

Jordan

April 2024

UNHCR **won the prestigious People's Voice Award of the Webby Awards 2024** with a YouTube series featuring a creative refugee in Azraq camp and Swedish American inventor and innovator, Simone Giertz.

UNHCR and its partners provided **psychosocial and legal counselling and cash assistance** to almost 5,000 refugees who faced difficult life situations such as gender-based violence and child protection issues.

UNHCR, through its partners, provided **assistive devices and rehabilitation services** to over 450 refugees with specific needs who face challenges due to limited education and livelihood opportunities.



Mohammad Waheed, the Syrian Toy Maker from Azraq camp, was featured in UNHCR video that won one of the prestigious Webby Awards. © UNHCR/Noura Alabdullah



PROTECTION

- UNHCR, the UN Refugee Agency, interviewed some 32,000 refugees in April for **registration** and supported local authorities to issue over 1,300 birth certificates to ensure refugees have proper documents and can have access to basic services and support.
- UNHCR worked with partners to counsel and provide assistance to almost 5,000 refugees in difficult situations, such as those affected by gender-based violence, child protection issues or eviction threats.
- UNHCR continued to **share essential information with refugees** through different means. In April, UNHCR Helpline responded to over 118,600 calls while the Facebook page had almost 469,000 visitors.
- Refugees were included in a public statement from the Director of the Human Rights of the Prime Ministry Office among other human rights priorities as a result of continued advocacy from UNHCR.

**COMMUNITY EMPOWERMENT**

- In April, some 900 refugees across Jordan reached UNHCR **mobile helpdesks** and participated in community consultations to receive information about UNHCR services. These consultations give refugees in remote areas an opportunity to engage directly with UNHCR without having to travel far.
- Some 2,500 refugees and Jordanians participated in sports events, information sessions and other activities organized by the Community Support Committees (CSCs) and the Women Empowerment Network. The CSCs continue to serve as platforms for refugees and Jordanians to engage, contributing to **social cohesion**.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In April, UNHCR reduced the number of beneficiaries receiving its **basic needs cash assistance** in host communities due to declining funding. Over 23,700 households in host communities and over 23,000 households in the camps received the assistance, bringing the total number of supported vulnerable refugees to some 205,000 individuals.
- As part of the ongoing collaboration on providing **education and livelihoods opportunities for refugees**, UNHCR and Orange, a French telecommunications company, visited UNHCR's Connected Learning Hubs and the Orange Lab in Irbid and discussed synergies.

**HEALTH**

- UNHCR and its partners provided **assistive devices and rehabilitation services** to over 450 refugees with specific needs. Refugees with disabilities face challenges due to limited special education, lack of rehabilitation services outside main cities, and limited livelihood opportunities.
- UNHCR and the Ministry of Health agreed to develop a workplan to further strengthen refugee access to public healthcare with a focus on the following components: updating the service guide and policy manual, training the healthcare facility staff in areas with large refugee populations, and conducting information campaigns to raise refugee awareness on the access to public facilities.

Over 1,000 refugees from the refugee camps were referred outside and received emergency and/or vital function-saving health care services.

**EDUCATION**

- UNHCR and its partner, Jordanian Hashemite Fund for Human Development, improved capacities of four community centres for youth in Mafraq through integrating the centres' facilities and the Kolibri platforms. Kolibri is an offline learning platform which offers education resources including reading materials, games, and tests on various topics. The integration will improve the operational efficiency of the centres and the quality of education for both refugees and vulnerable Jordanian students.
- The **Connected Learning Hubs** have increased the number of educational platforms from one to seven, each tailored for a specific age group and purpose. Some of the new additions include Nahno which connects youths to volunteering opportunities for community engagement and 42 Amman which provides IT education for adults. The expansion will help reach a more diverse audience, enhance learning opportunities, and volunteer options for refugees and Jordanians.

**SOLUTIONS**

- In April, UNHCR submitted cases for some 350 women, men and children for **resettlement** and supported almost 400 individuals who left Jordan for resettlement countries.
- Over 150 refugees left Jordan on **different pathways** this year, mostly through family reunification or private sponsorships. There are more refugees that left Jordan this way of whom UNHCR is not aware.

**SHELTER**

- UNHCR continued to support the World Vision International and Action Against Hunger install some 450 private latrines for vulnerable refugee families in Azraq camp. The project aims to improve sanitary conditions and create 200 income-generating opportunities for refugee men and women installing the facilities.

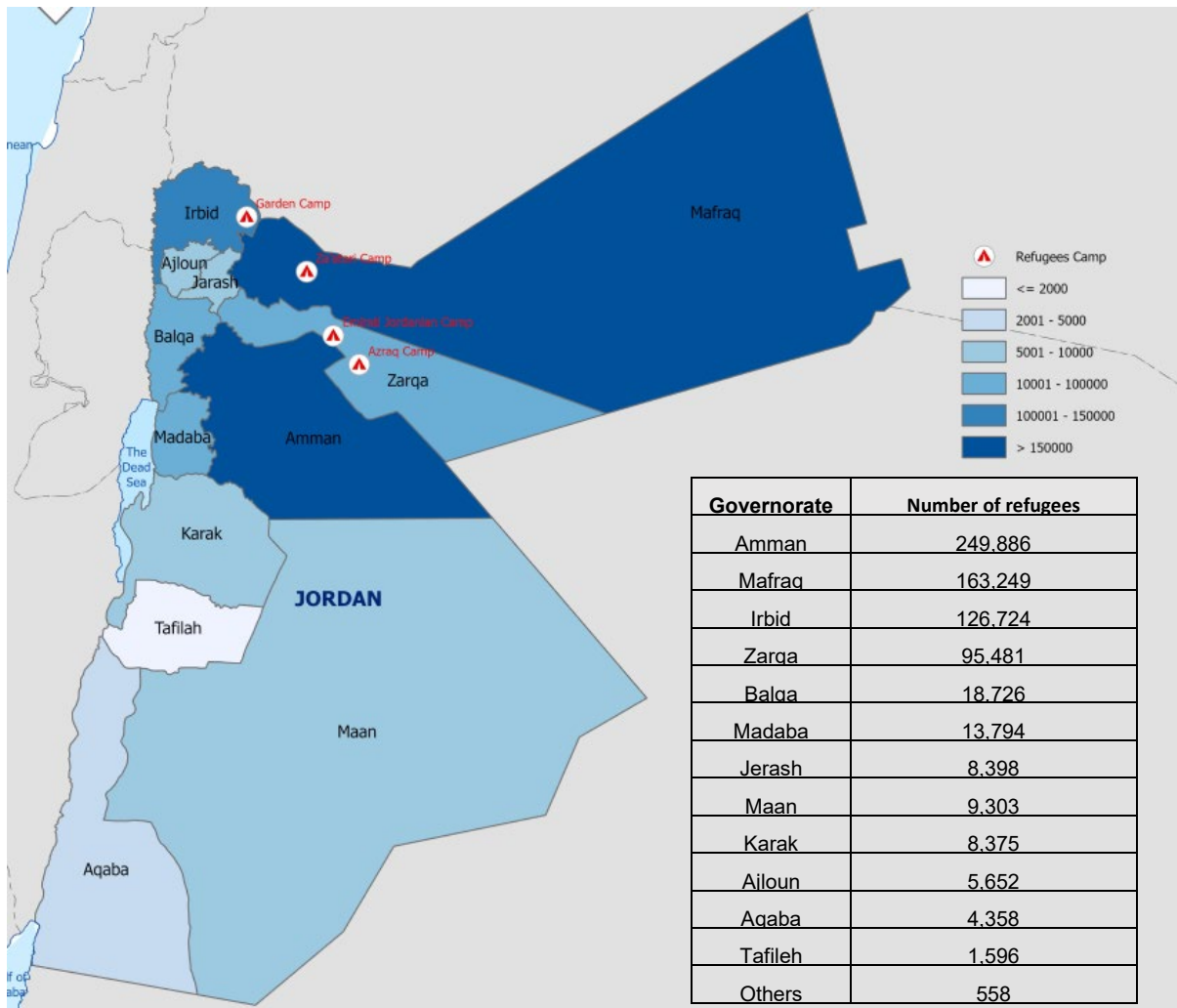
**INTERAGENCY COORDINATION**

- The members of the Jordan Strategic Humanitarian Committee, also known as JoSH, agreed on unified advocacy strategies for the upcoming **Brussels Conference**, a global platform to discuss support for the Syria situation. The participants reached a consensus on the need for a balanced narrative that recognizes the complexities of regional crises while promoting solutions that bolster overall stability and resilience.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In April, UNHCR hosted high-level meetings and visits for representatives from the European Civil Protection and Humanitarian Aid Operations, Sweden, Switzerland, and the United States. The visitors met refugees in communities and/or camps to hear first-hand about refugees' challenges and achievements. UNHCR also joined an exchange with Ambassadors at the invitation of the Dutch Ambassador which was also followed by leadership representatives of the World Food Programme and UNICEF.

Key Refugee Figures (as of 30 April 2024)



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

- **82.1%** refugees live outside camps **in communities**

Financial Information

Total recorded contributions for the operation in 2024 amount to some **\$58.5 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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