father	41	14	55	89%
Mother	2	5	7	11%
Brother	1	2	3	5%
Friend	-	2	2	3%

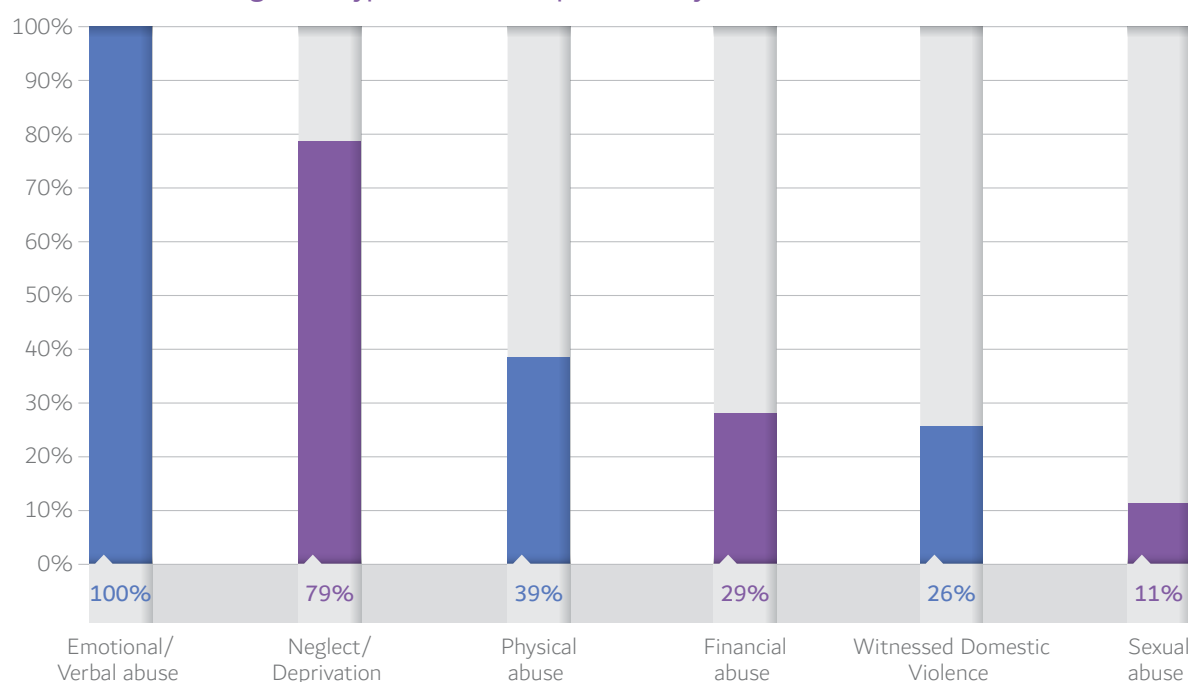
## Types of Abuse

As demonstrated in the table below, emotional/verbal abuse was the common type by 100%; then neglect/deprivation by 79%; then physical abuse by 39%; then financial abuse by 29%; then witnessed domestic violence by 26% and finally sexual abuse by 11%.

**TABLE 20** Types of Abuse experienced by Child Abuse Victims

Types of Abuse	Internal Cases	External Cases	Total	%
Emotional/Verbal Abuse	42	20	62	100%
Neglect/Deprivation	35	14	49	79%
Physical Abuse	13	11	24	39%
Financial Abuse	17	1	18	29%
Witnessed Domestic Violence	13	3	16	26%
Sexual Abuse	4	3	7	11%

Figure 9: Types of Abuse Experienced by Child Abuse Victims



### Duration of service for closed cases

The table below shows the duration of service for closed internal and external cases. From 42 internal victims of child abuse, 24 cases were discharged in 2017, 13 of them stayed at DFWAC for less than 30 days, seven cases stayed from 30-90 days, three cases stayed from 91-180 days, and one case stayed over 181 days.

Out of 20 external cases, seven cases were closed for less than 30 days, and eight cases from 30 -90 days.

TABLE 21 Duration of service for closed cases

Duration of Services	Internal Cases	External Cases	Total	%
Less than 30 days	13	7	20	51%
30-90 days	7	8	15	38%
91-180 days	3	-	3	8%
More than 181 days	1	-	1	3%
<b>Total</b>	<b>24</b>	<b>15</b>	<b>39</b>	<b>100%</b>

### 3. Victims of Human Trafficking

#### Characteristics of Human Trafficking Victims

##### Age & Gender

The ages of the victims ranged from 15 to 24 years. There were five children and five adults, and all were females.

**TABLE 22** Age category of Human Trafficking Victims

Age Category	# of Clients	%
Child (Under 18 years)	5	50%
Adult	5	50%
<b>Total</b>	<b>10</b>	<b>100%</b>

##### Nationality

Most victims of human trafficking were Asian: (four cases were from Iraq, three were from Pakistan and two were from Bangladesh), and one case was African (Ethiopia). The table below shows the nationalities of these cases:

**TABLE 23** Nationality of Human Trafficking Victims

Nationality	# of Cases	%
Iraq	4	40%
Pakistan	3	30%
Bangladesh	2	20%
Ethiopia	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

##### Educational Level

When looking at the educational level of victims, it was found that four of them were uneducated, three were in primary level and two were in secondary level. One had a technical training.

**TABLE 24** Educational level of Human Trafficking victims

Educational Level	# of Cases	%
Uneducated	4	40%
Primary level	3	30%
Secondary level	2	20%
Technical Training	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

## Marital Status

The table below shows the marital status of human trafficking victims; eight were single and two were divorced.

TABLE 25 Marital Status of Human Trafficking Victims		
Marital Status	# of Cases	%
Single	8	80%
Divorced	2	20%
<b>Total</b>	<b>10</b>	<b>100%</b>

## Income during violence

In assessing the income levels of human trafficking cases during violence (the estimated amount of money they received monthly and as reported by the victims), eight victims had not been paid at all by the traffickers and two cases were receiving irregular income.

TABLE 26 Monthly Income during violence		
Monthly Income	# of Cases	%
Nothing	8	80%
Irregular income	2	20%
<b>Total</b>	<b>10</b>	<b>100%</b>

## Referral Sources

All human trafficking victims were referred to DFWAC by Dubai Police.

## Visa

### Visa Type

The table below shows the types of visa held by victims of human trafficking; one case held 'Work visa'; three cases held 'Tourist Visa' and six cases did not know what type of visa they hold.

TABLE 27 Visa Type		
Visa Type	# of Cases	%
Work Visa	1	10%
Tourist Visa	3	30%
Unknown	6	60%
<b>Total</b>	<b>10</b>	<b>100%</b>

## Validity of Visa

Regarding validity of visas, two cases had a valid visa and eight cases did not know if their visas were valid.

**TABLE 28** Validity of Visa

Validity of Visa	# of Cases	%
Valid	2	20%
Does not know	8	80%
<b>Total</b>	<b>10</b>	<b>100%</b>

## Human Trafficking Process

### Place where Trafficking was Planned

Nine victims were externally trafficked (it was planned to be trafficked outside UAE). One case, however, was internally trafficked (it was planned to be trafficked inside UAE).

**TABLE 29** Place where Trafficking was Planned

Place where Trafficking was Planned	# of Cases	%
Outside UAE	9	90%
Within UAE	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

### Type of Exploitation

All the victims were sexually exploited.

### How they got trafficked

Seven of the victims were promised to get a job in beauty salon, night club, or cleaning company. Three cases knew they will work in sexual business.

**TABLE 30** How they got trafficked

How they got trafficked	# of Cases	%
Beauty Salon	5	50%
Night Club	1	10%
Cleaning Company	1	10%
Sex Trading	3	30%
<b>Total</b>	<b>10</b>	<b>100%</b>

## When the Victims Knew

Three victims of human trafficking were aware of the expected job before the day of arrival; five cases on the day of arrival, and two cases after arrival.

**TABLE 31** When the victims knew about it

When the victims knew about it	# of Cases	%
Before arriving	3	30%
On the day of arrival	5	50%
After arriving	2	20%
<b>Total</b>	<b>10</b>	<b>100%</b>

## How the Victim Knew about the Trafficking

When assessing the victims on how they knew what was required from them, it was found that they were informed about the topic directly.

## Types of Abuse

It is common for a human trafficking victim to be exposed to more than one type of abuse. All the cases experienced sexual abuse and emotional/verbal abuse; eight cases experienced neglect/deprivation and financial abuse. Besides this, four cases experienced physical abuse.

**TABLE 32** Types of Abuse

Types of Abuse	# of Cases	%
Sexual Abuse	10	100%
Emotional/Verbal Abuse	10	100%
Neglect/Deprivation	8	80%
Financial Abuse	8	80%
Physical Abuse	4	40%

## Traffickers

Four cases reported that the person who promised employment was responsible for their trafficking while the other six cases did not know who was behind the trafficking.

**TABLE 33** Traffickers

Traffickers	# of Cases	%
A person who promised employment	4	40%
Unknown	6	60%
<b>Total</b>	<b>10</b>	<b>100%</b>



## Duration of service for closed cases

Five cases of human trafficking were discharged during 2017; two of them stayed for less than 30 days, two cases from 91-180 days and one case stayed for more than 181 days.

**TABLE 34** Duration of service for closed cases

Duration of Services	# of Cases	%
Less than 30 days	2	40%
91- 180 Days	2	40%
More than 181 Days	1	20%
<b>Total</b>	<b>5</b>	<b>100%</b>

## How they left DFWAC

All of the discharged new cases were repatriated by Dubai Police and sent back to their home countries. It should be highlighted that all repatriated victims were sent to their homes after giving them a list of resources to contact in their countries whenever needed. The foundation has also made direct contact with the National and International Organizations to follow up with the victims when they were back home. DFWAC follows these procedures to ensure providing appropriate services to prevent the victims of being trafficked again.

## Follow up after Discharge

The 30-90-180 days Follow-up is conducted by the foundation after client's departure from DFWAC. This provides the client with aftercare services by inquiring about the status of safety, housing/basics, medical, children, work/education, address/phone and others.

## 4. Suspected Human Trafficking Victims

### Characteristics of Suspected Human Trafficking Victims

#### Age & Gender

The ages of the suspected human trafficking victims ranged between 18 to 31 years and were all females.

#### Nationality

Most of the suspected human trafficking victims were Asian: six cases from Bangladesh, two cases from Pakistan and one each from Indonesia; Iraq; India and Vietnam. Two cases were African from Morocco.

**TABLE 35** Nationality of the Suspected Human Trafficking Victims

Nationality	# of Cases	%
Bangladesh	6	42.9%
Morocco	2	14.3%
Pakistan	2	14.3%
Iraq	1	7.14%
India	1	7.14%
Indonesia	1	7.14%
Vietnam	1	7.14%
<b>Total</b>	<b>14</b>	<b>100%</b>

## Educational Level

When analyzing the educational level of suspected human trafficking victims, it was shown that two cases were uneducated, one case was at the primary level, five cases were at the secondary level, and six cases did not specify their educational level.

TABLE 36 Educational Level of the Suspected Human Trafficking Victims		
Educational Level	# of Clients	%
Uneducated	2	14%
Primary Level	1	7%
Secondary Level	5	36%
Unspecified	6	43%
<b>Total</b>	<b>14</b>	<b>100%</b>

## Marital Status

The table below shows the marital status of cases distributed between ten single cases, two divorced cases and two married cases.

TABLE 37 Marital Status of the Suspected Human Trafficking Victims		
Marital Status	# of Clients	%
Single	10	71.4%
Divorced	2	14.3%
Married	2	14.3%
<b>Total</b>	<b>14</b>	<b>100%</b>

## Occupation

Seven of suspected human trafficking victims didn't work, one case was employed in a beauty salon, one case was working as sales manager, and five cases did not identify their job.

TABLE 38 Occupation of the Suspected Human Trafficking Victims		
Occupation	# of Clients	%
Not Working	7	50%
Beauty Salon	1	7%
Sales Manager	1	7%
Unspecified	5	36%
<b>Total</b>	<b>14</b>	<b>100%</b>

## Income

When estimating income levels of the suspected human trafficking victims (Estimated monthly amount of money received by case), it was found that eight cases did not earn money from any resources, one case earned less than 1000 dirhams, and five cases did not specify their monthly income.

**TABLE 39** Income of the Suspected Human Trafficking Victims

Monthly Income	# of Cases	%
0 AED	8	57%
Less than 1000 AED	1	7%
Unspecified	5	36%
<b>Total</b>	<b>14</b>	<b>100%</b>

## Referral Sources

All the cases were referred to the Foundation by the Dubai Police.

## Visa

### Visa Type

Three cases had “Employment Visa”, one case had “tourist visa”, one case did not have visa, and nine cases did not know what kind of visa they had.

**TABLE 40** Visa Type of the Suspected Human Trafficking Victims

Visa Type	# of Cases	%
Employment	3	21.4%
Tourist	1	7.1%
No Visa	1	7.1%
Did not know	9	64.3%
<b>Total</b>	<b>14</b>	<b>100%</b>

### Visa Validity

With regard to the validity of a visa, it was found that most cases did not know if their visas were valid or not.

**TABLE 41** Visa Validity of the Suspected Human Trafficking Victims

Visa Validity	# of Cases	%
Unknown	13	93%
No Visa	1	7%
<b>Total</b>	<b>14</b>	<b>100%</b>

## 5. Abuse against Woman

### Characteristics of Abuse against Woman Victims

#### Age and Gender

All victims of abuse against women were 18 years and above. The age average of internal victims was 35 years and ranged from 23 to 50 years, whereas the age average of the external victims was 31 years and ranged from 23 to 55 years.

**TABLE 42** Age of Abuse against Woman Victims

Mean & Standard Deviation	Internal Cases	External Cases
Mean (age average in years)	35.3	31.61
Standard Deviation	±13.65	±8.44
Minimum	23	23
Maximum	50	55

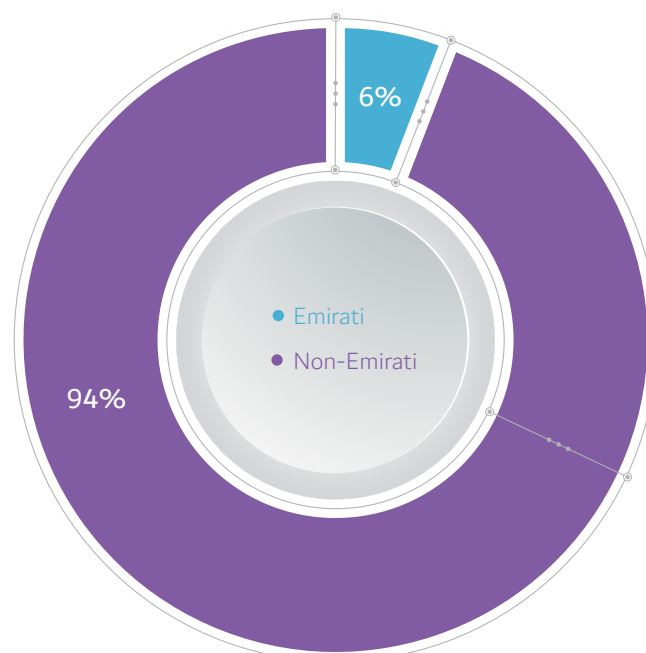
#### Nationality

From a total of 16 cases, 94% of the victims were Non-Emiratis and 6% were Emirati.

**TABLE 43** Nationality of Abuse against Woman Victims

Nationality	Internal Cases	External Cases	Total	%
Non-Emirati	3	12	15	94%
Emirati	-	1	1	6%
<b>Total</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>100%</b>

**Figure 10: Nationality of Abuse against Woman Victims**



The nationalities of the victims of abuse against women were varied as shown below:

**TABLE 44** Nationality of Abuse against Woman Victims

Nationality	Internal Cases	External Cases	Total	%
Russia	2	-	2	13%
Tunisia	1	-	1	6%
Philippine	-	3	3	19%
India	-	3	3	19%
Egypt	-	3	3	19%
Jordan	-	1	1	6%
Morocco	-	1	1	6%
Syria	-	1	1	6%
UAE	-	1	1	6%
<b>Total</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>100%</b>

### Types of Abuse

It is common for victims to be exposed to more than one type of abuse. All cases (100%) experienced emotional/verbal abuse; 50% financial abuse; 31% sexual abuse; 25% neglect/deprivation and 19% physical abuse.

**TABLE 45** Types of Abuse experienced by Victims

Types of Abuse	Internal Cases	External Cases	Total	%
Emotional/Verbal Abuse	3	13	16	100%
Financial Abuse	2	6	8	50%
Sexual Abuses of Abuse	1	4	5	31%
Neglect/Deprivation	2	2	4	25%
Physical Abuse	2	1	3	19%

### The Perpetrators

In eight cases, friends were responsible for the abuse. The remaining eight cases, abuse was within the scope of work, either from the employer or employee.

**TABLE 46** The Perpetrators

Perpetrator	Internal Cases	External Cases	Total	%
Friend	3	5	8	50%
Employer	-	7	7	44%
Employee	-	1	1	6%
<b>Total</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>100%</b>

## 6. Other Cases

The foundation received 823 cases categorized as “other” who did not experience abuse but needed the foundation’s services as follows:

**TABLE 47** Categories of Other Cases

Case Category	Internal Cases	External Cases	Total	%
Financial Aid	-	366	366	45%
Consultation	-	283	283	34%
Report Abuse	-	94	94	11%
Humanitarian Reason	22	56	78	10%
Attendant	2	-	2	0%
<b>Total</b>	<b>24</b>	<b>799</b>	<b>823</b>	<b>100%</b>

## Characteristics of Other Cases

### Age Category

As shown below, 788 cases were adult by 96% and 35 cases were children by 4%.

**TABLE 48** Age Category of Other Cases

Age Category	# of Cases	%
Adult	788	96%
Child (under 18 years)	35	4%
<b>Total</b>	<b>823</b>	<b>100%</b>

### Nationality

Most of the cases were Non-Emiratis by 72%, 27% of the cases were Emiratis and the rest unknown by 1%.

**TABLE 49** Nationality of Other Cases

Nationality	# of Cases	%
Non-Emirati	594	72%
Emirati	222	27%
Unknown	7	1%
<b>Total</b>	<b>823</b>	<b>100%</b>

# VICTIM SUPPORT SERVICES AND PROGRAMS

## Direct Services to Victims

In line with DFWAC vision to establish a community free of violence and abuse and our mission to provide protection and prevention for women and children and increase community awareness to alleviate violence, DFWAC delivered many services such as case management, medical, psychological, legal, referrals and other services.

## Other Support Services

In addition to these basic services, DFWAC supports clients by offering them transportation services and provision to make local and international phone calls. DFWAC also provides them with financial subsidy (AED 500 for every human trafficking victims) and pays for their travel tickets to help them go back to their homelands.

## Programs and Activities

We provide educational, recreational and professional activities along with empowerment programs to help alleviate stress on internal clients. These activities and programs also aim at integrating victims in the society through various activities made regularly or periodically, in turn educating and increasing awareness of the society.

The foundation provides many courses for victims of violence, in languages- English and Arabic, cooking, sewing, handicrafts, small enterprise management and ICDL course, beauty course in hairdressing and makeup. This is carried out in cooperation with several reputed institutions to help them get certifications on the job or start their own business, enabling them create small projects with a guaranteed fixed income, ensuring financial independence, which is one of the most important challenges for this category.

The table below shows the programs and activities offered in 2017:

**TABLE 50** Programs and Activities

Programs and Activities	The provider for the activity	# of Sessions	# of Clients
Vocational Training	External institutes supported by Union Cooperative	7	32
Art Program	DFWAC/external institutes	36	209
Various events (entertainment, health, cosmetic)	External institutes	46	885
Sports Programs	Dubai Karate Center/volunteers	47	240
Trips	External institutes	16	300
Religious Programs	Princess Haya Centers/ Mohamed Bin Rashid Islamic Cultural Center	30	145
Kids Programs	DFWAC/external institutes/volunteers	46	176

## Educating and Increasing Awareness in Society

DFWAC coordinates and implements community awareness campaigns about domestic violence, child abuse and human trafficking. Through this division, DFWAC diligently builds mutual relationships based on dialogue, teamwork and community awareness, such as:

### The eighth annual campaign to reduce violence against children with the participation of local celebrities

The Foundation launches awareness campaigns throughout the year to raise awareness of violence against children in the community. In April, as a month of awareness to reduce violence against children, it launched the

eighth campaign on all media. In addition, several publications were also published in many regions within the country, including awareness events in the community centers of Ministry of Community Development.

### “The Orange campaign” to raise awareness on violence against women

The Foundation launches awareness campaigns throughout the year to raise awareness in the community for violence against women and its effects. An awareness campaign was launched in the UAE with the theme of “Reducing Violence against Women in 2017” for the third consecutive year, with the support of United Nations Secretary-General’s campaign entitled “UNiTE to End Violence against Women”. The Foundation participated in organizing an awareness raising event in the United Arab Emirates as well as a media campaign through social media channels and platforms throughout the country and focusing on verbal and social violence.

### Anti-bullying Program

This program is under the supervision of DFWAC and in cooperation with Al Waleed Bin Talal Foundation. It seeks to create a safe school environment free from violence. Over the year, 18 workshops had been implemented which benefited about 428 students, parents and staff in schools.

### Awareness Program for the most vulnerable groups of human trafficking

An awareness program for the most vulnerable groups of human trafficking was approved by the National Committee for Combatting Human Trafficking (NCCHT) in 2014. The program was implemented in previous years 2015 and 2016 also mentioned in previous reports, and completed in 2017 as follows:

- Preparation of awareness brochures to introduce the crime of trafficking in human beings in Chinese language.
- Designed 10 radio broadcasts across different channels in Chinese language.

### Radio Broadcasting

DFWAC ran 1,304 radio scripts about violence against woman and children played five times daily for five days for one year. Such radio scripts targeted the whole public through one of the widely heard local Arabic radio stations.

## Specialized Conferences and Forums

### Forum to protect victims of human trafficking

This was held under the theme “Together to protect human trafficking”, on 9th January 2017. The International Human Rights Day. The forum aimed to raise awareness about the crime of human trafficking and discussed the causes for domestic workers falling in the clutches of human trafficking, role of relevant organization in combating this crime and identify the procedures that protect domestic workers from becoming victims of human trafficking.

### Organizing the 5<sup>th</sup> Arab Regional Conference for the Prevention of Child Abuse and Neglect

DFWAC organized the 5th Arab Regional Conference for the Prevention of Child Abuse and Neglect, November 2017 in Dubai, in cooperation with the Association of Arab Professionals for the Prevention of Violence against Children and in partnership with the International Society for the Prevention of Child Abuse and Neglect (ISPCAN). Participants included local and regional leaders. Experts presented lectures, work papers, symposiums, workshops, research and studies. The conference was attended by more than 450 participants from 38 countries around the world, in addition to representatives of international and regional organizations.



## Research and studies

### Completion of Child Maltreatment Prevention Readiness Study in GCC countries.

It is a study to assess the readiness to provide child maltreatment programs in the UAE and in the GCC countries. It was prepared in 2016 and completed in 2017, in collaboration with the Family Safety Program in Saudi Arabia.

## Building Cooperation and Partnership Relations

Building strong partnerships is one of the most important basic elements to provide comprehensively excellent care services to cases in DFWAC or to realize the general objectives of DFWAC. Based on this notion, DFWAC builds communication and cooperation channels with many partners on the local, regional and international levels to identify the best practices and make use of their expertise in protecting and caring victims of all types of violence. These partnerships also contribute to providing inclusive services and integrated assistance to its customers, women and children. Services are either related to providing protection and prevention to victims or increasing awareness in the community.

### Signed Agreements during 2017:

The Foundation has worked to establish 12 local agreements, four international agreements in 2017, as shown in the table below:

**TABLE 51** Signed Agreements during 2017

Sr.	Partner's Name	Signing Date	Areas of Collaboration	Geographic Area
<b>Strategic Partnerships during 2017 (Memorandum of Understandings and Agreements)</b>				
1	Emirates Red Crescent	26 October 2017	<ul style="list-style-type: none"> <li>• Provide support to all clients supported by both parties based on the required procedures by both.</li> <li>• Both parties shall collaborate to provide joint activities and programs related to women and children protection against violence.</li> <li>• Both Parties shall work collaboratively to implement any projects or programs they deem necessary for the purpose of supporting and developing rehabilitation programs provided by both parties.</li> <li>• Collaborate in promoting community awareness programs, with more emphasis on humanitarian causes.</li> <li>• Share and exchange knowledge and experience between both entities to enhance and nurture each parties' performance.</li> </ul>	Local
2	Dubai Statistics Centre	11 October 2017	<ul style="list-style-type: none"> <li>• Share and exchange studies and statistics between both parties.</li> </ul>	Local

Sr.	Partner's Name	Signing Date	Areas of Collaboration	Geographic Area
Strategic Partnerships during 2017 (Memorandum of Understandings and Agreements)				
3	Union Coop	14 September 2017	<ul style="list-style-type: none"> <li>Support DFWAC's Women Empowerment Program for one year, which aims to enable women to become independent and well equipped with the necessary skills to become a productive citizen within the community.</li> <li>Support DFWAC by providing a grant to build 4 green houses.</li> <li>Support DFWAC for 3 years by purchasing the agricultural production and sell them at Union Coop's selling points.</li> </ul>	Local
4	Shangri La Hotel	1 August 2017	<ul style="list-style-type: none"> <li>Provide DFWAC clients with job opportunities in the Hotel, applicable to the ones who pass the interview.</li> <li>Support DFWAC through raising funds through various projects.</li> <li>Sponsor DFWAC's events.</li> <li>Provide immediate sheltering (accommodation) for free to support DFWAC clients (people in need), inclusive of 3 meals, and other hotel services.</li> </ul>	International
5	Islamic Affairs and Charitable Activities Department	15 June 2017	<ul style="list-style-type: none"> <li>Provide support to clients by DFWAC, and help humanitarian causes, especially victims of abuse and human trafficking.</li> <li>IACAD shall provide financial support to help DFWAC's clients.</li> <li>Both parties shall collaborate to provide joint activities and programs related to women and children protection against violence.</li> <li>Both Parties shall work collaboratively to implement any projects or programs they deem necessary for the purpose of supporting and developing rehabilitation programs provided by both parties.</li> <li>Both parties shall exchange their joint expertise and shall respectively invite each other to the internal training and specialized workshops they hold, or conferences and events they organize, and which aim to build up and raise employee capabilities.</li> <li>Collaborate in promoting community awareness programs, with more emphasis on humanitarian causes.</li> <li>Share and exchange knowledge and experience between both entities to enhance and nurture each parties' performance.</li> </ul>	Local

Sr.	Partner's Name	Signing Date	Areas of Collaboration	Geographic Area
<b>Strategic Partnerships during 2017 (Memorandum of Understandings and Agreements)</b>				
6	Dubai Islamic Bank	30 April 2017	<ul style="list-style-type: none"> <li>• Provide financial support (Zakat) to meet DFWAC clients' needs.</li> <li>• Collaborate in promoting community awareness programs, with more emphasis on humanitarian causes.</li> <li>• Share and exchange knowledge and experience between both entities to enhance and nurture each parties' performance.</li> </ul>	Local
7	On Time Government Services	22 March 2017	<ul style="list-style-type: none"> <li>• Support DFWAC's clients by waiving all fees required to process their governmental documentation at On Time Government Services.</li> <li>• Provide DFWAC clients with the required trainings and job opportunities at the service centers, applicable to the ones who pass the interview.</li> <li>• Collaborate in promoting community awareness programs, with more emphasis on humanitarian causes.</li> </ul>	Local
8	Arabian Radio Network (Al Khaleejya FM)	20 March 2017	<ul style="list-style-type: none"> <li>• DFWAC shall broadcast its community awareness sound clips through Al Khaleejya FM for one year.</li> </ul>	Local
9	Ministry of Community Development (UAE)	17 January 2017	<ul style="list-style-type: none"> <li>• Collaboration between both parties on case referrals and provision of full support for people with special needs.</li> <li>• Share and exchange knowledge and experience between both entities to enhance and nurture each parties' performance.</li> <li>• Collaboration in several areas, especially in the joint-system (E-Link) initiative.</li> </ul>	Local
10	Pizza Express	15 January 2017	<ul style="list-style-type: none"> <li>• Provide DFWAC clients with the required trainings and job opportunities at the service centers, applicable to the ones who pass the interview.</li> <li>• Support DFWAC through raising funds through various projects.</li> <li>• Organize entertainment activities for DFWAC's clients.</li> </ul>	International

Sr.	Partner's Name	Signing Date	Areas of Collaboration	Geographic Area
Fundraising Agreements signed during 2017				
11	Dubai International Art Centre	September 2017	<ul style="list-style-type: none"> <li>• Provide several art courses for DFWAC's clients.</li> <li>• Organize art exhibition to display DFWAC clients' art works and sell them to raise funds to support DFWAC.</li> </ul>	Local
12	ETQAAN Designs	13 June 2017	<ul style="list-style-type: none"> <li>• Support DFWAC through raising funds through running silent auction during a Charity Event.</li> </ul>	Local
13	MERAAS Development	12 June 2017	<ul style="list-style-type: none"> <li>• Promote awareness campaign for DFWAC during the month of Ramdan 'Donate a Seat'.</li> <li>• Raise funds for DFWAC through social networks.</li> </ul>	Local
14	SUMO SUSHI & BENTO	15 May 2017	<ul style="list-style-type: none"> <li>• Raising funds through Cause-Related Marketing Campaign.</li> </ul>	International
15	APPAREL Group (Naturalizer)	12 April 2017	<ul style="list-style-type: none"> <li>• Raising funds in Ramadan through Cause-Related Marketing Campaign.</li> </ul>	Local
16	Benefit Cosmetics	28 March 2017	<ul style="list-style-type: none"> <li>• Raising funds through Cause-Related Marketing Campaign 'Bold is Beautiful'.</li> </ul>	International

## Training and Capacity Building

DFWAC trains and develops its staff members to improve their knowledge, expertise and skills on one hand and to develop its services, programs and systems on the other hand. DFWAC was so keen to participate in many forums, seminars, conferences and workshops organized by competent bodies on the national and international levels.

At the local level, the Foundation's staff attended 77 programs, which varied between workshops, courses, forums, seminars and others. On the external level, the Foundation's staff participated in seven international events organized by external organizations, which included a training course, conference, diploma, regional meeting and festival.

## SUMMARY OF DFWAC ACHIEVEMENTS IN 2017

The main achievements of the foundation in 2017 was as follows:

1. Forum to protect victims of human trafficking which was held under the theme “Together to protect victims of human trafficking”, on 9th January 2017, The International Human Rights Day.
2. Completion of Child Maltreatment Prevention Readiness Study in GCC countries which was prepared in 2016 and completed in 2017, in collaboration with the Family Safety Program in Saudi Arabia.
3. The foundation organized the 5th Arab Regional Conference for the Prevention of Child Abuse and Neglect, November 2017, in Dubai, in cooperation with the Association of Arab Professionals for the Prevention of Violence against Children and in partnership with the International Society for the Prevention of Child Abuse and Neglect (ISPCAN).
4. Opening DFWAC counselling office at Zayed University in Dubai, at the Department of Student Counseling, to provide counseling and awareness for university students.
5. Achieving exceptional customer satisfaction level. The satisfaction level of care and rehabilitation services was 95% for 2017.

# OPERATIONAL DEFINITIONS

## New Internal Clients

Clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2017).

## Existing Internal Clients

Clients who entered the Foundation prior to the specified reporting but continue to receive shelter and support services during the reporting period (January 01- December 31, 2017).

## New External Clients

Clients who received all support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2017).

## Existing External Clients

Clients who received all support services at the Foundation without shelter prior to the specified reporting but continued to receive support services during the reporting period (January 01- December 31, 2017).

## Domestic Violence

This category refers to any woman exposed to (physical, emotional, sexual, and or financial abuse) that was committed by member/s within the same household or by a partner even if the violence occurred outside the household.

Therefore, the victim would be:

- A wife violated by her spouse (even if she was less than 18 years old).
- A woman over 18 years who experienced violence by family member/s within the same household.
- A maid exposed to any sort of violence from one or more members of the employing family.
- A man exposed to any sort of violence from one or more members of the family as in external clients and the purpose of providing services to men is to have family stability and strengthen family bonds.
- The elderly in the family when they are exposed to any kind of abuse and neglect.

## Child Abuse

Child Abuse refers to violence (physical, emotional, sexual, and/or neglect and deprivation) experienced by a child inside or outside the household (i.e. in any setting). At the time the violence occurred, the victim is less than 18 years and experienced abuse/violence other than trafficking. For the purpose of categorization, children who were abused as victims of trafficking would be categorized as trafficked cases.

Therefore, a victim of child abuse would be:

- A child < 18 years who experienced violence within the household (from other family member/s).
- A child < 18 years who experienced violence in any setting and by anyone (excluding trafficked children).

## Human Trafficking Victims

1. Whoever commits any of the following shall be deemed a perpetrator of a human trafficking crime:
  - A. Selling persons, offering persons for selling or buying, or promising the same.

- B. Soliciting persons employing, recruiting, transferring, deporting, harboring, receiving or sending the same whether within the country or across the national borders thereof, by means of threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or position, taking advantage of the vulnerability the person for the purpose of exploitation.
  - C. Giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation of the latter.
2. The following shall be deemed human trafficking, even if the same does not incorporate the use of any of the means provided in the previous paragraph:
    - A. Recruiting a child, transferring, deporting, harboring or receiving the same for the purpose of exploitation.
    - B. Selling a child, offering the same for selling or buying.
  3. Under this Article, exploitation includes all forms of sexual exploitation, engaging others in prostitution, servitude, forced labor, organ-trafficking, coerced service, enslavement, mendicancy, and quasi-slavery practices.
- (Federal Law No. (51) of 2006 on Combating Human Trafficking Crimes As amended under Federal Law No. (1) of 2015).

## Suspected Human Trafficking Victims

It is the person within the high-risk groups and is suspected to be the victim of human trafficking. The victim may personally ask for help from the foundation, or converted from one of the parties or individuals within or outside the country. The classification as a victim of human trafficking will be by competent authorities (police, prosecution, court).

## Witnessed Human Trafficking

The case being referred to the foundation by the security agencies to provide safe shelter to her assuming she saw or heard or experienced occurrence of the facts of human trafficking, and thus ask her testimony to prove these facts.

## Abuse against woman

Women who have been subjected to any form of abuse outside the family

## Other Cases

Cases who didn't experience abuse but they need the services of the foundation and classified as follows:

### Humanitarian Reason

DFWAC provides services for humanitarian reasons to support her in stabilization of the situation and to protect her from all forms of violence, such as emergency reasons, finding temporary house...etc.

### Financial aid

DFWAC provides it to some cases which have economic deficit, to support and stabilize their situation, to protect them and their families against all forms of violence.

### Consultation

Cases seek for general or family advice as dealing with behavior of children and marital situations to prevent falling into violence.

## Report abuse

Cases reported the occurrence of abuse against children or likelihood of abuse without having to be a part and ask advice on how to behave.

## Attendant

Cases that have been housed with the victim, such as children accompanying their mothers and did not subjected to violence or they were not aware of it because of their young age or accompanying adult in some special circumstances.

## Types of Abuse

- Physical Abuse: The inflicting of physical injury upon a person. This may include, burning, hitting, punching, shaking, kicking, beating, or otherwise harming a person.
- Sexual Abuse: Using unwelcome words or acts and gestures of a direct and indirect sexual nature that violates the hearing or sight or body and violates the privacy of the individual, and hurts his feelings by making him feel threatened or discomfort, fear or humiliation.
- Emotional/Verbal Abuse: any form of negative verbal or non-verbal communication that leaves deep psychological effects on the victim, including: swearing, yelling, threats, humiliation, ridicule and blame.
- Neglect/Deprivation: The failure to provide for the person's basic needs. Neglect can be physical, educational, or emotional.
- Financial Abuse: Capture or deprivation of rights to achieve financial self-interests of the abuses and controlling the victim, such as: denial of alimony, control in the wife's money (salary, funds from other sources). This type of exploitation can be committed by someone you know or a complete stranger.

## Nationality

This refers to victims' nationality, National or expatriate.

- National: belonging to or maintained by UAE federal government.
- Expatriate: a person who holds nationality (passport) other than the UAE.

## Country

Refers to the country from which the victim holds nationality (passport).

## Education

This refers to the educational level of the victim while entering DFWAC.

- None: no education at all
- KG (Kindergarten): educational system for children below the age of six -year-old (pre-school).
- Primary School: the educational system, which usually includes the first six grades of Education.
- High School: the educational system, which typically includes grades from (7-12).

Technical / technical certificate: awarded to graduates on education and training institutes to acquire necessary skills to exercise of certain professions or technical disciplines that might equal prep or high school diploma.

- In college: still a student in a college/university or for certain conditions the student stopped for a period to continue the study requirements.
- Bachelor/college completed: end all study requirements for undergraduate, according to the educational



system of the university and therefore are awarded bachelors or other scientific certificates.

- Post-graduate: graduate degrees such as masters or post-graduate diploma or doctoral degrees.
- Not applicable: children who are not in school age if they haven't attended KG.

## Occupation

A person's usual work or business.

- Working regularly or irregularly and earning income from it; may be constant or intermittent.
- Do not work: do not practice any profession that provides a source of income.
- Not Applicable: children under the age of 15, according to international laws and legislations.

## Marital Status

This refers to the legal standing of a person in regard to his/her marriage state.

- Single: is someone who has never been married.
- Married: the legal union of a man and woman as husband and wife.
- Divorced: to end marriage with (one's spouse) by way of legal divorce.
- Separated: not living together as man and wife.
- Widowed: a woman whose spouse has died and who has not remarried.
- Not applicable: girls who are 12 years old and younger.

## Visa Type

- Not applicable: for those who do not requires for visas.
- Work Visa: gives the permission to stay and take up employment, for a specific job and only for a limited period.
- Residence Visa: allows an extended stay but does not grant permission to take up employment, for a specific job and only for limited period.
- Visit visa: a visa allows tourists to stay for a period of three months and non-renewable.
- Tourist Visa: a visa allows tourists to stay for a month and renewable.
- Transit Visa: Short term (usually 24 hours) visa that allows a passenger to travel across or through the issuing country on way to another country.
- Unclassified: Not included in any of the above categories.
- No Visa: the client does not had any kind of visas.
- Did not know: the client does not know what kind of visas s/he holds.

## Validity of Visa

This refers to types of visa.

- Valid: legal, effective visa status.
- Cancelled: legal visa (residency) status has been terminated usually by the perpetrator.
- Expired: visa has run out, past the date (no longer a legal resident of UAE).

## Client Types

This refers to victims' categories in DFWAC according to the client's injuries.

- Main Victim: the main person admitted for services.
- Secondary Victim: an injured person such as the child of a main victim who has also been violated by the same abuser.
- Dependent: Children who were indirectly abused by witnessing the act of violence, or were not aware of the violence because of being so young (e.g. infants).
- Attendant: attendant or assistant with the main victim.

## Sheltering Status

It refers to the client situation in terms of dependency for themselves or for those who depends on during the period of their stay in DFWAC.

- Mother alone: the mother is sheltered alone at DFWAC, i.e. without having her children or any other attendant accompanying her.
- Mother with Child/Children: the mother is sheltered with her children at DFWAC.
- Child Alone: the child is sheltered alone at DFWAC, i.e. with no mothers or guardian accompanying him/her.
- Lady Alone: female victim who is sheltered alone at DFWAC, i.e. without being accompanied by either children or any attendant.

## Referral Sources

Refers to the source that referred or transferred victims to DFWAC.

## Relationship to Perpetrator

Refers to the relationship to the person responsible for what happened to the victim.

## Duration of Stay

This refers to the length of stay at DFWAC and is counted in a 24 hour period of time.