

Cover page



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**Title: Sawasya III: Reinforcing Equal Access to Justice for all Palestinians
2025 Annual Report
January – December 2025**

Sawasya III logo including the logos of the donors

The UNDP, UN Women and UNICEF Joint Programme '*Sawasya III: Reinforcing equal access to justice for all Palestinians*' is implemented in partnership with the Government of the Netherlands, Canada, Sweden – Swedish International Development Cooperation Agency (SIDA), Spain - Spanish Agency for International Development Cooperation (AECID) and the European Union (EU).

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LIST OF ACRONYMS

ADR	Alternative Dispute Resolution
A2D	Alternatives to Detention
AG	Attorney General
AI	Artificial Intelligence
AGO	Attorney General's Office
CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
CBO	Community-Based Organisation
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CRC	Convention on the Rights of the Child
CSO	Civil Society Organisation
EJ	East Jerusalem
EUPOL COPPS	EU Police Coordinating Office for Palestinian Police Support
FJPD	Family and Juvenile Protection Department
FJPU	Family and Juvenile Protection Unit (PCP)
FPP	Family Protection Prosecution
GBV	Gender-Based Violence
HJC	High Judicial Council
ICHR	Independent Commission for Human Rights
IG	Inspector General (PCP)
JAL	Judicial Authority Law
JSS	Justice Sector Strategy
LAB	Legislative Advisory Bureau
LoA	Letter of Agreement
LHC	Legal Harmonization Committee
M&E	Monitoring and Evaluation
MENA	Middle East and North Africa
MHPSS	Mental Health and Psychosocial Support
MOH	Ministry of Health
MOI	Ministry of Interior
MOJ	Ministry of Justice
MOSD	Ministry of Social Development
MOWA	Ministry of Women's Affairs
OGB	Official Gazette Bureau
OPT	Occupied Palestinian Territory
PCBS	Palestinian Central Bureau of Statistics
PCP	Palestinian Civil Police

PG	Palestinian Government
PJI	Palestinian Judicial Institute
PMF	Palestinian Maintenance Fund
PMO	Prime Minister Office
PPMU	Planning and Project Management Unit
PSL	Personal Status Law
PwDs	People with disabilities
RAP	Results Action Plan
RRC	Rehabilitation and Reform Centre
SJD	Supreme Judge Department
SoP	Standard Operating Procedures
SRF	Strategic Results Framework
ToR	Terms of Reference
ToT	Training of trainers
UN	United Nations
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
UNICEF	United Nations Children's Fund
UNDP	United Nations Development Programme
VAC	Violence Against Children
VAW	Violence Against Women
VAW SPPs	Specialized Public Prosecutors on Violence against Women
WPC	Women's Protection Counsellors
WwDs	Women with disabilities

FOREWORD

The year 2025 was one of the most challenging periods for the justice and protection sector in Palestine. Prolonged hostilities in Gaza, escalating violence and movement restrictions in the West Bank and large-scale displacement and sustained institutional and fiscal pressures profoundly disrupted justice systems and affected the lives of Palestinians. In this context, ensuring that justice and protection services remained accessible, responsive and centred on people's needs was both an urgent necessity and a complex responsibility.

Against these realities, the Sawasya Joint Programme, implemented by UNDP, UN Women and UNICEF in partnership with national institutions and civil society, continued to uphold its commitment to access to justice, protection and accountability. Throughout 2025, the Programme adapted its approaches to operate under severe constraints, prioritising flexibility, coordination and local partnerships to sustain essential services for women, children and other at-risk groups. Where formal justice mechanisms were disrupted or inaccessible, particularly in Gaza, community-based and survivor-centred solutions proved critical in preserving access to justice and preventing further harm.

This year reaffirmed the importance of integrated justice responses. Legal aid, psychosocial support and alternative dispute resolution were delivered in a coordinated manner, reflecting the complex challenges faced by individuals and families affected by conflict and displacement. Particular emphasis was placed on strengthening women's access to justice and protection, supporting survivors of violence, and ensuring that responses remained gender responsive. Children's rights and protection were similarly prioritised, with sustained efforts to promote child-sensitive justice, alternatives to detention and reintegration within families and communities.

Alongside direct service delivery, 2025 was marked by continued investment in institutional capacity, accountability and digital transformation. Progress in court management systems, monitoring tools and complaints mechanisms demonstrated that even in complex contexts, modernisation and efficiency gains are both possible and necessary. These efforts were complemented by sustained capacity development for justice and protection actors, and by investments in legal education and professionalisation to strengthen long-term resilience.

None of these achievements would have been possible without the dedication of national partners, civil society organisations, justice and protection professionals who continued to deliver under extremely difficult conditions. I also acknowledge the commitment of our donors whose support enabled the Programme to remain responsive, adaptive and forward-looking during a year of profound uncertainty.

As we look ahead, the lessons of 2025 underscore the need for justice systems that are inclusive, digitally enabled and resilient to crisis. Building on the foundations laid during this reporting period, the Sawasya Programme will continue to strengthen women's access to justice, protect children's rights, support accountable institutions and ensure that justice remains centred on the people it is meant to serve.

Simon Ridley
Joint Programme Manager

Infographic:

Our Key Activities in Palestine

Key interventions: Integrated Justice Provision, Digital Integration, Child and Gender Justice Reform and Enhancing Women's Access to Justice.

Ramallah

- One Stop Centre, including expansion of the OSC model in the West Bank
- Develop legal aid law and national legal aid system
- Legal aid and MHPSS to women victims and survivors of violence and women in conflict with the law.
- Awareness and advocacy on women's rights
- Capacity building for national actors within the National Referral System (NRS) on gender responsive and inclusive case conference
- Child-friendly legal aid, MHPSS, and case management for children in contact with the law
- Capacity development support to Alternative to Detention (A2D) organisations for children in conflict with the law
- Support early representation for children in contact with the law
- Support the update of the SoPs of Family and Juvenile Protection Unit from a child centred view
- Endorsement of the ethics code of Judges and Prosecutors on child cases
- Support the police electronic complaints processing system
- Establish Alternative Dispute Resolution (ADR) Taskforce
- Reactivate Serious Case Review (SCR) mechanism on cases of women victims and survivors of violence
- Rehabilitate Administrative Court premises
- Rehabilitate Appeal and Anti-Corruption Court
- Manage case conference phase

Supreme Judge Department (SJD):

- Strengthen the capacity of the media department
- Enhance the capacity of the Sharia Prosecution and Sharia court judges on women's rights and access to justice.
- Strengthen the capacity of the Gender Unit
- Develop a SoPs and a code of ethics for Sharia Court arbitrators
- Strengthen the documentation and archiving capacities of the Supreme Judge Department
- Support the development of a gender responsive and child-centred personal status law
- Strengthen Sharia councillors' ability to address children's needs
- Create a helpline for children and women in Sharia courts and strengthen the capacity of the helpline service providers

Attorney General's Office (AGO):

- Revision of the Family Prosecution SoPs in line with the amended NRS for women victims of violence
- Enhance the capacity of the Gender Unit
- Partner with Birzeit, Al-Quds, An-Najah, and Birzeit Universities Legal Clinic for law students' capacity-building

- Partner with Birzeit University for development and delivery of a specialized diploma on gender justice
- Strengthen coordination with other partners within the VAW National Referral System (NRS)
- Customize the Next Mizan in line with gender justice principles and standards
- Institutionalize mediation at Juvenile Prosecution for child detention alternatives
- Capacity building for juvenile prosecutors
- Harmonize the Next Mizan with child protection indicators

Palestinian Judicial Institute (PJI):

- Fund training of court judges at the PJI
- Develop and deliver a ToT for Family Protection Prosecutors (FPP) and Violence Against Women (VAW) judges on gender justice and responsive management of VAW cases

Ministry of Social Development (MoSD):

- Provide capacity building for child protection counsellors
- Institutionalize supervision to ensure quality assurance mechanisms.
- Scale up alternatives to detention (A2D) across the WB
- Support the operationalization of the case management for child protection
- Support community-based protection mechanisms and referral to MoSD
- Capacity building for community mediators
- Finalize the community-based protection mechanisms assessment for children
- Endorsement of the child-safeguarding policy or childcare homes
- Strengthen the capacities of Women's Protection Counsellors
- Strengthen the capacities of the Women's Protection Unit to lead the case conference phase with partners
- Strengthen the capacities of the Gender Unit
- Strengthen the MoSD's capacity in providing legal aid and psychosocial support to women survivors of violence, including women at shelters
- Support the MoSD legal department through provision of a legal expert to support the review of Social Development Law

High Judicial Council:

- Advocacy on the institutionalization of the referral of VAW cases in courts
- Expansion and replication of VAW courts model in other governorates in the West Bank
- The revision and amendment of the VAW judiciary SoPs in line with the amended NRS
- The establishment of the Female Judges and Female Prosecutors Forum
- Strengthening the capacity of the Gender Unit
- Customize the Next Mizan in line with gender justice standards and principles
- Capacity building support to child judges
- Enhance intersectoral coordination in referrals to A2D for children in conflict with the law
- Endorse the code of ethics for judges
- Endorsement of the Inspection Guidelines on children's custodial places
- Development of Children At risk Guidelines
- Enhance Ramallah court infrastructure, including Appeal and Anticorruption Courts

Ministry of Justice (MoJ):

- Strengthening the capacity of the Gender Unit

- Supporting the Ministry of Justice to develop a plan for the justice sector in Gaza
- Support the ministry in raising awareness on ADR through partnership with CSOs
- Support MoJ in developing their online portal

Nablus

- One-stop Centre
- Support the Women's Protection Network
- Support the provision of legal aid and MHPSS to women survivors of violence and in conflict with the law
- Support the PCP-CSOs accountability taskforce activities
- Support universities to strengthen the professional capacities of legal aid clinics
- Support a rapid assessment on community-based protection for children
- Capacity building support to A2D organisations
- Provide legal aid and MHPSS support for children in contact with the law

Hebron

- One stop Centre
- Strengthen the Sharia Court IT capacities
- Support the provision of legal aid and MHPSS to women survivors of violence
- Support the Judicial Police in improving their offices infrastructure
- Support the functioning of the Hebron and Targoumia courts
- Capacity building support to A2D organisations
- Provide legal aid and support for children in contact with the law
- Support legal empowerment sessions for children in contact with the law

Jenin

- Rehabilitate Jenin Courts' security scanning room
- Rehabilitate the MOJ justice services centre
- Support legal aid and mental health and psychosocial support (MHPSS) for children at risk amid emergency in Jenin
- Capacity building support to A2D organisations

East-Jerusalem

- Train key actors on informal and alternative justice mechanisms
- Support CSOs in providing legal aid and awareness services
- Provide legal aid and gender-responsive services for workers, women survivors of violence, and detained children
- Improve the professional capacity of legal aid clinics
- Provide psychosocial support to women survivors of violence

Across West Bank

- Advocate for Family Protection Bill (FPB) and gender-responsive legislation
- Capacity building support to the National Referral System (NRS) actors on gender inclusive services to women with disabilities
- Provide MHPSS and vocational training to female inmates
- Provide legal aid and psychosocial support to women
- Document femicide cases

- Facilitate and strengthen coordination and cooperation between VAW service providers across the justice, security and social sectors
- Strengthen the capacities of the Gender Units at the Justice and Security Sectors
- Training of service providers providing services to women victims and survivors of violence
- Advocate for women's effective representation in decision making positions
- Training for public and key actors on informal/alternative justice mechanisms
- Improve Judicial Police capacity-building
- Enhance e-justice services
- Support the helpline to ensure accessibility of services
- Reactivate the SCR team
- Provide holistic legal aid for children, including MHPSS and case management
- Support reintegration and rehabilitation programs for children
- Operationalize restorative justice for children
- Scale up A2D for children
- Build the capacity of child protection and justice workers for child-friendly interventions
- Conduct positive parenting sessions
- Institutionalize supervision and stress-relief activities for women and child protection frontline workers
- Support the institutionalization of inspection on children's placements
- Draft legal procedures for children at risk guidelines
- Finalize the child safeguarding policy for childcare centres
- Finalize the assessment of community-based protection child protection system

Gaza Strip

- Study on the impact of the war on the justice sector
- Provide community leaders/groups with gender awareness initiatives
- Support mediation services involving women in line with gender responsive practices and principles
- Support the establishment of safe spaces for women victims and survivors of violence
- Support women- led and human rights organisations to document human rights violations against women.
- Support establishment of advocacy and coordination platforms between women-led and human rights led organisations
- Provide legal aid and MHPSS services to women
- Advocate for the issuance of gender responsive decrees at Sharia Courts in Gaza
- Support the development of research on transitional transformative justice in the oPt, with focus on Gaza
- Document human rights violations against women
- Support birth registration process for children
- Support the drafting of technical guidance on birth registration for children
- Support legal awareness for families in child protection and civil documentation
- Support legal aid in family cases concerning children
- Support the finalization of a birth registration assessment
- Legal awareness sessions for displaced people
- Legal services and documentations for displaced women

Executive Summary

In 2025, the Sawasya Joint Programme, implemented by UNDP, UN Women and UNICEF in partnership with national institutions and civil society, operated in an exceptionally constrained environment marked by war in Gaza, escalating violence and movement restrictions in the West Bank, widespread displacement, and sustained institutional and fiscal pressures. In response, the Programme focused on maintaining access to justice for women, children and other at-risk groups, while strengthening institutional resilience, accountability and people-centred justice systems.

Across Gaza, the West Bank and East Jerusalem, Sawasya delivered integrated legal aid services at scale through flexible and adaptive modalities. Legal aid, representation, mediation, alternative dispute resolution and integrated psychosocial support reached 34,161 individuals (26,856 women and 5,262 children), addressing urgent needs related to personal status, family disputes, housing, land and property, civil documentation, detention and protection risks. Legal awareness initiatives engaged 60,681 people (51,056 women, 3,335 children), strengthening understanding of rights, available services and referral pathways. In contexts where formal justice mechanisms were disrupted, particularly in Gaza, community-based legal support, mediation and cash-for-protection assistance enabled continuity of justice and reduced financial barriers to accessing protection and legal remedies.

Women's access to specialised, survivor-centred justice and protection services was further strengthened in 2025. One-Stop Centres in the West Bank supported 1,154 women survivors of violence through coordinated, multi-sectoral responses, while preparatory work has been done to expand the model to additional governorates. Specialised Violence Against Women courts were replicated in new locations, reinforcing confidential and gender-responsive judicial proceedings. National referral mechanisms, emergency referral pathway protocol, standard operating procedures and accountability tools, including the revitalised Serious Case Review Committee, were strengthened to promote consistency, survivor autonomy and institutional accountability. In 2025, the Public Prosecution referred 4,822 violence against women (VAW) cases - including 1,492 cases from Nablus VAW court - to the courts, of which 2,029 resulted in convictions, representing a conviction rate of approximately 42%. Helpline services provided support to 2,120 women, while 800 women benefited from services delivered by the Ministry of Social Development (MoSD), contributing to strengthened protection, support, and social assistance responses.

Children's access to justice and protection remained a core priority. In 2025, child-sensitive legal aid reached 873 children in conflict with the law, child victims and children at risk. Alternatives to detention were applied in 72% of cases, diverting children to non-custodial measures. Legal awareness initiatives engaged 3,335 children strengthening prevention, resilience and reintegration. The programme continued to strengthen the child justice system in 2025 through enhanced policy frameworks, targeted capacity-building initiatives and the implementation of alternatives to detention (A2D) measures.

Beyond service delivery, Sawasya invested in strengthening justice sector institutions, legal frameworks and professional practice. Legislative, policy and procedural reforms advanced alignment with international standards across personal status law, gender justice, child justice, police accountability, inspection systems and administrative decision-making. Targeted capacity-building initiatives reached 2,884 judges, prosecutors, social workers and justice professionals, strengthening coordination, accountability and rights-based service delivery. Gender units and human rights units across justice and security institutions were reinforced to institutionalise gender equality, protection and oversight.

Digital transformation in justice services represented a major axis of reform in 2025. Several features of the Next Mizan Court Management System was implemented across courts, enabling 196,280 system users, including judges, prosecutors, lawyers and court staff, to access digital court services. The full implementation of the Next Mizan system will take place in 2026. Through the system, approximately 200,000 documents case files were digitised, improving efficiency, transparency and inter-institutional connectivity. Complementary digital systems strengthened inspection, court and prison monitoring, complaints handling, supporting evidence-based planning and accountability.

The Programme also strengthened long-term sustainability through investments in legal education, professionalisation and institutional learning. Clinical legal education, legal incubators and practice-oriented training engaged over 800 law students and young lawyers, while certified diploma programmes and academic partnerships strengthened national capacity in child protection, investigation and justice sector innovation.

Despite severe operational constraints, the Sawasya Programme in 2025 demonstrated that adaptive, coordinated and people-centred justice interventions can deliver meaningful results in protracted crisis settings. Building on this foundation, the Programme will continue to expand people-centred access to justice services, reinforce national capacities to ensure inclusive, accountable and resilient access to justice in Palestine.

Infographic:

Title: Our achievements in numbers (January – December 2025)

Legal aid, awareness raising, and representation in Palestine

- A total of **34,161** Palestinians, including **26,856** women and gi accessed legal aid (consultation, representation, mediation, arbitration) and MHPSS services.
- **60,681** individuals, of whom **51,056** were women, received awareness raising services.
- **1,631** mediation & arbitration services were provided benefiting **989** women.

Children's access to justice & MHPSS support

- **629** child cases benefitted from rehabilitation programme services.
- **72%** of cases that reached courts were closed by non-custodial sentences.
- **3,710** consultation, **235** mediation and **873** legal representation services provided to children.
- **3,335** children received legal awareness sessions.
- **1,100** cases of children referred to national child protection case management.
- **444** children received individual and structured psychosocial support.
- **242** parents benefitted from positive parenting sessions.
- **1,633** birth registration certificates were issued through paralegal services support.

Women's access to justice

- **4,822** violence against women cases were referred from the public prosecutor to the courts including the Nablus VAW court (1,439 cases), **2,029** cases resulted in a conviction.
- **940** women benefitted from VAW case conferences.
- **800** women benefitted from MoSD services.
- **1,154** women benefited from the services of One Stop Centres in Ramallah, Nablus and Hebron.

- **31,936** women survivors of violence referred to specialized services within the national referral system and other mechanisms.
- **2,120** women benefitted from helpline services.

Capacity development for justice and social justice providers

- **2,861** justice and social justice providers, including **1,758** women, benefitted from specialised capacity development activities.
- **23** justice and social justice providers, including **18** women, benefitted from capacity development activities through certified programmes.

Alternative Dispute Resolution Mechanism

- **220** arbitrators and mediators, including **90** women, benefited from capacity building activities.

Legal Education

- **807** students, graduates and practitioners benefited from legal programmes, including clinical training, including **529** women.

Digital justice transformation

- **196,280** individuals of the public accessed Mizan services. Among the users were also **257** judges, **157** public prosecutors, **7,877** lawyers, and **2,569** court staff members.
- Approximately **200,000** documents related to case management were archived.

1. RESULTS

1.1 Narrative

Outcome 1: People, particularly those at-risk, have improved access to high-quality specialized services relating to their legal, psychosocial, protection, and security needs

Infographic

Legal consultation and representation
 Legal awareness
 Psychosocial support
 Access to e-justice services

Output 1.1 Provision of legal and psychosocial services is strengthened.

Infographic:

- **34,161** Palestinians of which **26,856** women accessed legal aid (consultation and representation, mediation and psychosocial support).
- **52,353** Palestinians of which **43,618** women received legal awareness.
- **989** women received mediation services.
- **873** children received child friendly legal representation services.
- **444** children received MHPSS services.
- **629** children in contact with law benefitted from rehabilitation programme services.

**Cumulative data from Gaza and WB.*

Cooperation with Civil Society Organisations

In 2025, Sawasya continued to work with civil society organisations (CSO) in Gaza, the West Bank, and East Jerusalem to sustain justice services and coordination under severe operational constraints. Despite displacement and access restrictions, cooperation with CSO partners supported the continued provision of legal aid, improved coordination across regions, strengthened the quality of partner reporting, and enabled continued engagement with justice sector institutions. Programme's support focused on implementation follow-up, including consultations on activities, budgets, and adjustments, alongside practical guidance to improve the clarity and results focus of CSO reporting. The exchanges between Gaza and West Bank organisations helped align approaches to alternative dispute resolution, legal aid delivery, legal incubator models, and training.

Standardised follow-up and reporting tools improved visibility over field activities, emerging priorities, and risks, supporting more responsive programme management. Cooperation was further strengthened through structured engagement between CSOs and the Ministry of Justice (MoJ), supporting clearer roles and joint planning related to alternative dispute resolution, housing, land and property, and justice sector recovery.

Overall, engagement with civil society in 2025 strengthened partner ownership and supported effective programme delivery, reinforcing the role of CSOs in access to justice and recovery efforts.

Legal Aid and Psychosocial Support in Gaza

Throughout 2025, the Programme supported the delivery of integrated legal aid and psychosocial services in Gaza to address the compounded legal, protection, and psychological impacts of prolonged conflict and displacement. Interventions focused on individuals and families affected by displacement and insecurity, with particular attention to women, survivors of gender-based violence, and female heads of households who faced heightened legal and protection risks amid the continued disruption of formal justice systems.



© Integrated Legal Aid and Psychosocial Support for Vulnerable Individuals and Families – Gaza, Palestine 2025

Legal assistance addressed an expanded range of urgent needs, including family and personal status matters such as divorce, alimony, custody, inheritance, maintenance, and widowhood-related rights, as well as civil documentation, property-related disputes, and cases linked to cyber extortion, detention, and displacement. With courts largely non-functional, alternative dispute resolution (ADR) and family mediation became central mechanisms for resolving disputes. The engagement of trained female lawyers, community mediators, and informal leaders strengthened inclusive participation and community confidence, while safeguards ensured the safety and rights of women and children and supported fair, voluntary, and sustainable outcomes.

Gender-based violence related legal support was strengthened through support for issuance of civil documentation, personal status certificates, case follow-up and engagement with courts, enabling survivors to pursue legal remedies and access to humanitarian assistance. Psychosocial support was systematically integrated into legal aid interventions through individual counselling, group support, and psychological first aid, responding to complex trauma linked to loss, displacement, hunger, and sustained stress, and strengthening coping capacities and legal empowerment.

To reduce financial barriers to justice, the Programme also supported cash-for-protection assistance linked to legal needs, enabling access to documentation, legal services, and protection-related measures. Despite severe operational constraints, flexible delivery modalities and community-based outreach ensured continuity of services.

Moreover, the Programme supported the protection of children's legal identity in Gaza by prioritizing birth registration as a critical child protection measure amid ongoing hostilities. In response to gaps between estimated births and registered children caused by displacement, access restrictions, and

administrative disruptions, the Programme provided legal counselling on child-related issues, paralegal support to complete birth registration procedures, and targeted awareness activities for caregivers in displacement settings. To reduce financial barriers, cash assistance referrals were facilitated to support documentation-related costs. Together, these interventions helped safeguard children's legal identity and reduce the risk of exclusion from essential services and reduce risks of exploitation under extreme humanitarian conditions.

Sawasya's interventions contributed to strengthened access to justice for affected individuals and families, reinforced protection outcomes, and demonstrated the value of inclusive, survivor-centred, and coordinated approaches in a highly constrained humanitarian context.

Infographic

- **29, 073** Palestinians of which **24,294** women accessed legal aid.
- **46,373** Palestinians of which **40,125** women received legal awareness sessions.
- **3,068** Palestinians of which **3,061** women received MHPSS sessions.
- **1,633** birth certificates were issued through paralegal services support.

**Data is from Gaza*

Legal Assistance in Gaza



In Gaza, women face daily challenges that threaten their safety, dignity, and the futures of their children.

A., a young mother in Khan Younis, was abandoned shortly after giving birth, left to care for her newborn alone amid severe economic hardship and the threat of family separation.

D., in Al-Nuseirat, had been raising six children by herself for years after enduring domestic violence, her marital legal status unrecognized and her family excluded from critical humanitarian assistance.

B., also in Khan Younis, lost access to basic services when her personal and her children's civil documents were unavailable, leaving her powerless to secure healthcare, education, or relief for her family. Each woman's situation could have remained a crisis of neglect, exclusion, and despair. Through a structured, rights-based approach delivered by a CSO supported by the Sawasya III Joint Programme, these women received coordinated legal guidance, mediation, and psychosocial support.

A. obtained official custody recognition for her newborn, enabling access to humanitarian assistance and infant care.

D. received legal documentation confirming abandonment and marital termination, restoring her rights as head of household and securing food, healthcare, and relief for her children.

B. regained her legal identity and that of her children, unlocking access to education, health services, and social support, and reclaiming her role as a caregiver.

Beyond immediate protection, and through tailored legal guidance, mediation, and psychosocial support, these women reclaimed not only their rights but also their sense of agency, dignity, and hope. Supported by Sawasya, the intervention transformed moments of vulnerability into turning points, ensuring that even amid war, displacement, and systemic barriers, women could navigate complex systems safely, make informed choices, and rebuild their lives. These stories exemplify how strategic, survivor-centred interventions can convert crisis into resilience, fear into empowerment, and exclusion into justice.

Legal Aid and Psychosocial Support in West Bank and East Jerusalem

During the reporting period, legal aid supported Palestinians, particularly women and families, in addressing residency, housing, and protection-related cases within Israeli legal systems in East Jerusalem. Assistance included legal counselling, case follow-up, and representation before courts and administrative bodies, supported by specialized legal expertise and sustained documentation. In parallel, accountability efforts were strengthened through systematic documentation of violations and the preparation of case files related to settler violence and law enforcement failures, with a focus on high-impact cases given limited access to effective remedies.

Within the Lutheran Ecclesiastical Courts, the Programme advanced preparatory work to strengthen women's access to justice and gender-responsive court practices. Progress included coordination with judges, finalization of Terms of Reference, engagement of consultants for gender justice research, and preparatory steps towards institutional needs assessments and integration into the Mizan case management system.

Under Palestinian jurisdiction, legal aid focused on direct support to individuals and families affected by displacement, violence, and socio-economic instability, with particular attention to women's access to justice. Services addressed personal status, family, housing, and civil cases before the Civil and Shari'a courts, with implementation adapted to judicial delays and movement restrictions through the prioritization of urgent protection cases, increased remote follow-up, and flexible service delivery modalities.

In parallel, Sawasya supported integrated psychosocial and legal assistance in the West Bank for women and other affected individuals experiencing heightened psychological distress and protection risks. Individual and group psychosocial support addressed complex trauma linked to loss, family pressures, and prolonged stress, while legal consultations and referrals supported access to basic legal and protection assistance under challenging operational conditions.

Psychosocial and mental health support was also provided to women in places of detention and shelters, alongside basic support items. Recreational, family engagement, and vocational activities for incarcerated women, including skills development in arts and crafts, supported psychosocial recovery, social connection, and resilience.

Finding Strength Amid Loss: How Psychosocial Support Restores Hope for Displaced Women in Jenin

Note: Names have been changed to protect privacy and safety. Quotes have been edited for clarity and length.

Before attending the psychosocial support sessions, S.A., a displaced mother from Jenin Refugee Camp, felt like she was on the verge of breaking down at any moment. Forced to leave her home with her family, she lived under constant pressure caused by displacement, loss of safety, and the burden of caring for her adolescent children. ***"I was tense all the time, and this affected my relationship with my children and my husband,"*** she said.

A.G., another displaced woman, experienced compounded loss. ***"After I lost my home and my son, I felt that life had stopped,"*** she shared. ***"I could not sleep, I cried constantly, and I withdrew from my family and the people around me."***



© Women PSS Awareness Sessions Eastern Neighbourhoods in Jenin city, Palestine December 2025

Both women participated in psychosocial support sessions delivered by a Sawasya supported CSO under a project providing integrated psychosocial and legal support to Palestinian families in Jenin Governorate and the northern Jordan Valley. The initiative targets women, adolescents, and children in marginalized communities, aiming to strengthen psychosocial well-being and resilience in contexts of protracted crisis.

“During the sessions, I learned how to recognize my emotions and express them without anger,” S.A. explained. “I started to understand my children better and respond to them with patience instead of frustration.” For A.G., the sessions provided a safe and supportive environment to process her grief. “For the first time, I felt there was a place where I could talk about my pain and my loss without being judged,” she said. “I learned that grieving is a natural process, and that I have the right to continue my family and community roles while carrying my pain.”

Through structured group sessions facilitated by trained professionals, participants gained practical strategies for emotional regulation, stress management, and healthy coping. As a result, both women

reported improved emotional stability, restored communication within their families, and greater awareness of mental health as an essential component of wellbeing.

“Today, I feel stronger, more self-aware, and more connected to my emotions,” S.A. reflected. “These sessions were a turning point that helped me restore balance and hope.” A.G. added, “Despite ongoing grief, I am more balanced and able to adapt to my new reality.”

Their experiences demonstrate the tangible impact of Sawasya-supported psychosocial interventions. By providing safe spaces, structured support, and practical tools, the project enables women affected by displacement and loss to regain daily functioning, strengthen family relationships, and remain engaged in their communities. These outcomes highlight the importance of psychosocial support as a key component of resilience, dignity, and recovery in contexts of prolonged crisis.

Infographic:

Support to women inmates

- 100 % of women inmates received individual & group psychosocial support.
- 83 % of women inmates across four Correctional and Rehabilitation Centres (CRCs) in Ramallah, Nablus, Jericho, and Jenin received vocational training and materials.



© Training Workshop on the Treatment of Female Inmates Based on Internationally Recognized Human Rights Principles – Palestine 08 July, 2025

Justice for Children in the West Bank

In 2025, the Ministry of Social Development recorded 1,100 cases of child victims, primarily related to neglect and economic exploitation, alongside 1,982 cases of children in contact with the law, with infliction of harm emerging as a predominant offence. These trends signal a deepening cycle of violence affecting children.

In line with international child rights standards and national legislation, the Sawasya programme continued to prioritize child-sensitive legal aid and protection services grounded in the best interests of the child. In 2025, children across the West Bank received tailored legal aid, including legal consultations, with support extended to parents to promote a family-centred approach.

To promote child-friendly justice, the Programme supported monitoring of child custodial facilities, documenting violations such as unlawful detention, failure to enforce release orders, and poor detention conditions. In response, Sawasya partners pursued targeted legal advocacy, including engagement with duty bearers, oversight visits, and strategic litigation, strengthening accountability and contributing to the release of children from pre-trial detention.

In East Jerusalem, where children face heightened legal vulnerability under the Israeli civil system, the Programme supported timely legal aid interventions to safeguard children's rights at the early stages of contact with the justice system. Legal counselling, representation, and awareness activities reached many children, provided representation across numerous cases, and engaged children and caregivers through targeted awareness sessions, strengthening early legal protection in a highly constrained environment.

Legal empowerment remained a core pillar of children's access to justice. Through expanded outreach and awareness initiatives, thousands of children participated in structured legal awareness workshops across the West Bank, complemented by school-based sessions and targeted engagements addressing issues such as child rights, bullying, cybercrime, and access to support mechanisms. Digital outreach further extended awareness, reaching users through online platforms to promote rights awareness and available services.



© Child Rights Awareness Schools Workshop in the West Bank on digital safety – Palestine October 2025

In parallel, the Programme strengthened children’s access to justice and protection through an integrated approach combining legal empowerment, mental health and psychosocial support, and reintegration services. Children in conflict with the law, at risk of delinquency, or affected by violence received support through counselling, community initiatives, family visits, and emergency psychosocial interventions, promoting emotional recovery, resilience, and family engagement.

Vocational and life skills programming further supported reintegration and alternatives to detention. The children benefited from vocational training, alongside music, photography, videography, and life skills activities, culminating in the production of a child-led awareness video on child labour. Collectively, these efforts contribute to the development of a child-sensitive justice system by reinforcing protection, enabling empowerment, and supporting reintegration through integrated legal, psychosocial, and community-based responses. Over 5,000 children received different reach out services during the reporting period.

Infographic:

- **873** children received child friendly legal aid services
- **444** children received individual and structured psychosocial support
- **629** children accessed rehabilitation & reintegration programmes
- **4,000** children participated in “Know Your Rights” sessions

Legal Empowerment for Children: Preventing Harm, Strengthening Protection

Disclaimer: Names used in this Story have been changed to protect the identity and privacy of children.

Across Palestine, many children grow up facing pressures beyond their age: economic hardship, family stress, and limited safe spaces to express themselves. In this context, legal empowerment serves as both a **preventive safeguard** and a **responsive protection mechanism**, ensuring that children understand their rights, recognize risks early, and know where to seek support when challenges arise.

Grounded in the **Convention on the Rights of the Child**, particularly children's rights to protection, participation, and access to appropriate assistance, *Sawasya* promotes child-friendly legal awareness alongside coordinated services that help children and their families navigate complex situations safely and confidently.

Prevention Begins with Awareness

In 2025, approximately **4,000 children** participated in “know your rights” sessions delivered in schools in different areas of the west bank, particularly in marginalized areas where vulnerabilities are often heightened. These sessions equip children with practical knowledge on protection risks such as bullying, violence, and exploitation, while strengthening their confidence to report concerns and seek help.



Behavioural change often begins with awareness. Reflecting on what he learned, one child shared:

“I didn’t know what I was doing could hurt someone... I was just laughing with them. Now I look out for others the same way I look out for myself” - 13-year-old child

This growing sense of accountability illustrates the preventive power of legal empowerment. When children understand the consequences of their actions and develop empathy for others, they are better equipped to make safer choices, helping reduce harm before it occurs.

At the same time, school counsellors and social workers are supported to identify warning signs early and connect children to appropriate services. Community-based partners further reinforce this protective environment by promoting mediation, guidance, and timely intervention so that family or social tensions can be addressed constructively.

Responsive Support When It Matters Most

When risks do materialize, legal empowerment ensures that children and caregivers are not left to navigate uncertainty alone.

Adam* (fictional name), a boy living in a marginalized community, began experiencing emotional distress amid family strain and social pressure. Through a coordinated response combining legal guidance, psychosocial care, and parenting support, both Adam and his mother gained a clearer understanding of available services and how to access them safely.

A psychosocial specialist helped Adam process his emotions and rebuild confidence, while counselling strengthened his mother’s ability to provide stable and supportive care. Together, these interventions restored a sense of safety and reinforced a more protective home environment.

Other children have experienced similar pathways. Karim* (fictional name), growing up under significant family tension, developed healthier peer relationships and improved self-discipline after receiving legal awareness and skills-based support that helped channel stress positively. Amjad*, raised in economically challenging circumstances, accessed integrated legal and psychosocial services that reduced anxiety and fostered a stronger sense of security for both him and his caregiver.

A System That Protects Earlier and Responds Better

These experiences reflect a broader shift: legal empowerment is not a standalone activity, but part of a coordinated ecosystem in which lawyers, social workers, school counsellors, and community actors work together to provide consistent, child-centred support.

By strengthening both prevention and response capacities, Sawasya contributes to systems that identify risks earlier, intervene more effectively, and uphold children’s dignity throughout.

Looking Ahead

Through sustained investment in legal empowerment, Sawasya is helping ensure that children across Palestine are informed, supported, and protected; not only when difficulties arise, but before they escalate. When children understand their rights and families know where to turn, protection begins earlier, responses become stronger, and pathways toward safety and opportunity remain within reach.

Output 1.2: Women are able to access improved specialized services that are responsive, survivor centred and prevent revictimization

One Stop Centres

In line with its commitment to strengthening women's access to justice, Sawasya advanced the operationalization of the One-Stop Centre (OSC) model in the West Bank as an integrated service delivery mechanism for survivors of violence. The OSCs brought together protection, temporary shelter, law enforcement, prosecutorial services, and referrals, reducing fragmentation in access to justice and protection pathways.

During the reporting period, OSCs in Ramallah, Nablus, and Hebron supported women through coordinated, multi-sectoral responses. Building on the effectiveness of the model, preparatory work was initiated to establish an additional OSC in Bethlehem governorate, extending the reach of specialized services and the Programme provided activities to strengthen the capacities of 53 frontline service providers working with OSCs.

Moreover, to strengthen the effectiveness of the Family and Juvenile Protection Department (FJPD) helpline, Sawasya supported a targeted assessment that identified technical and procedural gaps affecting service quality, including case management and coordination challenges. The assessment also highlighted strong institutional commitment and opportunities to enhance the helpline through digital tools, survivor-centred approaches, and improved inter-agency coordination within the national protection system.

Infographic

Title: One Stop Centre

Women benefited from the services of One Stop Centres

Ramallah **538**

Hebron **403**

Nablus **213**

Housing Land and Property (HLP) Study in Gaza

In 2025, the Programme supported a study on the legal protection of housing, land, and property rights in Gaza following the October 2023 war, contributing to evidence-based recovery and justice sector reactivation, with a focus on women and other vulnerable groups. The study identified systemic challenges to HLP rights, including loss of documentation, destruction of property boundaries, inheritance disputes, debris-related conflicts, and limited access to justice, all of which hinder reconstruction and return. Using a combination of legal analysis and field research, including interviews with judges, lawyers, and institutional actors and a review of relevant legal frameworks, the study highlighted gaps between legal provisions and implementation, weak institutional coordination, and heightened risks for women in reclaiming HLP rights, particularly in situations of displacement and informal tenure.

Strengthening the Supreme Judge Department's Capacity

During the reporting period, a specialized training programme strengthened the Supreme Judge Department (SJD) Media Team's capacities on women's rights, gender equality, and strategic communication. A needs assessment informed recommendations to improve digital outreach, public-facing tools, and access to legal information, leading to the development of a draft gender-sensitive media strategy focused on legal awareness and modern digital platforms.



© UN Women Palestine Concludes Intensive Media Training for Gender Justice – Ramallah, Palestine August 25, 2025

Moreover, the Programme supported the SJD to strengthen gender-responsive service delivery through the development of standard operating procedures and a Code of Ethics (CoE) for Sharia arbitrators. Given the significant impact of Sharia arbitration on women's rights, particularly in spousal disputes, these frameworks aimed to improve consistency, accountability, and rights-based practices. The procedures clarified key stages of the arbitration process, while the CoE defined professional standards, oversight mechanisms, and disciplinary measures. Together, these instruments strengthened institutional safeguards and supported more equitable arbitration outcomes for women.

National Referral System

In 2025, three justice and security institutions, including the Palestinian Civil Police (PCP), FJPUs, the Public Prosecution (PP), and the judiciary, revised and updated their standard operating procedures on violence against women and family protection in line with the amended National Referral System (NRS), including provisions for women with disabilities. The 2025 revision followed a participatory and evidence-based process, incorporating gender considerations and consultations with frontline practitioners, prosecutors, judges, and decision-makers. The completion of the revised procedures marked a key milestone in strengthening specialized services across the three institutions. The updated frameworks established harmonized, gender-responsive procedures for handling violence against women cases, promoting consistency across institutions while safeguarding survivors' autonomy, privacy, and confidentiality.

Violence Against Women (VAW) Courts

In 2025, the Programme built on the Nablus specialized VAW Court to expand gender-responsive judicial practices. Engagement with judges across governorates led to approval to replicate the model in Tulkarem and Hebron, strengthening confidential, safe, and gender-sensitive judicial services for women survivors and improving access to justice.

Safe Spaces for Women Victims and Survivors of Violence in Gaza

In 2025, two safe spaces for women were established in Gaza, one in Gaza City and one in Deir al-Balah, providing integrated psychosocial, legal, and protection services to women affected by displacement and conflict. Operating as safe entry points, the spaces delivered trauma-informed support, legal awareness, and targeted assistance. Women accessed counselling, psychological first aid, and legal guidance tailored to their needs. Essential protection items and targeted support helped address immediate safety and documentation barriers. Together, these interventions strengthened resilience, dignity, and protection outcomes in highly volatile settings.

Output 1.3: Specialized services for children that are responsive, friendly, and geared towards reintegration are reinforced

Infographic

72 % of children in conflict with the law benefitted from diversion and alternatives to detention.

Supporting a Child-Friendly Environment for Children in Contact with the Law

The Programme continued to strengthen child-friendly and specialized services as a core pillar of access to justice and child protection, guided by prevention, the best interests of the child, rehabilitation, and recovery. A system-strengthening approach embedded child-sensitive standards across institutions, professional practice, and community-based mechanisms.

At the institutional level, the Programme focused on operationalizing national child protection case management guidelines. Structured coaching and case reviews supported 20 child protection counsellors through multiple sessions, strengthening case analysis, reintegration planning, and holistic protection outcomes. Safeguarding environments were reinforced through the draft of child safeguarding

policies, informed by consultations with 20 children across six care centres. Following endorsement by the MoSD, 188 frontline workers were trained, strengthening accountability and child-centred practice.



© Launch of Guidelines and Code of Conduct for Children Justice – Ramallah, Palestine 03 November 2025

System-level strengthening extended to law enforcement and justice institutions through a child-centred review of the FJPU's SoPs, aligned with international standards. A technical committee reviewed procedures related to children in conflict with the law, children at risk, and children at risk of delinquency. Professional conduct was further reinforced through the endorsement of a CoE for judges and public prosecutors handling child cases.

To institutionalize child-sensitive approaches, the Programme supported the establishment of a Child Rights Unit within the Human Rights Department, strengthening the integration of child rights within broader human rights frameworks.

At the community level, Sawasya supported mapping and analysis of child protection structures across four communities in three governorates. The assessment identified reliance on tribal reconciliation mechanisms, risks of sexual violence, displacement-related vulnerabilities affecting over 25,000 people, child labour, and school disruption, while documenting promising practices such as women leaders acting as informal case managers and effective referral linkages.

Capacity building remained cross-cutting, strengthening the capacities of 206 child protection workers, 23 judges, and 55 lawyers to apply child-sensitive justice standards. Service accessibility was enhanced through the support of operationalization of a Sharia Courts helpline supported by dedicated software in aim to legal consultation, initial psychosocial support, and timely referrals for children in need.

Together, these interventions strengthened child-friendly services across institutional, professional, and community levels, contributing to improved prevention, protection, and reintegration outcomes in line with national and international child protection frameworks.

Output 1.4: e-Justice services that are accessible, people centred, safe, and user friendly are further developed.

Infographic

Title: Users who accessed and utilized services provided by Mizan.

Disaggregation	2021	2022	2023	2024	2025
Judges	218	220	217	272	257
Public Prosecutors	157	157	157	169	157
Lawyers	6,055	6,601	7,281	7,877	7,877
The public	137,437	143,709	148,770	153,774	196,280
Court staff	1,843	2,000	2,093	2,569	2,569

Next Version of Mizan

During the reporting period, several features of the Next Mizan Court Management System implemented across courts, strengthening judicial efficiency and digital service delivery. Electronic notifications, e-payments, e-signature, e-requests and statistical features fully operational as part of the new system. The full implementation of the new system is expected to take place in 2026.

The new system was also adopted by the High Judicial Council Inspection Department and implemented at the AGO, supported by an enhanced Mizan II version and database upgrades. Integration among justice institutions, including the High Judicial Council (HJC), the AGO, and the Judicial Police (JP), was strengthened through improved connectivity, a secure electronic warrant exchange mechanism, and bank integration for financial tracking.

Technical assessments were conducted to support system expansion for Gazans in Egypt and to identify information technology priorities within the SJD.

Capacity building accompanied rollout, with training provided to key personnel and clerks, a security assessment completed for the HJC, and all planned hardware and software delivered. In addition, three workshops for heads of judges and prosecutors supported efforts to reduce case backlogs and improve judicial efficiency.

Infographic

200,000 documents and case files digitised

South – South and Regional Cooperation

During the reporting period, the Programme advanced South–South cooperation to strengthen institutional capacity, peer learning, and context-sensitive justice responses through structured knowledge exchange. Institutional learning was supported through a digital transformation assessment for the Syrian Ministry of Justice, implemented with UNDP Syria and shared with their senior management to inform future planning and reform.

Regional cooperation also included a study visit to the State of Qatar involving senior officials from planning, security, Judicial Police, and cybercrime units, focusing on judicial execution automation, accountability systems, data-driven security planning, and coordination with judicial authorities. The visit, alongside preparations for a bilateral memorandum of understanding, is expected to support improved police performance and transparency.



© Study Visit of the Palestinian Civil Police – Ministry of Interior Planning Directorate – Doha, Qatar November 2025



© Study Visit of the Palestinian Civil Police – Public Prosecution – Doha, Qatar November 2025



© Study Visit of the Palestinian Civil Police – Courts Sector – Doha, Qatar November 2025



© Study Visit of the Palestinian Civil Police – Cyber Crimes Unit – Doha, Qatar November 2025

Electronic Integration Among Justice Sector Institutions

In 2025, the Programme supported the establishment of an electronic ADR case management system at the Palestinian Federation of Industries (PFI) to expand access to e-justice services for industrial and labour disputes in Gaza. The system enables remote case submission, document upload, case tracking, and automated notifications, and integrates ADR standards, data protection safeguards, and gender-responsive features. Following testing, the system is scheduled for launch in the first quarter of 2026.

In parallel, a Sawasya partner CSO developed a digital platform to map ADR practitioners and arbitrators in Gaza, strengthening coordination and evidence-based planning. These initiatives improved the availability of ADR data, while the Programme continued upgrading its legal aid database to integrate legal aid, ADR, HLP, and psychosocial services, expand coverage to the West Bank and East Jerusalem, and achieve full operationalization in the first quarter of 2026.

Outcome 2: People are served by responsive institutions that have strengthened capacity to operate in an effective, efficient, people-centred, and accountable manner.

Infographic

- Revision of legislative, legal, and policy frameworks.
- Strengthening judicial institutions.
- Capacity building of justice and protection actors.
- Digitalization.

Output 2.1: Legislative, legal, and policy frameworks are adopted and/or revised in line with international standards and best practices [to protect at-risk groups]

Legislative Reforms

In 2025, an international legal and environmental expert was engaged to support the AGO, the HJC Inspection Department, and the Specialized Public Prosecution in strengthening capacities related to environmental crimes investigation and litigation. The expert conducted remote consultations with judges and prosecutors to assess current practices and identify priority capacity gaps, informing the design of a tailored training programme for delivery in the subsequent phase.

The Programme also delivered targeted training for judges on recent legislative amendments, focusing on the mandate of execution judges, regulations governing executive imprisonment with safeguards for fundamental rights, and revised execution procedures, timelines, and standardized forms. Practical case studies and courtroom experience supported consistent and accurate application of the amended Execution Law.

Government-led efforts to advance a new Personal Status Law for the occupied Palestinian territory were supported in coordination with the Technical Committee under the leadership of Ministry of Women Affairs. Support focused on national consultations addressing women's rights and the best interests of children, comparative learning, public advocacy, and preparation for effective implementation. In 2025, a study tour to Jordan and Egypt informed substantive revisions to the draft law, including provisions on matrimonial assets and obligatory bequests. The Programme will continue support through national consultations, a costing study, and civil society advocacy.



© Chief Justice of the Sharia Supreme Court Meets Grand Mufti of Egypt to Discuss Enhanced Cooperation – Cairo, Egypt October 8, 2025



© Supreme Judge Department Hosts Palestinian Committee on Personal Status Law Development – Amman, Jordan October 5, 2025

Targeted technical assistance strengthened the gender responsiveness of the AGO strategic framework and performance indicators through inclusive objectives. A standardized internal indicator framework was

also developed to prevent and respond to workplace violence, harassment, and discrimination, reinforcing internal accountability and compliance with gender equality standards.

The Programme supported the AGO Inspection Department through the engagement of a local expert to update the Chief Clerk's Manual, which was finalized during the reporting period, with verification, testing, and printing planned for the next phase. A capacity-building workshop for inspectors from regular, Sharia, administrative, and military courts, as well as the Public Prosecution, engaged inspectors and strengthened inspection standardization and coordination. In parallel, a capacity-building and peer-learning workshop supported the Sharia Court Inspection Department, resulting in a revised inspection manual and updated by-laws for the Sharia judiciary.

Finally, the Programme supported the MoJ Legal Department in developing standard operating procedures for administrative decision-making. The manual was prepared with a local expert and reviewed through a consultative workshop involving legal practitioners from multiple ministries, with testing and printing planned for the next phase.

Support to the Police

In 2025, the Programme supported strengthening the institutional and legislative framework governing police work through a reactivated legal review process. A high-level steering committee, established by the Police Director General and composed of senior leadership from planning, legal affairs, and inspection functions, oversaw the review of the Palestinian Police Law and related executive regulations. Technical working groups across departments reviewed secondary legislation and submitted recommendations.

Specialized human rights expertise supported successive draft reviews, strengthening accountability and safeguards through the integration of legality, necessity, proportionality, and respect for human dignity. Disciplinary procedures were strengthened through enhanced due process, transparency, proportionality of sanctions, and safeguards against conflicts of interest, alongside guidance to reinforce internal oversight mechanisms, including the Inspector General, and linkages with external complaints systems.

A roadmap and timeline were agreed to finalize legislative amendments in the first half of 2026, aiming to establish a rights-based police legal framework aligned with national and international standards. Complementary support included legal and human rights inputs to the Police Human Rights Due Diligence Policy and technical assistance to update the Police Development Plan for 2026.

Cooperation between police accountability mechanisms and civil society was strengthened through a national workshop convening police accountability units, civil society organisations, the Public Prosecution, the judiciary, and oversight bodies. The workshop enhanced coordination and highlighted the role of civil society, noting that more than half of police-related complaints originate from civil society organisations.

As an outcome, a Joint Cooperation Framework between civil society organisations and police accountability units was drafted to formalize collaboration and complaints follow-up. Preparatory work also advanced joint planning between the police, Public Prosecution, and judiciary through a coordination framework and draft joint plans integrated into the Programme's 2026 activities. Development and automation of a unified police complaints manual also commenced, alongside preparations for staff training and system integration.

In parallel, work is underway to develop a rapid needs assessment of detention centres, holding facilities, and rehabilitation centres in coordination with the Quality Assurance Department and partners including the MoJ, the HJC, the PP, and the Independent Commission for Human Rights (ICHR). The assessment will review human resources performance, job descriptions, and procedural manuals, with completion expected in the first quarter of 2026.

Infographic

213 Judges trained
63 Female
150 Male

Support for the Official Gazette

In 2025, a Letter of Agreement with the Official Gazette strengthened institutional capacities in human rights, legislative harmonization, and accountability. The Programme supported the development of a unified institutional visual identity to enhance the Gazette's public profile, standardize branding, and improve communication of legal information, including design guidelines and templates for publications and digital platforms.

Strategic planning was supported through a consultative workshop to refine the Gazette's medium-term strategy and align it with institutional priorities and partner engagement. Targeted technical training strengthened legal staff capacities in legislative harmonization with international treaties and updating the harmonization manual, alongside translation and printing of laws to expand public access and transparency. At the Gazette's request, the Programme supported the establishment of a Gender Unit through needs assessment, priority setting, and a capacity-building plan.

Output 2.2: Judicial systems and procedures are strengthened in a manner that is inclusive, people centred, delivery oriented, accountable, and [provides] protection.

Infographic

Title: Enforced Judgements

Family Courts: **13.2 %**
 Conciliation Courts: **52.3 %**
 First Instance Courts: **43.6 %**

**The data is from the West Bank only*

In 2025, a protection needs assessment supported by the Programme provided a contextual analysis of risks related to violence against women and girls, service gaps, and intersectional vulnerabilities amid large-scale protection needs in Gaza and rising settler violence in the West Bank. In parallel, an institutional capacity assessment of the MoSD was conducted to inform the development of a national strategic protection plan for women. Together, these assessments are guiding a government-led strategic framework to strengthen protection for women victims and survivors of violence across Gaza and the West Bank, supporting more coordinated and evidence-based national responses.

Judicial Inspection

In 2025, the finalized inspection guidelines for custodial facilities for children were officially endorsed, marking an important step in strengthening oversight and accountability. To support effective implementation, the Programme facilitated the development of technical briefs designed as practical checklists for judges conducting inspection and monitoring visits. These tools promote systematic, rights-based inspections aligned with international standards for the protection of children deprived of their liberty, reinforcing judicial oversight, transparency, and compliance with child protection obligations.

E-inspection System

The electronic inspection system was developed and is currently being tested within the High Judicial Council, the Attorney General's Office, and the Supreme Judge Department. To ensure full functionality and institutional alignment, the system is being updated for integration with next version of Mizan court management system.

Court and Prison Monitoring

During the reporting period, the prison monitoring system became fully operational and was used by human rights prosecutors to monitor detention facilities, including corrections and rehabilitation centres and detention cells. The Ministry of Justice monitoring team tested the system in preparation for full deployment, while further modifications are underway to enable judicial use in the coming year.

The Programme also launched systematic court monitoring to assess compliance with national legislation and international human rights standards, focusing on detention procedures and allegations of torture. The initiative strengthens criminal justice processes by promoting improved legal frameworks, institutional practices, and safeguards against ill treatment, while examining national accountability mechanisms and the draft legal framework for the prevention of torture.

A dedicated monitoring team was recruited and trained on domestic law and international standards, with a specialized workshop strengthening skills in torture documentation, judicial conduct assessment, and monitoring tools for 20 participants. Following training, 10 monitors were deployed across the West Bank.

As a result, 2,070 detention extension hearings were monitored across 11 governorates, generating evidence on judicial behaviour, prosecutorial practice, defence participation, procedural safeguards, and sensitive cases. This constitutes one of the most extensive civil society monitoring efforts in recent years and provides a strong evidence base for accountability, policy dialogue, and advocacy.

In parallel, an electronic monitoring system was developed and is being tested, supported by a digital questionnaire aligned with project indicators and already in use, strengthening data collection and evidence-based monitoring.

Complaints system

The Programme continued supporting the upgrading of complaints management systems within the HJC, the AGO, and the SJD in 2025. The systems were customized to reflect the specific operational needs of each institution, and targeted training was provided to designated staff to ensure effective use. The

upgraded system is fully operational within the HJC and is currently undergoing testing within the SJD, contributing to strengthened responsiveness, transparency, and institutional accountability across the justice sector.

Technical Support and Court Renovations

During the reporting period, the Programme supported CSOs moving from preparation to initial implementation to promote accountability and professional standards in the justice sector. Key actions included activating a digital complaints mechanism, which processed 10 cases related to judicial delays and professional conduct, and deploying a civil monitoring team of six lawyers across six West Bank governorates. Work also advanced on a legal analysis examining lawyers' contributions to judicial backlog, alongside limited academic and awareness activities.

In parallel, Sawasya supported CSO revised the anti-corruption manual to incorporate accountability provisions related to humanitarian aid delivery in the Gaza Strip, in coordination with the MoSD. The process included consultations with civil society and stakeholders, followed by targeted awareness and capacity-building activities, community outreach in selected displacement settings, and legal consultations addressing aid-related grievances. Implementation remained phased due to security and access constraints.

The Programme also supported justice institutions by assisting the Public Prosecution in developing a Professional Diploma in Criminal Investigation Skills for Emerging Crimes, focusing on curriculum development and the selection of prosecutors and support staff. Visibility and sustainability were strengthened through the launch of an official diploma webpage on Birzeit University's platform, a dedicated social media page, and a partnership with the Lex-Tech Incubator at Birzeit University.

In addition, the Programme supported targeted infrastructure upgrades and equipment provision across key justice institutions, including the Jerusalem Court of Appeal in Ramallah, the Anti-Corruption Court, courts in Nablus, Jenin, Tubas, and Jericho, Huwara Sharia Court, and Public Prosecution offices across multiple districts in 2025. Interventions focused on safety, accessibility, and compliance with human rights standards through rehabilitation works, refurbishment of detention and holding areas, and surveillance systems. These upgrades improved public access, working conditions, and facility functionality, contributing to safer and more dignified justice spaces. Several courts and prosecution offices became fully operational, while refurbishment of Huwara Sharia Court was completed and prepared for operationalization in the next phase.



© Rehabilitation and Renovation Works for HJC Media Centre, North Courts, and Prosecution Facilities – Palestine 2025

Output 2.3: Justice sector and protection actors' capacities are further developed and professionalized

Infographic

23 justice and social justice providers benefitted from capacity development activities through certified programmes.

18 women

5 men

**Data is from the West Bank.*

Capacity Building in Child Justice and Protection

In 2025 the interventions focused on equipping duty bearers with the skills, tools, and coordination mechanisms needed to prevent harm, uphold safeguards, and ensure child-sensitive responses in line with national legislation and the Convention on the Rights of the Child.

As part of programme implementation, a technical working group of key institutions finalized and endorsed a MoU on early legal representation for children at first contact with the justice system. The MoU clarified institutional roles, including those of child protection counsellors, and was supported through targeted capacity-building and coordination activities that reached over 60 justice and child protection professionals through specialized trainings and intersectoral workshops.

In parallel, child-sensitive judicial practices were reinforced through the development of a training agenda for Ecclesiastical Court judges on child rights in family law proceedings. Preparatory activities were

completed in 2025, with implementation planned for the next phase, benefiting judges handling child-related cases nationwide.

Professional development was further strengthened through academic and practice-oriented pathways. In 2025, 23 child protection practitioners completed a certified child protection diploma programme, while a national academic conference involving over 50 stakeholders promoted applied research and evidence-informed policy dialogue.

At the international level, government representatives working on children's rights participated in the World Congress on Justice for Children with Programme support. National experiences were reflected in the Congress's final declaration, reinforcing international recognition of ongoing reform efforts.

2,861 justice and social justice providers benefitted from specialised capacity development programmes
1,758 Women
1,103 Men

How Integrated Support Helped Ahmad Reclaim His Future

In X refugee camp in Bethlehem, where families face poverty, social fragmentation, and prolonged exposure to conflict, childhood is often shaped by pressures far beyond a child's control.



Ahmad* (***fictional name***), a boy raised by his single mother in difficult economic circumstances, became involved in the justice system after being accused with misconduct. For him and his family - unfamiliar with legal procedures and fearful of the consequences- the experience was overwhelming. What could have marked the beginning of stigma and exclusion instead became a turning point. Through a CSO supported by the Sawasya Joint Programme, Ahmad received integrated legal aid, psychosocial support, and structured aftercare services, demonstrating how coordinated child justice interventions can protect children while promoting recovery and resilience.

Integrated support for children

Throughout the judicial process, the Sawasya supported CSO guided Ahmad and his mother by trained legal professionals who explained procedures, safeguarded his rights, and reduced the fear often associated with justice involvement.

But legal protection alone is not enough. A multidisciplinary team conducted a social and psychological assessment, identifying anxiety and persistent fear linked to earlier life stressors. Ahmad was enrolled in individual psychosocial sessions that provided a safe space to express emotions, rebuild confidence, and recognize his strengths.

To further support his recovery, Ahmad joined a vocational training programme in photography and filmmaking supported by the Sawasya programme. This intervention is designed not only to teach skills but to create positive emotional outlets and restore a sense of purpose.

This response reflects Palestine’s commitment to child-sensitive justice principles enshrined in the Convention on the Rights of the Child, particularly:

- **Article 40** — guaranteeing every child the right to treatment that promotes dignity and reintegration
- **Article 39** — affirming children’s right to recovery and social reintegration

It is also aligned with the Palestinian **Juvenile Protection Law No. 4 of 2016** which prioritizes rehabilitation over punishment and encourages alternatives that support children’s development.

Investing in Prevention and Reintegration

Over time, practitioners observed a clear shift: reduced anxiety, improved emotional stability stronger engagement and a growing self-confidence. Ahmad’s mother also remained actively involved, strengthening the protective environment around him.

His progress illustrates the importance of sustained investment in **aftercare and prevention services**, particularly for children exposed to structural vulnerabilities such as poverty, family separation, and limited access to safe spaces.

Through Sawasya, partners are strengthening a **child-centred continuum of support** that includes:

- specialized legal aid
- psychosocial care
- family engagement
- vocational pathways
- community-based follow-up

This integrated model helps prevent reoffending while promoting long-term social inclusion. Importantly, vocational programmes are not standalone activities, they are part of a broader restorative approach that enables children to move forward with dignity rather than carry the lifelong consequences of early justice contact.

Impact beyond one child

Ahmad's story reflects the broader impact of sustained investment in child-centred justice. Through the Sawasya III Joint Programme, more than **500 children** have benefited from integrated vocational training, psychosocial support, and legal aid, services designed not as one-time interventions, but as part of a structured continuum that supports children beyond their contact with the law.

By partnering with civil society and national actors, Sawasya helps sustain these vocational programmes as protective and alternative to detention pathways that reduce vulnerability, strengthen resilience, and promote positive social engagement. **Practitioners report improved peer relationships, reduced aggressive behaviour, and stronger commitment to education among participating children, while growing parental demand signals increasing community trust in rehabilitative approaches.**

This investment directly advances the program vision for a justice system that safeguards children's rights while prioritizing prevention, restoration, and reintegration over punitive responses.

Support to Human Rights Units

During the reporting period, the Programme supported the establishment and strengthening of Human Rights Units across key justice institutions. At the HJC and the AGO, targeted technical assistance supported the development of SoP roadmaps, strengthened prison monitoring, and reinforced institutional oversight and accountability.

Capacity building on detention monitoring was delivered to heads of courts and joint monitoring teams from the MoJ and the Ministry of Interior (MoI), strengthening rights-based inspection standards and inter-institutional coordination. Support was also provided to the Human Rights Unit within the Sharia Courts through the finalization and dissemination of SoPs and related awareness materials.

Output 2.4 Digitalization and digitization are further strengthened to create greater efficiencies in the justice sector and foster digital transformation

Under its digitization agenda, the Programme delivered two specialized trainings for HJC staff to strengthen modern court administration. The first focused on electronic notifications, covering the legal framework, notification modalities, digital delivery mechanisms, and the evolving role of bailiffs, with emphasis on due process, protection of litigants' rights, and practical exercises using electronic forms. The second training introduced artificial intelligence and its administrative applications, covering AI fundamentals, ethical use in judicial settings, and practical skills in prompt engineering. Participants explored AI-enabled tools for document drafting, reporting, and no-code data analysis to support judicial digital transformation.

In addition, a technical session supported the integration of child-related cases within the Mizan system, convening the AGO, HJC, and the MoSD to address gaps in case review, follow-up, and coordination, strengthening child-sensitive case tracking.

Support to Police included analytical review and initial development of the Updated Judicial Police Procedures Manual Version 2026 to operationalize the Electronic Judicial Notifications System through integration with Mizan, enabling digital warrant processing and feedback. The manual establishes standards for electronic linkage, data management, and workflow integration, with expected gains in efficiency and reduced reliance on paper-based processes.

In parallel, the Programme supported automation of complaint-handling procedures through the development of a Unified Complaints Manual to standardize processes, enhance transparency, and strengthen accountability within justice sector digital reforms.

Output 2.5. Quality of legal education in the State of Palestine is enhanced

During the reporting period, legal education interventions at An-Najah National University, Birzeit University, and Al-Quds University strengthened practice-oriented learning through clinical education, applied research, and community-based legal services. Law students engaged in structured clinical courses and supervised practical work, including legal counselling, case review, court procedures, and rights-based advocacy. Legal clinics provided free consultations and awareness activities for vulnerable communities, while progress was made in institutionalizing clinical legal education through curriculum integration, partnerships with justice and civil society actors, and the development of documentation and case-management tools. Activities were implemented under academic supervision and adapted to security and access constraints through flexible and modular delivery.

Building on experience in Gaza, the Programme initiated steps in 2025 to establish legal incubators in the West Bank and East Jerusalem. Preparatory work focused on partnerships with academic institutions and alignment with legal aid and access to justice priorities, laying the foundation for expanded experiential learning and pathways for young lawyers, particularly women.

In Gaza, the Programme strengthened practice-oriented legal education through the INSAF Legal Incubator at UCAS. Newly graduated lawyers and paralegals received targeted training on alternative dispute resolution, housing, land and property rights, legal documentation, and community legal support, using modalities adapted to security constraints. Graduates applied these skills through large-scale legal awareness and outreach activities, supported by ongoing mentorship and supervision, including increased use of alternative dispute resolution where courts remained inaccessible.

Infographic

807 students, graduates and practitioners enrolled in the legal programmes and clinical training.

Legal Incubator: Shaping the Future of Justice

With support from the **Sawasya III Joint Programme**, one of the Palestinian universities in the WB has launched the **Legal Incubator**, giving newly licensed lawyers a hands-on space to learn, practice, and grow.

Here, young lawyers work on **real case files**, attend workshops in legal drafting and advocacy, and volunteer to support vulnerable and marginalized communities. All under the guidance of **experienced professors and practicing lawyers**, bridging the gap between theory and practice.



© Launch of the An-Najah Legal Incubator – Faculty of Law and Political Science, Nablus, Palestine 2025

“Supporting newly licensed lawyers is a direct investment in Palestine’s justice system.” – **Dr. Naeem Salama**, Project Director

The incubator also builds **professional networks** with justice institutions, helping graduates integrate faster into the labour market. Enrolment is free, with selected participants receiving financial incentives based on competitive standards.

“The incubator gives new lawyers realistic training, confidence, and connection in the field.” – **Safa Balawi**, Director of the Legal Clinic

Building on the success of Gaza’s **‘Insaf’ Legal Incubator**, this initiative brings practical legal training to the West Bank, strengthening professional clinics and supporting a **more effective, accessible justice system for all Palestinians**.

“This incubator opens opportunities for young lawyers and reflects our commitment to preparing capable legal professionals for Palestine’s evolving legal environment.” – **Dr. Nour Addas**, Dean
Through the **Legal Incubator**, Sawasya and Universities are not just training lawyers — they are **shaping the next generation of justice leaders**.

Outcome 3: Societal and institutional behaviours and norms that uphold human rights, gender equality, and equity principles are embraced.

Infographic

- Strengthen positive knowledge and attitudes in communities.
- Reinforce the knowledge and attitudes of the justice sector.
- Strengthen knowledge and good practice exchanges.
- Develop formal justice mechanisms.

Output 3.1: Knowledge and attitudes in society and communities that promote people centred, gender responsive, and protective child friendly behaviours are strengthened

Positive Parenting Sessions

During the reporting period, in response to intensified military operations and displacement in the northern West Bank, the Programme supported emergency psychosocial and awareness interventions in conflict-affected communities. Implemented in Tulkarem, Jenin, Tubas, and Al-Far'a Camp, the activities helped stabilize children and families under heightened stress and included legal awareness on child rights and positive parenting.



© Training- raising awareness on mothers' children access to justice in Palestine- Bethlehem, Palestine 16 December 2025

In parallel, the programme strengthened family-based protection by building the capacities of child protection counsellors and case management focal points through a training-of-trainers initiative on positive parenting, supporting more consistent, preventive, and child-centred responses.

Infographic

45 emergency psychosocial relief and awareness workshops carried out in Tulkarem, Jenin, Tubas, and Al-Far'a Camp reaching **1,177** participants.

Gender Mainstreaming Performance Report

In 2025, gender mainstreaming performance reports were prepared for the MoJ and the HJC to strengthen accountability for gender equality within the justice system. The reports assessed institutional practices against national and international commitments, identifying gaps in coordination, staff capacities, gender-responsive policies, data and accountability systems, women's representation, and inclusive planning. They also highlighted emerging opportunities, including improved coordination between planning departments and gender units and leadership commitment to advancing gender equality reforms.

Output 3.2: Knowledge and attitudes of justice sector actors that foster respect and protection for human rights and gender equality are reinforced

To strengthen gender-responsive governance in the justice sector, Sawasya provided technical gender expertise to support the Gender Unit and Gender Support Team of the HJC. A capacity needs assessment informed targeted training for women staff on equality-based leadership and gender-responsive communication to address barriers to participation.

Advisory support also advanced implementation of the Gender Unit workplan, while a gender performance report for HJC units identified gaps and opportunities for institutionalization. The establishment of functional committees, supported by standardized planning, reporting, and monitoring tools, strengthened coordination, accountability, and sustainability, with leadership support providing a foundation for progress.

In parallel, Sawasya supported the FJPD's annual workshop to review 2025 progress and set 2026 priorities, enabling district leadership to assess interventions, address coordination gaps, and agree on an operational plan. Targeted technical support was also provided to the newly appointed Head of the FJPD to support leadership transition and engagement within the National Referral System.

Strengthening gender-responsive justice and fair trial standards remained a priority in 2025. Targeted training for judges enhanced understanding of women's rights, gender equality, and violence against women, with pre- and post-training assessments showing improved knowledge and reduced uncertainty.

The Programme advanced targeted advocacy to strengthen women's access to justice and gender-responsive reforms, supporting dialogue on early representation, gender-sensitive policies, and the impact of conflict on women, including women with disabilities. These efforts contributed to concrete

outcomes, including endorsement of SOPs and a Code of Ethics for Sharia arbitrators, replication of specialized violence against women courts, and preservation of One-Stop Centre.

Output 3.3: Knowledge and good practice exchanges are strengthened

During the reporting period, no activities were implemented under output 3.3.

Output 3.4: Formal justice mechanisms are further developed

In 2025, the Programme continued to expand alternatives to detention and strengthen restorative justice approaches, building on evidence of the harmful impacts of detention on children and the effectiveness of community-based measures in safeguarding rights and well-being. Progress was made in operationalizing non-custodial measures and mediation for children in conflict with the law through coordination with justice and protection actors. Cooperation frameworks with alternative to detention institutions were expanded across multiple governorates, resulting in 22 memoranda of understanding, alongside follow-up and coaching visits to reinforce quality and child protection standards. As a result, non-custodial sentences were applied for multiple cases, enabling referral to vocational and rehabilitative programmes instead of detention.

At the policy level, a national workshop convened 34 representatives from justice, law enforcement, and child protection institutions to address implementation gaps. Agreed actions focused on strengthening judicial oversight, updating guidance, improving information flow, and enhancing safety and transportation arrangements.

In parallel, mediation was further institutionalized within the justice system, particularly at the AGO. Coordination meetings supported review and expansion of the mediator roster, while capacity-building workshops reached 47 participants, strengthening child-centred mediation practices. Additional psychosocial and early intervention training reached 48 community mediators, enhancing identification and response to child distress. These efforts supported restorative justice pathways and reduced reliance on custodial measures. In 2025, mediation mechanisms supported the resolution of cases involving children, contributing to accountability and the avoidance of detention.

Strategic planning was also strengthened through technical assistance to the Attorney General's Office, resulting in a three-year strategic plan, while support to the Administrative Court and Ministry of Justice advanced institutional priorities, a three-year strategy, and a legal aid financing proposal.

Alternative Dispute Resolution

Infographic

220 arbitrators and mediators benefited from capacity development activities.

90 Women

130 Men

In 2025, the Programme advanced access to justice and rule of law objectives by strengthening ADR mechanisms across Gaza, Jerusalem, and the West Bank, despite continued disruption of formal judicial systems. Progress followed a sequenced approach linking evidence generation, capacity development, institutional engagement, and community-level implementation.

The programme advanced the institutionalization of child-focused mediation at the level of the Attorney General's Office through strengthened coordination, accreditation processes, and targeted capacity-building efforts. Engagements with justice sector actors and community mediators addressed operational gaps, clarified referral and assignment procedures, and reinforced child-centred mediation principles. These efforts supported the formalization of mediation mechanisms within the AGO, strengthened restorative justice pathways, and contributed to reducing reliance on detention by promoting rehabilitation, accountability, and reintegration for children in conflict with the law.

Institutionalization of ADR progressed through sector-specific ADR training for arbitrators and legal professionals and the establishment of an ADR unit, supported by bylaws, standard operating procedures, and initial development of an electronic case management system.

In cooperation with the MoJ, the Programme also supported a national media network to implement a nationwide ADR awareness initiative. The campaign produced podcasts, videos, reportages, and social media content, achieving approximately 75% of planned outputs and reinforcing public understanding of ADR through television and digital platforms.

Interventions in Gaza were informed by an ADR study focused on Gaza, which confirmed increased reliance on ADR to address family, social, financial, and shelter-related disputes during the war. While highlighting ADR as a critical access to justice mechanism, the study identified gaps in protection safeguards, gender sensitivity, standardization, and linkages with formal justice institutions. These findings guided programme adjustments, including more structured ADR interventions, strengthened due diligence, and increased participation of women mediators. At the community level, more than 50 ADR and legal awareness sessions reached over 1,600 individuals, the majority women, generating referrals to mediation services. These activities were complemented by direct mediation support and legal guidance provided to more than 200 individuals, particularly displaced women facing disputes related to inheritance, alimony, child custody, and informal economic activities.

In 2025, 40 lawyers and 40 journalists were trained on human rights and ADR principles in Gaza, contributing to dispute resolution practice and public awareness. Journalists produced written, digital, and audio content, while 15 female lawyers completed advanced training in business law, arbitration, contract drafting, and ADR. In parallel, 15 community mediators were trained to address family and civil disputes in shelters and displacement settings. Moreover, the Programme implemented a legal empowerment intervention targeting women entrepreneurs affected by conflict, displacement, and economic collapse in Gaza. The initiative combined legal aid and capacity-building, training 45 female lawyers on entrepreneurship-related regulations, documentation loss, personal status law, and ADR. Trained lawyers conducted more than 30 legal awareness sessions in shelters and displacement settings and provided tailored legal consultations to over 200 women entrepreneurs. The intervention also piloted ADR to address small-scale economic disputes in a context where formal justice mechanisms remained largely inaccessible.

The Power of Mediation in Jerusalem

How dialogue transforms conflict into community resilience

When the Court Isn't the Answer: Fatima and Khaled's Story



Fatima and Khaled came to mediation at a breaking point. On the surface, their struggle seemed to be about custody and visitation, protecting their children from the stress of divorce. Yet beneath this visible conflict, Fatima faced complex psychological challenges that made daily decisions overwhelming. In a traditional court, her struggles would likely have gone unnoticed; but in mediation, her voice was heard and her needs acknowledged.

© Mohammad Hadiyah, Founder of ACT and Accredited Mediator – Jerusalem, Palestine 2025

During the session, Fatima shared a drawing she had made, illustrating the hidden tensions, pressures from extended family, and the complicated challenges weighing on

her. Recognizing that immediate resolution could be overwhelming, mediators facilitated psychological support for Fatima before addressing custody or visitation arrangements. By creating a safe, neutral space that prioritized wellbeing, the couple could gradually engage in dialogue centred on their children's best interests.

Over time, mediation strengthened family stability, and fostered hope, demonstrating how accessible, community-based dispute resolution transforms lives.

A Mediator's Journey

"After decades witnessing parties sidelined in courts or arbitration, I realized something was missing," recalls Mohammad Hadiyah, founder of ACT in Jerusalem. "However, in mediation, the parties control the outcome, they can leave at any moment, yet they choose to stay and reach an agreement. That is the magic of mediation: people remain because their voice is heard and valued."

Hadiyah's turning point came when he attended a 60-hour mediation training offered by the Jerusalem Bar Association.

What makes Jerusalem unique?

"Two factors stand out: first, people want to avoid formal courts and seek a safe space. Second, Jerusalem has a law regulating mediation, ensuring confidentiality, immunity, and enforceable agreements, which other areas do not yet have."

How Mediation Works?

- **Confidentiality:** Everything said in the room stays in the room, unlike public court proceedings.
- **Speed:** Agreements can be reached in hours, compared to years in formal litigation.
- **Focus on Interests:** Parties explore shared interests and practical solutions, rather than proving who is right or wrong.

"We guide people to think about what serves their common future. Even if they don't reach an agreement, we clarify their best options. Courts only focus on winners and losers, but mediation empowers both sides."

Common Cases in Mediation

- **Family disputes:** custody, visitation, and parental conflicts.
- **Community disputes:** neighbourhood disagreements arising from cultural diversity and differing norms.
- **Civil and commercial disputes.**

Resolution Rate: 80–85% of cases end with a signed agreement.

*"Impressively, **80–85% of mediation cases end with a signed agreement**, so many disputes can be resolved before reaching the courts. We show the parties the way, and sometimes even lawyers realize mediation can be faster, fairer, and more humane than prolonged litigation."*

How Mediation Contribute to Empowering Vulnerable Communities

Mediation has proven particularly transformative for marginalized or vulnerable groups. It reduces barriers to justice, provides a safe space to express needs, and empowers participants to actively shape solutions rather than passively receiving decisions.

"When mediation respects human rights and cultural sensitivities, it brings justice closer to the people. It is a practical alternative for those with limited trust in formal institutions."

Building a Culture of Dialogue

"Mediation is not a sign of weakness or compromise, it preserves relationships, reduces social and human loss, and finds fair solutions. In our conflict-worn communities, dialogue protects relationships, builds trust, and fosters everyday peace: from families to schools, universities, workplaces, and public institutions."

By rooting mediation in local values and traditions, investing in trusted local mediators (including women and youth) and raising awareness through real-life success stories, Jerusalem is shaping a sustainable model of justice that combines accessibility, effectiveness, and cultural relevance.

Looking Ahead

Hadiyah sees a growing role for mediation and ADR across Palestine. With professional standards, integration with formal courts, and public trust, mediation can become a cornerstone for societal

stability: preserving dignity, empowering communities, and fostering a Palestinian model of justice that strengthens social cohesion and protects human rights.

“Dialogue is not about yielding or giving up rights,” he concludes. “It allows each person to be heard, to understand the other, and to transform conflict into collaborative problem-solving. In societies worn down by disputes and pressures, it remains the safest path to protecting relationships, building trust, and creating daily peace.”

Outcome 4: Women’s access to gender responsive and inclusive justice, security and protection services is strengthened.

Infographic

- Improve the capacity of governmental and non-governmental service providers to deliver gender-responsive services.
- Increase female representation within decision-making positions.
- Collect gender-sensitive data.

Output 4.1: Governmental and non-governmental service providers have improved capacity to deliver gender responsive and accessible services to women victims and survivors of violence

In 2025, the Referral Pathway Emergency Protocol developed with Programme support was formally endorsed by the High National Committee to Combat Violence Against Women. Continued technical support strengthened the quality of case conferences for women victims and survivors of violence, including women with disabilities, through capacity building and structured case reviews. A multi-sectoral training programme provided to 90 service providers in four key institutions (MoSD, PCP, SJD, FPP) enhanced the application of the revised Case Conference Manual, improving coordination, decision-making, and referral practices across justice and protection institutions.

To address coordination gaps, the Programme supported the establishment of a multi-level platform involving the MoSD, PCP, Public Prosecution, HJC, SJD, and Governor’s Offices. Consultations and workshops resulted in an analytical report with practical recommendations and plans to establish an advisory committee to sustain coordination.

In parallel, the Programme finalized the ToR for a diploma programme on managing VAW cases and shared them with Birzeit University following approval of a sole sourcing agreement. The diploma will target key justice and security actors, including MoSD counsellors, PCP FJPU, FPP, HJC VAW judges, and Sharia Court judges.

When Systems Learn to be Inclusive: Turning Vulnerability into Protection

For years, their lives unfolded at the margins: unseen, unprotected, and unheard.

Although all women are vulnerable due to the socio-political context, some face compounded risks. Both women shared a common reality: vulnerability intensified by the absence of timely, coordinated protection.



© UN Women and Ministry of Social Development Strengthen Disability-Inclusive Case Conference Mechanisms to Protect Women at Risk – Ramallah, Palestine August 2025

One woman, endured prolonged exploitation, neglect, and abuse. Without family care or institutional support, she was forced into begging and exposed daily to violence and humiliation. Life on the streets took a profound toll, shaping behaviours rooted in trauma rather than intent, and ultimately leading to confrontations with the public and police intervention.

Another woman faced vulnerability when navigating social pressure, economic insecurity, and complex legal processes alone, she encountered a justice system that addressed her case in fragments, without fully recognising the protection risks and psychosocial needs accompanying her legal claims.

In both cases, what could have been treated generally, one as a violation of law, the other as a routine legal dispute, became a defining test of whether institutions could respond through protection and inclusive lens rather than punishment, coordination rather than fragmentation.

Through the **Sawasya III Joint Programme**, justice and protection institutions were equipped to answer that test differently. By building their capacity to apply the **case conference manual for women with disabilities and women at risk**, strengthened under Sawasya, institutions shifted how they assessed risk, fostered coordinated responses, and centred women's rights and dignity.

The Sawasya programme brought together the Ministry of Social Development, Police, Public Prosecution, Governorate authorities, and service providers in a structured, multi-sectoral capacity-building programme focused on the revised Case Conference Manual, which the programme supported in amending to better respond to the rights of women with disabilities and the National Referral System.

Around 90 service providers (67 female, 23 male) enhanced their skills in survivor-centred, gender-responsive, and disability-inclusive case management, equipping them to deliver coordinated, holistic, and rights-based support to women at risk.

Human Impact in Practice

The woman with a disability was admitted to a women's protection centre, where she received psychosocial counselling, behavioural support, life-skills training, and medical care in a safe and dignified environment. Over time, her psychological well-being improved, and she was able to engage safely with others.

The divorced woman received coordinated legal support, psychosocial counselling, and social protection services, strengthening her capacity to navigate the justice system safely while safeguarding her dignity.

Both women were later enrolled in structured programmes for rehabilitation and reintegration, marking a transition from crisis to stability. These interventions demonstrate how coordinated, rights- and disability-responsive case management can produce meaningful, lasting change.

This case illustrates how Sawasya translates investment into impact. By strengthening institutional capacities and coordination, case conferences fulfill their merit and intended purpose. Sawasya enables justice and protection systems to serve women at risk with dignity, safety, and gender – responsive pathways to recovery—ensuring that no one is left behind.

Support to Gender Units

The Programme provided technical support to gender units across key justice, security, and governance institutions, including the HJC, AGO, SJD, MoJ, Mol, MoSD, PCP, and the OGB. Support focused on strengthening gender mainstreaming, planning, monitoring, and accountability mechanisms. Targeted assistance strengthened gender units within the AGO, MoJ, and SJD through capacity building, development of gender-responsive plans, periodic review mechanisms, and standardized planning and reporting tools. Training and coaching promoted gender-equal leadership, inclusive workplace practices, and integration of gender considerations into institutional planning and implementation.

In the security sector, support to the Mol and the PCP advanced gender mainstreaming through annual workplans, integration of gender frameworks into sector strategies, strengthened district-level coordination, and increased women's participation in decision-making roles.

Additional support to the Official Gazette Bureau focused on needs assessments, peer learning, and capacity building on women's rights and access to justice. Building on these efforts, a comprehensive capacity-building intervention was designed for the MoSD Gender Unit to strengthen delivery of gender-responsive, inclusive, and rights-based protection and social services for women survivors of violence, with attention to intersectionality and disability inclusion.

Testimonials

Mahmoud Sbeihat

High Judicial Council – Head of Planning Unit



© Gender Awareness Session by UN Women for Gender and Planning Units in the Justice Sector – Ramallah, Palestine December 2025

The *Gender Training: Bridging Theory and Practice* for justice sector institutions, including the Public Prosecution, the High Judicial Council, the Official Gazette Bureau, and the Palestinian Judicial Institute, strengthened participants’ ability to apply gender equality concepts in practice, particularly in planning and decision-making. By introducing the four gender approaches — gender-neutral, gender-sensitive, gender-responsive, and gender-transformative — and linking them to institutional planning processes, the training enabled participants not only to translate theory into practice but also to critically question and address the root causes of discriminatory social norms that shape understanding and implementation of gender equality.

The training also supported the identification of institutional gaps and “gender-blind spots” within existing policies and procedures, which are often covered through conventional planning processes. Through Sawasya’s capacity building interventions, the capacities of these Units have been strengthened, and responsible officers are now more capable to develop gender-responsive and inclusive plans that respond to the needs of diverse groups of people.

At the institutional level, training strengthened coordination between the gender units and the planning and project units and created space for professional dialogue on improving internal practices despite prevailing political and financial challenges. Overall, the training represents an essential step toward improving the quality of institutional planning and enhancing the effectiveness of gender-responsive approaches within the justice sector.

Doaa

Al-Khayyat

Palestinian Judicial Institute – Legal Assistant

The “Gender Between Theory and Practice” training strengthened my ability to translate gender concepts into practical action. It underscored the importance of systematically integrating a gender perspective into planning and day-to-day implementation.

Linda

Nasser

Palestinian Judicial Institute – Head of Planning and Projects

While gender equality is often well understood conceptually, it remains challenging to operationalize. This training reinforced the importance of mainstreaming gender considerations across all stages of planning.

Yasmin

Faqih

Planning and Policy Department – Public Prosecution

Gender-responsive planning is a core approach that enhances the effectiveness of policies and plans by ensuring inclusive responses that address the needs of all groups.

Hassan

Abu

Shreik

Official Gazette Bureau – Legal Advisor and Assistant

The training provided advanced knowledge and practical skills to develop gender-responsive plans in line with international standards. This will contribute to promoting a more equitable and inclusive working environment.

Serious Case Review Committee

With programme support, the Serious Case Review Committee (SCRC) was revitalized in 2025 under the supervision of the High National Committee to Combat VAW to strengthen oversight and accountability in serious violence against women cases. The SCRC brings together justice, protection, health, and governance institutions to review cases involving women who were killed or released while remaining at risk.

During the year, the Committee revised its roles, responsibilities, and case scope, strengthening institutional capacity and developing updated policy and procedural guidance. The Committee also produced a detailed review report on a VAW case, identifying gaps in risk assessment and follow-up, inter-institutional coordination and accountability, information sharing during high-risk periods, and structural constraints affecting timely prevention and protection responses.

Capacity Building Support for CSOs and Service Providers

In 2025, the Programme strengthened the capacities of justice, security, and protection actors in Gaza and the West Bank to advance gender justice and improve women's access to justice. Capacity-building targeted police officers, governmental and civil society service providers, and women-led organisations, focusing on gender-responsive case management, human rights and fair trial principles, and self-care in high-pressure contexts. Service providers improved understanding of family protection legislation, referral mechanisms, and protection of women and child victims and witnesses, while local coordination and protection networks were strengthened to enhance collaboration among legal, psychosocial, health, and protection actors.

In parallel, specialized training and mentoring strengthened the delivery of survivor-centred services, including mediation, GBV response, and protection from sexual exploitation and abuse. Institutional capacity was reinforced through standardized protocols, referral pathways, and coordination mechanisms, clarifying roles and strengthening accountability. Despite insecurity and mobility restrictions, these efforts contributed to more coordinated and gender-responsive justice and protection responses.

To address access constraints, the Programme supported women-led organisations and civil society actors to sustain multi-sectoral service delivery in marginalized areas. Existing protection networks across several governorates were strengthened, and a new network was established within the National Referral System to address heightened operational barriers. These networks functioned as structured platforms for dialogue, joint analysis, and coordinated decision-making on protection priorities and referral pathways.

Coordination was further reinforced through support to women-led community initiatives and multi-sectoral task forces comprising 16 active organisations, alongside standardized procedures and digital coordination tools enabling real-time information sharing, joint case management, and referrals. Together, these mechanisms strengthened consistency, accountability, and gender-responsive service delivery, improving access to coordinated services for women survivors of violence and supporting sustainable civil society coordination.

Output 4.2: Female duty bearer representation within front line and decision-making positions in the justice and security is increased

Female Judges and Public Prosecutors Forum

During the reporting period, the Programme supported the establishment of the Female Judges and Prosecutors Forum and advanced it toward formal institutionalization. Support included a study tour to Morocco and introductory workshops to familiarize 100 female judges and prosecutors with the Forum's vision, mission, governance framework, and draft by-law, while creating a structured space for dialogue on gender bias, stigma, and professional challenges within the justice system. As part of the institutionalization process, the Forum's by-law was developed, reviewed by the OGB, and endorsed by the Founding Committee, alongside preparation of a 2026 workplan.

Research: The Impact of Displacement on Women from Refugee Camps in Northern West Bank: A Gendered Perspective on Violence and Vulnerability

The research examined the situation of displaced women in Jenin and Tulkarm, focusing on the immediate and long-term impacts of displacement on their social, family, and community roles, as well as their economic, health, and psychological conditions, with particular attention to risks of gender-based violence (GBV). It analysed gender-related changes resulting from forced displacement and documented women's experiences, including their resilience and coping mechanisms.

Output 4.3: Women's awareness of their rights and means to access justice is increased

In 2025, Programme-supported awareness and outreach initiatives increased public awareness of women's rights, the Family Protection Bill, and available legal and psychosocial services across Gaza and the West Bank. Community-based activities, including discussion workshops in Gaza City and Deir Al Balah, promoted dialogue on referral pathways, resilience, and respect for human rights, complemented by targeted SMS campaigns on access to services.

Awareness efforts expanded through community initiatives and large-scale media outreach addressing cyber violence, displacement-related risks, and barriers to protection services. Public advocacy during the 16 Days of Activism played a central role in disseminating these messages.

Targeted initiatives supported women and communities affected by displacement, crisis, and domestic violence through shelter-based sessions and community workshops on gender-based violence, legal rights, personal status law, court procedures, documentation, and community mediation, alongside distribution of emergency referral materials. Advocacy efforts also strengthened gender justice capacities among lawyers, media professionals, and women-led organisations. Trainings and coalition-led actions during the 16 Days of Activism promoted evidence-based advocacy on women's safety, root causes of violence, and the Family Protection Bill, reinforcing collective engagement and alliances to advance women's rights.

Supporting the 16 Days of Activism Campaign

"Uniting Voices, Driving Change"

In 2025, against the backdrop of ongoing humanitarian and social challenges, the 16 Days of Activism campaign in Palestine became a powerful moment for collective action to end Violence against Women.

The 16 Days of Activism is a global campaign that expresses solidarity with women everywhere. Coordinated nationally and implemented across Gaza, the West Bank, and East Jerusalem, the campaign united civil society, grassroots networks, UN agencies, and the international community in a shared effort to advance gender justice and women's rights. It raised public awareness of gender-based violence and called for urgent protection of women's rights amid the ongoing humanitarian crisis.



Photo: © 16 Days of Activism Campaign- A special design marks the 16 Days of Activism, themed "From Survival to Strength: Women Rebuilding Palestine." – Palestine | November 2025

This year's campaign was distinguished by its alignment with the global UNiTE theme, focusing on ending digital violence against all women and girls. Alongside addressing the persistent realities of physical and structural violence, the campaign placed particular emphasis on emerging forms of abuse

in online and digital spaces, including cyber harassment, digital surveillance, and technology-facilitated control. By positioning digital safety as a core component of gender equality, the campaign contributed to raising awareness of the evolving risks faced by women and girls across humanitarian contexts.

A further distinctive feature of the campaign was the unprecedented level of engagement and coordination among women-led civil society coalitions across the oPt. Preparations began several months in advance through extensive consultations and coordination meetings with a broad network of civil society actors, including women's organisations, grassroots institutions, and national and regional coalitions across diverse geographic areas, including Gaza, Areas C, and communities inside the 1948 areas. This collective approach strengthened the campaign's reach, coherence, and overall impact, reflecting a shared commitment to ending violence against women and girls.

Sawasya played a strategic role in strengthening civil society partnerships to combat violence against women, supporting the implementation of the campaign by ensuring coordination, a participatory process, and messaging that reflected women lived realities. Through this partnership and support, civil society organisations were able to effectively plan and execute campaign activities, mobilize networks, and engage communities across Palestine, thereby amplifying the reach and impact of the national campaign.

A key innovation was the campaign's **digital platform**, funded and supported by Sawasya, which became a vital lifeline for women and girls. Through the platform, women could access information on available services, seek assistance, and be referred to relevant service-providing organisations. Each report was carefully referred to appropriate CSOs or government authorities, including police and prosecution, with follow-up to ensure safety and quality of support.

By enabling broad participation, promoting collaboration across networks, and ensuring timely follow-up for women in need, the 2025 campaign **turned awareness into action**. Sawasya's support demonstrates how strategic partnerships, advocacy, and innovative service provision can transform a high-profile awareness campaign into **tangible protection, empowerment, and change for women and girls across Palestine**.

Impact by the 16-day campaign:

Through the combined efforts of direct support to women stranded in the West Bank and leadership of the 16 Days of Activism campaign, through Sawasya the CSOs:

- Enhanced the **safety, dignity, and agency** of women facing displacement and vulnerability.
- Strengthened **collaboration and coordination** among women's organisations, civil society, and government institutions.
- Empowered women, children, and youth through **education, psychosocial support, and legal advocacy**.
- Demonstrated the effectiveness of **inclusive, participatory, and people-centred approaches** in addressing gender-based challenges and promoting women's rights.

Sawasya's approach continues to exemplify strategic, targeted interventions that transform lives, reinforce social protection, and advance gender equality across Palestine.

Infographic

51, 056 women in Palestine participated in awareness raising interventions

Output 4.4: Stakeholders' capacity to document, collect and produce comprehensive, accessible and gender sensitive data is developed

In 2025, Programme-supported capacity-building initiatives strengthened skills in data collection, analysis, and evidence-based reporting across Gaza and the West Bank benefitting 84 individuals. Civil society practitioners, lawyers, and justice and governance staff enhanced their ability to use data more consistently and, in a gender responsive manner.

Moreover, staff from HJC, AGO, PJI and OGB strengthened their capacities in gender-responsive planning and evidence-based decision-making through a specialized workshop. The training enhanced their ability to integrate gender considerations into institutional plans and to use gender-sensitive data to support more accountable and inclusive justice services.

In Gaza, tailored support strengthened young lawyers' and data practitioners' capacities to document human rights violations using gender-responsive methodologies. Verified and securely archived documentation was used to inform advocacy and media engagement, amplifying women's voices and supporting accountability efforts.

Transitional Transformative Justice Research

Research on Palestinian women's perspectives and priorities for transitional justice, with a primary focus on Gaza, was completed in November. Based on interviews with women from Gaza and, to a lesser extent, the West Bank, the study translates lived experiences into evidence to inform policy and programme action. Initiated in late 2024 and implemented between June and November 2025, the research adapted its scope and methodology to the evolving context in Gaza while maintaining analytical rigor. The report focuses on women lived experiences, identifies key forms of violence shaping their lives, and outlines priorities for recovery, healing, and justice. Findings are analysed using the four pillars of transitional justice outlined in the Secretary-General's Guidance Note on Transitional Justice and are situated within existing UN reporting. The study does not re-document violations or provide political or legal assessments, and notes constraints that limited in-depth analysis beyond Gaza despite broader impacts in the West Bank.

Implications of the War on Women's Legal Issues and Mechanisms for Dealing with the Judiciary in the Gaza Strip

A study conducted by a Sawasya-supported CSO assessed the gendered impact of the war on women's human rights in Gaza, focusing on domestic violence and access to justice. Using legal analysis, interviews with affected women, and consultations with service providers, the research examined how conflict conditions shaped access to formal and informal justice mechanisms.

Findings highlighted the collapse of the formal judicial system, severely restricting women's access to justice in family and protection cases and increasing reliance on informal mediation lacking legal safeguards. The destruction of legal documentation, suspended alimony payments, unregistered marriages, and limited legal services disproportionately affected women heads of households and those facing intersecting vulnerabilities.

The study recommended urgent measures to restore access to justice, including remote legal support, mobile legal clinics, emergency shelters, expedited document replacement, and activation of alimony mechanisms. Longer-term recommendations emphasized digital justice solutions, simplified procedures, stronger partnerships with women's organisations, and gender- and disability-responsive policies to protect women's rights in future crises.

1.2 Challenges and Lessons Learned

Infographic	
Challenges	Lessons learned
Changing priorities from the governmental partner due to the political situation led to the postponement of several activities.	Consistent dialogue and advocacy with government partners is essential to maintain alignment.
Fuel crisis in Gaza limited mobility for trainings and counselling.	Flexibility and preparedness for different scenarios are crucial in emergency contexts.
Movement restrictions led to postponement of several activities.	Flexibility in planning and adopting adaptable modalities is critical during crises.
Armed conflict in Gaza created extreme safety and security risks, disproportionately for vulnerable groups, leading to frequent evacuations and reduced ability to deliver planned objectives.	Flexible strategies are vital to maintain operations and ensure staff and beneficiary safety.
Fiscal crisis in the West Bank resulted in partial working time of government officials, slowing programme implementation.	Increased flexibility of the programme is required to adapt to reduced government capacity and ensure continuity.

1.3 Moving Forward

Looking ahead, the programme will build on the foundations established in previous years by further consolidating institutional reforms and system-level improvements across the justice sector. Monitoring, inspection, and complaints systems, expanding their digitalization and effective use, and reinforcing results-based planning, reporting, and internal accountability mechanisms will be strengthened through targeted interventions. Continued technical support and targeted skills development will enhance the capacity of prosecutors, judges, inspectors, and administrative staff to apply updated procedures and standards in practice.

At the same time, the programme will continue to advance gender justice and protection outcomes by supporting women-led and human rights organisations to deliver legal aid, psychosocial support, and community-based resilience initiatives. Efforts will focus on strengthening women's leadership in mediation and alternative dispute resolution, expanding survivor-centred services through specialized courts and one-stop centres, and reinforcing coordinated referral pathways. Child justice interventions will also be scaled up, with continued emphasis on access to legal representation, legal awareness,

rehabilitation and alternatives to detention, and improved access to birth registration, particularly in Gaza. Through these combined actions, the programme will aim to deepen institutional resilience, broaden equitable access to justice, and ensure that protection and legal support mechanisms remain inclusive, gender-responsive, and responsive to evolving needs across Palestine.

2. Other Assessments or Evaluations

2.1. Monitoring & Evaluation

Throughout 2025, Sawasya strengthened results-based monitoring and evaluation by improving data quality, standardizing tools, and expanding the Programme's capacity to generate credible evidence for learning, accountability, and donor reporting. Efforts focused on partner capacity development, improved data collection systems, and technical support to justice institutions and CSO-led oversight initiatives, ensuring monitoring data are structured, verifiable, and usable for decision-making.

Partner capacity development was advanced through targeted training on data analysis and communication, improving partners' ability to manage datasets, apply basic analytical methods, and present clear, results-oriented findings. This enhanced reporting consistency, strengthened indicator tracking, and supported a shift from activity-based reporting to evidence-based results of narratives. Digital and indicator-based monitoring tools were expanded across the justice sector. CSO-led court monitoring adopted an electronic system embedding programme indicators, enabling standardized data capture and analysis, while prison monitoring systems in key institutions were upgraded and institutional users trained, embedding monitoring as a routine, trackable practice.

Finally, Sawasya supported applied research with civil society partners to complement system-generated data, translating operational and legal challenges into evidence that informed programme learning, adaptive programming, and advocacy, and reinforced the credibility of the Programme's monitoring and evaluation framework.

2.2 Research & Communication Products

In 2025, the Sawasya Programme implemented an integrated communications and visibility approach to enhance transparency, accountability, and donor recognition, while amplifying access-to-justice results for Palestinians. Communications focused on translating complex justice and protection outcomes into clear, ethical, and people-centred messages for diverse audiences.

Public visibility and advocacy were strengthened through the dissemination of press releases, human-interest stories, and targeted thematic campaigns addressing alternative dispute resolution, legal aid for internally displaced women, protection of women and girls' rights, humanitarian legal guidance, digital justice, gender equality, and the 16 Days of Activism against Gender-Based Violence. A mix of digital and traditional channels, including social media, audio-visual content, podcasts, radio, and print, ensured broad outreach, including non-digital audiences. Audio-visual storytelling supported programme and partner visibility through the production of programme-level videos and partner-led multimedia content, alongside podcasts and radio episodes expanding access to information on legal aid, mediation, personal status law, and women's and children's rights.

Annex I

Results and Resources Framework

SAWASYA III OVERALL GOAL: People in the State of Palestine, especially women and children, have access to justice in a protective, inclusive and responsive system that promotes, respects, and fulfils human rights and gender equality.

	Achieved Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of data and means of Verification																												
Outcome 1: People, particularly those at-risk, have improved access to high-quality specialized services relating to their legal, psychosocial, protection, and security needs																															
Indicator 1.1: Number of individuals who accessed legal aid and psychosocial services supported by the Programme. Disaggregated by sex, age, geographical area, type of jurisdiction (Palestinian/Israeli) and service. Baseline (2023): 11,893 Target: Increase of 1 percentage point (yearly)	Total: 34,161 (4,553 men, 24,346 women, 2,752 boys, and 2,510 girls) <table border="1"> <thead> <tr> <th>Service Type</th><th>Female</th><th>Male</th><th>Total</th></tr> </thead> <tbody> <tr> <td>Arbitration</td><td>10</td><td>0</td><td>10</td></tr> <tr> <td>Legal Consultation</td><td>21,967</td><td>5,451</td><td>27,418</td></tr> <tr> <td>Legal Mediation</td><td>979</td><td>642</td><td>1,621</td></tr> <tr> <td>Legal Representation</td><td>645</td><td>1,188</td><td>1,833</td></tr> <tr> <td>Psychosocial Support</td><td>3,255</td><td>24</td><td>3,279</td></tr> <tr> <td>All</td><td>26,856</td><td>7,305</td><td>34,161</td></tr> </tbody> </table>	Service Type	Female	Male	Total	Arbitration	10	0	10	Legal Consultation	21,967	5,451	27,418	Legal Mediation	979	642	1,621	Legal Representation	645	1,188	1,833	Psychosocial Support	3,255	24	3,279	All	26,856	7,305	34,161		Source of data: - Narrative reports. - Database of beneficiaries. Means of Verification: - Service records. - Beneficiary surveys. - Online follow up on field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions for field workers.
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Indicator 1.2: Percentage of beneficiaries who reported that their problem was resolved through the services received. Disaggregated by sex, age, geographical area, and type of service and Palestinian/Israeli jurisdictions. Baseline (2023): 74% Target: Increase of 3 percentage point (yearly)	Data not available yet.		Source of data: - Online survey. Means of Verification: - Beneficiary surveys. - Service records. - Online follow up of field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions for field workers.																												
Indicator 1.3: Percentage of public who trust that they will obtain sufficient and effective protection from the police. Disaggregated by sex, age and geographical area.	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys.																												

Baseline (2023): 52.9% Target: Increase of 2 percentage point (yearly)			• Online follow up on field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions for field workers.
Output 1.1 Provision of legal and psychosocial services is strengthened			
Indicator 1.1.1: Number of justice and social justice providers that have benefited from specialized capacity development activities outside of certified programmes. Disaggregated by sex, region, subject, and type of justice/social service providers. Baseline (2023): 477 (Men:54, Women: 423) Target: Increase of 2 percentage point (yearly)	485 justice providers (209 men and 276 women)		Source of data: • Narrative reports. • Database of beneficiaries. Means of Verification: • Attendance sheet of participants.
Indicator 1.1.2: Percentage of public aware of the existence of legal aid services. Disaggregated by sex, age, geographical area, and Palestinian/Israeli jurisdictions. Baseline (2023): Prosecutors and courts that provide legal representation services in criminal cases or juvenile cases: 23.1% The Prisoners Affairs Committee: 46.5% Colonization and Wall Resistance Committee: 17.6% The Ministry of Jerusalem Affairs subsequent courts and judicial bodies: 15.6% Prisoner Club: 45.2% Civil society institutions: 27.5% Target: Increase of 2 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up on field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions for field workers.
Output 1.2: Women are able to access improved specialized services that are responsive, survivor centred and prevent revictimization			
Indicator 1.2.1: Number of women that benefited from the services of One Stop Centres. Disaggregated by age and geographical area. Baseline (2023): 771 (Ramallah: 306, Hebron: 179, Nablus: 286) Target: Increase of 1 percentage point (yearly)	1,154 Rammalhh 538 Hebron 403 Nablus 213		Source of data: • Narrative reports. Means of Verification: • Field visits.

Output 1.3: Specialized services for children that are responsive, friendly, and geared towards reintegration are reinforced			
Indicator 1.3.1: Number of child protection cases referred through the Child Protection National Referral System for which child protection services were provided. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: Increase of 1 percentage point (yearly)	1,100 (452 girls) case		Source of data: - Narrative reports. Means of Verification: - Sample of intake sheets
Indicator 1.3.2: Percentage of children in conflict with the law who benefited from diversion and alternatives to detention. Disaggregated by sex, geographical area and type of measure. Baseline (2023): 85.0% Target: Increase of 2 percentage point (yearly)	72.0%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data
Output 1.4 e-Justice services that are accessible, people-centred, safe, and user friendly are further developed			
Indicator 1.4.1: Percentage of judges/public prosecutors/lawyers/public/court staff who are satisfied with the performance of the Mizan system. Disaggregated by sex, geographical area, and type of user. Baseline (2023): 80.1% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys. - Online follow up of field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions of field workers.
Indicator 1.4.2: Number of users (judges/public prosecutors/lawyers/public/court staff) who accessed and utilized services provided by Mizan, including services provided to justice institutions. Disaggregated by sex, region, and type of user. Baseline (2023): 159,033 Target: Increase of 1 percentage point (yearly)	196,280 Breakdown by user type: Judges: 257 Public Prosecutors: 157 Lawyers: 7,877 Public: 185,420 Court Staff: 2,569		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.
Outcome 2: People are served by responsive institutions that have strengthened capacity to operate in an effective, efficient, people-centred, and accountable manner			
Indicator 2.1: Number of cases overturned on appeal. Disaggregated by type of jurisdiction, level of jurisdiction, and	First Instance: 1,653 Appeal: 709 Cassation: 159		Source of data: Mizan II Means of Verification:

geographical area. Baseline (2023): First Instance: 1,469 Appeal: 338 Cassation: 237 Target: Decrease of 1 percentage point (yearly)			Statistical tests of the consistency of data.
Indicator 2.2: Number of complaints raised against human rights violations, including those that led to disciplinary measures. Baseline (2023): 1,183 (Grievance and human rights: 162, Internal security unit: 1,021) Target: Increase of 3 percentage point (yearly)	1,987 complaints (Grievance and human rights: 664, Internal security unit: 1,323)		Source of data: - PCP Means of Verification: - Statistical test of the consistency of data. - Bilateral meetings with PCP officials.
Output 2.1: Legislative, legal, and policy frameworks are adopted and/or revised in line with international standards and best practices [to protect at-risk groups]			
Indicator 2.1.1: Number of legal instruments amended or adopted that operationalize international human rights standards. Baseline (2023): 6 Target: Increase of 1 (yearly)	9 instruments		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Annual Reports of Justice Institutions. - Bilateral meetings with planning units.
Output 2.2: Judicial systems and procedures are strengthened in a manner that is inclusive, people centred, delivery oriented, accountable, and [provides] protection			
Indicator 2.2.1: Percentage of judgements enforced. Disaggregated by criminal, civil and family courts. Baseline (2023): For Family Courts: N.A For Conciliation Courts: 127.6% For First Instance Courts: 121.2% Target: Increase of 2 percentage point (yearly)	For Family Courts: 13.2% For Conciliation Courts: 52.3% For First Instance Courts: 43.6%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.
Indicator 2.2.2: Percentage of cases that conform to optimum standards. Disaggregated by criminals and civilians, including family courts. Baseline (2023): 50.7% Target: Increase of 1 percentage point (yearly)	36.7%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.
Output 2.3: Justice sector and protection actors' capacities are further developed and professionalized			

Indicator 2.3.1: Number of justice and social justice providers that have benefited from capacity development activities through certified programmes. Disaggregated by sex, geographical area, subject, and type of provider. Baseline (2023): 455 (Men: 230, Women: 225) Target: Increase of 3 percentage point (yearly)	23 (5 men and 18 women)		Source of data: - Narrative reports. - Database of beneficiaries. Means of Verification: - Attendance sheets of participants.
Output 2.4 Digitalization and digitization are further strengthened to create greater efficiencies in the justice sector			
Indicator 2.4.1: Number of documents digitized. Baseline (2023): 121,534 Target: 50,000 (yearly)	200,000 documents		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.
Indicator 2.4.2: Number of services provided through Mizan and linked to the integrated database. Disaggregated by type of service and end-user category. Baseline (2023): 0 Target: 1 additional service/year	5		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.
Indicator 2.4.3: Number of laws, policies, strategies, plans developed/adopted to link the e-Learning management system with HR processes. Baseline (2023): 0 Target: 1 yearly.	1 (Policy that link basic training with the e-learning courses for the new judges)		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Laws, policies, strategies, plans of justice institutions.
Output 2.5: Quality of legal education in the State of Palestine is enhanced			
Indicator 2.5.1: Number of students, graduates, and practitioners who benefited from legal programmes, including clinical training. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: Increase of 2 percentage point (yearly)	81 (55 women).		Source of data: - Narrative reports. - Database of beneficiaries. Means of Verification: - Field visits. - HACT visits. - Attendance sheets.
Indicator 2.5.2: Number of e-Learning courses developed. Baseline (2023): 18 Target: 1 yearly.	1		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - PJI learning platform.

Outcome 3: Societal and institutional behaviours and norms that uphold human rights, gender equality, and equity principles are embraced			
Indicator 3.1: Percentage of the Palestinian public who support the criminalization of violence against women. Disaggregated by sex, age, and geographical area. Baseline (2023): 90.3% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up on field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions for field workers.
Indicator 3.2: Percentage of the Palestinian public who oppose corporal punishment as a form of discipline. Disaggregated by sex, age, geographical area, and home/school. Baseline (2023): At home: 76.9% At school: 81.2% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up on field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions for field workers.
Indicator 3.3: Percentage of the Palestinian public who favours the use of formal justice over informal justice. Disaggregated by sex, age, geographical area. Baseline (2023): 56% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: • PCBS. Means of Verification: • Public perception surveys. • Online follow up on field work. • Bilateral meetings. • Statistical tests of raw data. • Attending training sessions for field workers.
Output 3.1: Knowledge and attitudes in society and communities that promote people centred, gender responsive, and protective child friendly behaviors are strengthened			
Indicator 3.1.1: Percentage of respondents who think that they have the necessary skills to combat gender discrimination, violence against women, and violence against children in their community. Disaggregated by sex, age, geographical area, and type of actors. Baseline (2025): 88.5% Target: Increase of 1 percentage point (yearly)	90.2%		Source of data: • Online survey.

Output 3.2: Knowledge and attitudes of justice sector actors that foster respect and protection for human rights and gender equality are reinforced			
Indicator 3.2.1: Number of public officials who advocated to increase the use of human rights principles within justice, social welfare, and security institutions. Disaggregated by sex, age, geographical area, type of actors, and type of rights. Baseline (2023): 0 Target: Increase of 2 percentage point (yearly)	41 (26 women and 15 men)		Source of data: - Justice institutions. - Narrative reports.
Indicator 3.2.2: Number of gender champions from the justice, social welfare and security institutions who have contributed to at least one institutional change. Disaggregated by sex, age, geographical area, and type of actors. Baseline (2023): 27 Target: 2 yearly.	41 champions (34 women and 7 men.		Source of data: - Justice institutions. - Narrative reports.
Output 3.3: Knowledge and good-practice exchanges are strengthened			
Indicator 3.3.1: Number of partnerships established to transfer experiences and learnings. Disaggregated by context and type of partnership. Baseline (2023): 1 Target: 1 partnership (yearly).	1		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Press releases. - MoUs.
Output 3.4: Formal justice mechanisms are further developed			
Indicator 3.4.1: Percentage of the Palestinian public who are aware of formal alternative dispute resolution mechanisms. Disaggregated by age, sex, and geographical area. Baseline (2023): 20.3% Target: Increase of 1 percentage point (yearly)	Next round of the PCBS survey will take place in 2026.		Source of data: - PCBS. Means of Verification: - Public perception surveys. - Online follow up on field work. - Bilateral meetings. - Statistical tests of raw data. - Attending training sessions for field workers.
Indicator 3.4.2: Percentage of arbitration awards annulled in front of regular courts. Disaggregated by geographical area. Baseline (2023): 11.8%	13.0%		Source of data: - Mizan II Means of Verification: - Statistical tests of the consistency of data.

Target: Decrease of 1 percentage point (yearly)																																	
Indicator 3.4.3: Number of arbitrators and mediators who benefited from capacity development activities. Disaggregated by sex and geographical area. Baseline (2023): 169 (89 arbitrators and 80 mediators) Target: Increase of 2 percentage point (yearly)	220 (95 women)		Source of data: - Justice institutions. - Narrative reports. Means of Verification: - Attendance sheets.																														
Outcome 4. Women’s access to gender responsive and inclusive justice, security and protection services is strengthened																																	
Indicator 4.1: Number of cases on violence against women filed with the FJPU. Disaggregated by age, geographical area, and type of case. Baseline (2023): 1,162 Target: Increase of 1 percentage point (yearly)	1,439		Source of data: - PCP Means of Verification: - Statistical test of the consistency of data. - Bilateral meetings with PCP officials.																														
Indicator 4.2: Number of VAW cases that were transferred by the FJPU to the public prosecution. Disaggregated by age, geographical area, and type of case. Baseline (2023): 788 Target: Increase of 1 percentage point (yearly)	4,396 cases <table border="1"><thead><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr></thead><tbody><tr><td>18 and less</td><td>Felony</td><td>5</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>116</td></tr><tr><td>19-29</td><td>Felony</td><td>16</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>1,112</td></tr><tr><td>30-44</td><td>Felony</td><td>16</td></tr><tr><td>30-44</td><td>Misdemeanors</td><td>1,846</td></tr><tr><td>45 and above</td><td>Felony</td><td>12</td></tr><tr><td>45 and above</td><td>Misdemeanors</td><td>1,273</td></tr><tr><td>Total</td><td></td><td>4,396</td></tr></tbody></table>	Age Groups	Type of Crime	Number	18 and less	Felony	5	18 and less	Misdemeanors	116	19-29	Felony	16	19-29	Misdemeanors	1,112	30-44	Felony	16	30-44	Misdemeanors	1,846	45 and above	Felony	12	45 and above	Misdemeanors	1,273	Total		4,396		Source of data: - Mizan II Means of Verification: - Statistical test of the consistency of data.
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Indicator 4.3: Number of VAW cases that were transferred by the public prosecution to courts. Disaggregated by age, geographical area, and type of case. Baseline (2023): 1,637 Target: Increase of 1 percentage point (yearly)	4,822 cases <table border="1"><thead><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr></thead><tbody><tr><td>18 and less</td><td>Felonies</td><td>7</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>129</td></tr><tr><td>19-29</td><td>Felonies</td><td>18</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>1,206</td></tr></tbody></table>	Age Groups	Type of Crime	Number	18 and less	Felonies	7	18 and less	Misdemeanors	129	19-29	Felonies	18	19-29	Misdemeanors	1,206		Source of data: - Mizan II Means of Verification: - Statistical test of the consistency of data.															
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Indicator 4.4: Number of VAW cases that resulted in a conviction. Disaggregated by age, geographical area, and type of case. Baseline (2023): 684 Target: Increase of 1 percentage point (yearly)	2,029 cases <table><tr><th>Age Groups</th><th>Type of Crime</th><th>Number</th></tr><tr><td>18 and less</td><td>Felonies</td><td>5</td></tr><tr><td>18 and less</td><td>Misdemeanors</td><td>64</td></tr><tr><td>19-29</td><td>Felonies</td><td>7</td></tr><tr><td>19-29</td><td>Misdemeanors</td><td>512</td></tr><tr><td>30-44</td><td>Felonies</td><td>6</td></tr><tr><td>30-44</td><td>Misdemeanors</td><td>807</td></tr><tr><td>45 and above</td><td>Felonies</td><td>6</td></tr><tr><td>45 and above</td><td>Misdemeanors</td><td>622</td></tr><tr><td>Total</td><td></td><td>2,029</td></tr></table>	Age Groups	Type of Crime	Number	18 and less	Felonies	5	18 and less	Misdemeanors	64	19-29	Felonies	7	19-29	Misdemeanors	512	30-44	Felonies	6	30-44	Misdemeanors	807	45 and above	Felonies	6	45 and above	Misdemeanors	622	Total		2,029		Source of data: - Court records. Means of Verification: - Statistical tests of raw data. - Bilateral meetings. - Field visits.			
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45 and above	Misdemeanors	622																																		
Total		2,029																																		
Indicator 4.5: Number of female beneficiaries from established mobile and online services. Disaggregated by age and geographical area. Baseline (2025): 1,749 (Male: 215, Female: 1,534) Target: Increase of 1 percentage point (yearly)	7,438 female beneficiaries <table><tr><th>Age Groups</th><th>Geographical Area</th><th>Number of Beneficiaries</th></tr><tr><td>Adult</td><td>Area A&B</td><td>262</td></tr><tr><td>Adult</td><td>Area C</td><td>93</td></tr><tr><td>Adult</td><td>East Jerusalem</td><td>38</td></tr><tr><td>Adult</td><td>Gaza Strip</td><td>6,731</td></tr><tr><td>Adult</td><td>H2</td><td>2</td></tr><tr><td>Sub Total</td><td>Adults</td><td>7,126</td></tr><tr><td>Child</td><td>Area A&B</td><td>15</td></tr><tr><td>Child</td><td>Gaza Strip</td><td>297</td></tr><tr><td>Sub Total</td><td>Children</td><td>312</td></tr><tr><td>Grand Total</td><td></td><td>7,438</td></tr></table>	Age Groups	Geographical Area	Number of Beneficiaries	Adult	Area A&B	262	Adult	Area C	93	Adult	East Jerusalem	38	Adult	Gaza Strip	6,731	Adult	H2	2	Sub Total	Adults	7,126	Child	Area A&B	15	Child	Gaza Strip	297	Sub Total	Children	312	Grand Total		7,438		Source of data: - Narrative reports, - Database of beneficiaries. Means of Verification: - Intake forms of services providers. - Contact details of beneficiaries.
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Output 4.1: Governmental and non-governmental service providers have improved capacity to deliver gender responsive and accessible services to women victims and survivors of violence																																				
Indicator 4.1.1: Number of women survivors of violence referred to specialized services from service providers supported by the programme, within the national referral system and other mechanisms. Disaggregated by age	31,956 (14,049 in Gaza and 17,907 in the West Bank		Source of data: - Narrative reports. - Database of beneficiaries. Means of Verification: - Intake forms of services providers.																																	

and geographical area. Baseline (2023): 9,183 Target: TBD.			Contact details of beneficiaries.
Output 4.2: Female duty bearer representation within front line and decision-making positions in the justice and security institutions is increased			
Indicator 4.2.1: Percentage of women employed within justice and security institutions. Disaggregated by age, geographical, and position. Baseline (2023): Overall: 50% Higher senior: 31.8% First grade: 39.2% Second grade: 59% Third grade: 47.4% Fourth grade: 14.3% Fifth grade: 35.4% Target: Increase of 1 percentage point (yearly)	Overall: 50.8% Higher senior: 31.0% First grade: 41.3% Second grade: 59.5% Third grade: 45.5% Fourth grade: 17.7% Fifth grade: 35.2%		Source of data: General Personnel Council.
Output 4.3: Women's awareness of their rights and means to access justice is increased			
Indicator 4.3.1: Number of women who participated in awareness raising interventions on their rights and justice and protection services. Disaggregated by age and geographical area. Baseline (2023): 18,461 (women 14,301, girls: 4,160) Target: Increase of 2 percentage point (yearly)	51,056 women participated in awareness raising interventions.		Source of data: - Narrative reports. Means of Verification: - Attendance sheets
Output 4.4: Stakeholders' capacity to document, collect and produce comprehensive, accessible and gender sensitive data is developed			
Indicator 4.4.1: Number of stakeholders targeted with capacity development on documenting and producing gender-sensitive evidence-based reporting. Disaggregated by sex and geographical area. Baseline (2023): 0 Target: 20 yearly.	84 (23 men and 61 women)		Source of data: - Narrative reports. - Database of beneficiaries. Means of Verification: - Attendance sheets
Indicator 4.4.2: Number of gender-sensitive knowledge products developed and disseminated. Baseline (2023): 4 Target: 2 yearly.	7 Study/Research		Source of data: - Narrative reports. Means of Verification: - Knowledge products.

