

## Jordan: Community Support Committees (CSCs)



Over **636,000** (83%) of refugees in Jordan live in urban settings, of **57 mixed nationalities**.



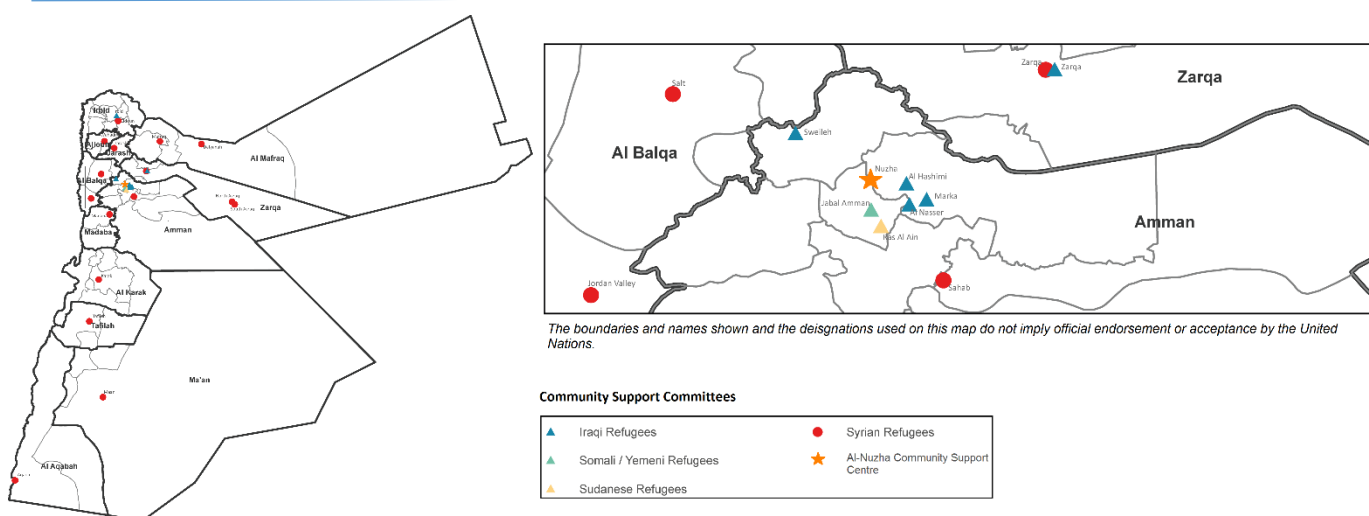
More than **200 individuals** of both refugees and host communities work and volunteer in **25 CSCs** across the country.



**2,360** educational, awareness training, recreational, sports and cultural activities held in 2018.



In 2018, CSCs have reached over **87,008** individuals, **62.8%** of which were women. **26.8%** of those reached were members of **host communities**.



### How CSCs Work:

CSCs have been operational in Jordan since 2013, to enhance protection through community engagement, by:

- Contributing to peaceful co-existence and social cohesion between refugees and host communities;
- Creating a space for communities to have structured dialogue on issues that concern them;
- Planning and implementing community-based activities which target different groups by (for example) their age, gender, or recreational interests.

CSCs are run by dedicated volunteers from host and refugee communities, while UNHCR provides external support through funding and technical guidance. The average cost of operating a CSC per year is **USD \$40,500**, which generates many positive outcomes:

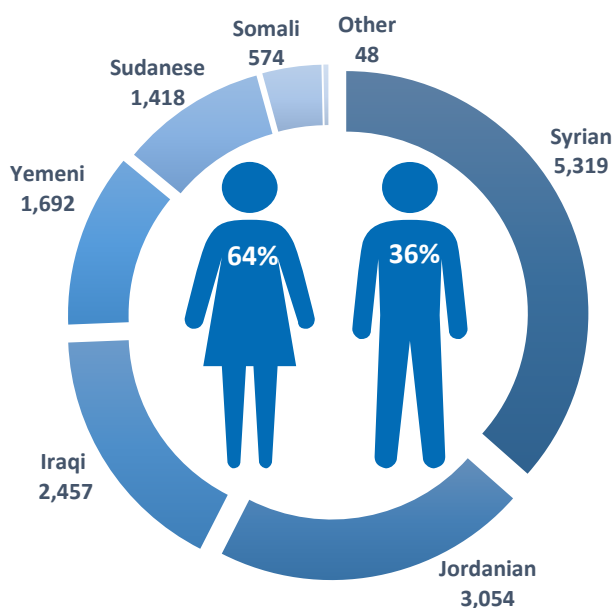
- These satellite centres serve as a platform for structured dialogue between UNHCR, refugees, host communities and local authorities in remote areas. CSCs allow UNHCR to reach out to refugees **at any time**, in **any part of the country**.

- They also go beyond fostering peaceful coexistence and social cohesion between refugees and host communities. CSCs provide **livelihoods opportunities** through training in skills, such as smartphone maintenance or sewing, and **psychosocial support** in arts and sports via photography, music, football or martial arts.

## Impact:

- Responding quickly to refugees' needs**, such as during harsh winters where CSCs were able to identify refugee and host community families who are in most need upon UNHCR's request. In February 2019, UNHCR planned and delivered 102 blankets and 61 mattresses to families in need, with the help of volunteers from the host community and refugees in the Ma'an Governorate.
- Reducing community tensions**: the large influx of refugees applies pressure on infrastructure and services, which could lead to heightened tensions between communities. CSCs promote integration through inter-community mediation and joint activities;  
**Helping refugees along the road towards self-reliance**, by providing training in vocational skills, and hosting focus group discussions (FGDs) and town hall meetings where information on applying for a work permit or job opportunities is given. CSCs also allow UNHCR to channel business grants to its beneficiaries which supports home-based businesses.

14,562 Participants in Al Nuzha Community Centre in 2018



Part of CSC outreach for refugees and host communities, UNHCR distributed blankets, mattresses, and kitchen sets to Jordanian families affected by bad weather in Madaba.  
 ©UNHCR/MohammadHawari

## Examples of CSC Activities:

- Bringing refugee and Jordanian children together for **team activities**, such as basketball, chess, football, face painting, or tree planting.
- **“Hakawati”**; a storytelling project countering perceptions of the elderly as a burden. This is done by providing them with a platform to share the richness of their life experiences, which allows them to connect to youth and preserve their culture.
- Regular **skills-training** activities are often organized, such as smartphone maintenance. Women are specifically targeted and included in business start-up courses for refugee and Jordanian women alike. Almost all women who benefit from these CSC activities have never earned any form of income and the activities serve as a welcome form of empowerment.
- CSCs bring people with disabilities together for **peer support**, to hold information sessions on a range of services available and referrals for crutches, wheelchairs and blood sugar testing. Town hall meetings and focus group discussions also allow people with disabilities to express their issues and inform the community of their needs, which helps in designing inclusive activities and facilities that are more accessible.
- Training workshops for CSC members on UNHCR’s mandate, Protection, Needs Assessments, Sexual & Gender Based Violence, Legal Consulting, Administration and Finance.



Singing Performances in Nuzha Community Support Centre.  
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Watercolouring for Disabled Children in Marka CSC.  
©UNHCR/EsnaOng

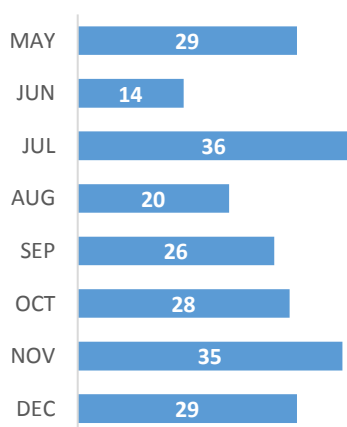
## Al Nuzha Community Support Centre:

- Officially opened on the **4<sup>th</sup> June 2018**, the Centre is located in East Amman, where there is a high concentration of mixed demographics, and is run the Jordanian Hashemite Fund for

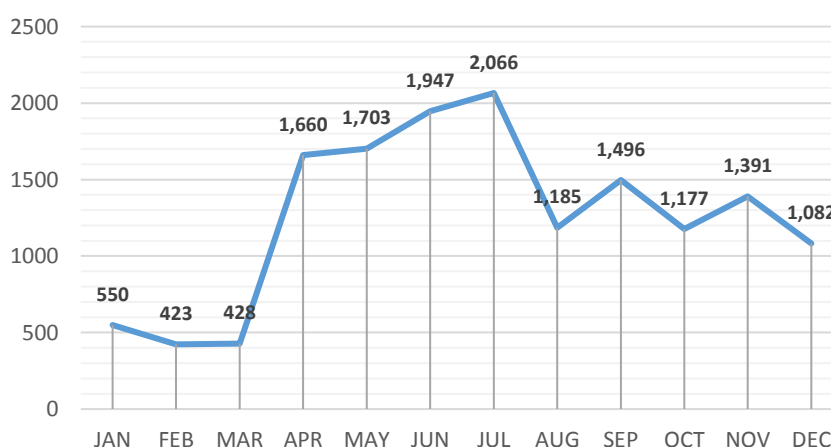
Human Development (JOHUD) as UNHCR's implementing partner. As a co-location for UNHCR and partners, it is also convenient in mitigating transportation costs for attendants.

- Prime example of the **“one refugee approach”**. The vision for the centre is moving from supporting refugees from a single nationality to include Jordanians and refugees of mixed nationalities. This is a powerful tool to promote peaceful coexistence between host communities and refugees, amongst refugees themselves, and reduce negative attitudes within a better protection environment for all.
- Al Nuzha implements the **Age, Gender and Diversity Approach** to ensure inclusivity. Focus group discussions are used to consult different communities, upon which the monthly activity plan is prepared by the Advisory Committee.
- UNHCR collaborates with JOHUD as a national partner to **ensure the sustainability** of the project and facilitate outreach to urban refugees. This approach aims to strengthen national community-based organizations, and **include refugees in national structures**. It also allows the centre to be a “one-stop-shop”, where refugees can access UNHCR services, such as protection, registration and livelihoods.
- Compared to CSCs, Al Nuzha hosts activities every day of the week, which is a considerable increase from the average of 4 to 6 activities per month for CSCs. Consequently, operational costs are higher at approximately **USD \$185,700**.

Activities per month in 2018



Participants by Month in 2018



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