

Vital support for refugees in Jordan: how we helped in 2024

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In 2024, the situation for refugees in Jordan became more challenging than before. Cuts in humanitarian assistance due to funding constraints and limited livelihood opportunities made it harder for them to afford food, housing and other essentials. Extreme weather such as heat waves and flooding even further deteriorated the condition of old shelters in the camps. With rising healthcare costs, refugees had to cut back or stop using medical services and taking necessary medications. The protracted nature of the Syrian refugee situation and multiple conflicts in the region and globally diverted international attention away from Jordan. The fall of the Assad government in Syria in December brought a ray of hope for the prospect of return for Syrian refugees, but great uncertainty over the country's future remains.

Amidst these challenges, UNHCR, the UN Refugee Agency, partners and authorities, donors, and other UN agencies strived to provide lifesaving assistance to some 675,000 refugees in Jordan. **Here are ten key achievements from 2024.**



Cash assistance enables refugees like Safa'a Mohammad, a 70-year-old Syrian woman living in Zaatari, to cover basic needs. © UNHCR/Shawkat Alharfoush

1 | REGISTRATION & DOCUMENTATION

With protection as its core mandate, UNHCR ensured refugees and asylum-seekers in Jordan had valid documentation, preventing statelessness and enabling them to access key social services and humanitarian assistance. Over 488,000 refugees of all nationalities renewed their UNHCR-issued documentation in 2024. UNHCR also supported Jordan's Civil Status Department with the birth registration of around 15,000 children. UNHCR's refugee registration also informed planning and delivery of humanitarian aid by other partners on the refugee response ensuring efficiency and complementarity of joint efforts.

2 | LEGAL SUPPORT & PROTECTION

Over 63,000 refugees of all nationalities received legal assistance by UNHCR and its legal partner in 2024, to protect their basic human rights. UNHCR also provided counselling and urgent cash assistance to more than 7,300 refugees, including those who experienced violence and separated or unaccompanied children.

3 | COMMUNICATION WITH COMMUNITIES

UNHCR strengthened its communication with refugees through various channels to ensure timely information sharing and to enable refugees to raise immediate concerns. Regular two-way communication with refugees through outreach activities, helpline and digital platforms helps refugees access services, maintain their wellbeing and prevent fraud and protection risks. In 2024, UNHCR reached more than 20,000 refugees through in-person consultations and 300,000 through digital channels.

4 | CASH ASSISTANCE

To help refugees better address their basic needs and other urgent needs (e.g. health, education, protection), UNHCR provided cash assistance to over 300,000 vulnerable refugee women, men and children, channelling some \$61.5 million into the country.

5 | LIVELIHOODS

UNHCR strengthened its engagement with the private sector and other partners to support refugees' economic independence by connecting them with job opportunities, providing work-related counselling services, and advertising job vacancies and training opportunities. In 2024, UNHCR organized a Youth in ICT Tech Fair, bringing together private sector, donors, and other partners as well as refugees and Jordanians to connect potential employers and qualified candidates. This event highlighted the strengthened cooperation between UNHCR and other partners on the refugee response to support refugees' economic independence and unlock creative training and employment opportunities in Jordan and beyond.

6 | HEALTH

UNHCR and health partners continued supporting access to primary and secondary healthcare services for refugees in camps and communities. UNHCR also ran several health clinics in the camps. In 2024, UNHCR Health Access and Utilization survey indicated that around 90 per cent of refugee respondents in camps ([Azraq](#) and [Zaatari](#)) and host communities ([Syrians](#) and [non-Syrians](#)) seeking medical assistance were able to access needed health services.

7 | EDUCATION

UNHCR works closely with the Government of Jordan and other partners to ensure refugees' access to quality education. In 2024, UNHCR supported establishment of the Higher Education Alliance in Jordan bringing together 17 stakeholders including philanthropists, academia, and business entities. The Alliance's activities are aimed at ensuring that refugees and vulnerable Jordanians have access to higher and vocational education as well as other development and training opportunities.

8 | SHELTER

UNHCR is committed to delivering sustainable shelter solutions that guarantee dignified living conditions to refugee families in camps. In 2024, UNHCR and partners supported repairing, rehabilitating and constructing 2,200 shelters. UNHCR also provided more than 1,000 new shelters to most vulnerable families in Azraq and Zaatari camps.

9 | SOLUTIONS

In 2024, UNHCR supported resettlement of more than 7,200 refugees and assisted over 4,000 refugees in accessing educational, labour, and other pathways through counselling, referral, and support with travel formalities. Following a seismic shift in the situation in Syria in December, UNHCR strengthened communication with refugees across Jordan leveraging outreach activities and provided counselling services to those who expressed interest in return to ensure they have support to make informed decisions about their future.

10 | REFUGEE RESPONSE COORDINATION

In 2024, UNHCR jointly with partners strengthened collaboration with local actors to integrate their capacity and expertise in the refugee response in Jordan. Active participation of local organizations in decision-making, planning and implementation of the refugee response will enhance both the effectiveness and sustainability of the support provided to refugees and host communities.

OUTLOOK The funding gap is expected to widen in 2025, increasing challenges for the refugee response and pushing many partners to downscale and reduce their assistance. Since the fall of the Assad regime in December 2024, the situation in Syria remains fluid. During this uncertain time, UNHCR will continue working with stakeholders to maintain protection and lifesaving assistance for refugees staying in Jordan or moving to third countries and to scale up support for refugees willing voluntary return to Syria.

Thanks to the donors of earmarked, softly earmarked, and unearmarked contributions in 2024

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