

ANNUAL

REPORT

2015

SAWA ORGANIZATION

24 NEW VOLUNTEERS

Training of professionals
24 COURSES
392 PROFESSIONALS

Children
244

workshops with children
3627
children in the workshops

24.067

documented calls received



Number of women who took part in a workshop arranged by Sawa



100.000

likes on facebook

1
AWWARD
Stars Impact 2015

Vision

To become a change catalyst for a Palestinian society that combats all types of violence and abuse against women and children.

Mission

Sawa is a leading Palestinian organization, established in 1998, dedicated to providing support, protection and psycho-social counseling for survivors of violence and offering community awareness outreach services. The priority is to combat all types of violence, abuse and neglect against women and children. It networks with community stakeholders to spread values of humanity and gender equality for the creation of a safer society and a decent life for all Palestinians

Organizational Values

HUMANITY

'We stand for respecting and preserving human rights and dignity for all members of our society'.

EQUALITY

'We believe in diversity and work against discrimination in all of its kinds'.

CHANGE

'We work on the creation of societal transformations for enhancing good citizenship and for breaking silence, passivity and surrender'.

TRUST

'We treasure ethical conduct and highly value openness and transparency'.

Sawa's Programs

The Listening Center Program: This is a free three-digit (121) national phone line designed for the protection of Palestinian children and women. It provides support and assistance, primary social and psychological counseling for women, children, and men who have been exposed to various forms of violence and abuse. The Listening Center provides medical and legal advice through the phone in addition to referrals to other relevant organizations.

Callers are counseled by a qualified team equipped with the skills to provide primary social and psychological counseling by phone, chat and mail, using various modern communication technologies.

The Educational and Social Awareness Program: Sawa works to raise awareness toward the reduction of all types of violence and abuse against women and children, family education, and sex education. We do this through workshops, and awareness lectures for all sectors of societies, with numerous programs for professionals in addition to awareness campaigns, and periodic reports on the prevention of all forms of violence.

The Education Program includes various activities designed to answer the needs of our society, such as:

The Psycho-Social Mobile Clinic: This Clinic brings Sawa's services to distant and marginalized communities and areas adjacent to the apartheid wall.

The "Let's Talk!" Program bridges the gap of communication between parents and children in order create dialogue based on respect for human rights and children's rights.

The Face-to-Face Counseling Center is a specialized center providing psycho-social counseling for people in all age groups to cope with different areas of life such as family, school, work, etc. This center is operated by a team specialized in social and psychological counseling and provides confidential private sessions

The Volunteer Program is designed to attract university students and graduates who seek to develop their professional skills and capacities. They are trained as volunteers and contribute to conducting Sawa's programs. Training occurs over 110 hours, followed by 220 hours of voluntary work in the Listening Center and the Education and Social Awareness-Raising Program





A message from the **General Director**

This year has been distinctive for Sawa, full of success and prosperity. The organization won the Stars Foundation Prize for 2015, out of 24 other organizations around the world, under the slogan, “New Horizons for Charity”, for its achievements and excellence in working to support victims of domestic and sexual violence in Palestinian society.

Also, Sawa was able, through its influence on the lives of thousands of people from all areas of Palestine, to give the opportunity to many to express their feelings, whether at workshops or on the Child Protection Helpline 121, or at the Counseling Center.

This report will present the broad details of Sawa’s successes during the year, and the challenges it faced. We also thank all of our partners, new and old, our supporters, and our employees and volunteers, without whom 2015 would not have been such a success.

With my greatest appreciation,

Ohaila Shomar



Accomplishments 2015

Listening Center

The volunteers and employees at our listening center have given their all to provide counseling and psychological support to anyone in the Palestinian community with the need for it. During 2015, they have helped 24,067 people, both female and male.

Sawa has also worked to develop the Caller Information Database, in accordance with the standards used by Child Helpline International. The Database is now available in Arabic and

English, and is being translated into a number of other languages to facilitate the transfer of our expertise to other countries, beside Sudan, in order to make it possible to produce more reports to fulfill existing need, and also to help other organizations to build their programs.

The Center has also provided help to 15 cases through e-mail.



Counselling Center

For the second consecutive year of operation, the Counseling Center has offered treatment and counseling sessions to 83 people, 69 females, and 14 males.

Most came to the Center because of violence and abuse. Sawa has also continued two other related components, the Women's Empowerment Program, which aims to strengthen and support women's capacities related to gender-based violence, and prepare them to share this experience with women in their own communities.

The other component involves discussing case studies with professionals. We worked with 12 professionals from different organizations, examining topics such as drug and alcohol abuse, suicide, loss, and using role-playing of cases as part of learning how to address cases and provide individual counseling. We discussed bullying, aggression among children, and mental illness.

We also introduced the various services available in local society to facilitate communication and networking. We followed up with the professionals and held recreational sessions to reduce the stress and pressure they experience in the course of their work

Professional Committee: The Professional Committee meets weekly throughout the entire year, in order to discuss general matters related to the Listening Center, and take decisions regarding interventions for the most difficult cases at the Center.

Education, Awareness and Training

Sawa conducts workshops to strengthen and support the capacities of women on topics related to gender-based violence, and empower them to share their knowledge with other women in their areas. In addition, these meetings help them escape the psychological pressures they live under, and give them space to decompress and express themselves.

During 2015, 1711 women took part in Sawa's workshops in different areas. There were 468 participants from the West Bank, 531 from Gaza, and 712 from Jerusalem



Teacher's workshop

Male and female teachers are an important part of our education program, wherein Sawa works with teachers to bolster their abilities to fulfill their roles, because we believe they are one of the most important parts of our children's lives. Through this program, we provide teachers with information and scientific methods to teach about adolescence and the violence taking place during that period, and increases daily.

Volunteer Program - Hamzat Al-Wasi

Sawa places great importance on its volunteers, making them one of the most important areas of focus. This year we trained 24 male and female volunteers to contribute to the organization's various programs, whether providing psychological support over the Women's and Children's Protection Helpline 121, or conducting workshops through the Education Program.





School Children Taking Part Enthusiastically in the Play "Doso"

Children's workshop

Using creative methods such as films, and theater Sawa's awareness workshops in various areas, in schools and women's and community centers, in addition to other participatory, educational, and relaxation activities.

We contributed greatly to educating children on the basic information about their rights, the different types of violence, sex education, internet bullying, AIDS, and the 121 Listening Center.

The play "Doso" is one of the most popular plays Sawa performs during workshops for children. It presents the issue of sexual harassment and emphasizes the importance of saying "No!" with strength and confidence when they feel uncomfortable with words or a touch or another act. The play also emphasized the need to share the problem with a trusted adult when one faces any problem. In addition, we let the children know they can call the 121 Helpline.

During 2015, we held 244 workshops with children in the Gaza Strip, the West Bank, and Jerusalem. 3627 children benefitted from these workshops, among them 1813 boys and 1814 girls.

Project to Promote the Rights of Marginalized Women and Children in East Jerusalem

This project is implemented with funding from the European Union, under the leadership of the German organization Heinrich Boell Foundation. It is being carried out in partnership and coordination with four other organizations--the Arab Center for Agricultural Development, the Art Lab, and the two organizations Right to Play and War Child Holland. The project aims to improve the life circumstances, in particular, of weak and marginalized sectors, raising awareness to fight violence in all its forms, to contribute to strengthening human rights in Jerusalem and the surrounding areas.

Through this project, Sawa in 2015 held workshops with 4 groups from 4 areas of Jerusalem and nearby areas, involving 52 women.

Regarding workshops for children, 1439 children in different areas of Jerusalem took part in activities. They came from Sheikh Jarrah, Silwan, the Old

City, Beit Safafa, Nabi Samuel, and Abu Ghosh. We also worked in several schools, including Al-Farir, the Technology School for Girls, and Ibn Khaldoun School for Boys.

The unique thing about the meetings held through this project is our work with men, and especially with Jerusalem bus drivers. This has been a wonderful new experience, cooperating with an important sector of men in our Palestinian society who deal continuously with all parts of the community. Through our experience, we were able to see others in a new and different way and hear new voices and viewpoints we had not had a chance to hear before.

We worked with three groups of men from the Jerusalem area, including two groups of bus drivers from the Jerusalem Bus Company and one group of teachers from Shaufat Comprehensive Boys' School. The workshops involved 29 men in total.

Professional Training

Among Sawa's goals is to increase the awareness and skills to work with victims of violence among the sectors of society most likely to interact with them professionally as part of their various areas of expertise. We are also endeavoring to strengthen the partnerships among organizations in Palestinian society, to make our work with victims of violence proceed more smoothly. This year, we held 24 professional training courses. 392 professionals representing different organizations participated in the training, which addressed how to work with women and children victims of violence they may encounter through their jobs

Another training course aimed to build the capacities of those who provide sexual and reproductive health services in Palestine. Dr. Nabil Al-Qatt from the Arab Republic of Egypt, a psychiatric doctor, led the course.



Project to Promote the Rights of Marginalized Women and Children in East Jerusalem



Bus drivers have a new experience at Sawa workshops



Participants engaged in workshop activities



Sawa in the media

Sawa enjoys an important position in society with regard to media outlets, as an organization specialized in topics related to violence and active in this work. It has a large influence on the lives of many in our society, and, thus, the media has shed light on many of the organization's activities. Also, during 2015, Sawa has been invited onto a number of television and radio programs to speak about its activities or about subjects related to violence. Some radio stations have built cooperation with Sawa, such as Nisaa FM, which holds discussions dedicated to violence against women. Sawa has been a guest on all recent discussions.

Sawa is interested in reaching as wide a swathe of society as possible, to spread our message of combating violence against women and children in Palestinian society, and educating them about their rights. In particular, we mention the Palestinian Women's and Children's Protection Helpline 121, which gives preliminary psychological counseling and support to violence victims. The organization is eager to keep aware of

developments in new communications technologies in order to reach its goals.

Sawa works to spread awareness through various available methods, especially social media such as Facebook. We discuss topics and news related to Palestinian society, and the overall concern of violence against women and children. Likewise, we promote the Children's and Women's Protection Helpline 121, and spread ideas on how to protect themselves from violence and how to protect children.

During 2015, the number of "likes" on Sawa's Facebook page reached 100,000, 67,353 of them Palestinian, with the others distributed among Arab nations and foreign nations, such as Jordan, Egypt, Saudi Arabia, Iraq, Lebanon, Sweden, Italy, France, Germany, and others.

Sawa uses creative methods in its work, and thus we have in 2016 produced three rap-style radio spots dealing with suicide, HIV/AIDS, gender, and promoted knowledge of these ideas through media.



Star Impact Awards 2015

Sawa Organization won the “Dubbagh” Stars Impact Award for the year 2015, chosen from among 24 organizations around the globe, and this is because of our excellence and accomplishment in our work in supporting victims of sexual and domestic violence in Palestinian society. The Director of Sawa, Ohaila Shomar, accepted the price at a celebration at the Palace of Versaille in Paris. The prize was given for providing protection and support to victims of violence in Palestine, especially children. An incentive for Sawa and its staff to intensify and redouble our efforts.

World Child Helpline Day, 17th May

With the slogan, “Together, We Have the Strength to Fight Electronic Bullying”, Sawa held activities to introduce the Child Helpline 121 in Ramallah, to mark the occasion of World Child Helpline Day and World Communications Day. In addition, this forms a part of the campaign “Free Our Voices”, launched by Child Helpline International. This is a global campaign to raise awareness about the availability of listening ears to answer millions of children and youth, and the lack of sufficient resources to answer all calls.

International Women's Day

Sawa organized recreational activities for elderly people residing at the Arab Women's Association in Al-Bira, and the House of the Elderly Association in Ramallah, on the occasion of International Women's Day.

These activities come out of Sawa's belief that the elderly are a group deserving of all the care and interest possible, and that it is important to honor and listen to them.

Sawa makes an effort to widen its influence and build a network of relationships with all sectors that contribute to our work and support its global spread. We worked during 2015 to sign MoU's with the Ministry of Labor and the Ministry of Social Affairs.

The Memorandum of Understanding and Partnership (MoU) with the Ministry of Labor includes the establishment of cooperation between Sawa and the Ministry of Labor in the field of fighting child labor, as well as the improvement of the circumstances of women. It also includes arranging shared awareness-raising programs, as Sawa works on ending violence in Palestinian society through awareness-raising and education through various programs, such as the Palestinian Women's and Children's Protection Helpline. This cooperation will help us to realize our goals in supporting victims of exploitation and transferring Helpline cases to labor investigators for follow-up.



Signing the agreement with the Ministry of Labor



Billimoria's visit

During 2015 Ms. Jeroo Billimoria, founder of Child Helpline International, visited the Child Helpline 121, a member of the CHI network, which includes 178 helplines from around the globe. The general Director of Sawa, Ohaila Shomar, Legal Advisor Jalal Khader, and Counseling Supervisor Flora Salman received Ms. Billimoria, along with several staff members.

Billimoria is an indian pioneering worker who has established a number of organizations, among them the Child Helpline in India, which offers emergency services 24 hours a day for children who live in the streets of India. In addition he has envisioned a network of all child helplines in the world, to support one another to promote the rights of children throughout the world, and succeeded in establishing this network.



Billimoria has garnered worldwide respect, and has great influence. She has called for the economic empowerment of children. She is the director of the Economic Organization for Children and Youth, whose social and humanitarian work reaches millions of children worldwide. Also, she established the Plato Initiative, which provides social and financial education for children, and this initiative encourages children to save and invest for their futures.

Development and Guidance for Professionals

Sawa's employees and volunteers from all programs take part in individual and group psychological support sessions, and receive professional support. This is provided by the Counseling Supervisor each week, and meetings are held on a more intensive basis during times of emergency.



Exhibition. The First Educational Initiative in Palestine

Sawa participated in the exhibition of the first educational initiative in Palestine, part of the project “The Educational Initiative Incubator—Empowering Civil Society”, which takes place over three years in partnership with a number of organizations active in society, including Masar, Duroob Center-West Galilee-Yirka, Anne Frank Center in Germany, financed by the European Union. It took place in the Gardenia Hotel in Nazareth. It was attended by a number of educators, academics, social activists, and students.

The Education Incubator included 12 social, sports, cultural, and educational initiatives, answering the prevailing and entrenched philosophical, social and political system. The project “Incubator” brings the theoretical into the practical realm, and into the field.

Development and Capacity Building

Sawa has resolved to develop and build the capacity of its staff, through a special program offered by the organization itself or in cooperation with partner organizations inside and outside the country. The staff of Sawa took part in a training organized by Sawa on communication, over the course of two days in Jericho. They also participated in an enrichment session on internet safety. Some staff members attended a workshop on strategic planning for the Palestinian police, and others went to a training on advocacy and leading campaigns and a training on monitoring and evaluation for development.

Annual Conference

Sawa introduced discussion of addiction to the pain reliever Tramadol through its 11th Annual Conference, titled “Tramadol: From Pain Relief to the Pain of Addiction”. The conference occurred with the endorsement of the Palestinian Health Minister, Jawad A’ad, with the participation of regional and international experts, and the attendance of representatives of the Ministry of Social Affairs’ Drug Unit and the Palestinian police Family Protection Unit, the Ministry of Health, and a number of representatives of other civil society organizations.

Future Plans

Sawa will work during the next year on spreading our global influence and helping other Helplines, offering our documentation product for sale to new countries. We are also beginning to offer counseling through live chat-rooms





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