Jordan

August 2023

The **UN High Commissioner for Refugees**, Filippo Grandi, visited Jordan and met with His Majesty King Abdullah II, donors, and partners to discuss the **Global Refugee Forum** in December and the refugee response in shifting contexts in Jordan.

Together with government partners, UNHCR organized a forum to discuss and enhance the **private sector's engagement** around **refugee employment** opportunities. UNHCR also co-hosted a job fair in Irbid with around 700 participants.

A study conducted by UNHCR on Jordanians' perception of refugees showed that **Jordanians remain in solidarity with refugees**, with a large majority supporting the continued inclusion of refugees in national systems such as education and healthcare.

KEY INDICATORS

733,597

Refugees in Jordan as of 31 August 2023

81.5%

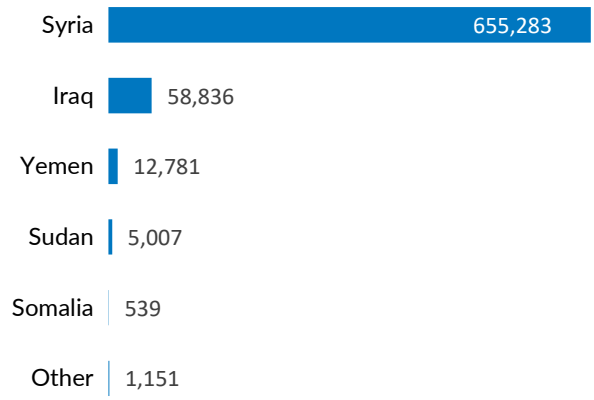
Refugees living outside camps in **communities**

46%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



** Registered with UNHCR*

While hailing Jordan for its continued support to refugees, the High Commissioner highlighted to donors the need to be innovative and explore non humanitarian support in light of dwindling humanitarian funding. @Royal Hashemite Court

PROTECTION

- In August, UNHCR, the UN Refugee Agency, interviewed more than 50,500 refugees for registration purposes, including renewal of documentation. UNHCR also continued to support the issuance of documentation attesting legal identity in Jordan. In August, family courts ("Sharia courts") issued more than 1,200 certificates attesting vital incidents such as marriages and deaths, and the Civil Status Department of the Ministry of Interior issued more than 1,700 birth certificates.
- UNHCR provided counselling to gender-based violence survivors and refugees with child protection issues, benefitting around 250 refugees in August. This allowed the refugees to access legal, psychosocial support, mental health assistance and cash-assistance through UNHCR or partners. UNHCR and its partner also provided legal assistance to around 260 refugees facing eviction threats.
- UNHCR continued to share crucial practical information with refugees and asylum-seekers through different means, including the Helpline and social media. In August, more than 24,000 visitors accessed the Help site and the Helpline received almost 2609,000 calls. UNHCR also conducted two Facebook live sessions on registration and health-related services and on education and scholarship opportunities. The sessions reached more than 24,000 and 41,000 people respectively.
- UNHCR continued its capacity building and advocacy efforts by providing trainings to relevant government officials such as the Refugees Affairs Coordination Office, Syrian Refugees Affairs Directorate (SRAD) and border guards. The training topics included the mandate of UNHCR, protection principles and national and international refugee legal frameworks.
- UNHCR's survey on the perceptions of refugees by the host community showed that 96 per cent of the interviewed Jordanians expressed sympathy towards refugees, in line with previous trends. 89 per cent also agreed that there is a state of coexistence between refugees and host communities. The findings from the study demonstrate Jordanians' steadfast support to refugees.

COMMUNITY EMPOWERMENT

- UNHCR continued to reach out to refugees across Jordan through different means including mobile helpdesks and consultation sessions with multi-functional UNHCR teams. Through these encounters, UNHCR listens to concerns of refugees and addresses their questions. In August, nearly 900 refugees reached UNHCR through mobile helpdesks while more than 200 refugees were engaged in the consultations.
- UNHCR, through its partners Jordanian Hashemite Fund for Human Development and Noor Al-Hussein Foundation, provided support to more than 500 refugees with specific needs, including elderly and refugees with disabilities, in the form of rehabilitation services and assistive devices such as wheelchairs, hearing aids, eyeglasses, etc.

CASH ASSISTANCE AND SELF-RELIANCE

- Following the announcement of a new joint targeting model by WFP and UNHCR in July, both agencies provided the opportunity to appeal for those who were delisted from the assistance. UNHCR received around 25,000 appeals by mid-August. In close coordination with WFP, UNHCR is analysing the findings from the appeals review to adjust the targeting model to mitigate unintended inclusion and exclusion errors.

- In August 2023, UNHCR in Jordan distributed cash assistance for over 29,000 refugee households in host communities (representing almost 109,000 individuals), including over 3,000 non-Syrians households. The Q3 assistance delivered in Azraq and Zaatari camps also covered August, bringing the total number of beneficiaries to 225,000 refugees.
- In addition, the Agency provided cash assistance to over 200 refugee families with urgent needs (e.g. those facing detention or eviction) as well as 460 urban refugees who could not cover their medical bills.
- UNHCR met with key government partners such as the Ministry of Labour (MoL) and the Social Security Corporation (SSC) on various occasions in efforts to address the issue of refugee's low rates of obtaining work permits and registering for social security.
- UNHCR, in partnership with the MoL, SSC and the Jordan Investors Association, organized a roundtable event to discuss and address challenges in employment of Syrian refugees in the private sector. The event was attended by a wide range of stakeholders including representatives from the United States, the European Union, Japan, the World Bank and a number of private companies.

HEALTH

- The director and staff of the Zarqa governorate's hospital visited the hospital in Azraq camp to better understand its capacity and to enhance coordination between the two hospitals for more timely and effective referrals, especially for high-risk pregnancies.
- The new comprehensive healthcare facility in Azraq camp was inaugurated on 1 August with a ceremony attended by the Representative of UNHCR in Jordan and the Head of SRAD. The new facility, established as a result of the merging of two clinics, will continue to serve the population attended to at both clinics in the past.

EDUCATION

- UNHCR agreed with the German Jordan University (GJU), which administers the Edu-Syria scholarship, to join efforts in expanding and diversifying scholarship opportunities and reaching out to a wider population of refugees pursuing higher education in different specializations. In August, UNHCR and GJU announced a joint call for applications for two scholarships - the Albert Einstein German Academic Refugee Initiative, better known as DAFI, and Edu-Syria. Around 3,000 applications were received and are under review.
- As a result of the continued advocacy by UNHCR and education actors, non-Jordanian students, including refugees, are now exempted from providing documentation when enrolling in both public and private schools for the academic year 2023/24. This will allow more refugee students to access education.

SOLUTIONS

- In August, more than 1,100 individuals left Jordan on resettlement, bringing the total number of refugee departures in 2023 to 6,300. In addition, to UNHCR's knowledge, more than 250 individuals left Jordan by the end of August through various pathways such as educational opportunities, employment schemes or family reunification.

SHELTER & ENERGY

- Following the green deal signed between UNHCR and the government in July, which allocates energy from a solar plant in Amman to Zaatari and Azraq refugee camps, the electricity bill for Zaatari in August only included the network usage fee without any additional cost.
- In August, UNHCR, through its partner, Norwegian Refugee Council, rehabilitated and repaired more than 150 shelters and provided 70 new shelters in both camps.

INTERAGENCY COORDINATION

- Following the official kick-off meeting of the Jordan Priority Response Plan (JPRP) 2024 – 2026 in July, the ten taskforces, each covering a different thematic area, are at varying stages of formulating narratives and setting up the log frames. The Ministry of Planning and International Cooperation has highlighted the linkages between JPRP and the Global Refugee Forum (GRF) and advocated for the formulation of JPRP priorities to feed the GRF pledges.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In August, UNHCR facilitated high-level visits and events, including:

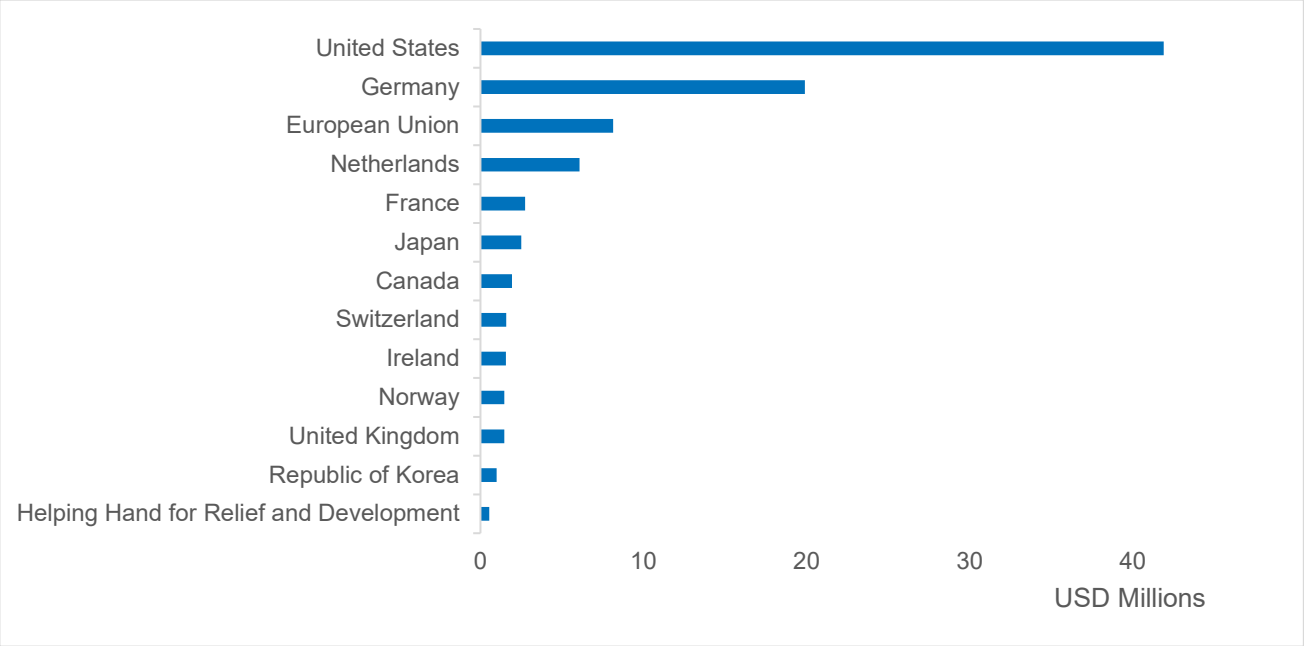
- The High Commissioner's met with members of the Jordan Strategic Humanitarian Committee and donors during his visit to Jordan. He shared his reflection on his earlier meeting with His Majesty the King on GRF. He called for a refreshed commitment in support of Jordan and of the achievements that the refugee response in Jordan has realised so far, as conditions were not conducive for return and options for other solutions were limited. He mentioned the need to explore non-humanitarian, long-term development opportunities for refugees.
- The Director of the Levant division in the Department of Foreign Affairs and Trade of Australia and the Australian Ambassador to Jordan visited Azraq camp. They had a chance to engage directly with refugees to better understand their living conditions.

Financial Information

Total recorded contributions for the operation in 2023 amount to some $132 million.

UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2023 (over $500,000)



Special thanks to the major global donors of softly earmarked contributions in 2023 (in US$)

United States of America (7.9M) | Private donors Australia (6.4M) | Finland (5.2M) | Private donors Germany (5.1M) | Private donors USA (3.5M) | Private donors Republic of Korea (2.8M) | Denmark (2.5M) | Private donors United Kingdom (2.4M) | Private donors China (2.1M)

Thanks to other global donors of unrestricted and regional funds in 2023 (in US$)

Sweden (69M) | Norway (63.1M) | Private Donor Spain (43.2M) | Netherlands (36.3M) | Denmark (35.6M) | Private donors Japan (30M) | United Kingdom (28.9M) | France (26.7M) | Private donors Republic of Korea (23.5M) | Germany (23.1M) | Switzerland (18.9M) | Private donors Italy (13.7M) | Belgium (11.9M) | Ireland (11.9M)

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