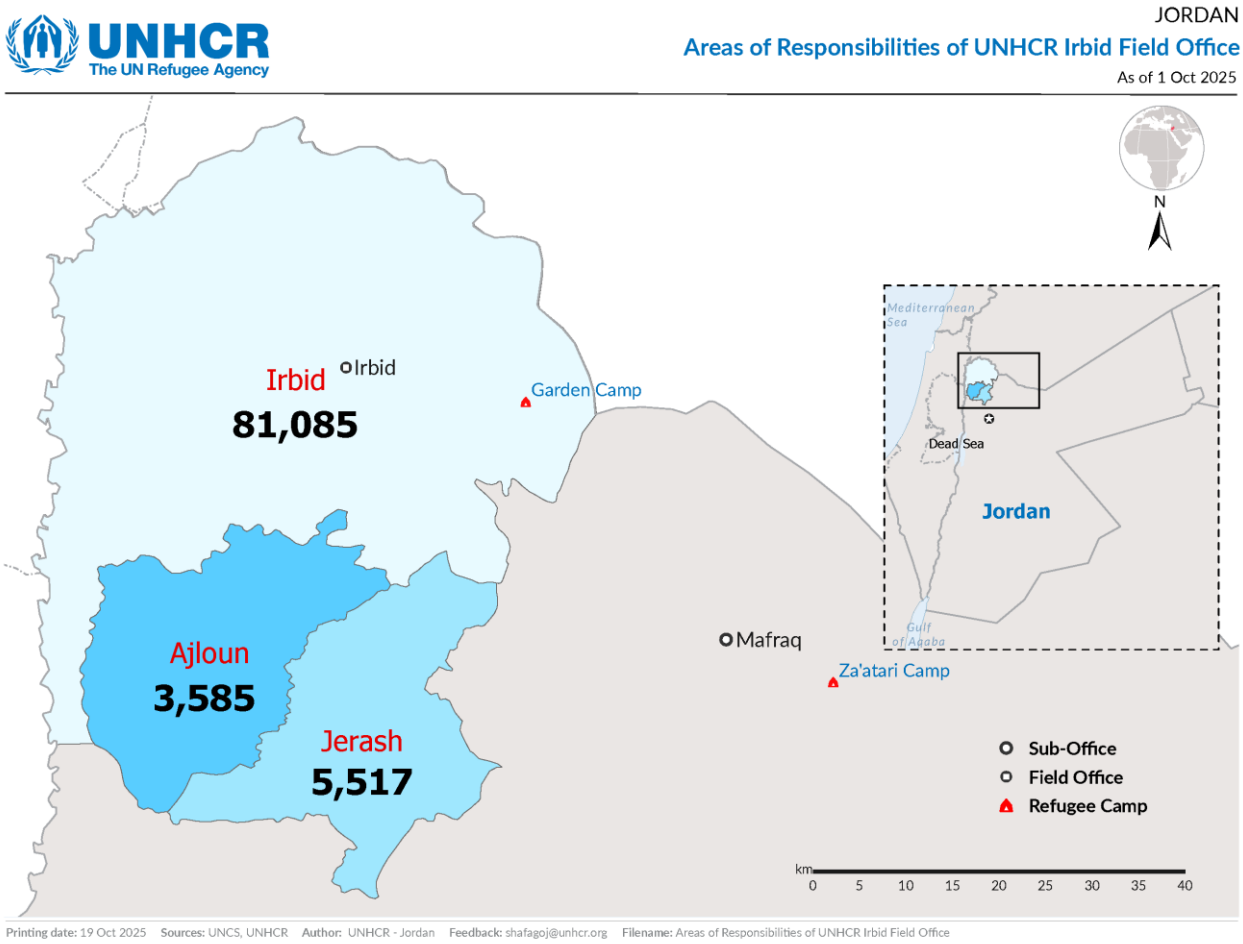
Jordan: Irbid Field Office

September 2025

The northern areas of Jordan, including Irbid, Ajloun and Jerash governorates, host over 90,000 refugees registered with UNHCR. Irbid Governorate alone hosts the second largest number of urban registered refugees in Jordan after Amman. UNHCR Irbid Field Office works with refugees and asylum-seekers in Irbid, Jerash, and Ajloun governorates, and in Garden Refugee Camp in Ramtha. UNHCR, the UN Refugee Agency is present through a field office in Irbid, with 14 national and two international staffs.



Garden Camp, previously known as King Abdullah Park, is located in Ramtha. Some 500 refugees (mostly Palestinians and Syrians) and Jordanians reside in the camp. Together with Syrian Refugee Affairs Directorate (SRAD) and the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), UNHCR provides assistance to the refugees.

Main Activities

Registration

- UNHCR ensures all registered refugees in the northern governorates are documented and have certificates proving their registration. It is essential to maintain accurate records of the refugee population and ensures that the rights and needs of women, men, and children are recognized. The UNHCR-issued Asylum Seeker Certificate is valid for one year and renewed annually.
- UNHCR closed the registration centre in Irbid on 1 August 2025. Since then, all registration activities are centrally managed from Amman, as part of the rationalization and realignment efforts after the funding reduction.
- Before the closure of the registration centre, until July 2025, UNHCR interviewed almost 10,000 families or more than 39,000 individuals with a daily average of 160 families to renew their Asylum Seeker Certificates or update their information and add newborns in the registration centre in Irbid.
- UNHCR worked to improve registration by offering in-person, rapid, and remote renewal options. Remote services have been expanded to help vulnerable people and those in hard-to-reach areas access registration. Asylum Seekers Certificates are also delivered through mobile helpdesks.

Protection

- UNHCR co-chairs the Irbid Protection Working Group and leads coordination with the local partners to ensure protection responses address the needs of refugees and vulnerable host communities across the northern governorates.
- UNHCR and partners provide comprehensive protection services, including **legal assistance, counselling, documentation support, and referrals for support in child protection (CP) and Gender-Based Violence (GBV) cases** through hotlines and outreach mechanisms. Services include psychosocial, medical, and legal assistance, and assistance to find a safe shelter if needed. Individual case support is coordinated with humanitarian actors to ensure holistic support, ensuring that services are accessible to everyone by applying diversity lens such as age, and gender.
- Because of the funding reduction, UNHCR had to reduce protection services that were provided via its partners. This impacted directly CP and GBV case support as well as services to people with disabilities (PwD) and elderly people. UNHCR maintains CP and GBV case support for critical cases through one partner and facilitates safe referrals. By the end of September, UNHCR and partners had provided support to around 300 cases in need of support for CP or GBV issues.
- UNHCR extended its protection network, especially for PwD, and successfully referred over 40 cases to partner organizations to ensure continued support for individuals who could not be directly assisted by UNHCR.
- Refugees also receive legal services such as counselling, representation, and mediation through UNHCR and its legal partner. By September 2025, over 6,400 individuals directly received legal protection services.
- UNHCR provides urgent cash assistance to the most vulnerable refugees facing immediate protection risks such as eviction threat, exploitation, and abuse. This urgent cash assistance will help refugees to access essential services like legal documentation, medical care and many more. By September 2025, more than 400 families (over 1,900 individuals) received urgent cash assistance.

Community Engagement and Outreach

- UNHCR, in partnership with the Jordanian Hashemite Fund for Human Development (JOHUD), promotes community leadership, facilitates community communication, and fosters social cohesion, with a special focus on women, youth, the elderly, and people with disabilities.
- In April, UNHCR's financial support to the Community Support Committees (CSCs) ended due to funding constraints. Until April, UNHCR had worked together with the network of the CSCs across Jordan, which were jointly run by Jordanian and refugee representatives of different nationalities. CSCs provided a community-led approach to responding to the needs of refugees in the northern governorates. From January to April 2025, 45 activities were conducted, reaching over 1,600 participants, including refugees and Jordanians.

- After April, UNHCR continues to collaborate closely with the former CSC members, recognizing their important role in community engagement and support. Furthermore, UNHCR has worked both to identify new operational partners and to expand the community volunteer network with youth and former CSC members to sustain activities, referrals, and support for vulnerable refugees.
- Simultaneously, UNHCR works with the local authorities and civil society to build robust community support networks, enhance refugee inclusion in local initiatives, and foster social cohesion.
- UNHCR provides counselling and support for refugees through Mobile Helpdesks conducted twice a week in different locations in Irbid and the Northern governorates. By September 2025, nearly 4,000 refugees approached the Helpdesks, mainly for issues related to cash assistance, such as eligibility or technical issues, as well as protection risks like eviction threats.

JOHUD and UNHCR together with refugees and Jordanian, celebrated the 16 days of activism by exhibiting and discussing about their artwork related the gender-based violence in Irbid. © UNHCR/Haelin Jeon

Durable Solutions

- UNHCR is working closely with the Government of Jordan, partners, and refugees to support refugees wishing to voluntarily return to Syria. By September 2025, nearly 40,000 refugees had voluntarily returned to Syria from the northern governorates since December 2024. In response to the needs expressed by refugees, UNHCR provides various forms of assistance to refugees who wish to return to Syria, including information, counselling, legal aid, and free bus transportation assistance.

Basic Needs Assistance

- UNHCR Jordan runs one of UNHCR's oldest cash assistance programmes to help refugees meet their basic needs. UNHCR provides monthly cash assistance to, on average, 3,600 refugee families in the northern governorates to meet their basic needs. UNHCR continues to improve the efficiency of its cash assistance distribution by increasing the use of e-wallets. So far, almost 60 per cent of the refugees are receiving basic needs assistance using the e-wallet modality.

Livelihood and Self-Reliance

- UNHCR acts as a catalyst by bringing together government entities, NGOs, the private sector, and community-based organizations to coordinate and enhance refugee economic participation. UNHCR officially opened the Economic Empowerment Panorama Hub (ECORAMA Hub) in February 2025, building a strategic partnership with the Greater Irbid Municipality. ECORAMA Hub has hosted several partners' activities, such as the International Labour Organization Job Search Club and Good Neighbours International, Jordan River Foundation, and Islamic Relief Jordan.
- UNHCR and its partner, the Jordan River Foundation, support refugees with training and livelihood opportunities, such as vocational training, job matching, home-based business licensing, and seed grants, to support the opening of small businesses owned by refugees.

Health

- Refugees in Jordan can access the Ministry of Health public hospitals and facilities at a subsidized rate (the non-insured Jordanian rate). UNHCR maintains regular coordination with the Directorates of Health to sustain collaboration in support of refugees in the northern governorates. Over 90 per cent of refugees now utilize public healthcare services rather than private facilities, with refugees reporting fewer barriers when accessing public health facilities.

Camp Coordination and Response in Garden Camp

- UNHCR coordinates the response in Garden Camp with the Government of Jordan, other UN agencies, and international and local NGOs.
- UNHCR distributes core relief items such as baby diapers and sanitary napkins on a quarterly basis. UNHCR also supports families with cash assistance to cover the cost of cooking gas every quarter. Up to September 2025, UHNCR has provided nearly JOD 6,700 for cooking gas to over 100 different families. Around 150 women and girls received over 2,700 packs of sanitary napkins. Around 1,000 packs of diapers were distributed for 50 babies.
- UNHCR provides livelihood opportunities for refugees through the Incentive-Based Volunteer (IBV) scheme. 4 IBVs worked in the camp as electricians, cleaners, and in protection services with UNHCR.
- UNHCR and UNRWA have developed a joint process to facilitate transportation from the Garden Camp to Syria for the refugees expressing their willingness to voluntarily return. UNHCR and UNRWA are conducting awareness-raising sessions to inform the refugees about the situation inside Syria and available services there, as well as services for return from Jordan.

Working with Partners

- UNHCR chairs several sub-working groups in Irbid, including the North Coordination Working Group, Protection, Economic Empowerment, and Health sub-working groups, and the Garden Camp coordination meetings. Alongside the Governor of Irbid, UNHCR and UNDP also chair the Irbid Local Coordination Group, where both Development and Humanitarian issues are discussed.
- **Governmental partners:** The offices of the Governors of Irbid, Jerash and Ajloun, Municipalities of Irbid, Jerash, and Ajloun, Syrian Refugee Affairs Directorate, Directorate of Health, Directorate of Social Development, Family Protection and Juvenile Department, Civil Registry Department, police stations, Chamber of Industry, Chamber of Commerce, Sharia'a Court, Yarmouk University and the labor office (Ministry of Labor).
- **UN agencies and international organization**: International Committee of the Red Cross, the United Nations Relief and Works Agency for Palestine Refugees in the Near East, the United Nations Children's Fund, UN Women, the World Food Programme, United Nations Development Programme, International Organization for Migration, International Labour Organization.
- **International NGOs**: CARE, Caritas, International Rescue Committee, INTERSOS, Jesuit Refugee Service, La Chaine de l'Espoir, Lutheran World Federation, MEDAIR, Mercy Corps, Norwegian Refugee Council, Palestinian Child Relief Fund, Syrian American Medical Society, Terre des hommes, Good Neighbours International, COOPI.
- **National NGOs/CBOs:** All Jordan Youth Agency, AlTakaful Center, Arab Renaissance for Democracy and Development, Arab Women Organisation, Business Development Centre, Jordanian Hashemite Fund for Human Development, Jordan Health Aid Society, Jordan River Foundation, King Hussein Foundation the Institute for Family Health (IFH), Forearms of Change Centre to Enable Community, Eidoun Charitable Association, Fikra Association. Islamic Relief Jordan (IRJ), and Education For Employment Jordan, Jordan Pioneer Center, and Zahr Alrumman Association.

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