



Booklet on Institutions Providing Emergency Protection Services to Battered Women

West Bank and Gaza Strip



In partnership with the United
Nations Population Fund
(UNFPA)



with support from the Ministry of
Foreign Affairs of Denmark



Support for the Protection of Women Project
The Palestinian Initiative for the Promotion of Global Dialogue
and Democracy – MIFTAH

**Booklet on Institutions Providing Emergency Protection
Services to Battered Women - West Bank and Gaza Strip**

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Key Definitions: Violence Against Women (VAW) is a violation of all laws, moral and societal values. It is unacceptable since it has harmful health and psychosocial effect on women, children and families.

Violence against women is not a mere family issue because it undermines women and their security. Violence is not settled through silence, which – to the contrary – will trigger further and harder violence with time.

Several institutions in Palestine offer emergency intervention and protection services to women who face all forms of violence (physical, sexual, psychological, economic or social).

This booklet provides information on institutions providing emergency assistance and social, legal and economic support to women victims of violence. These institutions include, but are not limited to, the Directorates of Social Affairs, Family Protection Units within the Palestinian Civil Police, UNRWA's Mental Health Programs, Women's Center for Legal Aid and Counselling (WCLAC), Palestinian Working Woman Society for Development (PWWSD), SAWA (Counselling hotline). They also encompass institutions working in the southern governorates of the Gaza Strip, which include the Gaza Community Mental Health Program (GCMHP), UNRWA Gender Initiative, Women's Affairs Center, Union of Health Working Committees, Culture and Free Thought Association, Aysha Association for Protection of Women and Children, Wifaq Society for Care of Women and Children, Palestinian Center for Human Rights, Palestine Red Crescent Society - Gaza Strip, Women Health Center - Gaza Strip, Palestinian Center for Democracy and Conflict Resolution, and Center for Women's Legal Research and Counseling.

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Northern Governorates: West Bank



Directorate of Social Affairs

Directorate's Profile and Services:

A governmental unit, affiliated with the Ministry of Social Affairs, which provides services to marginalized segments including social aid, counselling, therapy and medical care as well as cash assistance. It also provides protection, shelters and emergency assistance for the protection of women victims of violence.

Contact Details:



Full Address: Jerusalem, Al-Ayzeria (Bethany).



Tel: 02-2799969



Full Address: Ramallah, St. of Ramallah Hospital, Near Al-Qasaba Theater, Uweida Building, Floor 1.




Tel: 02-2956277 or 02-2958343





Full Address: Nablus, Rafidia, Al-Shweitra St.




Tel: 09-2387785


 Full Address: Qalqilia.


 Tel: 09-2940036


 Full Address: Hebron, Yatta, Yatta Municipality St.

 Tel: 02-2279364


 Full Address: Jericho, Al-Maghtas St.

 Tel: 02-2322504


 Full Address: Tulkarem, Al-Hay Al-Shamali.


 Tel: 09-2671171


 Full Address: Toubas, Al-Madares School St.

 Tel: 09-2575622

 Full Address: Salfeet, Al-Shuhada St.

 Tel: 09-2515722

 Full Address: Jenin, Martyr Yahia Ayash Square.

 Tel: 04-2501017



Full Address: Bethlehem, Nativity St., Near Interior Directorate.



Tel: 02-2741216/7

Family Protection Unit (Palestinian Civil Police)

The establishment of Family Protection Units (FPU) started on 7 October 2008 in the Governorate of Bethlehem and expanded into West Bank Governorates to respond to the needs of victims of violence and to the vision of Violence-Free Families. FPUs provide protection and support in emergency cases to help women victims of violence and raise local community awareness that violence constitutes a crime. They aim to achieve families free of violence where all members enjoy their rights and freedoms. Their mandate includes:

1. Receive complaints from women and children victims of violence and from delinquent juveniles for referral to the public prosecution.

2. Follow-up on cases that require referral to shelters.
3. Provide awareness and counselling services to schools, universities and parents to inform them of the vision, role and responsibilities of the FPU and raise their awareness of the risks of domestic and family violence.

Contact Details in Southern Governorates:



Colonel Wafa Muamar

Director General of Family and Juvenile Protection Unit

Full Address: Ramallah, Ein Munjed, General Command Building.



Tel: 02-2954579



Lieutenant / Colonel Ghada Dweikat

District Officer of Family and Juvenile Protection Units

Full Address: Nablus, Faysal St., Police Service Department, Nablus.



Tel: 09-2384468



Major Bassel Ikhrayoush

District Officer of Family and Juvenile Protection Units

Full Address: Jerusalem Suburbs, Um Al-sharayeth, Um Al-sharayet District Office.



Tel: 02-2953705



Human Rights Officer

Abdallah Qalalwah

District Officer of Family and Juvenile Protection Units

Full Address: Toubas, Main St., Toubas District Office.



Tel: 09-2571160



Major Emad Alnatour

District Officer, Family and Juvenile Protection Units

Full Address: Tulkarem, Iktaba St., Tulkarem District Police Department.



Tel: 09-2672167



**Human Rights Officer
Muhammad Qaddumi**

*District Officer, Family and Juvenile
Protection Units*

Full Address: Qalqilia District Police
Department, Kufur Saba Quarter, Qalialia.



Tel: 09-2946505



Captain Sufian Zahlan

*District Officer of Family and Juvenile
Protection Units*

Full Address: Jericho, Jericho Police
Department.



Tel: 02-2323843



Major Muntasser Barham

*District Officer of family and Juvenile
Protection Units*

Full Address: Salfeet, Court St., Salfeet.



Tel: 09-2515541



Captain Mohammad Ghannam

*District Officer of Family and Juvenile
Protection Units*

Full Address: Hebron, Al-jildah, Hebron Police
Department.



Tel: 02-2226382



Major Abla Fazah

District Officer of Family and Juvenile Protection Units

Full Address: Ramallah, Al-balou', Ramallah Police Department.



Tel: 02-2421230



Captain Ibrahim Zawahreh

District Officer of Family and Juvenile Protection Units

Bethlehem, Bethlehem Police Department,
Full Address: Abu Jabal St. on Artas Road
behind vegetables central market.



Tel: 02-2744902

Note:

You may contact and go to the nearest police department in your area or access protection line (100) and request to speak to the Family Protection Unit.

UNRWA

UNRWA provides services to Palestinian refugees in the camps including education, relief and health care as well as community and mental health and family and child protection services. It provides its services through its health clinics that include a psychological counselor for individual and group counseling. Public Service Centers also employ a social counsellor, who provides services and advice and cooperates with the school counselors who provide counseling to students. Moreover, these centers have protection and emergency intervention services and referral of women victims of violence.

Contact Information:



Full Address: In all camps (north, south and mid areas).



Jawwal: 0598940143 / 0598940147

Women's Center for Legal Aid and Counselling (WCLAC)

WCLAC was established in 1991 to provide social, legal, prevention and therapy services to women victims of violence in addition to shelter homes and emergency intervention (to protect women victims of violence).

Contact Details:



Full Address: Jerusalem, Su'fat, Near Al-Julani Crossing, Hafez Ibrahim St., Building 10.



Tel: 02-6281497



Full Address: Ramallah, Batn El-Hawa St.



Tel: 02-2956146 (47) , Fax: 02-2956148



Full Address: Hebron, Ein Sara, opposite Hebron Municipality.



Tel: 02-2250585



Full Address: Beit Jala, Al-Mughtaribin St.,
Near Bayt Al-Shuyoukh, Bldg. 76.



Tel: 02-2760780

The Palestinian Working Woman Society for Development (PWWSD)

PWWSD is an independent women civil society organization, established mainly as part of the women's movement to provide services for protection, mental health and individual and group counselling.

Contact Details:



Full Address: Ramallah, Rukab St., Al-Aqaria
Co. Bldg. 3rd Floor, Al-Anbiya St., Ramallah,
Palestine.



Tel: 02-2981977 or 02-2986761



Full Address: Nablus, Rafidiya Main St., Al-
Rihab Commercial Bldg.



Tel: 09-2347383 (84)



Full Address: Bethlehem, Almadbassah St.,
Al-Karmel Bldg., Floor 3.



Tel: 02-2765926



Full Address: Hebron, Yatta, Banks St., Near
Palestine Bank.



Tel: 02-2273070



Full Address: Tulkarem, St. of Thabet Thabet
Government Hospital, Al-Taj Commercial
Center, 4th Floor.



Tel: 09-2681210



Full Address: Jenin, Abu Bakr St., Abdellatif
Abu Bakr Bldg.



Tel: 04-2501610



Full Address: Gaza, Annasser St., Allababiedi,
Al-Saeed Bldg., 4th Floor.



Tel: 08-2857996, Fax: 08-2857998

SAWA Organization

SAWA was established to combat all forms of violence against women and children and to raise community knowledge and awareness of issues related to violence. It provides training to counsellors working on cases of violence and provides support to children and women via their Child Protection Hotline 121.

Contact Details:



Full Address: Jerusalem, Shufat St.



Tel: 1800582221 or 02-5324025 / 02-5324122

Fax: 02-5324025



Full Address: Ramallah, Al-Balu'.



Tel: 02-2426462

Southern Governorates: Gaza Strip



Ministry of Social Affairs: Child Safety and Protection Network (Safety shelter)

The Ministry of Social Affairs is an agency of the Executive Authority, which plays a special role that complements roles of other ministries and government institutions to lay the foundation of basic social rules of the Palestinian state. It employs modern methods that help building a healthy society and upgrade the living standards of the Palestinian people to guarantee they enjoy a decent life.

Contact Details:



Full address: Gaza, Al-Rabi' Institution,
Opposite the Islamic University.



Jawwal: 0599-811196

Scope of Work:

Protection

Palestinian Center for Human Rights

The Palestinian Center for Human Rights was established in 1997 to focus on providing legal assistance and awareness.

Contact Numbers:



Full Address: 29 Omar Al-Mokhtar St., Remal Quarter, Gaza. It also has branches in Khan Younis and Jabalia.



Tel: 08-2824776 / 08-2825893

Scope of Work:

Legal Protection.

Aysha Association for Woman and Child Protection

Association Profile:

Aysha Association for Woman and Child Protection is an independent Palestinian women organization, which aims to protect women and children from violence. It operates an

empowerment program and works on raising awareness of important mental, social, legal and economic issues. Aysha Association works on integration of gender in all areas, as part of its strategic plan.

Contact Details:



Full Address: Gaza, Fishers' Port, Behind the Monetary Authority.



Tel: 08-2888522 (23)

Scope of Work:

psychosocial, legal, economic intervention, vocational training and gender equality and women's empowerment.

Union of Health Work Committees

Profile and Services:

UHC is a community-based non-governmental health organization. It is a not-for-profit organization established in 1985 to help improve the health situation in Palestine. It provides

primary and secondary health care in addition to prevention and treatment services together with community programs.

Contact details:



Full address: Gaza, Nasser St., Near Al-Maqousi Towers.



Tel: 08-2895989, Fax: 08-2895987

Scope of Work:

Health, mental health and legal

Targeted group:

women, children, senior people, local community and people with disabilities.

UNRWA Gender Initiative Program

Profile and Services:

UNRWA Gender Initiative was established in 2008 to promote gender equality empowering women with professional and personal skills and ensuring they have freedom of movement. The Program

cooperates with grassroots organizations to implement capacity-building activities and gender and women-empowerment projects.

Contact Details:



Full Address: Gaza Governorate,
Jamal AbdelNasser St., Gaza UNRWA
Headquarters.



Tel: 08-2887124, Jawwal: 0599-602464

Women's Affairs Center – Gaza

Profile and services:

Women's Affairs Center is an independent not-for-profit women's nongovernmental organization. It aims to empower Palestinian women and advocate for their rights through capacity-building programs, information and research and advocacy based on human rights principles. These principles include accountability, rule of law, transparency, tolerance, justice, equity, non-discrimination, participation, and empowerment of marginalized groups.

Contact Details:



Full address: Gaza, Remal, Khalil Al-Awazi St., Al-Saeed Building.



Tel: 08-287731, Fax: 08-2877313

Scope of Work:

Protection, psychosocial, health, educational, legal and economic, gender-based equity and women's empowerment.

Targeted group:

women from the local community and people with disability and senior people.

Wifaq Association for Woman and Child Care

Profile and Services:

Wifaq Association for Woman and Child Care is an independent not-for-profit women's organization, which aims to realize gender equity via economic empowerment and psychological support to

marginalized groups in southern Gaza Strip. It works mainly in the governorates of Rafah and Khan Younis and aims to eliminate all forms of violence. Since its inception, it has been focusing on empowerment.

Contact details:



Full address: Rafah Governorate, Headquarters, Rafah, Al-Nijmah Square, opposite Kapsi Paintings, Abu Samhadanah bldg. above the Bar Association.



Tel: 08-2987252, Fax: 08-2131366
Jawwal: 0599155657

Scope of Work:

psychosocial, legal, educational, gender-based equity, women empowerment.

Targeted groups:

women, children, young people.

Culture and Free Thought Association (CFTA)

Profile:

Safe home for children, which provides them with the developmental educational framework to help them and protect them against harsh social, economic, and political circumstances. The Association comprises five core developmental programs (Information and research, capacity building, children's program, women's empowerment program, community integration and youth, advocacy and lobbying)

Contact details:



Full Address: Khan Younes Governorate, Culture and Free Thought Association, AI Amal Quarter.



Tel: 08-2071299, Fax: 08-2071299

Scope of Work:

psychosocial support, health, legal, awareness, gender-based equity

Targeted group:

women, children, senior people, local community, people with disability

Women's Health Center, a project of Culture and Free Thought Association

Contact Details:

Full Address: Al-Bureij Camp, Block 12.



Jawwal: 0599885015

Scope of Work:

psychosocial support, health, legal, economic, awareness, gender-based equity

Targeted group:

women, children, senior people, local community, people with disability

Red Crescent Society Gaza Strip – Women's Health Center Jabalia

Profile

An independent non-governmental, not-for-profit organization working on promotion of democracy, development and relief. It aims to improve the health, cultural, educational and human status of citizens in the Gaza Strip. It has several centers including Shiekh Amhad Zaki Al-Ymani, Abassan Medical Center and Women's Health Center.

Jabalia Women's Health Center:

The Women's Health Center in Jabalia Camp is one of the centers affiliated with the Red Crescent Society in the Gaza Strip. It was established in 1999 to respond to women's needs by providing services in the area of physical, psychosocial and legal health in a multi-sector center takes into account confidentiality and privacy. The center provides services to men and women in Jabalia Camp and neighboring areas on daily basis from 8 am to 2 pm, six days a week, from Saturday to Thursday through.

Contact Details:



Full Address: Gaza, Jabalia Camp, Al-Shuhada Square.



Tel: 08-2473833, Jawwal: 0595977757



Email: whcj999@yahoo.com



Web page: www. Hilal.ps



Headquarter: Dr. Haidar Abdelshafi Center, Palestine, Gaza, Thalathini St. Opposite Al-Azhar University.



Tel: 08-2864750 / 08-2824439

Fax: 08-2860019



Women's Health Center, Jabalia, Jabalia Camp, Al-Shuhada St. Block 11.



Tel: 08-2473833, Fax: 08-2473832

Palestinian Red Crescent Society

Profile:

The Palestinian Red Crescent Society is an independent national society that enjoys an

officially recognized legal personality. It is one of the branches of the International Red Cross and Red Crescent Movement. It operates in Palestine and in all areas of residency of the Palestinian people. It endeavors to achieve Geneva Conventions and the principles of the International Red Cross and Red Crescent Movement: humanity, non-alignment, neutrality, independent, volunteerism, unity and internationalism.

Contact Details:



Full Address: Gaza, Tel Al-Hawa, Next Al-Quds Hospital.



Web page : <http://www.palestinercs.org/ar>

Scope of Work:

psychosocial, economic and health.

Targeted group:

women, men, young people and the local community.

Palestinian Center for Democracy and Conflict Resolution

Profile:

The Palestinian Center for Democracy and Conflict Resolution is a not-for-profit nongovernmental organization, established with effort of Palestinian youth who aim to create an Arab Palestinian model of democracy implementation and conflict resolution. The founders endeavored to create an institution with a Palestinian identity, and international standard performance. The Center was officially registered with the Palestinian Ministry of Justice in 1998. Its mission is to serve the Palestinian community via the strengthening of the role of the civil society. It has now an institutional base that covers six branches including three head branches and three offices in the West Bank and Gaza Strip. It has also dedicated staff who do not save effort to achieve the Center's objectives. It operates a free line to receive complaints of people.

Contact details:



Full address: Charles De Gaulle St.,
Opposite Governor's Palace, Gaza City.



Tel: 08-2841414, 08-2847488

Fax: 08-2824977



Email: pchrcdl@palnet.com

Scope of Work:

socioeconomic and empowerment

Targeted group:

children, women, youth and the local community

Center for Women Legal Research
and Counselling "Hayat" (CWLRC) - for
the protection and empowerment of
women and families

Profile:

It is an independent center established in Gaza
as a non-profit company, under license number

(563141852) by a number of local legal experts and activists in women and community issues. It focuses its effort on promoting the status of Palestinian women at legal and community level, as a prerequisite to achieve justice, equality and democracy in the Palestinian society. It provides three core programs: 1) Research and Studies, (2) Legal Counseling and Protection Against Violence, and 3) Awareness, education and training. It aims to provide effective legal protection to women before national courts and to provide legal advice to women to ensure they are protected against domestic and community violence. It also provides support to survivors of violence and provides legal counseling to women. Hayat is one of the most important centers operating in the Gaza Strip to protect and empower women, families and victims and survivors of violence.

Contact Details:



Full Address: Palestine, Gaza, Remal, Khalil Al-Wazir St. (Al-Lababidi), Al-Saeed Bldg. Third Floor.



Tel: 08-2856357, Jawwal: 0598887055



Email: cwlrc-pal@hotmail.com



Hayat Center Address: Tel Al-Hawa,
opposite the Palestine Broadcasting
Corporation.



Tel: 08-2848115, Fax: 08-2848116
Jawwal: 0592291090



Email: hayat-pal@hotmail.com

Phone Counselling

Sawa

Contact Details:



Free line 121 inside the Palestinian Territory
For calls from Occupied Jerusalem, free toll
1800500121

Women Counseling and Legal Aid Center (WCLAC)

Contact Details:



Full Address: 33, Satara St., Batn Alhawa, Ramallah.



Tel: 02-2956146 (47), Fax: 02-2956148

Family Defense Society (FDS)

Contact Details:



Tel: 09-2341118, Fax: 09-2341117

Palestinian Working Woman Society for Development (PWWSD)

Contact Details:



Free toll 1800606060

Center for Democracy and Conflict Resolution

Contact Details:



Free toll 1800400600 or 1800900800 to help you solve your problems or to receive advice.