

Jordan

January 2026

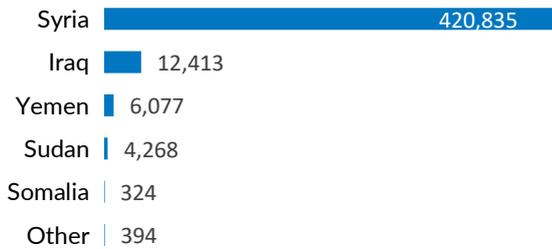
As of December 2025, Jordan hosts over 444,000 refugees registered with UNHCR, with figures fluctuating daily due to voluntary returns to Syria. For over a decade, the Kingdom has generously allowed **refugees access to public education and public health services.**

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

UNHCR supports Syrian refugees who want to voluntarily return to Syria by providing transportation, legal assistance, counselling, cash assistance and more. In 2025, over 55,000 refugees received support for voluntary return.

REFUGEES AND ASYLUM-SEEKERS*

Countries of Origin

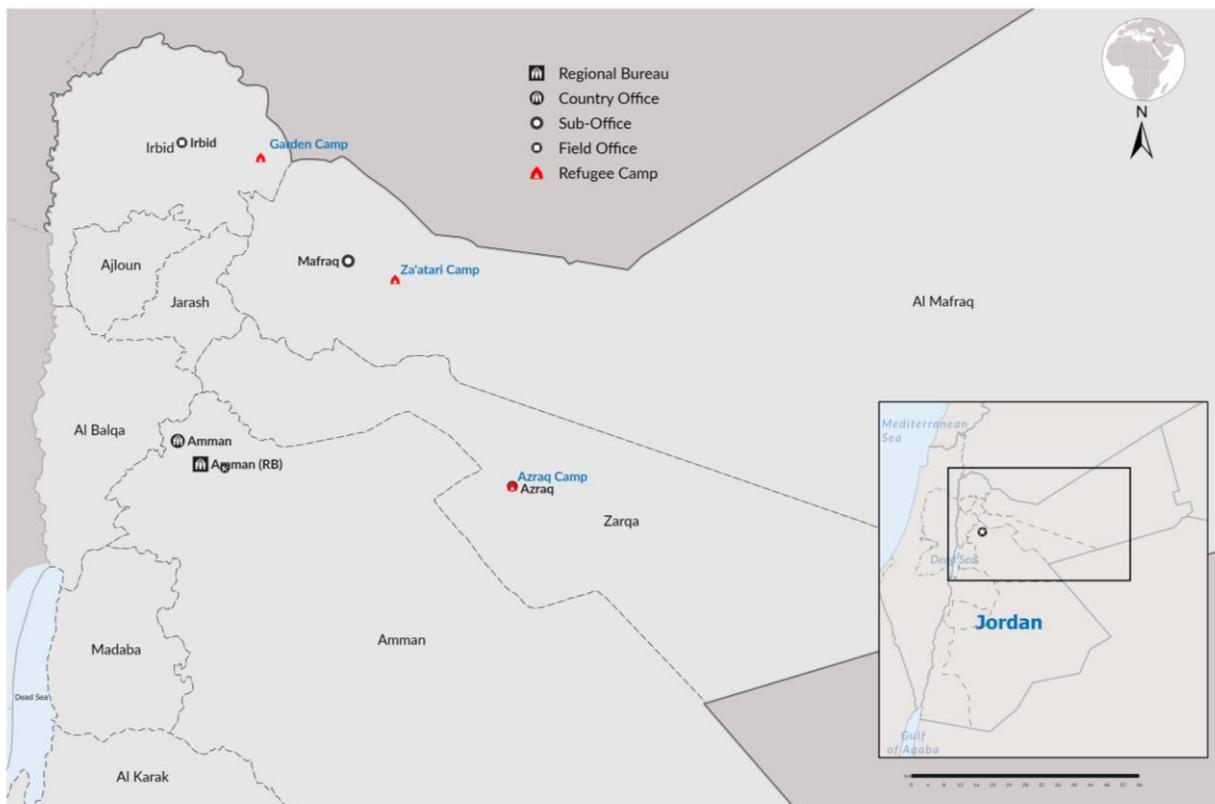


34 refugee nationalities

80.8% refugees living in host communities

19.2% 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. In 2025, more than 350,000 refugees renewed their UNHCR-issued documents. UNHCR also conducts registration missions in remote areas to limit the need for refugees to travel to Amman to update their data and renew their documents, reaching 14,000 refugees in 2025.

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 and verification. This verification enables access to various services, including receiving assistance from partners, withdrawing cash, and buying groceries at supermarkets in camps. In 2025, UNHCR used biometrics as a key integrity feature to roll-out self-renewal kiosks. These allow refugees to update their data and renew their documents independently and efficiently. In 2025, over 30,000 families in urban areas and camps renewed their UNHCR-issued documents using the kiosks.



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

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 its partners provide comprehensive protection services, including **legal assistance, counselling, documentation support, and referrals for child protection and gender-based violence (GBV) cases** through hotlines and outreach mechanisms. Services include psychosocial and legal assistance, and assistance to find a safe shelter if needed. Individual case management is coordinated with humanitarian actors to ensure holistic support, upholding an age, gender, and diversity approach to ensure equitable access to services for all. In 2025, UNHCR provided support to over 4,500 child protection and GBV cases.

UNHCR offers a variety of ways for refugees to contact the organization with pressing protection matters. The UNHCR Helpline managed over one million calls through an integrated voice recognition system and ten dedicated staff in 2025. In addition, UNHCR manages dedicated **crisis hotlines**, which refugees can use for urgent and sensitive cases, including for detention matters.

Community Engagement

UNHCR maintains regular communication with refugees to ensure they are meaningfully consulted and engaged in activities that affect their lives, empowering them to play a leading role in driving positive change. UNHCR cooperates closely with a network of **Jordanian and refugee volunteers across Jordan**. The volunteers' network includes around 100 volunteers who help disseminate information within communities. UNHCR also operates **mobile helpdesks** to reach vulnerable refugees in remote areas. In 2025, UNHCR provided counselling support, including through mobile helpdesks, to more than 21,000 individuals. Furthermore, UNHCR consulted over 10,000 refugees through focus group discussions, community meetings, and helpdesk interactions, all feeding into a large participatory assessment.

In addition, UNHCR has strengthened twoway communication through digital platforms, such as WhatsApp groups, the [Helpsite](#), and social media, to keep refugees informed about important developments, support their access to services, and help prevent protection risks. UNHCR engaged with refugees over one million times via **digital channels**, including the [Helpsite](#) and a dedicated social media page. Furthermore, UNHCR regularly reaches out to refugees through WhatsApp groups to inform them and raise awareness about important developments, with approximately 50,000 refugees engaged through this channel each month.

Basic Needs Assistance

UNHCR Jordan runs a robust cash assistance programme, helping refugees meet their basic needs. In 2025, UNHCR provided cash assistance to around 215,000 vulnerable women, men, and children, channeling approximately \$37.6 million into the local economy. UNHCR continues to improve the efficiency of its cash assistance by continuously

optimizing cash distribution methods. 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), development actors such as the International Finance Corporation (IFC) and the World Bank, and partners, 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 over 47 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 report being able to access essential health services when needed, noting generally positive experiences during their facility visits. Still, financial constraints remain the main barrier to obtaining care. 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. UNHCR also supports several health clinics in the camps run by humanitarian partners and operating in parallel to the national health system.

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 enrollment 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 enroll 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 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.



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, which covers a large share of the energy needs 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**, which allows a solar power plant in South Amman to complement the electricity generated in the camps. Together, these power plants provide a minimum of 15 hours of electricity per day, and the two camps now run exclusively on solar energy, reducing carbon emissions by nearly 32,000 metric tons annually. In 2025, UNHCR and its partners installed **energy dispensers** in the shelters for over 2,000 families in Azraq camp.

Refugees who have a dispenser can monitor their own electricity usage, allowing them to have access to electricity 24/7, as opposed to others in the camp accessing electricity only at set hours every day.

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 2025, over 177,000 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 has supported over 55,000 refugees with assistance for voluntary returns in 2025, including information, counselling, legal aid, and free bus transportation and cash assistance. In 2025, UNHCR supported over 10,100 refugees with free bus transportation, legal aid, transport and cash assistance. In addition, over half a million accessed information relating to voluntary return through UNHCR's digital channels.

For particularly vulnerable refugees, UNHCR facilitates resettlement to a third country that grants them permanent residence and legal status. In 2025, over **1,400 refugees were resettled**. While around 14 per cent of the refugee population in Jordan meets the resettlement criteria, the limited availability of resettlement only allows a small fraction to be resettled. UNHCR also explores other **third-country options** for complementary pathways, 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. In 2025, UNHCR assisted nearly 300 refugees in accessing different regular mobility pathways (complementary pathways) to third countries 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 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 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. In partnership with the Government, a new multi-year strategic framework for the entire refugee response will be developed

UNHCR also drives progress by enabling and accelerating joint efforts with a wide range of partners, by acting as a **catalyst** in protection and fostering durable solutions for refugees.

External / Donors Relations **Special thanks to the donors who contributed to UNHCR Jordan in 2025**

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LINKS

X, Instagram: @UNHCRJordan

[UNHCR Jordan](#) | [UNHCR Operational Data Portal](#) | [Jordan Refugee Response Hub](#)