Year In Review

2025

هيئة الرعاية الأسرية
FAMILY CARE AUTHORITY

Caring
for every member
of the family

The story begins with the family. This report highlights the Family Care Authority’s role as a trusted partner for family support, protection, and care.

Table of Contents

01 **Leadership** 10 - 15

02 **Who We Are** 16 - 23

03 **Five Services:**
One Integrated System 24 - 37

04 **Our Facilities:**
Accessible, Integrated, and
Community-Centered 38 - 47

05 **Our Partners:**
A Strategic Alliance 48 - 53

06 **Our People:**
The Heart of FCA 54 - 57

07 **Who We Serve** 58 - 67

08 **Measuring Success** 68 - 73

09 **FCA Outlook**
2026-2028 74 - 77

10 **Closing Reflection** 78 - 83

Year of the Family Declaration

“With the launch of the Year of Family in the UAE, we reaffirm our steadfast commitment to strengthening family bonds and shared values while advancing social cohesion as a source of national growth. Working in partnership with families and the broader community, the UAE is determined to continue investing in efforts to achieve lasting progress and development for all those who call the UAE home.”

His Highness Sheikh Mohamed bin Zayed Al Nahyan
President of the United Arab Emirates

Foreword

The First Chapter

Every institution reaches a defining moment when its purpose is fully realized. For the Family Care Authority, this report marks that moment. Established in 2021, under a decree issued by His Highness Sheikh Khalifa bin Zayed Al Nahyan, the Authority was created to build an integrated and responsive family care system for Abu Dhabi. Since then, we exist because families deserve one integrated journey.

This inaugural report documents that journey. It tells the story of how FCA has become the first place families turn for support, protection and care in every family's pursuit of stability. It captures the people, partnerships and systems that now make integrated family care possible.

Beyond documenting institutional progress, it reflects a deeper, generational shift in how families in Abu Dhabi seek support.

This report marks the beginning of a longer journey.The chapters ahead will carry even greater meaning because we will continue writing them together, alongside our partners, our communities, and every family we are privileged to serve.

“Stronger families, Stronger Abu Dhabi.”

01 Leadership

01 Leadership

Letter from the Chairman

A Shared Commitment

Looking back on the accomplishments of the Year of Community 2025, I welcome the Year of Family 2026, announced by His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the United Arab Emirates. I am proud to embrace this vision, which recognizes the family as the cornerstone of our nation's strength, prosperity, and identity.

By strengthening families, we strengthen our communities and create a lasting foundation for future generations. This important designation places the work of the Department of Community Development (DCD) and its affiliate entities at the core of Abu Dhabi's social agenda.

The Department of Community Development (DCD) plays a pivotal role in shaping Abu Dhabi's social future, setting policies and strategic direction that guide the sector's collective efforts.

As a key entity within this framework, the Family Care Authority (FCA) transforms this social vision into tangible outcomes, delivering integrated care and protection services that strengthen families and communities. FCA sits at the heart of this mission, and I am **confident** in its ability to meet the evolving needs of our community with **professionalism**, **compassion**, and **purpose.**

> "Together, **DCD** defines the aspiration, and **FCA** delivers the impact."

His Excellency

Shamis Ali Khalfan Al Dhaheri

Chairman, Department of Community Development - Abu Dhabi

Letter from the Director General

A Shared Responsibility. A Stronger Future

Strong families are the foundation of resilient communities, sustainable development, and a prosperous society.
At the Family Care Authority (FCA), we believe that investing in family wellbeing is an investment in Abu Dhabi's future, strengthening social cohesion, enhancing quality of life, and creating opportunities for future generations to thrive.

As our society continues to evolve, so do the needs of families. Addressing these needs requires more than individual services; it calls for an integrated system that brings together government entities, the private sector, non-profit organisations, and the wider community around a shared purpose. Protecting and empowering families is a collective responsibility, and meaningful, lasting impact can only be achieved through collaboration, innovation, and a common commitment to serving people.

Guided by this vision, we continue to strengthen an integrated family care ecosystem that places families at the centre of every decision. By enhancing collaboration across the social sector, investing in institutional excellence, and continuously evolving our services, we are building a more connected, accessible, and responsive model of care that enables families to receive the support they need, when they need it, with dignity and confidence.

While we are proud of the progress reflected throughout this report, we view every achievement as another step in a longer journey. Our ambition extends beyond delivering services. We aspire to build a trusted and sustainable family care system that supports prevention, promotes resilience, and empowers families to overcome challenges while contributing to Abu Dhabi's long-term vision for a cohesive and thriving society.

This journey would not be possible without the dedication of our employees, the commitment of our strategic partners, and the trust placed in us by the families we serve. Together, we are creating a stronger social ecosystem founded on shared responsibility, collaboration, and a common purpose: improving the wellbeing of every family across the Emirate.
As we look to the future, we remain committed to strengthening partnerships, embracing innovation, and continuously enhancing our approach to family care to meet the evolving needs of our society.

Guided by the vision of our wise leadership, we will continue working with our partners to build a more integrated and sustainable system that enhances quality of life, strengthens social cohesion, and contributes to Abu Dhabi's continued progress and prosperity.

“ Start With FCA ”

Her Excellency

Salama Al Ameemi

Director General, Family Care Authority

02 Who We Are

02 Who We Are

Vision

Stable and resilient families.

Mission

Provide comprehensive services to the family and its individuals and manage their cases in collaboration with strategic partners.

The Family Care Authority (FCA) was established under Law No. 4 of 2021 as an independent legal entity mandated to lead an integrated family care system across the Emirate of Abu Dhabi. Its core mandate is to protect families and individuals, safeguard their rights, and enhance their quality of life through providing care services, psychosocial support, case management, and protection from abuse and harm. FCA also supports and empowers priority groups, including but not limited to women, children, minors, orphans, people of determination, youth, senior citizens, and children without family care. In addition, the Authority develops foster care services, promotes community awareness, conducts research, proposes relevant legislation and programs, and coordinates social interventions that strengthen family stability and enable beneficiaries' rehabilitation, empowerment, and reintegration into society.

Our Journey

How can we become the support families rely on?

Strategic Priorities C.A.R.E

The C.A.R.E. Framework defines its strategic direction translating ambition into measurable priorities.

C

Catalyze Service Delivery

Service excellence starts by strengthening effective practices, and scaling to meet families' evolving needs

A

Amplify Awareness and Access

Impact grows when support reaches individuals early with messages that resonate and guide

R

Reinforce System Partnerships

Enduring outcomes are achieved when entities align, commit, and collaborate with shared purpose

E

Enable Future-Ready Operations

Resilience is built through continuous learning, adaptation, and readiness for emerging needs

Strategic Objectives

Strategic Priorities - C.A.R.E cascaded to strategic objectives reflecting the evolved focus

Catalyze Service Delivery

C

- Strengthen and optimize care services
- Expand proven models and pilot new formats

Amplify Awareness and Access

A

- Promote positive social norms
- Drive early intervention through increasing FCA's visibility and proactive outreach

Reinforce System Partnerships

R

- Activate partnerships for coordinated,family-centered care
- Shape system reforms through advocacy rooted in frontline insights

Enable Future-Ready Operations

E

- Build and sustain a multidisciplinary care workforce
- Apply a portfolio-based approach to operations
- Establish a strong digital, data and organizational foundation

One Journey. Three Stages. No Gaps.

Families enter at different points and move between stages as their needs evolve. FCA remains present throughout, coordinated, consistent, and committed to achieving sustainable outcomes.

> “Helping individuals discover their inner strength not only transforms their lives but positively impacts their entire families.”

Latifa AlNuaimi

Psychological Counsellor

FCA Head Office

03 **Five Services:** One Integrated System

03 Five Services

Five Services:
One Integrated System

Families rarely experience just one challenge. Their needs evolve, and support must evolve with them. Some require guidance, others protection, and some simply need support at the right moment. FCA's strength is not any single service. It is the way our services work together through one coordinated system, one case manager, and one family journey.

Individual
Empowering Social Protection

Families
Cohesive and resilient families

Community
Fostering a Cohesive, Multicultural Community

1. Integration and Empowerment

To prevent challenges from becoming crises, FCA empowered 1,500+ people with the knowledge, confidence, and practical tools to make informed decisions.

1,521
Beneficiaries

60
Empowerment Programs

532
Beneficiaries

36
Awareness Programs

989
Beneficiaries

1.1 Community Empowerment Programs

These initiatives focus on:

- Building personal and social skills
- Strengthening self-confidence
- Encouraging active community engagement

By equipping individuals with practical tools and knowledge, these programs enhance quality of life, support access to education and employment, and contribute to a more connected and resilient society.

1.2 Awareness Programs

FCA's awareness initiatives help individuals and families recognise and manage early warning signs of stress, conflict, and risk before they escalate.

Through campaigns, workshops, and educational materials, participants gain:

- Awareness of healthy and responsible behaviours
- Skills to make informed decisions
- Tools to prevent challenges before they arise

Prevention is often less visible than crisis response, but its long-term impact is profound building stronger, more informed, and more resilient communities.

2. Counselling and Guidance

Professional psychological and social support delivered with empathy, confidentiality, and evidence-based practice.

2.1 Individual Counselling & Guidance

A safe space to talk, reflect, and navigate personal challenges whether it is anxiety, grief, or life changes.

2.2 Marital Counselling

Support for couples working through conflict, rebuilding communication, or making difficult decisions.

2.3 Family Counselling

A space where families can come together, be heard, and reconnect with what holds them together.

A reassured childhood, free from the impact of separation and conflict.

20%+ Of FCA Cases

10,901 Therapy Sessions

3,516 Beneficiaries Supported

3. Custody Visitation

Supporting safe, structured, and child-centered relationships following family separation.

3.1 Custody Visitation

Structured and impartial arrangements that enable parents and children to meet in an environment where conflict does not affect the experience.

3.2 Custody Handover Orders

Ensuring the enforcement of judicial decisions relating to children within a safe and well-structured environment, while providing specialised support and assessment that prioritise their best interests and individual needs.

2,132

Supervised Visits

Visits resulting in **2132** opportunities to keep families connected. Research across **52** studies shows that meaningful parent–child interaction is over **five times** more strongly linked to a child's well-being than the number of visits alone.

“We focus on empowering individuals and families before challenges escalate.”

Dr. Yahya AlSalmi

Psychological Counselling Section Head

FCA Head Office

4. Alternative Care and Foster Care Support

Supporting children through alternative care and kinship care arrangements that provide stability, belonging, and protection.

4.1 Temporary Alternative Care

This service provides temporary family-based care for children without parental care through placement with approved and trusted families that offer safety, stability, and support in line with the child's best interests and the Child Protection Law (Wadeema).

4.2 Permanent Alternative Care

This service provides permanent family-based care for children without parental care through placement with extended relatives up to the fifth degree of kinship, promoting stability, protection, and long-term well-being.

4.3 Permanent Foster Care

This service provides long-term family-based care for children without parental care through foster families that offer stability, support, and a safe environment that promotes belonging and well-being.

4.4 Foster Family

Issue A "To Whom It May Concern" Certificate

Supporting foster families through the issuance of official certificates that facilitate the care and management of children in foster care.

5. Protective Care

Providing immediate protection, accommodation, and support for individuals and families facing abuse, violence, or risk.

5.1 Permanent Care

This service provides long-term institutional care in a safe and supportive environment, promoting stability, protection, and enhanced quality of life for individuals requiring continuous support.

5.2 Temporary Care

This service provides temporary institutional care in a safe and supportive environment for individuals facing risk or emergency situations, ensuring protection, stability, and essential support.

Safety is the foundation upon which we **build everything** else.

Every child deserves a safe place to belong.

100+

Foster care cases by the end of 2025

FCA placed **100+** children in foster homes, giving them **stable** families and **stronger** futures since international research shows family-based care improve IQ by **9** points compared.

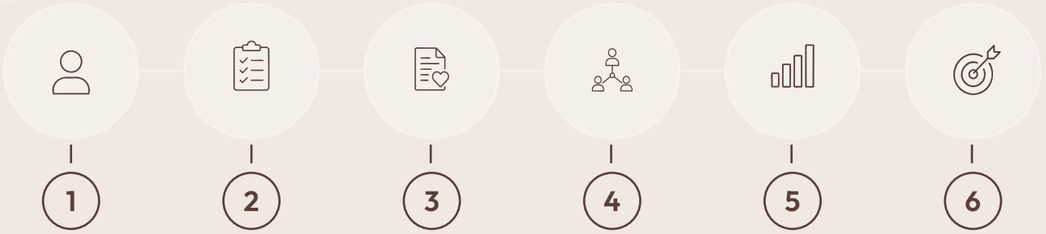
800+

Beneficiaries supported through shelter services

To protect nearly **800** people from harm, **FCA** provided **safe shelter** and a **pathway** to recovery as research shows shelter support reduces repeat abuse and **improves** mental health.

Case Management Process
The System That Connects Services

Every family is supported by a dedicated case manager, ensuring consistent and professional coordination of support and services through a unified case management framework across Abu Dhabi, Al Ain, and Al Dhafra.



Every beneficiary is supported by a dedicated case manager, ensuring personalised and continuous care.

3 **Regions Served**
Abu Dhabi, Al Ain, Al Dhafra

13 **Sub-Services Provided**

Looking Ahead

FCA continues to build on its digital foundation through two innovation initiatives:

01

Gamified Care Journeys

Improved beneficiary engagement

AI Psychology Assistant

Clinical decision support

02

> We are committed in Case Management to accompanying families through all stages of support, from assessment to empowerment, by coordinating efforts among relevant entities. This ensures a clear and integrated journey that delivers sustainable solutions meeting the family's needs in the long term.

H.E. Asma Al Azri
Family Care Sector
FCA Head Office

“Having one organization handling my case made a real difference. I didn’t have to navigate multiple entities or repeat my story. The process was simpler, faster, and gave me confidence that I was getting the support I needed.”

Anonymous Beneficiary

04 **Our Facilities:** Accessible, Integrated, and Community-Centered

04 Our Facilities

Our Facilities:
Accessible, Integrated, and Community-Centered

Families should not have to navigate complex systems to access support. FCA's facilities are built around a simple principle: **one entry point, one journey, and one coordinated team.**

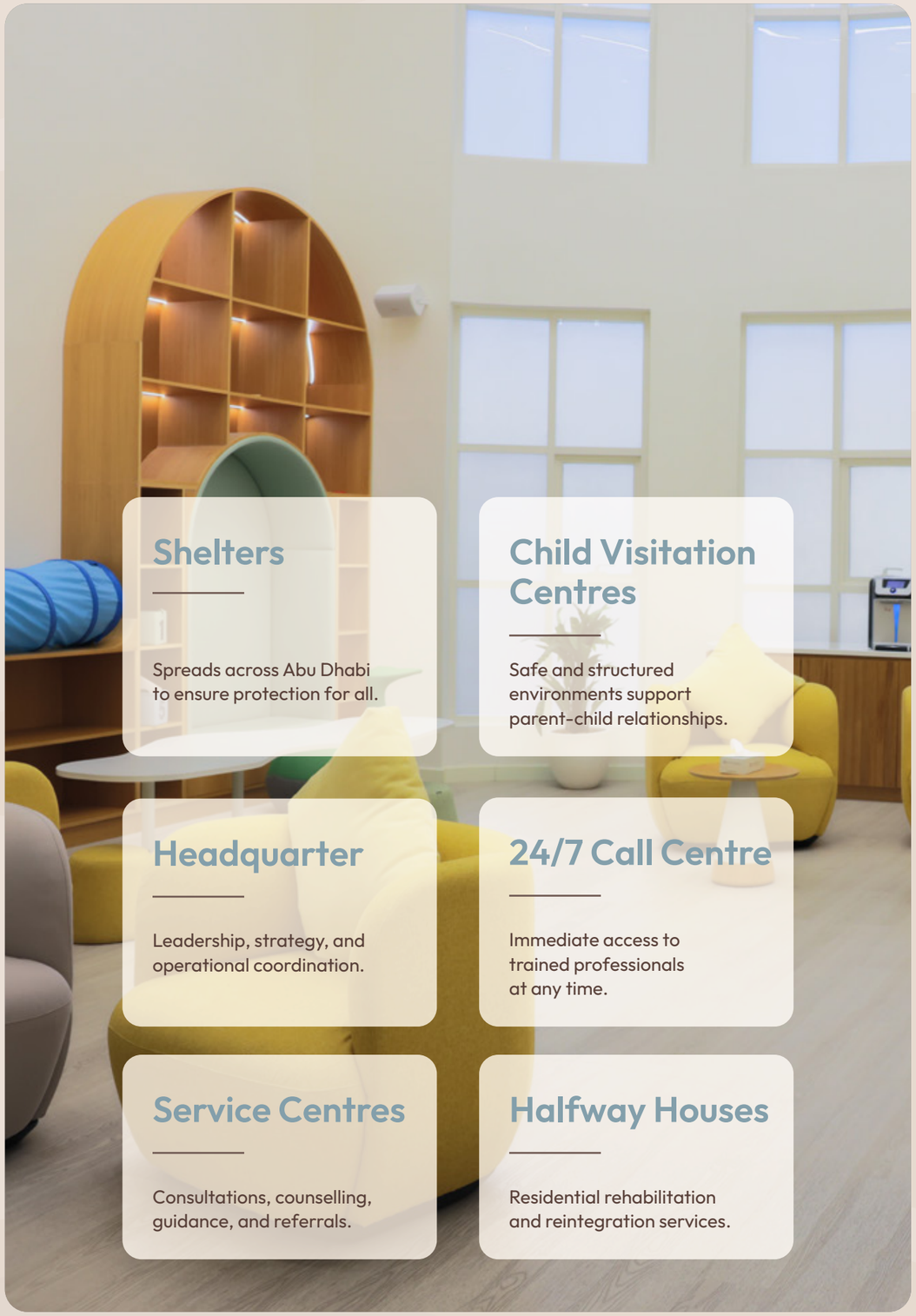
When individuals and families engage with FCA, they do not need to know which service they require or where to begin. Trained professionals assess needs, coordinate support, and connect families to the right services through a dedicated case manager.

The result is a simpler, more accessible experience that reduces fragmentation and ensures continuity of care.

One Door. One Journey. One Team.

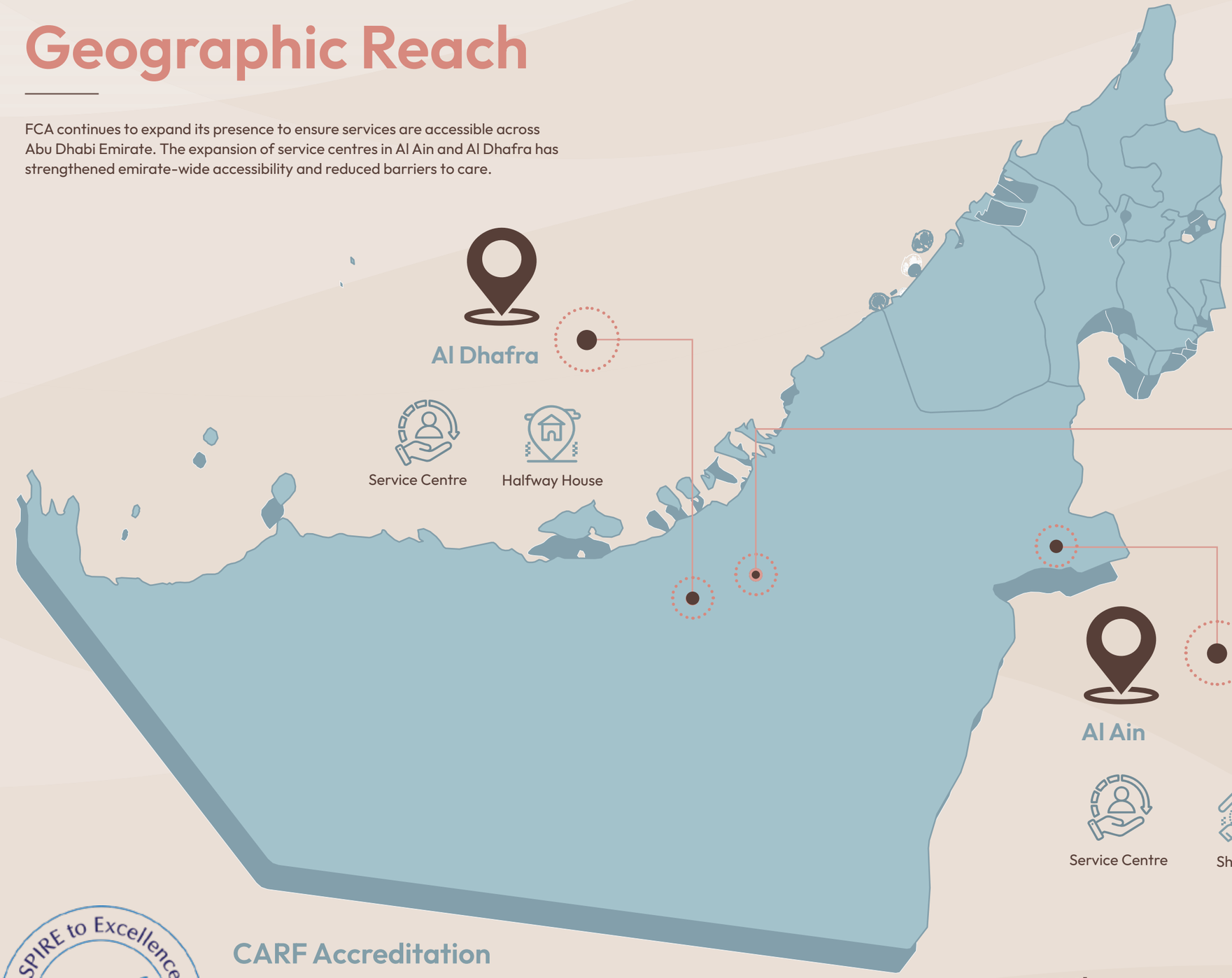
> "We are often the **first voice** families hear in difficult moments. We listen, understand, and connect them to the support they need."

Eisa Al Shamsi
Head of Case Intake Department
FCA Head Office



Geographic Reach

FCA continues to expand its presence to ensure services are accessible across Abu Dhabi Emirate. The expansion of service centres in Al Ain and Al Dhafra has strengthened emirate-wide accessibility and reduced barriers to care.



Al Dhafra

Service Centre

Halfway House

Abu Dhabi

Headquarters

Service Centre

Child Centre

24/7 Call Centre

Halfway House

Shelters

Al Ain

Service Centre

Shelters

CARF Accreditation

FCA's Halfway House received accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), reflecting compliance with internationally recognised standards for quality, safety, and outcomes.
The accreditation was awarded for a full three-year term with zero recommendations, an achievement attained by only a small percentage of facilities worldwide.

This milestone reinforces FCA's commitment to delivering rehabilitation and reintegration services that meet the highest international standards.

Wherever you are in Abu Dhabi, **FCA is within reach.**

Initiatives and Accomplishments

Through 2025, FCA advanced a portfolio of strategic and operational initiatives that aimed at strengthening service delivery, expanding capacity, and enhancing institutional effectiveness.

People in Conflict with the Law

Psychological and rehabilitation services for new referrals and continuing supported cases.

Human Trafficking Prevention

Awareness workshops delivered.

FCA Strategy 2026–2028

Three-year strategy finalized.

> **Vision-led achievements and initiatives that drive tangible transformation.**

Child Centre

Early child protection and coordinated intervention.

People of Determination

Assessment and framework development completed.

Dhukhr Youth Program

Training workshops using evidence-based behaviours modification and community leadership development.

Employment Reintegration

Community reintegration for inmates, released individuals, and their families.

Naseej Community Cohesion Program

Art therapy workshops for children and women.

Community Reintegration Model

Comprehensive support and rehabilitation for individuals recovering from substance addiction.

Organizational Enablers

Strengthening FCA's foundations through investments in people, governance, infrastructure, and technology.

People

500+

Team consisting of social workers, psychologists, specialists and other dedicated members

Process

235

Standard Operating Procedures

Infrastructure

10+

Modules in Integrated Case Management System

> "The Strategy function at FCA plays a central role in translating vision and strategic priorities into tangible outcomes, grounded in a deep understanding of challenges and societal needs, by aligning planning, performance, and partnerships, and enabling data-driven, beneficiary-focused services that enhance impact and sustainability."

Fatema Ali Almenhali
Strategic Affairs Office Manager
FCA Head Office

05 **Our Partners:** A Strategic Alliance

05 Our Partners

Our Partners:
A Strategic Alliance

Judicial and Law Enforcement

دائرة القضاء JUDICIAL DEPARTMENT
شرطة أبوظبي ABU DHABI POLICE

Education

دائرة التعليم والمعرفة DEPARTMENT OF EDUCATION AND KNOWLEDGE
UNITED ARAB EMIRATES MINISTRY OF EDUCATION

Health

دائرة الصحة DEPARTMENT OF HEALTH
SEHA صحة شركة أبوظبي للخدمات الصحية Abu Dhabi Health Services Co.

Social

دائرة تنمية المجتمع DEPARTMENT OF COMMUNITY DEVELOPMENT
معاً هيئة المساهمات المجتمعية – معا Authority of Social Contribution – Ma'an
تم TAMM
Abu Dhabi Sports Council مجلس أبوظبي الرياضي
هيئة أبوظبي للدعم الاجتماعي Abu Dhabi Social Support Authority
هيئة أبوظبي للإسكان Abu Dhabi Housing Authority
أوقاف أبوظبي Awqaf Abu Dhabi
مؤسسة التنمية الأسرية Family Development Foundation

Working together to deliver seamless support for families across Abu Dhabi.

A System Built on Collaboration

FCA collaborates with a diverse network of providers to align efforts, share responsibility, and deliver holistic family support. During FCA's Partners Workshop, entities collectively affirmed a shared alliance and alignment on critical cross-sector challenges.

Challenges addressed together:

01 Delayed response times and limited early identification

02 Lack of role clarity, and siloed processes

03 Fragmented data and performance tracking

04 Gaps in system-wide integration and coordination

Formalizing Collaboration: MOUs and SLAs

These challenges underscore the need to formalize collaboration through MOUs and SLAs to strengthen accountability, define roles, responsibilities, and enable coordinated service delivery across entities.

SLA Dimensions

Effective SLAs are anchored in five key dimensions, tailored according to the nature and extent of each stakeholder's engagement with FCA:

Governance | **Data Integration** | **Operations** | **Communication** | **Pathways**

SLAs development is being phased, starting with stakeholders that play the most integral roles in FCA's service delivery and impact. In addition, FCA has established a contractual model with seven service providers to deliver internal and external treatment services.

SLA development is being implemented in phases, prioritising stakeholders with the most direct impact on FCA service delivery.

FCA has established a contractual model with seven specialized service providers to deliver both internal and external treatment services.

> "Our role goes beyond addressing a single challenge. We view the family as an integrated unit and work on coordinating efforts with relevant partners to ensure sustainable stability and a tangible improvement in the quality of life of its members."

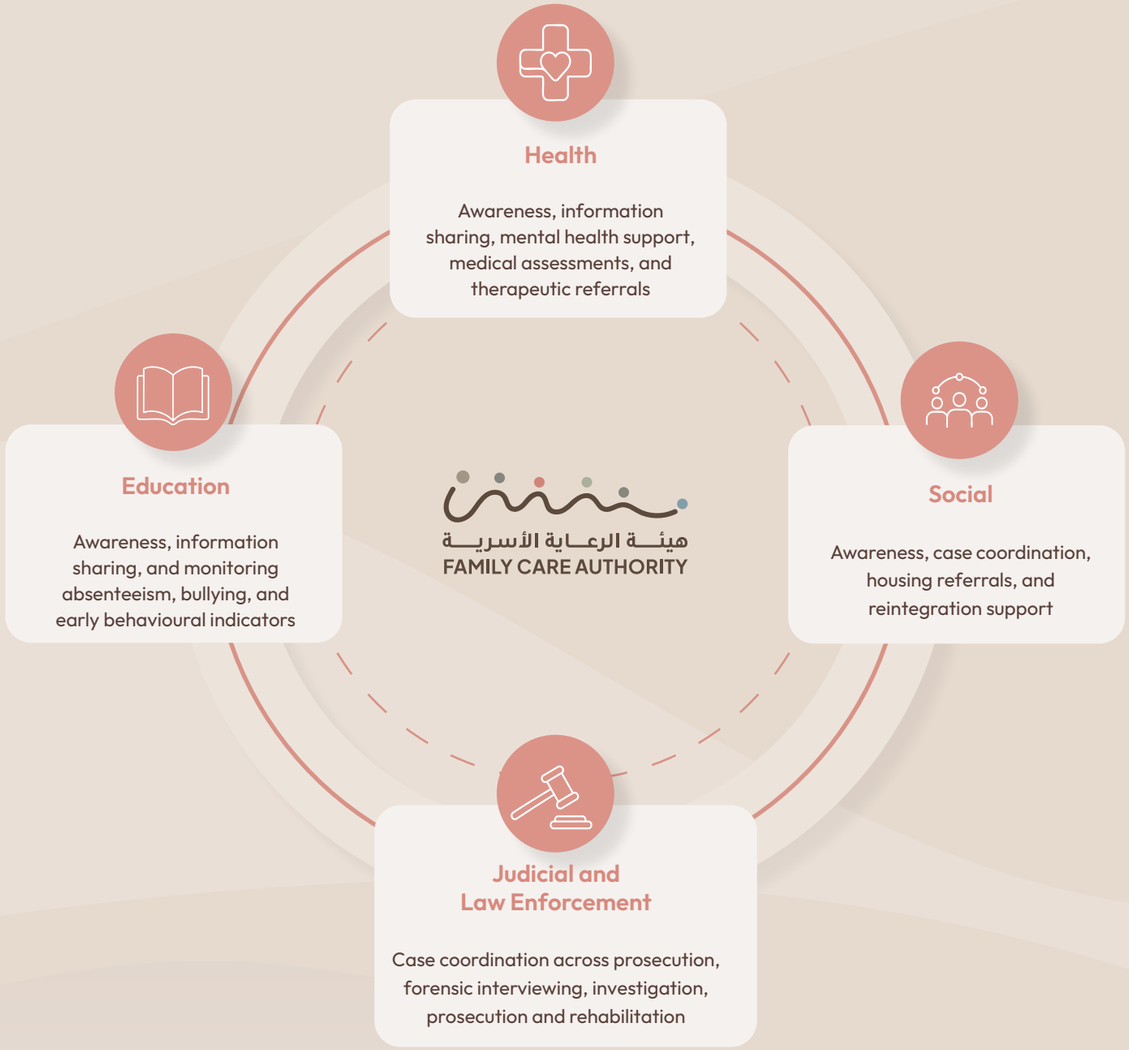
Noura Al Nuaimi
Case Manager
Service Centre

Ecosystem:
FCA Does Not Serve Alone

No single authority can safeguard a family in isolation. Families often face interconnected challenges, from conflict and abuse to educational barriers, mental health concerns, and legal issues, that require a unified response. FCA sits at the centre of a carefully structured ecosystem, ensuring that families receive continuous, coordinated care.

How the Ecosystem Works

Families access FCA through multiple entry points, including hotlines, self-referrals, and referrals from partners and the community. **From there, coordination across sectors ensures holistic support:**



06

Our People:
The Heart of FCA

06 Our People

Our People:
The Heart of FCA

Responsibility Carried with Purpose

For generations, seeking support for family challenges has carried stigma. It was often viewed as weakness, as exposing what should remain private, or as a sign of failure. That perception is changing one courageous family at a time. And it changes because there is a team ready to meet them with empathy, professionalism, and unwavering commitment.

We are counsellors who normalize conversations around family well-being. We are social workers who help fathers understand that seeking support is an act of strength. We are case managers who stay with families for as long as it takes whether it takes weeks, months, or even years.

Behind every case number is a **human** story, and behind every story is a committed **professional** who chose this path because they believe in **families**.

500+
Employees from diverse backgrounds, working together under one mission

10
Specialized service providers activated through contractual models

100%
Employee training completion rate

38
Employees certified in case management programs

26
Employees granted Judicial enforcement authority

07 Who We Serve

07 Who We Serve

Who We Serve

Guided by the principle of inclusivity, the Family Care Authority makes its services available to all members of the community across the Emirate of Abu Dhabi, ensuring that support and care reach every family or individual in need, regardless of background or circumstances.

12,839
Total Cases

The Family Care Authority supported nearly 12,839 cases and resolved more than 9,119 within two months, helping families overcome disputes and crises. Early and intensive family intervention also contributes to stronger family stability and better outcomes for children and families.

83%
Partner Satisfaction

Through collaboration with nearly 50 government and private entities, the Family Care Authority strengthened integrated support, achieving an 83% partner satisfaction rate.

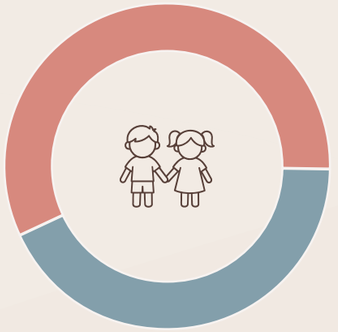
70%
Beneficiary satisfaction

Beneficiary satisfaction stood at 70%, underscoring increased trust in the Family Care Authority and its care services.

7,469
Adults

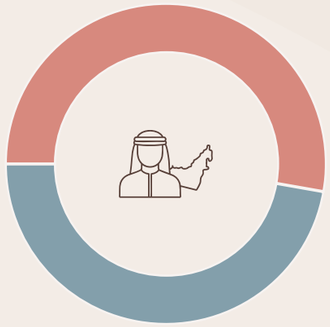
67% Female **33%** Male

5,370
Children



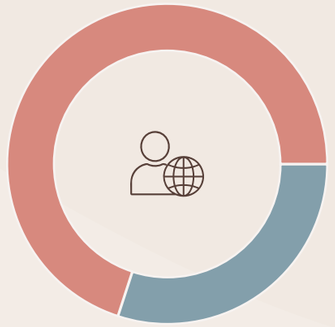
43% Female **57%** Male

8,028
UAE National

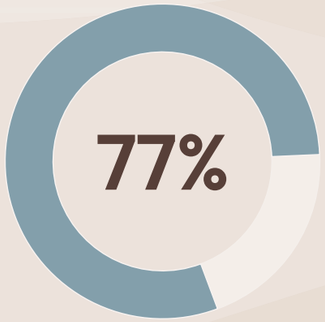


53% Female **47%** Male

4,811
Non-National

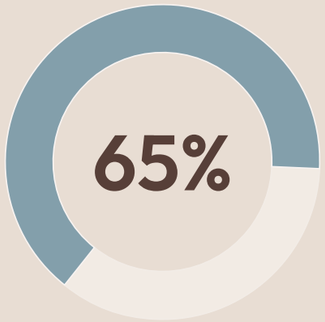


64% Female **36%** Male



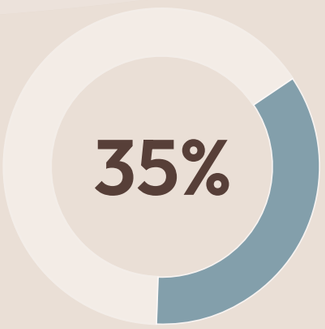
Cases begin as low risk

These are not crisis situations; they are moments of uncertainty, where families are seeking guidance, clarity, and reassurance.



Cases come through our partners

(Entities across Abu Dhabi)



Reach FCA directly

This highlights the opportunity ahead: expanding awareness so more family access support earlier.

Measuring What Matters in 2025:

9,119	Cases Closed
71%	Closure Rate
47 Days	Average Closure Time

Behind each number is a family that moved from challenge to stability.

Cases Served in 2025

Children accounted for the largest share of beneficiaries receiving intervention services during the year.

Total Cases: 12,839

Children Adults

6,871

Conflicts and Challenges

5,292

People in Conflict with the Law

642

Abuse and Violence

34

Others

Data Scope: The data represents all cases across Abu Dhabi emirate, from **1 Jan 2025 to 31 Dec 2025.**

Geographic Reach: 12,839

Children Adults

7,177

Abu Dhabi

4,635

Al Ain

914

Al Dhafra

113

Other Emirates

Data Scope: The data represents all cases across Abu Dhabi emirate, from **1 Jan 2025 to 31 Dec 2025.**

“I found support when I needed it most and learned how to regain my confidence and rebuild my life.”

Anonymous
Counselling Beneficiary

08 Measuring Success

08 Measuring Success

Strategic Wins: FCA’s 2025 Achievements

The numbers that follow are more than metric; they are evidence of impact. Each one represents a life improved, a family supported, or a future redirected.

2025 at a Glance

12,839 — Cases Received
Strengthening trust, safety and security

11,409 — Beneficiaries Served
Sustaining recovery and rebuilding lives

17,747 — Hotline Calls Handled
Support is available when families need it most

97% — Response Rate
Calls answered within 20 seconds.
Reflecting exceptional beneficiary experience

Depth of Support

11,000+ — Counseling sessions delivered

To move people from distress to recovery, **FCA** delivered **11,000+** therapy sessions to **3,500+** people as evidence shows psychological therapy meaningfully improves **12** major mental-health conditions such as depression, anxiety etc.

> “The support I received helped me become more **independent, confident, and integrated into society.**”
>
> Anonymous Beneficiary

Beyond Intervention:
Protection & Reintegration

291

Individuals Sheltered
Restoring safety, wellbeing and resilience

8,409

Cross-sector Referrals
Building standardized capability through integrated case management

FCA's Outcomes Also Reflect Long-Term Impact:

12%

Relapse Rate
(vs. global benchmark 40%)

69%

Reintegration into Employment

Impact on SUDs through Halfway House initiatives. The substantial results are a result of a broad intervention approach including conventional and unconventional scientific methods

From Service to Impact:
Customer Satisfaction, Quality of Life and Excellence

Aligned with its strategic vision, the Family Care Authority's customer experience results highlight the tangible impact of its services in strengthening safety and empowerment, while guiding development towards sustainable social impact.

70%
Overall Satisfaction from FCA Services

689
Total Participants

42
Total Entities

83%
Overall Satisfaction from Partnership Engagement

Beneficiaries & Stakeholder Satisfaction Survey 2025

A Year of Delivery and Distinction

In 2025, the Family Care Authority marked a clear shift from activity to tangible impact, driven by quality and underpinned by sustainability.

09 **FCA Outlook:** 2026 - 2028

09 FCA Outlook

FCA Outlook: 2026 - 2028

FCA enters its 2026-2028 cycle with a clear and ambitious mandate to strengthen the systems, partnerships, and service models that advance family-centered care across Abu Dhabi.

Strategic Priorities

This next phase is guided by four strategic priorities:

- Connect Service Delivery
- Amplify Awareness and Access
- Reinforce System Partnerships
- Enable Future-Ready Operations

Together, these priorities reflect both the scale of ambition and the depth of commitment to building cohesive, resilient families.

Building A Stronger Foundation Through Investments In:

- Digital & AI-enabled infrastructure
- Smart case management systems
- Role-based workforce development

FCA is not simply scaling services, it is redefining how care is delivered. The result is a stronger, more adaptive organization, capable of meeting growing demand while maintaining quality, responsiveness, and impact.

From Today's Impact to Tomorrow's System

FCA's initiative portfolio spans the full continuum of care, balancing immediate service improvements with long-term system transformation.

Key Initiatives

- Expansion of Child Centres
- Enhancement of Halfway House reintegration models
- Introduction of community pulse checks
- Implementation of joint protocol assessments

This approach ensures that families are supported not only in moments of need, but through a system designed for sustained stability and prevention.

Powered by Intelligence: The Next Frontier

At the core of FCA's future-ready vision is the integration of artificial intelligence and data intelligence across all operational areas.

Flagship initiatives include:

- AI-Powered Beneficiary Interaction Simulation
- Demand–Supply Intelligence Activation

These capabilities mark a shift toward predictive, evidence-based service delivery, enabling FCA to:

- Identify vulnerability earlier
- Personalize proactive interventions
- Allocate resources with precision

10 Closing Reflection

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Closing Reflection

A Culture in Transition

The work of building a culture where families seek support before reaching crisis is not finished, but it is well underway.

Every system strengthened, every partnership formalized, and every family that walked through our doors this year...has brought Abu Dhabi closer to a future where **seeking help is a first instinct, not a last resort.**

Abu Dhabi is a city that is built for the **future** without losing sight of the **people** who live in it today. **FCA's** commitment is to match that ambition, every day, with every **family**.

Our Commitment

FCA will continue to build:

- The infrastructure that enables access
- The trust that encourages families to reach out
- The presence that ensures no one faces challenges alone

“One **Family.**
One **Community.**
One **Generation at a Time.**”

Abu Dhabi Service Centre
Ibis Hotel

Working hours: 24/7

Abu Dhabi Child Centre
4 Al Khayl St, Khalifa City

Working hours: 24/7

Al Ain Service Centre
Hamdan Bin Mohammad St

Working hours: 24/7

Al Dhafra Service Centre
Near 3 Al Ma'rifah St

Working hours: 24/7

FCA Headquarters
Ministries Complex

Working hours:
Monday to Thursday,
7:00 AM – 3:00 PM
Friday, 7:00 AM – 11:30 AM

To Report Cases
800 444

General Inquiries
800 555