

Jordan

January 2025



Syrian refugee Mohammad Helmi Alshaar is ready to board a bus organized by UNHCR for refugees willing to return from Jordan to Syria in January 2025. © UNHCR/Shawkat Alharfoush

Key Refugee Figures (as of 31 January 2025)

around
650,000
Refugees **registered** with UNHCR

82%
Refugees in **communities**

46%
Refugee **children**

OPERATIONAL CONTEXT

After the fall of the Assad government in Syria, many refugees in Jordan expressed interest in returning home. Some are willing to return immediately, and others may need more time to decide. While UNHCR, the UN Refugee Agency, is not promoting large-scale returns to Syria, the Agency stands ready to support refugees who choose voluntary to return. UNHCR provides **counselling** on voluntary returns and in response to refugees' request has scaled up **transportation assistance** for returns. At the same time feedback received from refugees **indicates** that many of them will not return in 2025. UNHCR works with partners on the refugee response to maintain assistance for refugees in Jordan, such as **protection services** for those who at risk of violence or eviction, **cash assistance** to cover basic needs for most vulnerable, **community engagement and livelihood** initiatives to enhance refugees' self-reliance, and other activities aimed at supporting refugees and Jordan as the host country.

SOLUTIONS

- In January, some 20,000 Syrian refugees registered with UNHCR **returned** to Syria. The total number of UNHCR registered refugees who returned to Syria between the fall of the Assad government in December 2024 and the end of January 2025 was close to 25,500 individuals. Women and girls represent around 44 per cent of the total number, compared to 56 per cent of men and boys.
- In January, in response to requests from refugees, UNHCR organized **transportation** from Amman and Azraq camp, including a convoy in cooperation with the International Organization for Migration, for nearly 260 refugees, who expressed interest to return to Syria. Prior to departure, UNHCR conducted in-person interviews to ensure the decision to return is voluntary and well-informed and provided counselling and information on availability of services inside Syria. The movements were closely coordinated with UNHCR Syria.

PROTECTION

- UNHCR interviewed nearly 46,000 refugees in-person and remotely in January to ensure that they have **proper and updated documents** and can access basic services and support such as education and healthcare. Registration and documentation is also essential for informing planning and delivery of humanitarian assistance by other actors in the refugee response.
- During the month, UNHCR and its partners counselled and provided support (cash assistance, legal advice, psychosocial support) to over 400 refugees who faced **protection risks**, including refugees who experienced violence, children separated from families or sent to work, refugees at risk of eviction etc.

HUMANITARIAN RESPONSE

- In January, UNHCR distributed \$3.2 million in **basic needs cash assistance** benefitting 20,000 families in communities.
- Some 1,180 refugees from Azraq and Zaatari camps received emergency and/or vital function-saving **health interventions** at affiliated public healthcare facilities.

COMMUNITY ENGAGEMENT

- In January, some 4,000 refugees provided support to activities in Azraq and Zaatari camps **as incentive-based volunteers** (IBV). IBVs help in camps as interpreters, teachers, engineers and in other professional capacities. These assignments enable refugees to develop their professional skills and provide some basic means to enhance their self-reliance.
- UNHCR reached over 1,000 refugees across Jordan, to share information about ongoing activities and address most urgent questions both **in-person and through mobile helpdesks** for refugees who cannot visit UNHCR registration centres. Most refugees' inquiries related to challenges with covering basic needs, a lack of livelihood opportunities, and updates on returns to Syria.

Read [an inspiring story](#) about five refugee volunteers in Jordan who use their professional skills to uplift their communities.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- On 30 January, the UN High Commissioner for Refugees, Filippo Grandi, visited Jordan. During his visit, he met with government counterparts, donors, and other partners on the refugee response. The High Commissioner also **spoke with refugees** departing from Amman to Syria on UNHCR-arranged buses about their expectations and hopes for returning home after years of displacement.

- In January, UNHCR hosted **high-level meetings and visits** for representatives from Denmark, the EU, Finland, Norway, the Netherlands, Sweden, and the United Kingdom. The visitors held consultations with UNHCR and met refugees in communities and camps to hear first-hand about their challenges and achievements.

Financial Information

Total recorded contributions for the operation in 2025 amount to some **\$43 million**. UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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