Communication with Communities
UNHCR Jordan
December 2025

Digital communication with communities

Facebook

Number of posts
16

Followers
274,558
▲ 0.3%

Engagement
8,000
▼ 10.9%

Viewers
194,335
▼ 31%

Posts Views
1.2M
▼ 14.9%

Comments
663

WhatsApp Channel

Number of messages
12

Followers
79,819

Help site

7,400
Visitors
▼ 17.4%

66% / 34%
New vs. Returning Users

19,027
Pageviews
▼ 15.8%

SMS

266,057
SMS texts sent to 28,781 refugees

In-person counselling

347
Refugees counselled in UNHCR - supported community centres

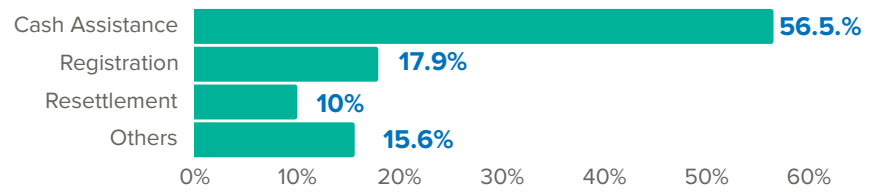
1,757
Refugees counselled in UNHCR premises

Helpline

89,023
Responded Calls

97%
Resolved Calls

89.5%
Calls responded by IVR

10.5%
Calls responded by UNHCR staff

Reasons of calls