The incentive-based volunteer scheme (IBV) aimed at providing refugees living in Azraq Refugee Camp with basic means to enhance their resilience and self-reliance due to the lack of livelihood means in the camp. The Incentive-Based Volunteering Scheme (IBV) has been a key aspect of refugee participation in the delivery of humanitarian assistance and other services in the camp. The factsheet contains information shared by the different humanitarian actors engaged in the IBV scheme.

Feedback received from the community:
- Community members were dissatisfied with the duplication cases, as some shop owners are having job opportunities as well.
- Community members were dissatisfied with some cases who didn’t take the whole break of service and get a new IBV opportunity and they asked for more monitoring for IBV’s hiring and break of service process.
- Some community members were dissatisfied with long contracts and the exceptional cases, as they provided some feedback about difficult financial situations and long work contracts affecting the situation to be more complicated.
- Community members requested to have an office or hotline for IBV allowing them to talk as the most frequent feedback we receive every day through different channels that community members don’t know where to go, or who is the responsible focal point for each agency, also if their application actually stored in the database of each organization.

Incentive Based Volunteering in Azraq Camp
Basic Needs and Livelihoods Working Group

Total number of applicants since 2014: 18,196
- Female: 41%
- Male: 59%

Total number of applicants inside camp: 10,834
- Female: 46%
- Male: 54%

Total number of new applicants: 45
- V2: 24%
- V3: 18%
- V5: 38%
- V6: 20%

Total number of beneficiaries currently engaged with IBV program: 1,430
- Technical Specialist: 0.2%
- Highly Skilled: 29.5%
- Skilled: 28.9%
- Semi Skilled: 30.1%

Total number of IBV cases rotated during May representing 13% of total engaged with IBV

Total number of vulnerable applicants since 2014: 1,090

Disability types recorded for 68 beneficiaries among those currently engaged in IBV
- Physical disability: 32%
- Hearing Impairment: 25%
- Visual Impairment: 25%
- Speech Impairment: 8%
- Mental disability: 7%