# Annual Report National Council for Family Affairs

National Council for Family Affairs
2009





One of Her Majesty Queen Rania Al Abdullah Organization



Her Majesty Queen Rania Al Abdullah President



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### Preface

In 2009 the National Council for Family Affairs launched a number of initiatives and made many accomplishments which were supported by the guidance of Her Majesty Queen Rania Al Abdullah, President of the Council. Among these initiatives were the Child friendly Budgets, development of the indicators of the Convention on the Rights of the Child, Family Counseling Strategy, contributing to drafting legislation on protection and prevention and child and family care, in addition to strengthening the role of the National Team for Family Protection from Family Violence through the development of the Team's work charter and the establishment of a standing committee, stemming from the team, to investigate cases of child mortality, preparing an automated program to follow up on cases of family violence and launching a media network to protect women from violence. This is in addition to conducting studies and research aimed at promoting awareness of issues of violence against women and children.

The Second Arab Conference for Family Protection under the slogan "Towards Platform of Action for Family Protection from Family Violence" represented an opportunity to meet and exchange experiences and knowledge among many workers in the area of family protection at the national and regional levels. Combating Violence against Women Project also included the implementation of many activities including the preparation of evidence training programs, and issuing awareness pamphlets on violence against women.

In the context of meeting the needs of the Family Reconciliation Center (Dar Al Wifaq) specialized courses were conducted for employees, a medical clinic was equipped



to receive cases of family violence, in addition to starting to institutionalize national and professional standards for workers in the institutions service providers for cases of family violence to ensure the best service for victims.

NCFA also stepped up its efforts in the area of legislation as it contributed to the formulation of several family legislations such as the law on the rights of children, juvenile law, and provisions on protection from family violence and contributed to redrafting the resolution on the work that is prohibited to children in line with the family's interests. In addition to that activities of the project on women's work legislation and raising awareness were implemented including the preparation of an analytical study of legal texts on women's work, a study on the reality of the rights of women working in the industrial cities, and the preparation of an Awareness guide on legal issues of concern to working women.

And in order to provide better services to workers in the field of family counseling, the Council prepared a study that showed the needs of workers in family counseling and a training manual was developed accordingly, on which service providers will be trained at various levels and in different locations.

NCFA also worked in cooperation with Greater Amman Municipality to establish Counseling and Reconciliation Offices to provide counseling to family members and thus protect the family from disintegration and delinquency.

Within the Council's framework, care, support and protection given to children and through the project "Combating Child Labor through Education" NCFA formed the National Committee for Child Labor, headed by the Ministry of Labor and at the level of secretaries general of the concerned ministries to be a platform for national dialogue over issues of child labor.

An action plan was developed to begin the preparation of the national framework to combat child labor, which clarifies the roles of institutions involved in issues of child labor and transfer mechanisms for the protection of working children.

On the other hand standards for establishing and licensing nurseries to be accredited by the Ministry of Social Development were completed. The second phase of the preparation of the second action plan for Early Childhood Development (2008 - 2012), was finalized.

For the purpose of mobilizing Media support NCFA targeted media people in 2009 and succeeded in including them in various family issues through the launch of a network of Jordanian media people on women's protection against violence and the announcement of the prize for best media coverage related to women's issues and protection, as well as their involvement in the preparation of NCFA's news bulletins, their participation in the training session on designing awareness campaigns and mobilizing support and their continuous media coverage of the Council's activities and programs.

The Council prepared in 2009, its strategy for the years (2009-2013), depending on the output of the former Strategy (2004 - 2008) and stressed the importance of continued implementation of many national achievements, which would create a suitable environment to empower the Jordanian family to cope with different challenges. NCFA also developed and updated its website to be interactive and consistent with the outputs of the Council's work for those who wish to visit the site.

We hope that this report would be of interest to all and we would like to seize this opportunity to express our sincere thanks and appreciation to all partners, from governmental and non-governmental organizations working in the area of family, the private sector and international actors, for their continuous efforts in accomplishing these achievements.

Dr. Haifa Abu Ghazaleh

Secretary General of the National Council for Family Affairs

# The National Council for Family Affairs

The National Council for Family Affairs was founded under the law No. 27 of 2001 under the Presidency of Her Majesty Queen Rania Al Abdullah. NCFA works as a supporting umbrella to coordinate and facilitate the work of its partners from governmental and non-governmental organizations, international institutions and the private sector involved in the area of family in order to achieve a better future for the Jordanian Family.

# Our Message:

To enhance the status of the Jordanian family and maximize its role within the society in order to enable it to contribute to safeguarding our values and civilization legacy, in line with all changes.

### **Our Mission:**

To contribute to ensuring a better quality of life for Jordanian families through a national vision that supports national development policies and enables Jordanian families to attain their ambitions.

# NCFA's Objectives:

- To contribute to the development of policies, strategies, legislation and plans related to the family and its members and to monitor their implementation.
- To contribute to elevating the quality of life of the family, fostering and strengthening its role and empowering it to fulfill the needs of its members and ensure their security.
- To contribute to elevating the family's status, protecting it, ensuring its stability and preserving its coherence and identity.
- To support the efforts of the society's institutions and different bodies in both the public and private sectors concerned with family issues and achieve coordination and integration among these entities.

### NCFA's Roles:

- **Policy Formulation:** As a think-tank for national policies, the Council undertakes preparing, reviewing and amending policies, legislation and measures related to the family and its members based on national issues and priorities.
- Managing Research and Data Resources: NCFA is committed to providing credible information on all family related matters. It manages all the data at its disposal to enable all parties concerned with the family to take informed decisions based on scientific principles that guarantee sustainable progress and higher standing of the Jordanian family. In addition to that the Council directs researches and scientific programs towards national priorities and their promotion.
- Advocacy: NCFA advocates for national support of decision makers for family policies, family programs and fundraising to ensure the sustainability of family programs on the national level.
- Coordination and Networking: NCFA focuses on coordinating among the National Institutions concerned with family issues and its members to unify their efforts in addition to networking with institutions related to family on the regional and international levels.
- Monitoring and Evaluation: NCFA monitors and evaluates the implementation
  of policies, strategies and plans related to the family and its members by its partners,
  in addition to monitoring procedures of institutions working in the field of family
  protection from violence.
- **Institutional Development:** NCFA focuses on developing and supporting its technical, administrative and financial capacities to fulfill its roles and responsibilities.

# NCFA's Organizational Structure:

- President: Her Majesty Queen Rania Al Abdullah.
- **Board of Trustees**: the Board of Trustees of the National Council for Family Affairs, presided by **Her Majesty Queen Rania Al Abdullah** constitutes of members of different ministries, governmental and non-governmental organizations working in the field of family and representatives of the private sector and experts.
- The Executive Committee is derived from the Board of Trustees and consists of seven members. The Executive Committee monitors the implementation of decisions, reviews the Council's annual and periodic action plans and conducts a periodic evaluation of the achievements of the Secretariat General.

# Council's members at the time this report was prepared:

- · Her Majesty Queen Rania Al Abdullah/President
- · H.E. Dr. Raja'i Al Muasher
- H.E. Minister of Social Development
- H.E. Minister of Health
- H.E. Minister of Planning and International Cooperation.
- H.E. Minister of Education
- H.E. Senator Laila Sharaf
- H.E. Dr. Munther Al Masri/Vice-President of the Board of Trustees
- H.E. Director of Public Security
- Dr. Janette Merza
- Judge Mohammed Al Tarawneh
- Mrs. Hala Zureikat
- Mrs. Dima Bibi
- Judge Malak Ghazal
- Dr. Amal El Kharouf
- H.E. Senator Dr. Haifa Abu Ghazaleh/Secretary General of the National Council for Family Affairs

### **Executive Committee:**

### emanating from the Board of Trustees and includes:

- H.E Dr. Raja'i Al Muasher
- H.E. Senator Laila Sharaf
- H.E. Dr. Munther Al Masri /Vice-President of the Board of Trustees
- Judge Mohammad Al Tarawneh
- Mrs. Hala Zureikat
- Judge Malak Ghazal
- H.E. Senator Dr. Haifa Abu Ghazaleh /Secretary General of the National Council for Family Affairs

**Secretariat General:** is the executive body of the National Council for Family Affairs. The Secretary General supervises the Secretariat General and is responsible of the work flow in front of the Board of Trustees.

In 2008 the Council witnessed a restructuring, which was approved by the Board of Trustees in Resolution No. 2/3/2008, on 22/10/2008, and now includes the following:

### Secretary General:

- Technical Support Office for the Parliamentarian
- WHO Collaborating Center for Family Violence Prevention

### • Family Programs Management, which includes:

- Family Policies and Legislation Program
- Family Protection against Violence Program
- Socio-economic Program
- Educational and Cultural Program
- · Health and Environment Program

### • Technical Support Management which includes:

- Communication and Advocacy Section
- Monitoring and Evaluation Section
- Systems and Information Technology Section

### • Financial and Administrative Management which includes:

- Financial Resources Development Section
- Human Resources and Management Development Section

### NCFA's Strategy (2009-2013)

Strategic planning is one of the important bases for the success of institutions. Strategic Planning illustrates the strategic objectives of the institution from which plans and programs are derived.

NCFA prepared its strategy for the years (2009-2013), based on its belief in the importance of dealing with the developments of the time, especially with increasing national and international economic and social challenges and to confirm continued implementation of many national achievements which contribute to creating an appropriate environment that empowers the Jordanian family.

The Council's strategy aims at contributing to national efforts to preserve family unity and stability by providing an appropriate environment to improve the quality of family life, enable it to meet the needs of its members, ensure their security, upgrade the family's status, and going ahead with the Council's institutional development to ensure the continuity of its programs and improving work's quality.

The Council also adopted a computerized monitoring and evaluation system as a basis for monitoring and evaluation to ensure the follow up of the strategy's implementation based on action plans derived from it.

# Indicators of the Jordanian Family

Indicator	Year	
Total Population	2008	5,850,000
Total Households	2008	1,083,3000
Average Household Size (person)	2008	5.4
Percentage of Households headed by women	2008	11.6%
Crude marriage rate (per thousand population)	2008	10.4
Singulate Mean Age at First Marriage (Year)	2008	<b>Male</b> 29,8
		Female 26,3
Infant Mortality Rate (per 1000 Live Births)	2008	19
Crude Divorce Rate (Per 1000 Population)	2008	2.2
Population Age 65+	2008	3.3%
Illiteracy Rate (Population Age 15 +Year)	2008	7,7%
Unemployment Rate	2008	12,7%
Percentage of Households with Available Computers	2008	39%
Percentage of Households with One Person or More Using the Internet	2008	22%

(Source: Department of Statistics http://www.dos.gov.jo)

# Protection against Violence Pillar

Within the pillar of protecting the family from violence the Council coordinates and guides the efforts of public and private national institutions concerned with the protection of the Jordanian family from violence in all its forms and manifestations through the formation of the National Team for Family Protection. NCFA empowers the Jordanian Family to perform its vital role in community cohesion, provides a supportive environment for its members, and follows up closely the implementation of the national framework for protecting the family and the national strategy to protect the family and prevent family violence and other national documents. NCFA also monitors work procedures of all ministries, institutions and stakeholders in the national team for family protection in dealing with cases of family violence to contribute to bridging the gaps in the family protection system to ensure an integrated response to family violence cases, and provide decision makers with indicators on the situation of violence against family and its members at the national level which contributes to making appropriate decisions to improve programs and services related to family protection from violence.

Based on the directives of Her Majesty Queen Rania Al Abdullah, President of the Council, NCFA has been entrusted the role of monitoring, observance and evaluation of all institutions engaged in the protection of the family in order to uncover the existing gaps in the concerned institutions and work to overcome them. And in order to institutionalize the work of protecting the family from all forms of violence, the Council began to work on building a software application designed to link ministries and stakeholders in the National Team for Family Protection from Violence. Cases received by the relevant institutions will be observed through this application in order to monitor and evaluate actions and decisions that are taken towards each case to ensure that appropriate action is taken. In addition to that, NCFA began, in cooperation with Jordan River Foundation and the Foundation for the Future, the institutionalization of national professional standards for workers in the institutions service providers in the field of family violence in order to provide best services for victims.

The Council also reformed the National Team for Family Protection from Violence, which is now represented on the level of decision-makers in governmental and non-governmental institutions. A mechanism was established for the team's work and its new plan.

As for the project on mobilizing support against violence against women, the operational plan has been completed in three years. The main achieved activities were the dissemination of the national framework document to protect the family and the model of participatory approach in dealing with cases of family violence among institutions and people working in this area.

A group of service providers in educational, health, social, legal and policing fields was trained on mechanisms of participatory work in dealing with cases of family violence. A national workshop was also carried out in collaboration with the Ministry of Social Development where participants discussed a draft document of the system of Law on Protection from family violence and working to organize procedures set forth in the national framework for the protection of family from violence and the system.

As part of targeting and empowering journalists with skills and knowledge needed to deal with issues of violence against women a group was trained on ways and means to gain support for issues of combating violence against women in the media. Media people were encouraged to publish and deliver targeted media messages to serve and protect women's issues through the allocation of an Award for the best media achievement which deals with these issues. A Jordanian Media Network for the Protection against Family Violence was also launched.

And as part of a plan to meet the training needs of workers in "Dar Al Wifaq" (Family Reconciliation Center) of the Ministry of Social Development, NCFA equipped a medical clinic and a reception room for counseling for family violence cases, in addition to the organization of six specialized training courses for workers in "Dar Al Wifaq" to enhance their capacity in dealing with victims.

A guide was also developed on procedures of dealing with cases of family violence, and the automation of these procedures to organize and facilitate access to information.

As for the studies and research on issues of protection of the family, the Council conducted in 2009 an assessment study on the mechanisms of protecting the family from violence in Jordan, entitled (Response and Application).

The Council also supported the modernization of the process of receiving complaints by the Family Protection Department (FPD) according to the latest communication technology for the purposes of receiving notifications on family violence through telephone (free line 111) in order to provide guidance on any issue related to FPD. This came within the continuous cooperation frameworks between NCFA and FPD aimed at increasing the capacity of the Department in responding to family violence cases.

### **Future directions:**

• To update the strategic plan for protection and prevention from family violence based on the results of the study on the reality of violence against women and the results of the evaluation of mechanisms for dealing with cases of family violence in Jordan.

- To develop an accreditation system and quality control of the institutions providing services in the field of family protection from violence.
- Automation of the procedures for dealing with cases of family violence according to the National Framework for the Protection of the Family.

# National Legislation and Human Rights Pillar

The Council works within the pillar of family and national legislation and human rights to guide family policies and legislation in the context of maintaining the nation>s moral, religious and cultural legacy through the analysis of the legislative system related to the family, determining their impact in the interest of the family and its members, and in a way that contributes to lobbying at the level of decision-makers and raising awareness among members of the community in partnership with governmental and private institutions. The Council also contributes to the formulation and amendment of policies and legislation related to family, and to the exchange of views with legislators and decision makers on family issues.

During 2009, NCFA prepared a document on "Indicators of the Convention on the Rights of the Child", where quantitative and qualitative indicators of the Convention on the Rights of the Child were developed, which facilitate the task of preparing periodic reports on the Convention on the Rights of the Child. These indicators represent reference lines for the formulation of the situation of children in Jordan, in addition to being usable at the Arab level.

The Council also prepared a study on legislation related to child labor discussed by the National Committee for legislation at the National Council for Family Affairs and all related parties, and then drafted legal memoranda on the proposed amendments in a way that commensurate with the international principles of human rights and provided them to the concerned parties.

The Council also prepared, through the draft legislation for women's labor, an analytical study of the legislation for women's labor, a field study of the reality of the rights of working women in the work environment in cooperation with the Ministry of Labor, the General Federation of Trade Unions, and the Association of Friends of Women Workers. And as women workers' education is very important, the Council prepared an awareness guide on this legislation and an analytical study of the personal status law, which was discussed during a seminar which brought together the legislative authority, civil society organizations and the Department of Justice.

The most significant outcome of the seminar was the preparation of a legal memorandum on the personal status law and providing it to the Supreme Judge Department and the concerned institutions.

The Council also monitored texts relating to the family within the Penal Code, drafted the proposed amendments in a legal memorandum and submitted it to the Ministry of Justice. It also participated closely in the stages of issuance of the Child Rights Act in cooperation with the Ministry of Social Development, through its membership in the Technical Committee where it participated in rewriting the law and the reasons for the bill.

As part of the work of the Technical Office for the Parliamentarian which aims at strengthening the role of parliamentarians in the discussion and analysis of general policies on the Family, the Council prepared a number of background papers on emerging issues to communicate with the two chambers, including: Issues of "viewing" children, alimony and family members, women migrant workers, Amman friendly city for the elderly, trafficking in human beings, family, correction and rehabilitation centers and cell phone towers and their impact on health. This is in addition to a series of meetings with the Committee on Family Affairs in the Senate, the Committee on Labor and Social Affairs in the House of Representatives and other committees.

### **Future directions:**

- Preparation of the fourth and fifth reports on the Convention on the Rights of the Child and reports on the Convention's Protocols, in cooperation with the related national parties.
- To prepare a report on «mitigating excuses for murder» in the Jordanian Penal Code.
- To mobilize support of decision-makers, according to the agenda of the Office of Technical Support for the Parliamentarian.

# Family and the Social and Economic Situation Pillar

The Council contributes within the pillar of family and the social and economic situation, to improving the social and economic environment of the Jordanian family, empowering it socially and economically to meet the different needs of its members, through monitoring social and economic variables in the Jordanian society and its impact on the family, suggesting appropriate action plans, coordinating with national and civic institutions and the private sector through the exchange of experiences, information and opinions, and providing decision makers with vital indicators to help them take appropriate decisions to improve the quality of social and economic life of the Jordanian family.

And as Family Counseling is essential in achieving stability and compatibility of family and addressing family problems in order to save the family structure NCFA finalized in 2009, the National Strategy for Family Counseling, which is the first strategy at the regional level that emphasizes the need to address issues of family counseling from various aspects such as occupational, educational, regulatory and legislative aspects and media, in order to institutionalize Family Counseling in Jordan to ensure the provision of assistance for family members to understand family life and responsibilities, where this strategy has been prepared in collaboration with academic and national institutions.

NCFA coordinated with the Greater Amman Municipality to work to set up three offices for guidance, rehabilitation and reconciliation of family. These offices will provide appropriate environment to provide family counseling to reconcile among family members, protecting the family and easing psychological and social suffering of its members. As part of the project on "Strengthening capacities and professional competence of workers in the profession of family counseling" and to support capabilities and professional competence of workers in family counseling at all levels, the Council prepared a study on the training needs of workers and developed a training manual and guide for workers in this field in cooperation with Jordanian universities.

Through the project 'Combating Child Labor through Education" an action plan was developed to prepare the national framework for child labor, which clarifies the roles of institutions involved in child labor issues and transfer mechanisms for the protection of working children. A committee was formed for scientific research at the university and came out with a document clarifying priorities for studies in the area of child labor, and accordingly the implementation of a study on the psychological and health impact of child labor was initiated.

The Council also worked in collaboration with the Department of Statistics to prepare a report on the quality of life of the Jordanian Family. The report includes economic, social, health and cultural indicators related to the family, clarifying their correlations and their impact on the quality of family life. This is in addition to the preparation of a handbook on family figures, which reflects the reality of our Jordanian family.

### **Future directions:**

- To strengthen the capacity and professional competence of workers in Family Counseling in the institutions of civil society, academics, educational counselors and social specialists.
- To develop the national framework for child labor and training guide of the framework.
- To prepare a study on health and psychological impact of child labor.
- To prepare a report on the Jordanian family and human security

# Family, Education and Culture Pillar

The Council contributes within the pillar of Education and Culture to improving the quality of educational and cultural services for Jordanian families through the analysis of environmental, educational and cultural system in the Jordanian society, and the identification of issues they face, the adoption of initiatives and priority projects, through the development of national plans and coordination of the efforts of the related institutions and providing decision makers with recommendations and vital indicators on the level of educational and cultural services, which contribute to making appropriate decisions to improve their levels to serve the Jordanian family.

Within the pillar of family, education and culture NCFA developed through the project of developing services provided for children from birth to less than four years of age standards for establishing and licensing nurseries in order to be accredited by the Ministry of Social Development where a workshop was held in cooperation with the Ministry on the application of these standards. A curriculum and training manual were also developed for workers who deal with children less than four years of age.

The Council seeks through the Action Plan for Early Childhood Development to strengthen cooperation, partnership and coordination with stakeholders to ensure the rights of children as defined by the Convention on the Rights of the Child and enhance families and communities' capacities to meet children's cognitive, emotional, social and physical needs in pre-birth period through the first years of school.

NCFA also developed, in cooperation with UNICEF, a document of developmental guidance and standards for early childhood. These include standards, guidance and expectations of development for Jordanian children from birth to less than nine years. The Council also implemented the first phase of the initiative of "Child Friendly Budgets" with UNICEF, where cooperation took place with the concerned ministries to prepare analytical studies of the budgets of four ministries taking into account children's different needs.

### **Future Directions:**

- Establishment of an accreditation system for private kindergartens in Jordan.
- Completion of the second phase of the preparation of the second Action Plan for Early Childhood Development.
- Completion of the "Child Friendly Budgets' project.
- Development of services provided for children from 0-4 years.
- Review of the criteria for establishing and licensing nurseries.

# Family and Media Pillar

The Council seeks through the pillar of the Family and Media to direct the media in all its means into a family friendly media, to increase community awareness through the development of media campaigns and activities directed to the family and its members, employ all media channels to enhance community awareness, advocacy and lobbying at the level of decision-makers for issues, policies and family plans which NCFA is working on, open communication channels with national, regional and international institutions and strengthen cooperation ties and coordination in a way that serves the family and its members.

To strengthen its role the Council redesigned its website, which includes a map of the Jordanian family with the most important indicators and reports in all governorates. NCFA also set up partnerships with various media channels to broadcast messages to raise awareness about the protection of the family. And in order to contribute to family awareness positive health practices for dealing with children, a document was approved on children of unknown parentage and the operational plan to deal with the issue in cooperation with the Ministry of Social Development during a national workshop with the participation of all relevant parties.

In the context of opening communication channels with national, regional and international institutions concerned with family matters, a cooperation agreement was signed with the social solidarity institution for the exchange of information, documentation and cooperation in the preparation of studies and research, to improve the quality of data on the family. In addition to signing a memorandum of understanding with the Ministry of Labor to implement a project on combating child labor. The Council also signed a memorandum of understanding with the Family Protection Department in order to raise the quality of services provided to victims of family violence and to support the Family Protection Department to update the office which receives complaints and the system for receiving complaints.

NCFA organized the Second Conference for Family Protection from Family Violence under the auspices of Her Majesty Queen Rania Al Abdullah, in cooperation with the Ministry of Social Development, and various national and regional institutions and international organizations. The main outcomes of the conference were the recommendation to establish the Arab Network for Family Protection from Violence in order to establish mechanisms of communication and networking among Arab countries and to develop a Platform for Arab action to protect the family from violence.

### **Future directions:**

- Develop a Media Campaign on the importance of family counseling.
- Follow-up of on the media network for family protection from violence.
- Update NCFA's website with programs and activities which are being implemented

# Institutional Development Pillar

The Council seeks to improve its performance through the development of financial and administrative systems, in addition to the development of financial and human resources, observance of administrative procedures to ensure the functioning and implementation of the Council's projects and programs, sustaining the best work productivity, and strengthening partnership and networking through the exchange of experiences and information.

In 2009 NCFA followed up the achievements of the Jordanian National Plan for Children (2004-2013) by monitoring partners' achievements and including them in the monitoring and evaluation report in collaboration with all relevant institutions through liaison officers who were trained to follow up on the plan. The Council also launched an electronic copy of the monitoring and evaluation system on the Internet in order to facilitate the partners' tasks in the follow-up of the National Plan for Children.

### **Future Directions:**

- Follow up the implementation of the Jordanian National Plan of Action for Children (2004 2013).
- Follow-up and evaluation of the actions of strategic planning of the Council.

# The Council's Financial Resources:

In accordance with Article 14 of the Council's Law No. 27 of 2001 the Council's Financial Resources consist of:

- A. The proceeds of movable and immovable property owned by the Council.
- B. Revenue of funds, projects and programs administered by the Council.
- C. Grant of the Government of the Hashemite Kingdom of Jordan.
- D. Donations and grants approved by the Council, taking the consent of the Council of Ministers if the source is non-Jordanian.
- E. Any other resources approved by the Council.