Jordan

September 2025

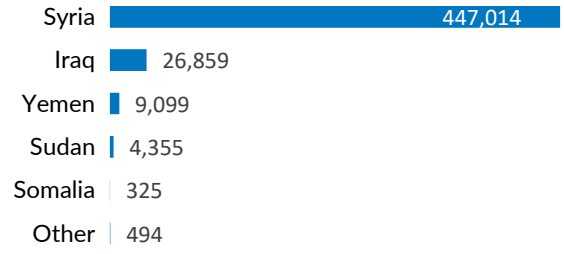
As of September, Jordan hosts around 488,000 refugees registered with UNHCR, with figures fluctuating daily due to voluntary returns to Syria. The Kingdom has generously allowed **refugees access to education and public health services.**

UNHCR, the UN Refugee Agency, continues to ensure **refugees are protected** through, e.g., registration, legal documentation, community engagement, and counselling, while also coordinating the entire refugee response.

UNHCR supports Syrian refugees who want to voluntarily return to Syria by providing transportation, legal assistance, counselling, and more. In September, UNHCR launched a cash assistance for voluntary return pilot initiative.

REFUGEES AND ASYLUM-SEEKERS*

Countries of Origin

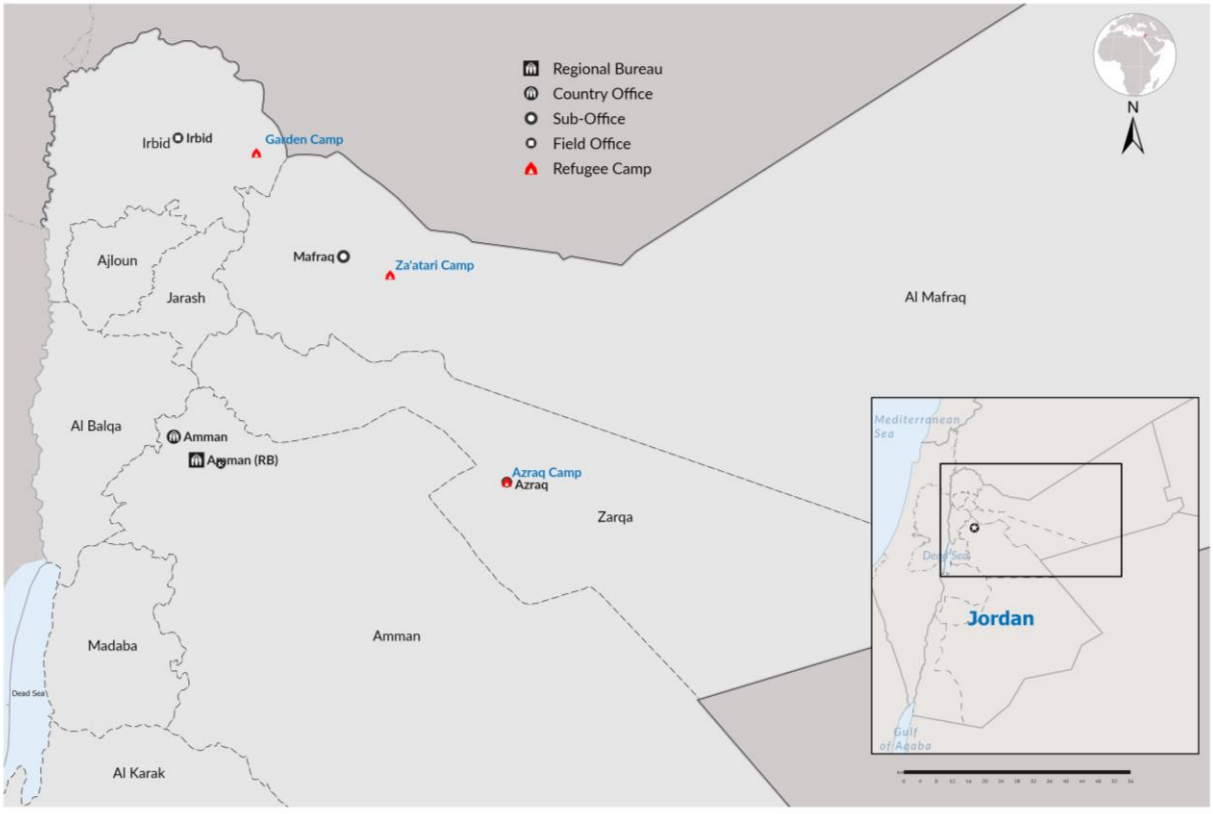


36 refugee nationalities

81.4% refugees living in host communities

18.6% refugees living in three camps: **Zaatari, Azraq**

** Registered with UNHCR*



UNHCR PRESENCE: 1 Country Office in Amman;
1 Sub-office in Zaatari, 2 Field offices in Irbid and Azraq; 1 urban registration centre in Amman

Main Activities

Registration

In Jordan, UNHCR registers refugees and issues legal documents that prevent statelessness and enable refugees and asylum-seekers to access services and humanitarian assistance. These documents are valid for one year, after which refugees need to approach UNHCR for renewal. By the third quarter of 2025, more than 310,000 refugees had renewed their UNHCR-issued documents. UNHCR also assisted Jordan's Civil Status Department in registering over 7,200 girls and boys at birth.

UNHCR interviews refugees to update their data, renew their documentation and guide them to counselling on different services if needed. © UNHCR/Shawkat Alharfoush.

UNHCR in Jordan was among the first UNHCR operations worldwide to introduce iris-scanning biometrics technology for its **refugee registration** in 2013. Today, biometrics are used both for registration and identity management. By scanning their irises, refugees registered with UNHCR 'validate' their identities. This verification enables access to various services, including receiving assistance from partners, withdrawing cash, and buying groceries at supermarkets. In 2025, UNHCR used biometrics as a key integrity feature to roll-out self-renewal kiosks. These allow refugees to update and renew their documents independently and efficiently. By the third quarter of 2025, over 7,800 families in urban and camps renewed their UNHCR-issued documents through the kiosks.

Protection

UNHCR, in its role as co-chair of the Protection Working Group, leads coordination with the Government of Jordan and partners to ensure protection responses address the needs of refugees and vulnerable host communities across the country.

UNHCR and partners provide comprehensive protection services, including **legal assistance, counselling, documentation support, and referrals for child protection and GBV cases** through hotlines and outreach mechanisms. Services include psychosocial, medical, and legal assistance, and assistance to find a safe shelter if needed. Individual case management is coordinated with humanitarian actors to ensure holistic support, while partners strive to uphold an age, gender, and diversity approach to ensure equitable access to services for all. By the third quarter of 2025, UNHCR provided support to nearly 1,700 child protection and GBV cases.

UNHCR offers a variety of ways for refugees to contact the organisation with pressing protection matters. The UNHCR Helpline manages over 100,000 calls a month through an integrated voice recognition system and ten dedicated staff. In addition, there are dedicated **telephone hotlines**, including for detention and legal matters.

Community Engagement

UNHCR cooperates closely with the network of **Community Support Committees** (CSCs) across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. CSCs provide a community-led approach to responding to the needs of urban refugees. UNHCR works with around 100 refugee volunteers who help disseminate information within communities. UNHCR also operates Mobile Helpdesks to reach refugees with mobility challenges, supporting over 3,300 cases by September 2025.

As part of its **Accountability to Affected People** framework, UNHCR communicated frequently with refugee communities, reaching nearly 13,000 individuals in person or via mobile helpdesk missions by the third quarter of 2025, and responding to over 24,000 unique calls to the Helpline. Furthermore, UNHCR regularly reaches out to nearly 80,000 refugees through WhatsApp groups to inform them and raise awareness about important developments, with approximately 50,000 refugees engaged through this channel each month. Beyond this, UNHCR engaged with refugees over 700,000 times via **digital channels**, including the Helpsite and a dedicated Facebook page.

Basic Needs Assistance

UNHCR Jordan runs one of UNHCR's oldest cash assistance programmes to help refugees meet their basic needs. UNHCR provided cash assistance to 20,000 refugee households outside of camps in the first quarter, 18,300 in the second and, due to the recent funding shortfall, only to 14,700 in the third. UNHCR continues to improve the efficiency of its cash assistance by continuously optimising how it distributes cash to refugees. Cash recipients are increasingly switching from using bank ATMs to mobile wallets, which offer more flexibility and efficiency. Mobile

wallets provide refugees with a safe and private way to manage household finances, enabling more independent financial decision-making. In 2025, around 70% of refugees who received UNHCR cash assistance received it through mobile wallets.

Livelihoods and Self-Reliance

UNHCR collaborates with private sector partners such as the Syrian International Business Association (SIBA) and the Jordan Investors Association (JIA), as well as development actors such as the International Finance Corporation (IFC) and the World Bank, to help refugees become economically independent. This includes linking refugees with market demand, providing counselling, supporting home-based business licensing, facilitating freelancing, and offering vocational training. These initiatives aim to build refugees' capacities both during their stay in Jordan and in preparation for potential return to the country of origin or resettlement to a third country. Furthermore, and in view of the fact that about 18 per cent of the population in Azraq and Zaatari refugee camps are of working age, in both camps, Information Centres have been established in collaboration with the International Labour Organization (ILO), the Syrian Refugee Affairs Directorate (SRAD), and the Jordanian Social Security Corporation, which provide essential employment-related information and counselling service.

Health

Refugees in Jordan can access hospitals and medical facilities run by the Ministry of Health at the non-insured Jordanian rate, as opposed to the more expensive foreigner rate. Over 90 per cent of refugees now utilize public healthcare services rather than private facilities, with refugees reporting fewer barriers when accessing public health facilities. In addition, UNHCR and health partners continue to support **access to primary and secondary healthcare services** for refugees in camps and communities through a referral system. Through partners, UNHCR also supports several health clinics in the camps.

Education

UNHCR works closely with the Ministry of Education (MoE) and other actors to coordinate access to quality education for refugees of school age. The MoE facilitates two school shifts to accommodate refugee children in urban areas and camps. Refugee students are exempt from school and textbook fees.

UNHCR also advances access to higher education under the 15by30 Goal, aiming for 15 per cent enrolment of refugee students at **higher education** institutions by 2030. UNHCR is working with Jordanian universities to broaden refugee students' access to higher education. As a result, refugee students in Jordan are now able to enrol in any available course offered by universities participating in the Higher Education Alliance across the country. Refugee students can either pay the same fees as Jordanian students in the parallel system or receive a fee waiver at selected institutions. Together with the Alliance, UNHCR Jordan pledged at the Global Refugee Forum to expand higher education for refugees and vulnerable Jordanians.

Shelter

In its role as camp manager along with the government, UNHCR Jordan provides shelter to refugees living in Azraq and Zaatari camps and works to improve infrastructure. Almost all shelters in the camps have exceeded their lifespan and need maintenance or even replacement. However, due to funding constraints, UNHCR and its partners have only been able to repair and replace 20 per cent of the caravans in the camps. In 2025, UNHCR and its partners continued to work on piloting a **self-repair project** where families receive the needed materials and training to repair the shelters themselves. At the request of the government, UNHCR facilitated the closure of the Emirati-Jordanian camp, which was hosting over 6,000 refugees, as of 1 July 2025.

There are currently over 37,000 prefabricated transitional shelters in Azraq and Zaatari camps. © UNHCR/Mohammad Alyounes

Access to Energy and Climate Action

In line with UNHCR's Global Strategy for Sustainable Energy, UNHCR in Jordan provides **access to clean and renewable energy** in Azraq and Zaatari refugee camps with the first-ever solar plant in a refugee camp and the largest one in a camp worldwide. They provide around 40-50 per cent of the electricity needed in the camps. In order not to purchase electricity from carbon-based power plants for the rest of the needs, UNHCR reached a multi-stakeholder agreement, including the **Green Deal for Jordan,** with the Government in 2023. This deal allows a solar power plant in south Amman to complement the electricity generated in the camps. Thanks to this Green Deal for Jordan, the latest figures reveal that 70 per cent of refugees' power needs in Azraq and Zaatari were provided by solar energy, significantly reducing the carbon footprint of the camps.

Durable Solutions

UNHCR is working closely with the Government of Jordan, partners, and refugees to support refugees wishing to voluntarily return to Syria. By the end of September 2025, over 157,000 Syrian refugees registered with UNHCR in Jordan had crossed the border into Syria since December 2024. In response to the needs expressed by refugees, UNHCR provides various forms of assistance to refugees who wish to return to Syria, including the provision of information, counselling, legal aid, and free bus transportation assistance. Since January 2025, UNHCR supported over 9,500 refugees with free bus transportation. In addition, UNHCR launched in September a pilot Cash Assistance for Voluntary Returns initiative for Syrian refugees who choose to voluntarily return. Eligible refugees receive JOD 70 per family member to cover return-related costs on their own will. The pilot, covering an estimated 10,000 refugees from both Zaatari and Azraq camps, will be closely monitored to review lessons learned and inform future programming, subject to funding availability.

For particularly vulnerable refugees, UNHCR facilitates resettlement to a third country that grants them permanent residence and legal status. In the first half of 2025, UNHCR submitted the cases of nearly 800 women, men, and children for resettlement to several countries. In addition, over 820 **refugees left for resettlement countries**. While around 14 per cent of the refugee population in Jordan meets the resettlement criteria, the limited availability of resettlement only allows one per cent of those who meet the criteria to be resettled. UNHCR also explores other **third-country options** such as education, family reunification, and labour mobility, while a network of trained refugee youth guidance counsellors provides information sessions, skills workshops, and individual support to raise awareness and improve access to opportunities. By June 2025, UNHCR had assisted nearly 120 refugees in accessing different pathways through counselling, referral, and support with travel formalities, though the actual number of departures is likely higher as many arrange such opportunities independently.

Working with Partners

UNHCR co-coordinates the refugee response with the Government of Jordan and in close collaboration with donors, UN agencies, international and national NGOs, community-based organisations, refugees, and host communities. UNHCR also supports the government in developing the Jordan Response Plan (JRP), which is Jordan's national framework for responding to the impact of the Syrian refugee crisis.

UNHCR also works with the Syrian Refugee Affairs Directorate – the government body in charge of managing and coordinating Azraq and Zaatari refugee camps – to ensure that assistance is provided most effectively and efficiently according to international humanitarian standards and protection principles.

UNHCR leads Jordan's refugee response through the Refugee Coordination Model, primarily within the Inter-Sector Working Group (ISWG) and the Jordan Strategic Humanitarian (JoSH) Committee, which it chairs. JoSH provides high-level oversight of the refugee response. It guides the ISWG and strengthens linkages with key forums, such as the Development Partners Group (DPG), a development donor coordination platform. The ISWG, comprising seven sector-specific working groups co-led by UN agencies, government, and local and international NGOs, collaborates with ministries, civil society, and donors to ensure effective service delivery, tailored to local priorities across governorates and refugee camps. UNHCR co-chairs several sectoral groups, including those on health, protection, shelter, and economic empowerment. Alongside UNICEF, it also co-chairs the Assessment, Analysis, and Learning Hub - an interdisciplinary platform established in 2023 to strengthen evidence-based programming and advocacy across refugee response. These groups provide strategic guidance and advocacy to decision-making bodies in Jordan.

External / Donors Relations

Special thanks to the donors who contributed to UNHCR Jordan so far in 2025

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LINKS

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UNHCR Jordan | UNHCR Dataportal | Jordan Refugee Response Hub