

# Annual Results Report

**2024**

**Indonesia**

## Acknowledgements

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### **Note:**

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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- 4.1 - Lessons Learned and Future Outlook

# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

Indonesia's new Government took office in October 2024. While it is still early in the transition to assess any shifts in the authorities' approach toward refugees, this new administration presents an opportunity to renew and strengthen Indonesia's leadership on refugee protection.

The country's key legal framework for refugee protection remained Presidential Decree 125/2016, which ensured refugees' access to asylum and assigned UNHCR a key role in managing asylum claims and enabling solutions. Authorities considered a revision of the Presidential Decree in 2024. While potential changes to the Decree pose risks of a reduced protection space for forcibly displaced people, they also offered an opportunity to strengthen the legal framework and address existing gaps in Indonesia.

Rohingya refugee boat arrivals continued in 2024, driven by ongoing insecurity and limited humanitarian assistance and opportunities in Myanmar and key host States. However, new arrivals were significantly fewer, with less than 1,000 arrivals in 2024 compared to approximately 2,300 in 2023.

A widespread misinformation, disinformation, and hate speech campaign, which began after boat arrivals in late 2023, severely impacted the operational context in early 2024. This contributed to negative sentiment towards UNHCR and refugees, dominating news on Indonesian social media. The spread of misinformation compromised refugees' safety and support, particularly for the Rohingya, and undermined the protection and assistance response at points of disembarkation. As a result, local authorities were hesitant to designate sites to host new arrivals due to tensions with host communities.

Prolonged stay, limited opportunities in Indonesia, and insufficient assistance and solutions continued to impact forcibly displaced people's mental health, leading to protests and demonstrations at UNHCR offices across the country.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

By the end of 2025, all forcibly displaced and stateless people have improved access to territory and reduced risk of refoulement

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	100.00%	99.45%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	0.00%	0.00%

In 2024, UNHCR conducted registration and refugee status determination on behalf of the Indonesian Government, registering 12,008 people (6,702 cases) from 52 countries by year-end. Most were from the Islamic Republic of Afghanistan (5,198), followed by Myanmar (2,679), Somalia (1,247), Yemen (504) and Sudan (469). UNHCR-issued documentation was generally respected by the Government, offering refugees and asylum-seekers protection from arbitrary arrest, detention, and refoulement and access to assistance and services.

Under the 2016 Presidential Regulation, immigration authorities were instructed to coordinate refugee status determination for those seeking asylum with UNHCR, adhering to principles of non-penalization and non-refoulement. While this was upheld for Rohingya refugees arriving by boat, immigration authorities sometimes denied entry to asylum-seekers arriving by air. In 2024, UNHCR was aware of the deportation of three Pakistani nationals who were unable to access UNHCR services in Indonesia. Rohingya asylum-seekers – most of whom were women and children – arrived in Aceh and North Sumatera on eight boats carrying 787 people. Indonesia remained a regional leader in rescuing boats in distress and permitting asylum-seekers to disembark. However, anti-immigration misinformation campaigns fueled local resistance and threats of pushback. Despite the absence of designated shelter sites, UNHCR advocated for safe disembarkation and conducted swift pre-registration and biometric identity management system verification. It also continued to advocate for freedom of movement, peaceful coexistence and access to education for refugees.

Immigration detention increased for people leaving hosting sites in Aceh and North Sumatera in 2024 to work, travel, or engage in activities deemed to violate immigration law.

### 2. Impact Area: Realizing Rights in Safe Environments

By the end of 2025, refugees, asylum-seekers and stateless people with heightened needs have access to basic needs and assistance

Population Type	Indicator	
	Baseline	Actual (2024)
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	100.00%	100.00%

Between January and July 2024, UNHCR provided cash assistance to 1,385 vulnerable refugees (28% of refugees living independently), focusing on those most in need. However, budget constraints forced a reduction in support to just 8% in August, with priority given to socioeconomically vulnerable refugees, particularly those living with chronic illnesses, disabilities, or newborns. To bridge the gap, Jesuit Refugee Service operated a cash assistance programme for independently living refugees who could not be supported by UNHCR. Cash support for the most vulnerable is critical to enable refugees and asylum seekers to meet their basic needs in an urban context in which they must have resources to rent accommodation, purchase food and basic needs, cover costs to access primary health care, etc.

Refugees accessed primary medical care, including maternity and childcare services, through public health facilities (Puskesmas). However, they were excluded from the national health insurance and health care system, leaving them to cover the costs of accessing primary, secondary and tertiary healthcare out of pocket.

To address urgent healthcare needs, UNHCR worked with Yayasan Cita Wadah Swadaya (YCWS) to provide refugees with essential access to secondary and tertiary healthcare. This partnership focused on life-threatening illnesses, emergencies, gender-based violence medical responses, mental health support, and maternal and neonatal care for independently living refugees. In 2024, UNHCR and YCWS facilitated 1,456 consultations at UNHCR-supported healthcare services, including 528 related to mental health and psychological and social support. In addition, care was provided to 24 neonatal cases and 12 maternal cases.

UNHCR and YCWS also ensured refugees living with HIV could access antiretroviral therapy through a private clinic. By year-end, antiretroviral therapy remained inaccessible to most refugees in primary healthcare services, prompting UNHCR to cover the associated costs. Meanwhile, IOM supported 48% of refugees in Indonesia – excluding those living independently – with accommodation, cash assistance and healthcare support until year-end.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**By the end of 2025, forcibly displaced and stateless people have access to education, livelihood opportunities, with equal participation of both males and females in their own protection**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>3.2a Proportion of children and young people enrolled in primary education</b>		
Refugees and Asylum-seekers	8.46%	34.13%
<b>3.2b Proportion of children and young people enrolled in secondary education</b>		
Refugees and Asylum-seekers	6.31%	20.81%

In 2024, refugee children were accepted at 175 schools across Indonesia, including faith-based institutions under the Ministry of Religious Affairs. By year-end, 885 refugee children were enrolled, with 629 in primary school and 256 in secondary school, with slightly more boys than girls attending. Access to school provides refugee children with an education, positive activities, psycho-social support, co-existence opportunities with Indonesian children, and hope for their futures. It also helps protect them from early marriage, early pregnancies, and other protection risks.

Although a government directive permitted refugee children to access primary and secondary education, significant barriers remained. Language challenges, prioritization of Indonesian students in schools experiencing space constraints, and parents delaying enrolment due to resettlement hopes contributed to low enrolment rates. Additionally, limited awareness and technical constraints at the school and district levels hindered refugees from obtaining formal transcripts or diplomas.

To strengthen advocacy for education access, including tertiary education, UNHCR led meetings with UN entities, UNICEF and IOM, to advance the UN Common Pledge. These discussions focused on aligning agendas and advocacy across UN agencies to establish a formal enrolment mechanism for refugee children and engage schools at the local and sub-district levels.

Refugees and asylum-seekers remained barred from formal employment in Indonesia. However, through partnerships with local institutions, UNHCR identified opportunities for refugees to gain practical work experience. On-the-Job training programmes in digital and caregiver skills benefited 51 refugees, nearly half of them women. Caregiver trainees were also given the chance to sit for the national skills qualification exam – an opportunity that would be inaccessible for refugees without these partnerships.

## 4. Impact Area: Securing Solutions

**By the end of 2025, refugees can access available solutions in a fair and transparent manner and activities are carried out through a comprehensive approach**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin</b>		
Refugees and Asylum-seekers	112	145
<b>4.2a Number of people who departed on resettlement</b>		
Refugees and Asylum-seekers	1,507	1,117
<b>4.2b Number of people who departed through complementary pathways</b>		
Refugees and Asylum-seekers	345	355

Throughout 2024, UNHCR pursued comprehensive durable solutions for refugees and asylum-seekers in Indonesia, in line with the Global Compact on Refugees. Resettlement and complementary pathways were strategically employed to advance broader solutions, supporting UNHCR’s objectives around livelihoods, financial inclusion, and education. During the year, 985 refugees were submitted for resettlement consideration to various countries while 1,117 refugees departed for resettlement. By year-end, 3,042 refugees were awaiting resettlement processing by different States. Information on available solutions was regularly shared with refugees and asylum-seekers through outreach, counselling, refugee-led organizations and outreach volunteers.

In addition to resettlement, 355 refugees departed to third countries through various complementary pathway programmes, including private sponsorship, family reunification and education pathways. A pilot project on labour mobility, conducted in partnership with Talent Beyond Boundaries and local partner Yayasan Cita Wadah Swadaya, continued to create opportunities for refugees. Companies in Australia, Canada and New Zealand offered employment to 115 refugee candidates, resulting in 50 forcibly displaced people departed for new roles.

UNHCR also worked closely with IOM to ensure refugees and asylum-seekers considering voluntarily repatriation. Efforts focused on ensuring those exploring this option had access to accurate information, enabling them to make an informed choice and return in safety and dignity. In 2024, 145 people voluntarily repatriated to their home countries.

## 1.3 Challenges to Achieving Impacts

UNHCR prioritized efforts to increase protection for forcibly displaced and stateless people in Indonesia by empowering refugees and promoting their meaningful inclusion in national education, health, justice, social and civil registration systems. While progress was made, several challenges remained.

Refugees' self-reliance was hindered by the absence of a legal framework allowing them to work in Indonesia and the limited opportunities to develop skills and gain experience. Increasing enrolment in public primary and secondary schools proved challenging, while refugees remained unable to access higher education institutions due to Indonesian regulations. Although refugees could access primary health services, their ability to obtain advanced healthcare remained limited, as they were excluded from the national health insurance programme. In addition, children were not fully included in the birth registration system, with many births unregistered in the national civil registration database.

A key obstacle to improving the safety, rights and wellbeing of forcibly displaced and stateless people in Indonesia was the conflicting and restricted domestic legal framework for refugees. Despite a Presidential Regulation and Indonesia's general respect for the principle of non-refoulement, immigration law continued to treat refugees and asylum-seekers as illegal migrants, subject to deportation or entry denial. This legal status severely limited access to opportunities within the country. Resource constraints also further curtailed UNHCR's ability to support the most vulnerable refugees.

Barriers to solutions outside Indonesia also remained significant. Limited resettlement spaces, restrictions on refugees' ability to develop skills and gain work experience, limited access to work and education pathways, and continued instability in countries of origin hindered safe return, making durable solutions even more elusive.

## 1.4 Collaboration and Partnerships

In 2024, UNHCR continued its collaboration with the UN country team to progress UN Common Pledge 2.0 to support refugee inclusion in education, livelihoods, health and birth registration. Notable progress was made, particularly on birth registration, driven by the collective efforts of UN and civil society organization partners. UNHCR also remained a co-sponsor of the UN Joint Programme on HIV/AIDS and funds were secured to support HIV/AIDS prevention and ensure access to treatment for refugees.

Following a thorough selection process, UNHCR selected Yayasan Cita Wadah Swadaya, Yayasan Guru Belajar, and Yayasan Relief Islami Indonesia as its national NGO partners to implement protection and assistance programmes in and around Jakarta.

UNHCR continued to lead the response to Rohingya boat arrivals, in coordination with the national and provincial Refugee Task Force, sub-national authorities, IOM and civil society organizations such as Jesuit Refugee Service and Yayasan Kemanusiaan Madani Indonesia. In 2024, with the extension of temporary refugee hosting sites to North Sumatera, more partners contributed to meeting refugees' essential needs, including shelter, food, clean drinking water, healthcare, and education, alongside support for host communities through UN and local civil society and faith-based organizations.

UNHCR also worked proactively with the media and the UN Information Centre to counter negative sentiments towards Rohingya refugees and UNHCR. By welcoming interviews and creating content, UNHCR sought to provide factual information that dispels misinformation, disinformation and hate speech across both traditional and online media channels. Notable collaborations included impactful partnerships with Narasi, Tempo Group, and the Tsunami Museum in Aceh.



# Section 2: Results

## 2.1. Outcomes and Achievements

### 1. Outcome Area: Access to Territory, Reg. and Documentation

**Outcome 1.1** By the end of 2025, asylum-seekers, refugees, and stateless individuals have access to fair and efficient protection processes

**Core Outcome Indicators**

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	94.98%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	3.70%	20.00%	10.80%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

**Core Output Indicators**

Indicator	
Population Type	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	2,180
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	12,008

### Progress Against the Desired Outcome

UNHCR registration and documentation processes protected refugees and asylum-seekers in Indonesia, safeguarding them from immigration detention, deportation or refoulement. In 2024, UNHCR registered 2,180 people (1,072 cases), including 1,932 new arrivals, 173 newborn babies, and 75 people already in situ. During the year, 2,728 people left through spontaneous departure, voluntary repatriation, or third-country solutions.

All registration interviews were conducted individually with a competent interpreter using the biometric identification system. Priority was given to those facing urgent protection risks. In total, 287 people were recognized as refugees in 2024 – 286 in the first instance and one on appeal. One was rejected in the first instance. Refugee Status Determination (RSD) is undertaken strategically in Indonesia, prioritizing those with identified third country solutions or urgent protection needs.

Children born to mixed refugee parent-Indonesian national parents were able to obtain birth certificates based on the Indonesian parent’s nationality. Meanwhile, children born to refugees or asylum-seekers in

Indonesia were issued Government birth notifications.

In 2024, UNHCR advocated for improved access to Government birth registration by strengthening its partnership with the Directorate General of Civil Registration and Population, as well as Civil Registration offices in refugee-hosting areas. A workshop with the Directorate General led to a Government circular in September 2024 on recording vital statistics for refugee children born in Indonesia. This initiative also involved educating refugee representatives on the importance of birth documentation, distributing informational booklets and posters on the process, and planning for the 2025 dissemination of this material to refugee-led organizations, shelters and local health clinics.

By year-end, 101 refugee children had received Government-issued birth notifications, bringing the total number of Government-documented refugee children to 10.8% of all refugee children under five years old born in Indonesia. In addition, more civil registration offices in refugee-hosting areas showed an increased willingness to issue birth notifications compared to previous years.

### 3. Outcome Area: Protection Policy and Law

#### Outcome 1.3 By end of 2025 acceptance of refugees in Indonesia increased

##### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol</b>			
None	Not yet aligned	Not yet aligned	Not yet aligned
<b>3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness</b>			
None	Unknown	Broadly aligned	Broadly aligned

##### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness</b>	
Refugees and Asylum-seekers	Yes

### Progress Against the Desired Outcome

UNHCR actively monitored the revision of Indonesia's key refugee legislation, Presidential Regulation 125/2016 on the Handling of Foreign Refugees. At the close of 2024, UNHCR convened a workshop in Aceh with Government and non-government stakeholders to advocate for the rescue of refugees in distress. This workshop also advocated for a circular on access to vital events, which enhanced refugees' access to Civil Registration and Vital Statistic documents in Indonesia. In addition, UNHCR liaised with Parliament regarding the revision of the 2011 Law on Immigration. Despite UNHCR's advocacy, the revision did not include provisions granting the right to asylum and protection for refugees.

Although Indonesia had not ratified the 1951 Convention relating to the Status of Refugees or the 1954

Convention relating to the Status of Stateless Persons, UNHCR considers the national legal framework broadly aligned with the 1961 Convention on the Reduction of Statelessness. However, Indonesia lacks data on its stateless population. In 2024, UNHCR engaged with the National Statistics Office to advocate for the inclusion of data on forcibly displaced and stateless people in national statistics, surveys, and reports. UNHCR also provided feedback on activities planned for 2025, including the Indonesia intercensal survey and inequality assessment of Civil Registration and Vital Statistics.

Indonesia's National Human Rights Commission recommended the formation of a joint Government team to identify undocumented people, including those of Philippine descent. It also suggested that Immigration issue a special stay permit for Philippine nationals wishing to remain in the border area, following the example of the Philippines Government's policy for Indonesians living near the border.

## 4. Outcome Area: Gender-based Violence

**Outcome 1.4 By end of 2025, forcibly displaced and stateless people have adequate information, can identify and report on sexual exploitation and abuse through strengthened protection mechanisms**

**Outcome 1.5 By end of 2025, the risks of gender-based violence are reduced, ensuring that all survivors have adequate and timely access to quality services and gender-based violence prevention programming effectively addresses the root causes**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
Refugees and Asylum-seekers	75.00%	100.00%	100.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	36

## Progress Against the Desired Outcome

By year-end, UNHCR had provided support to 36 survivors of gender-based violence. This included 16 people referred for medical care, 25 who received psychological and social assistance, 27 who benefitted from material support, such as access to a safe house, and five who received legal assistance. UNHCR continued to liaise with IOM to identify survivors requiring further protection, including access to legal assistance, access to safe shelters, best interest processes for children, and resettlement.

Unlike previous years, the implementing partner did not conduct a monitoring survey due to a partner change. Despite the transition, services remained uninterrupted and coordination between partners remained strong.

Raising awareness about gender-based violence remained a key priority to break stigma, change attitudes and behaviour, encourage survivors to access help, and hold perpetrators accountable. In 2024, UNHCR supported 13 awareness-raising sessions about gender-based violence and 16 on the prevention of sexual

exploitation and abuse, including in Aceh. These sessions reached hundreds of Rohingya refugees and approximately 25 partner staff members in Aceh and 63 staff members (UNHCR and partners) and 110 community members in Jakarta and surrounding areas. To prevent gender-based violence, UNHCR also expanded the Engaging Men in Accountable Practices initiative, successfully completing its second cohort with 18 men and 24 women. 14 graduates from the first cohort launched their own gender-based violence project, reaching 96 more people. The EMAP project works with refugees to explore and reconsider perceptions on gender roles and the impact of gender roles on GBV incidents within their community. Moreover, 14 graduates from the first batch rolled out their GBV project and reached 96 individuals. This project focused on a GBV campaign, particularly on recognizing GBV incidents and the reporting and referral mechanism.

UNHCR assessed the capacity of three new local implementing partners in the prevention of sexual exploitation and abuse, including Yayasan Cita Wadah Swadaya, Yayasan Guru Belajar, and Yayasan Relief Islami Indonesia, and provided support to strengthen one.

## 5. Outcome Area: Child Protection

**Outcome 1.2 By end of 2025 vulnerable refugee children are protected from violence, abuse, exploitation and discrimination and have access to child friendly procedures and services.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>			
Refugees and Asylum-seekers	72.73%	100.00%	43.37%
<b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b>			
Refugees and Asylum-seekers	74.67%	100.00%	9.17%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
Refugees and Asylum-seekers	170

## Progress Against the Desired Outcome

By year-end, there were 3,620 refugee children in Indonesia, including 187 unaccompanied and 152 separated children. Most of those unaccompanied and separated children lived in IOM accommodation, semi-independent living arrangements, or accommodation sites in Aceh province for Rohingya refugees.

To reduce their vulnerability, UNHCR and partners ensured 21 unaccompanied or separated children received timely and appropriate support based on the urgency and severity of their situation. This support included providing alternative care arrangements – either supervised semi-independent living care arrangements or foster care – in Jakarta and the surrounding areas, supervised by Yayasan Cita Wadah Swadaya (YWCS) and UNHCR's child protection team.

In 2024, to identify durable solutions for children at risk in Indonesia, UNHCR conducted 70 best interest assessments (BIA) and 15 best interest determinations (BID), including for unaccompanied and separated

children and those in exceptional circumstances or custody disputes. Recommendations were endorsed and followed up on and 196 cases were referred.

Following Rohingya boat disembarkations in Aceh, UNHCR carried out best interest assessments for unaccompanied children, child spouses and other children at risk to identify their protection needs. With support from the International Committee of the Red Cross and the Indonesian Red Cross' family tracing programme, four unaccompanied children were referred from Restoring Family Links (excluding Aceh).

To enhance child protection in Indonesia, in 2024, UNHCR trained YWCS staff on best interest procedures, including how to conduct best interest assessments and provide best interest determination services. YWCS also managed a new child protection hotline.

Efforts to improve refugee children's access to protection services continued in 2024. Government officials and other stakeholders contributed to revising standard operating procedures for best interests procedures, which remained under review at year-end.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**Outcome 3.3 By end of 2025, forcibly displaced and stateless people can share their concerns and receive feedback while refugee women are better able to participate in issues that affects them**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b>			
Refugees and Asylum-seekers		Extensive	Moderate
<b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>			
Refugees and Asylum-seekers	96.59%	90.00%	96.99%
<b>7.3 Proportion of women participating in leadership/management structures</b>			
Refugees and Asylum-seekers	35.00%	50.00%	27.06%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
Refugees and Asylum-seekers	0
<b>07.2.1 Number of people who used UNHCR- supported feedback &amp; response mechanisms to voice their needs/ concerns/feedback</b>	
Refugees and Asylum-seekers	8,025
<b>07.3.1 Number of people who received protection services</b>	
Refugees and Asylum-seekers	11,647

## Progress Against the Desired Outcome

In 2024, UNHCR launched the Asia pilot of its digital gateway self-service portal in Indonesia, enhancing complaint and feedback channels for forcibly displaced and stateless people.

A nationwide verification exercise enabled refugees and asylum-seekers to update their personal data and access support, while UNHCR launched a ProGres referral mechanism for protection services. Between May and December, UNHCR verified the status of 8,025 of the 10,500 people it targeted (excluding Rohingya refugees in temporary sites in Aceh and North Sumatera) and created 4,514 digital gateway accounts.

UNHCR received inquiries from 4,163 people through its KoBo Toolbox system, including 1,019 new arrivals seeking registration. In-person services at the Jakarta reception centre were expanded, with 3,622 receiving in-person support. The Help website housed important information, including details about the digital gateway portal. Ongoing demand for resettlement and assistance made outreach and counselling activities essential. UNHCR met with 269 forcibly displaced people during visits to four refugee-led organizations and four IOM accommodation sites. An additional 300 people were met through four townhall meetings. In all instances, referrals were made to protection services as needed. As the demand for this type of engagement increased, drafting began on guidance for protection staff on how to conduct such gatherings and define their scope, which is expected to be finalized in 2025.

To foster volunteerism among refugee communities and strengthen community-based protection mechanisms, UNHCR started an outreach volunteers project. Six females and 12 males from eight different refugee communities in Jakarta and surrounding areas were selected. In addition, women refugees were encouraged to get involved in activities impacting their community. As a result, 14 women worked as community interpreters, while three supported the work of a legal service provider, SUAKA, and later became paralegals. At least 20 refugee women were also known to work as teachers or in management roles at refugee-led organizations, with an unknown number also active in these organizations.

## 8. Outcome Area: Well-Being and Basic Needs

**Outcome 2.1. By end of 2025, vulnerable refugee households can cover their basic needs through cash based intervention and other types of assistance.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>			
Refugees and Asylum-seekers	66.40%	100.00%	34.56%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>08.1.1 Number of people who received cash assistance</b>	
Refugees and Asylum-seekers	1,408
<b>08.2.1 Number of people who received non-food items</b>	
Refugees and Asylum-seekers	450

## Progress Against the Desired Outcome

Refugees in Indonesia were unable to exercise their right to work in Indonesia, leaving them in a fragile socioeconomic position. UNHCR used its limited funds to provide a small monthly subsistence allowance to 1,406 people, including men and women and unaccompanied children. Due to funding shortfalls, only 28% (1,385 people: 672 female and 713 male) of the 4,920 independently living refugees received cash assistance between January and July. This support also included a sanitary kit allowance was also embedded in that support for 483 women and girls aged 11 to 55 years old.

From August to December, reduced funding meant that support was cut to just 8% of those refugees, with priority given to those living with chronic illness, a disability, or children under the age of one. In December 2024, additional funding allowed UNHCR to offer one-time cash assistance to 750 independently living refugees (393 female and 357 male), including 218 people whose assistance had been cut in August. Socioeconomic assistance for unaccompanied children was managed by UNHCR's implementing partner Yayasan Cita Wadah Swadaya but provided to 21 unaccompanied children, including 11 boys and 10 girls.

Emergency allowances were also provided to 21 people requiring immediate intervention, including four survivors of gender-based violence, child survivors, newly registered refugees with multiple vulnerabilities, and those with chronic illness or living with disabilities. In addition, UNHCR managed cash assistance with its partners, assessing 230 vulnerable people in 2024, prioritizing and referring them for urgent support, and coordinating with other organizations to avoid duplication.

## 10. Outcome Area: Healthy Lives

**Outcome 2.2. By end of 2025, refugees, asylum-seekers and stateless people access improved lifesaving and life sustaining health services including mental and reproductive health, HIV/AIDS prevention and response services.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>10.2. Proportion of births attended by skilled health personnel</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>	
Refugees and Asylum-seekers	1,509
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>	
Refugees and Asylum-seekers	528

## Progress Against the Desired Outcome

In Indonesia, refugees had access to primary healthcare centres and maternal and neonatal services,



though most could not afford to use them. UNHCR provided financial support for maternal care through its partner Yayasan Cita Wadah Swadaya (YCWS) and supported births at primary healthcare centres. Refugees requested maternal and neonatal care through a hotline number. In 2024, UNHCR provided neonatal assistance to 24 people and maternal care to 12.

In 2024, there were 1,456 individual consultations in UNHCR-supported healthcare services, including 528 for mental health support. Currently, refugees and asylum seekers in Indonesia do not have access to national HIV diagnosis and treatment services, which presents a challenge to reach the desired outcome. Through YCWS, UNHCR provided access to antiretroviral therapy for six refugees and asylum-seekers living with HIV. It also offered voluntary counselling and testing for HIV prevention, care and treatment through YCWS, which supported 17 people, including 14 men and three women.

To expand refugees' access to healthcare, UNHCR researched the gaps and challenges refugees face accessing healthcare. The results will guide UNHCR's future advocacy on the issue. In addition, UNHCR and its partners also ran health-related information sessions for refugees, including specific workshops for young people and an HIV seminar.

## 11. Outcome Area: Education

**Outcome 3.2 By end of 2025, refugees, asylum-seekers and stateless people can access various formal and informal education opportunities at different levels in all locations where they reside**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>11.1 Proportion of young people enrolled in tertiary and higher education</b>			
Refugees and Asylum-seekers	2.14%	2.00%	1.76%
<b>11.2 Proportion of children and young people enrolled in the national education system</b>			
Refugees and Asylum-seekers	5.64%	11.00%	28.80%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	878

## Progress Against the Desired Outcome

A Government directive ensures that refugee and asylum-seeker children in Indonesia can access primary and secondary education. By year-end, 885 refugee children were enrolled in the national education system, including 629 in primary education (308 girls) and 256 in secondary education (122 girls). While discussions with the Ministry of Primary and Secondary Education regarding a formal enrolment process were still ongoing, 175 schools continued to accept refugee children.

There was an urgent need for refugee children to access educational opportunities, particularly in Aceh. To address this, UNHCR drafted guidance and sought UNICEF's support, particularly in mapping schools that could accept refugee children and providing education in an emergency setting. Plans to map refugees' interest in pursuing further or higher education with implementing partners (IP) were put on hold. However,



26 refugees attended universities in 2024, primarily in Jakarta, Makassar, Medan and Pekanbaru. Under the UN Common Pledge on access to tertiary education, UNHCR and UNESCO explored how refugees could benefit from the Government's 'Freedom to Learn' programme, but it was determined that the programme was limited to Indonesian nationals only.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

**Outcome 2.3. By end of 2025, forcibly displaced and stateless people access WASH facilities that meet the SPHERE minimum standard.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>12.1 Proportion of people using at least basic drinking water services</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>12.2 Proportion of people with access to a safe household toilet</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Progress Against the Desired Outcome

UNHCR coordinated the Rohingya refugee response in Aceh and North Sumatera.

In 2024, UNHCR provided food and drinking water to all 787 Rohingya refugees who arrived by boat in Aceh and North Sumatera, as well as the 1,748 already residing there. Through its implementing partner Yayasan Kemanusiaan Madani or village-owned enterprises, UNHCR supplied clean, safe water via boreholes in the two most populated Rohingya temporary sites: Mina Raya accommodation in Pidie Regency and Rawang village accommodation in Rawang village, East Aceh.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

**Outcome 3.1 By end of 2025, forcibly displaced and stateless people can access a range of livelihood and self-reliance activities that strengthen social protection and positive coping mechanisms**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b>			
Refugees and Asylum-seekers	26.19%	25.00%	32.97%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	345

Progress Against the Desired Outcome

In 2024, UNHCR explored ways to enhance refugees’ financial inclusion in Indonesia through multiple discussions with key financial institutions, including the Indonesian Financial Services Authority and Bank Rayat Indonesia, one of the largest banks in the country

These discussions revealed regulatory barriers preventing refugees from opening bank accounts, particularly the issue of UNHCR identity cards not being recognized as valid documentation. Further meetings were held to explore practical solutions such as a pilot programme to open bank accounts for refugees receiving monthly subsistence allowances. However, significant budget reductions caused the plan to be put on hold toward the end of the year.

In parallel with national advocacy for refugees’ financial inclusion, UNHCR initiated discussions with Visa, a global payments company, on addressing this challenge. Visa and UNHCR maintained a formal partnership in 2024, with Visa contributing to a country-level action plan, expanding networking opportunities, engaging in joint advocacy and supporting resource mobilization efforts.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

**Outcome 4.1. By end of 2025, refugees and asylum-seekers willing to return to their country of origin can access a facilitated voluntary return programme**

Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	187

Progress Against the Desired Outcome

In 2024, 187 refugees approached UNHCR requesting voluntary repatriation and received counselling and country of origin information. Among the 187 people, 145 returned to their countries of origin with most coming from Iraq, Sri Lanka and Bangladesh. While the number of people returning to their home countries in 2024 was higher than in previous years, ongoing challenges and instability in several countries of origin, including Afghanistan, Myanmar, Sudan, Syria and Yemen meant that most refugees from these countries did not feel it was safe to return.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Outcome 4.2. By end of 2025, vulnerable refugees in protracted situations have access to expanded resettlement and complementary pathways**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>15.1 Number of refugees submitted by UNHCR for resettlement</b>			
Refugees and Asylum-seekers	1,564	1,500	987

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>15.1.1 Country issues machine-readable travel documents</b>	
Refugees and Asylum-seekers	No

## Progress Against the Desired Outcome

In 2024, UNHCR submitted 987 resettlement applications to various countries, exceeding its annual resettlement submission quota of 950. People submitted for resettlement included those with protection and resettlement needs, medical issues, and those who had been living as refugees for a prolonged period.

During the year, 1,117 people departed for resettlement to third countries, including 355 through complementary pathways – a slight increase from the previous year. These pathways included private or community sponsorship, family reunification and education opportunities.

A pilot project on labour mobility, run in collaboration with Talent Beyond Boundaries and Yayasan Cita Wadah Swadaya, continued successfully. Of the 115 candidates who secured job offers from companies in third countries – including Australia, Canada and New Zealand – 50 left for those countries while the rest completed visa and other formalities. Given the low number of resettlement quotas for 2025, UNHCR planned to strengthen activities aimed at finding solutions through complementary pathways in 2025, ensuring that refugees continue to find solutions.

## 2.2. Age, Gender and Diversity

UNHCR disaggregated the data it collected by age, gender, nationality and other diversity factors such as specific needs, accommodation type, assistance programmes, and geographic location within Indonesia. This data was used to understand and analyze trends, target responses, present impactful data to donors and partners, and ensure diverse perspectives were considered on key issues affecting refugees.

In 2024, UNHCR worked to place refugees at the centre of decision-making by identifying key concerns and guiding appropriate responses. UNHCR expanded and enhanced outreach activities, regularly engaged with refugee-led organizations, initiated a refugee outreach volunteer programme, and improved

communication with refugees through the Help site, town hall meetings and partners' hotlines.

UNHCR conducted a nationwide verification exercise, including enrolment in the digital gateway, with Indonesia serving as a pilot country. These initiatives engaged all refugees in the country, enabling UNHCR to update key data in proGres – including information on age, gender, specific needs, and other diverse characteristics. Refugees also activated their digital gateway accounts, which are expected to enhance communication on important issues.

The broad geographic distribution of refugees across Indonesia remained a challenge for refugee inclusion, limiting contact with forcibly displaced people in locations without a UNHCR presence. The Digital Gateway is expected to improve and facilitate remote engagement and positively impact refugee participation and inclusion. Although UNHCR was active in age, gender and diversity work in 2024, budget limitations prevented the undertaking of a participatory assessment during the year.

## Section 3: Resources

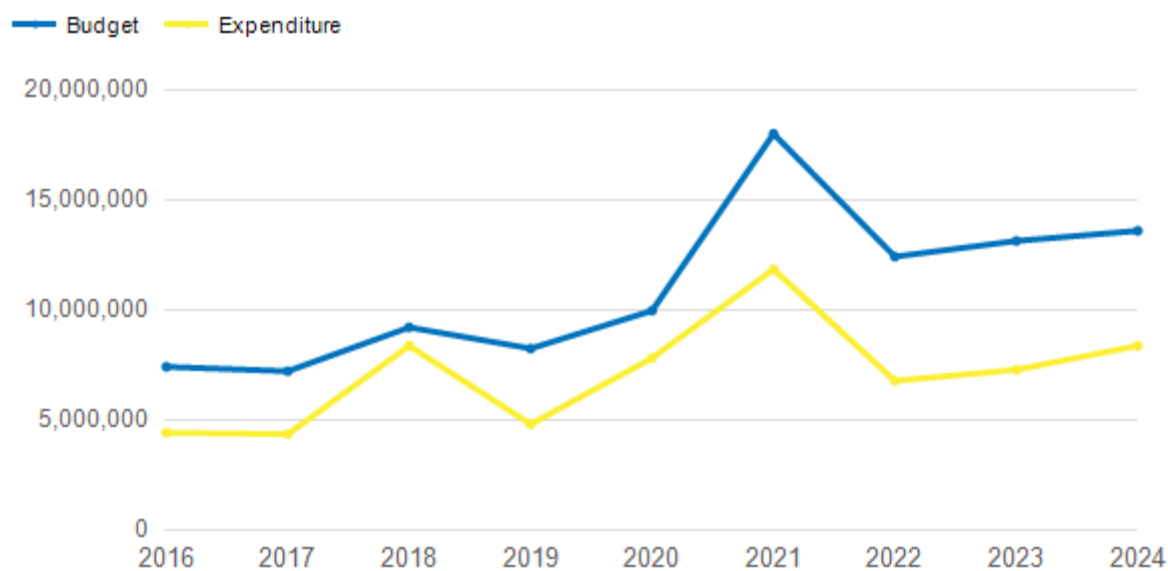
### 3.1 Financial Data

(Financial figures in USD)

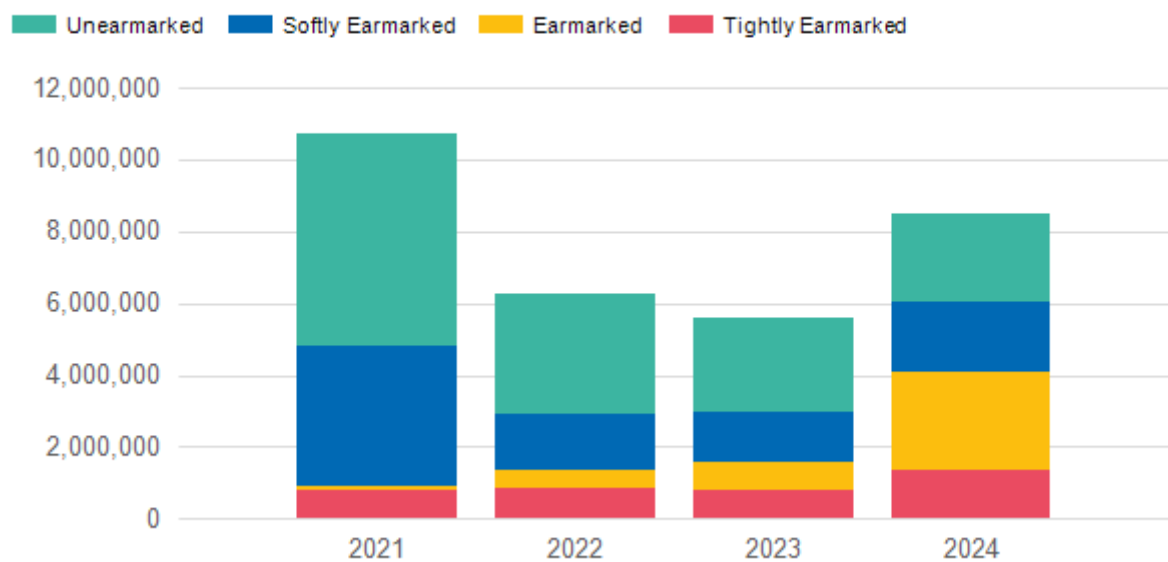
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	2,969,364	2,614,504	88.05%	2,614,504	100.00%
IA2: Assist	6,625,934	4,175,692	63.02%	4,175,692	100.00%
IA3: Empower	2,293,767	1,005,783	43.85%	1,005,783	100.00%
IA4: Solve	1,686,994	610,255	36.17%	556,992	91.27%
<b>Total</b>	<b>13,576,059</b>	<b>8,406,233</b>	<b>61.92%</b>	<b>8,352,971</b>	<b>99.37%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	2,098,671	1,872,467	89.22%	1,872,467	100.00%
OA3: Policy/Law	126,656	179,689	141.87%	179,689	100.00%
OA4: GBV	363,949	320,337	88.02%	320,337	100.00%
OA5: Children	380,089	242,011	63.67%	242,011	100.00%
OA7: Community	1,265,232	439,221	34.71%	439,221	100.00%
OA8: Well-being	4,830,962	2,991,641	61.93%	2,991,641	100.00%
OA10: Health	1,322,553	733,440	55.46%	733,440	100.00%
OA11: Education	331,161	244,751	73.91%	244,751	100.00%
OA12: WASH	149,187	132,090	88.54%	132,090	100.00%
OA13: Livelihood	697,373	321,811	46.15%	321,811	100.00%
OA14: Return	396,081	193,383	48.82%	193,383	100.00%
OA15: Resettle	1,290,913	416,872	32.29%	363,609	87.22%
EA17: Systems	323,232	318,521	98.54%	318,521	100.00%
<b>Total</b>	<b>13,576,059</b>	<b>8,406,233</b>	<b>61.92%</b>	<b>8,352,971</b>	<b>99.37%</b>

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

UNHCR’s focus in Indonesia remained aligned with its core refugee mandate, supporting refugees’ well-being and basic needs, access to asylum and documentation, health assistance, community and women empowerment, resettlement and pathways to solutions, as well as access to education. The overall budget achieved a 99% implementation rate in 2024.

UNHCR mobilized resources and confirmed that 60% of its overall budgeted needs for Indonesia were funded by Canada, the European Union, Germany, the Joint UN Programme on HIV/AIDS, and the United States. UNHCR also secured funding from private donors in Indonesia, the United Kingdom, the United

States, Saudi Arabia and others.

There were challenges in resource allocation due to needs arising from the Rohingya response in Aceh and North Sumatera. At the beginning of 2024, with an unprecedented number of Rohingya arriving by boats, UNHCR reprioritized resources from other critical and lifesaving programs, such as cash assistance and emergency health treatment for vulnerable refugees to sustain the Rohingya response across various sites.

These funds were crucial for enabling UNHCR to provide critical interventions, including safe disembarkation, coordination with national and local authorities to ensure designated shelter sites, basic needs (food and drinking water), protection monitoring, as well as safety measures in the sites. Toward the end of the year, UNHCR was able to run host community support activities at these sites, although on a smaller scale, in consultation with local authorities and community leaders.

The reallocation of funds to the Rohingya response meant that UNHCR had to deprioritize cash assistance, affecting 70% of the most vulnerable refugees, including families with children. This resulted in refugee protests at the UNHCR country office, the refugee Community Center in Jakarta, as well as UNHCR offices. Mental health issues among refugee populations whose assistance was cut became more prevalent, as did gender-based violence and child protection concerns within households. The loss of financial support also led to a higher number of school drop-outs.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

UNHCR utilized organized Strategic Moments of Reflection (SMR) with refugees, government, and other stakeholders to jointly identify areas of UNHCR's work to improve upon, to gather lessons and reflections on our efforts, and to determine better ways of working in the future.

Local decision-making had a significant impact on refugees' protection, prompting UNHCR to engage with newly elected leaders at all levels to improve the protection of refugees and asylum-seekers. A lack of clarity or inconsistency in the legal framework required UNHCR's continued engagement to positively influence key domestic legislation updates, including the Presidential Regulation 125/2016.

Challenges related to misinformation, disinformation, and hate speech, as well as ongoing boat arrivals, underlined the need for UNHCR to expand its network of supporters in Indonesia, increase awareness of refugees' needs and UNHCR's work (including through social media), enhance engagement with local communities (particularly in Aceh and North Sumatera); and regularly provide accurate information on refugees, UNHCR, and its work in Indonesia.

Given refugees were spread across the country, UNHCR and refugees sought effective communication channels. In 2024, UNHCR made significant efforts to improve the efficiency and effectiveness of its accountability and communication with communities tools. Several new initiatives were introduced and set to be expanded in 2025. However, the assistance framework undermined progress on other strategic priorities in Indonesia. The established model of accommodation and assistance reinforced the narrative that Indonesia is a transit country, which limited the country's engagement in developing a national refugee policy or taking a more active role in refugee protection. This also limited progress in expanding self-reliance and inclusion opportunities for refugees.

Results showed that when refugees were given opportunities, they contributed to finding their own solutions, including through complementary pathways. UNHCR sought to foster greater understanding and acceptance among Indonesian authorities regarding the link between inclusion, empowerment and solutions, aiming to open up more opportunities for refugees' self-reliance.





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