Communication with Communities
UNHCR Jordan
October 2025

Digital communication with communities

Facebook

Number of posts
13

Followers
272,436
▲ 0.3%

Engagement
7,300
▼ 38%

Viewers
259,437
▲ 11%

Posts Reach
576,808
▲ 12%

Comments
631

WhatsApp Channel

Number of messages
13

Followers
79,232

Help site

12,000
Visitors
▼ 37%

75% / 25%
New vs. Returning Users

47,628
Pageviews
▼ 35%

SMS

397,012
SMS texts sent to 40,475 refugees

In-person counselling

1,319
Refugees counselled in UNHCR - supported community centres

1,678
Refugees counselled in UNHCR premises

Helpline

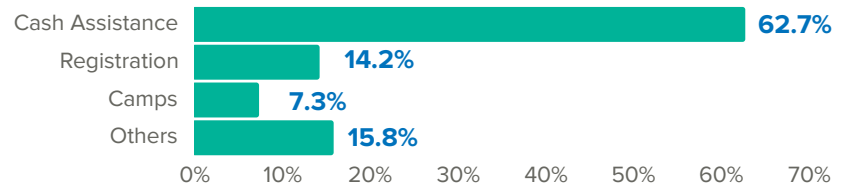
119,132
Responded Calls

97%
Resolved Calls

89.9%
Calls responded by IVR

10.1%
Calls responded by UNHCR staff

Reasons of calls



Source: UNHCR | www.unhcr.org/jo | help.unhcr.org/jordan | Facebook, Twitter & Instagram: @UNHCRJordan