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 requested to activate livelihood programs which end with a grant or start-up kit.
- Community members are dissatisfied with long-term contracts for some IBVs.
- Community members are dissatisfied with the delay in receiving their salaries from some service providers whom they are working with.