

Jordan

April 2025



The emergency department, supported by UNHCR in Zaatari camp, provides emergency services and organizes referrals to public health facilities. Due to decreased funding, UNHCR has to reduce health services in camps and communities. © UNHCR/Shawkat Al Harfoush

Key Refugee Figures (as of 30 April 2025)

around
600,000

Refugees **registered** with UNHCR

81%

Refugees in **communities**

47%

Refugee **children**

OPERATIONAL CONTEXT

In April, around 6,500 Syrian refugees registered with UNHCR **returned** to Syria. Overall, from 8 December 2024 to 30 April 2025, nearly 62,500 refugees registered with UNHCR returned from Jordan to Syria. This month, UNHCR completed the three-month pilot transportation project, which supported more than 1,700 refugees who expressed their intention to voluntarily return to Syria. UNHCR will now move into a longer-term arrangement for bus services.

While the majority of refugees in Jordan consider returning to Syria one day, many of them are hesitant to return right away, for various reasons including increased security concerns. Reductions in humanitarian assistance continue to impact the well-being of refugees, forcing them to resort to severe survival strategies. As part of cost-saving measures, UNHCR will be forced to drastically scale down community support initiatives to preserve the most essential services, like **registration, protection, basic needs assistance, and life-saving health interventions**.

SOLUTIONS

- In April, around 10,500 Syrian refugees registered with UNHCR **returned** to Syria. This represents a more than 60 per cent increase when compared to March 2025, when nearly 6,500 refugees returned. More details about the number and profile of refugees returning from Jordan to Syria is available in [UNHCR Jordan's returns dashboard](#).
- In April, UNHCR finished the three-month pilot transportation project launched on 20 January 2025 to facilitate voluntary returns to Syria, which supported more than 1,700 refugees. UNHCR will now move into a longer-term arrangement for bus services. In April, as part of the pilot project UNHCR organized **transportation** for some 400 refugees who wanted to return to Syria from camps and communities. Prior to departure, UNHCR conducted in-person interviews to ensure the decision to return is voluntary and well-informed and provided counselling and information on availability of services inside Syria. The movements were closely coordinated with UNHCR Syria.
- In April, 86 refugees departed Jordan for **resettlement**.

PROTECTION

- UNHCR interviewed nearly 32,000 refugees in-person and remotely in April to ensure that they have **proper and updated documents** and can access basic services and support such as education and healthcare. UNHCR's registration and documentation are also essential for informing planning and delivery of humanitarian assistance by other actors in the refugee response.
- On 6 April, following the completion of the pilot phase, three **self-renewal kiosks** were officially launched in UNHCR office in Amman. In April, 1,125 individuals successfully renewed their documentation using the kiosks. When fully operational, the kiosks aim to increase efficiency in service delivery and reduce waiting times, while also promoting refugee self-empowerment by enabling individuals to manage their own documentation processes with greater independence and privacy.
- During the month, UNHCR and its partners **counselled and provided support** (legal advice, medical aids, urgent cash assistance) to approximately 580 refugees who faced risks to their safety and well-being, including refugees who experienced violence, children separated from families or sent to work, refugees at risk of eviction etc.
- UNHCR counselled approximately 700 refugees through **mobile helpdesks** and in UNHCR office in Amman. During counselling sessions, refugees exhibited heightened psychological distress linked to resettlement uncertainties, limited access to mental health and psychosocial support, and the absence of services to persons with disabilities and older refugees. Approximately 56 per cent of cases approaching helpdesks reported resorting to extreme measures, such as borrowing money to meet basic needs and reducing medical care, because of increased financial constraints.

HUMANITARIAN RESPONSE

- In April, UNHCR distributed \$2.8 million in **basic needs assistance** benefitting nearly 17,000 families in communities. The number of families receiving assistance in the coming months may change, depending on funding. In addition, nearly 22,800 families received quarterly cash assistance in Azraq and Zaatari camps. Still, UNHCR is at the risk of reducing its basic needs assistance to 14,000 families only in coming quarter due to funding cuts.
- UNHCR facilitated referrals for nearly 1,400 refugees from Azraq and Zaatari camps **to receive vital health assistance**, such as haemodialysis, emergency obstetric and neonatal care, and organ-saving admissions at affiliated public healthcare facilities outside of the camps.

UNHCR's basic needs assistance had a positive impact on refugees by improving well-being, reducing stress, and financial burden, as reported as part of [2024 programme assessment](#).

- In April, UNHCR and partners **repaired and rehabilitated** 175 shelters in Azraq and Zaatari camp, as part of efforts to improve living conditions in degraded shelters with mould and cracks, many of which have exceeded their life span.

COMMUNITY ENGAGEMENT

- In April, nearly 4,300 refugees provided support with community initiatives, education activities and other services in Azraq and Zaatari camps as **incentive-based volunteers**. Incentive-based volunteering enables refugees to demonstrate and develop professional and soft skills while contributing to their community and earning some basic means in the absence of other livelihood opportunities.
- UNHCR informed partners and volunteers about the **closure of the community centres supported by Community Support Committees (CSC) in host communities across Jordan** as of May due to funding cuts. The CSC, established in 2013 to bring together Jordanians and refugees, functioned as a bridge between UNHCR and communities playing an important role in identifying and referring cases with protection risks for refugees, sharing information about refugees' needs and challenges, and facilitating outreach to refugees to disseminate accurate information about available services and activities. UNHCR also has to reduce the number of community centres in camps from eleven to five. These changes will impact UNHCR's capacity to implement community-based activities, including focus group discussions and mobile helpdesks.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In April, UNHCR hosted **high-level meetings and visits** for representatives the European Union, the Netherlands, the Republic of Korea, the United Kingdom, and the United States. The visitors held consultations with UNHCR and met refugees in communities and camps to hear first-hand about their challenges and achievements.

Financial Information

Total recorded contributions for the operation in 2025 amount to some **\$82.7 million**. UNHCR is grateful for the critical support provided by donors, including especially those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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