

Jordan

September 2024

Over 20 business entities participated in a UNHCR roundtable **on the simplified rules of origin** to discuss opportunities for increasing exports from EU to Jordan and employment prospects for Syrian refugees and Jordanians.

Key highlights

UNHCR conducted in-person and remote interviews for some 57,000 refugees in September to ensure that they have **proper and updated documents** and can access basic services and support such as education and healthcare.

UNHCR, through its partners, provided support to some **1,600 people with specific needs**, including the elderly and people with disabilities. This includes provision of assistive devices, counselling and psychosocial support.



Mobile wallets are the most efficient way of distributing cash assistance as they have a lower transaction fee. Over 70 per cent of refugees like Hilala receive cash assistance via mobile wallets. © UNHCR/Shawkat Alharfoush



PROTECTION

- UNHCR conducted in-person and remote interviews for some 57,000 refugees in September to ensure that they have **proper and updated documents** and can access basic services and support such as education and healthcare.
- During the month, UNHCR and its partners counselled and provided support (cash assistance, legal advice, psychosocial support) to some 190 individuals who faced **gender-based violence and/or other protection risks**.

In September, UNHCR Helpline responded to over **140,000 calls**, most inquires were related to resettlement, assistance, and registration.

**COMMUNITY EMPOWERMENT**

- The Community Support Committees and the Women Empowerment Network organized 59 educational, cultural, and social activities for over **2,000 refugees and Jordanians**, most of them being women.
- The network of volunteers in Zaatari facilitated a training session and distribution of information materials to raise awareness about **consequences of child marriage**.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In September, UNHCR distributed \$3.6 million in **basic needs cash assistance** to some 22,000 families in host communities, covering more than 82,000 individuals.
- In September, UNHCR organized **a roundtable on the simplified rules of origin** scheme. This measure allows producers in Jordan to use an alternative set of rules of origin for exports to the European Union (EU), provided a set of conditions are met - including employing a certain percentage of Syrian refugees. Over 20 manufacturing companies and business associations participated in the event to discuss challenges and identify opportunities to increase the take up, possibly leading to new exports from Jordan to the EU and employment opportunities for Syrian refugees and Jordanians. The event highlighted the need for enhanced awareness about the rules of origin and technical support to producers who are interested in entering the EU markets in Europe. The roundtable was organized in cooperation with the EU Delegation in Jordan, ILO, GIZ, and the Ministry of Industry and Trade and supported by PROSPECTS Partnership that aims to improve the access of host communities and forcibly displaced people to education, social protection and decent work.

Some **4,100 refugees** are working as incentive-based volunteers in Azraq and Zaatari camps.

**HEALTH**

- UNHCR, through its partners, provided support to some **1,600 people with specific needs**, including the elderly and people with disabilities. The support includes provision of assistive devices, community-based rehabilitation services, counselling and psychosocial support. Due to limited resources, the waiting period for an initial consultation ranges from one to four weeks depending on the complexity of the case, with follow up appointments scheduled based on the treatment plan.
- Almost **1,400 refugees from Azraq and Zaatari camps** received emergency and/or vital function-saving health interventions at affiliated public healthcare facilities.

**EDUCATION**

- In collaboration with UNHCR, Jabal Amman Publishers donated **500 accounts on Kutubee multilingual online library** to six Connected Learning Hubs – hybrid learning platforms for refugee and Jordanian students. This initiative will help children across Jordan to improve their reading skills through expert-designed interactive content.

**SOLUTIONS**

- In September, some 640 individuals left Jordan through **resettlement** in third countries.
- UNHCR together with Talent Beyond Boundaries and Turquoise Mountain is cooperating with the Italian jewellery company Mattioli to identify suitable refugee candidates to work as goldsmiths in Italy. Following interviews, **15 refugees have been selected** to undergo skills and language training. Successful candidates will travel to Italy on skilled worker visa in early 2025.

**SHELTER**

- UNHCR supported maintenance works for **320 shelters** in Azraq and Zaatari camps.
- In Zaatari, the project to replace **189 damaged shelters** has started and is expected to be completed by the end of November.

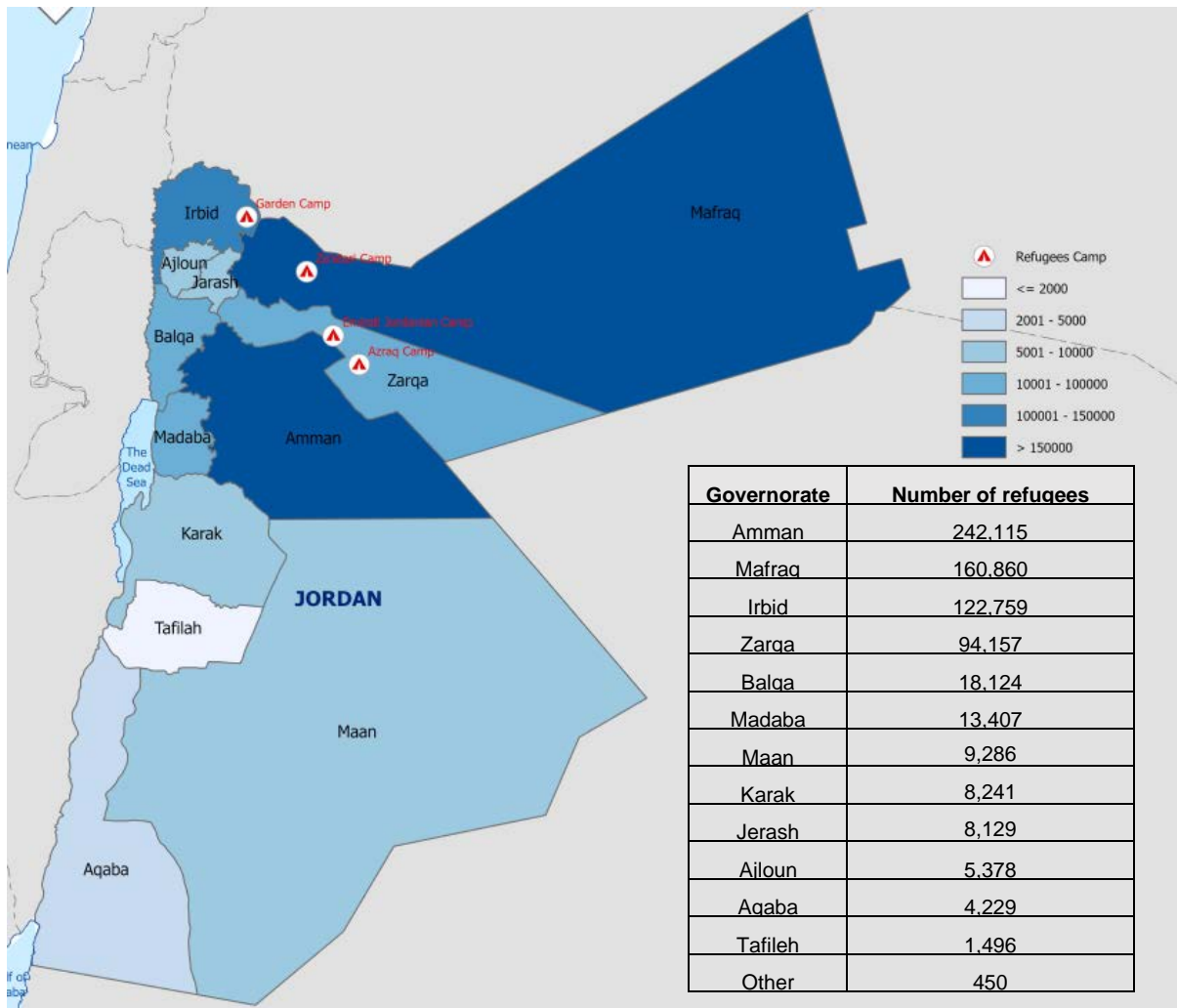
**INTERAGENCY COORDINATION**

- The Inter-Sector Working Group conducted a **workshop on coordination and leadership** for field and camp coordinators and sector leads from Health, Shelter, Protection, and Economic Empowerment. The workshop focused on enhancing coordination skills, promoting cross-sector collaboration, enhancing government and local engagement to facilitate a more integrated response to the refugee situation.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In September, UNHCR hosted **high-level meetings and visits** for representatives from Australia, Denmark, the European Union, Japan, Switzerland, and the UK. The visitors held consultations with UNHCR and met refugees in communities and/or camps to hear first-hand about their challenges and achievements.

Key Refugee Figures (as of 30 September 2024)



* The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

- **81.5%** refugees live outside camps **in communities**

Financial Information

Total recorded contributions for the operation in 2024 amount to some **\$151 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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CONTACTS

Roland Schönbauer, Senior External Relations Officer, schoenb@unhcr.org

Yelena Sim, Associate External Relations Officer, sim@unhcr.org

LINKS

X, Instagram: @UNHCRJordan

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