



AGE, GENDER AND DIVERSITY ACCOUNTABILITY REPORT 2024

LEVERAGING THE POWER
OF FORCIBLY DISPLACED
WOMEN AND GIRLS

JUNE 2025



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Division of International Protection

Cover photo: Fathia, 37, a Sudanese refugee lawyer hired under UNHCR-APLFT initiative to provide legal assistance and raise community awareness on Chadian laws.

Photo credit: © UNHCR/Ying Hu

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LIST OF ACRONYMS

AAP	Accountability to Affected People	MENA	Middle East and North Africa
AFJCI	Association of Women Lawyers of Côte d'Ivoire	PA	Participatory assessment
AGD	Age, gender and diversity	PDM	Post-distribution monitoring
AI	Artificial intelligence	PRIMES	Population Registration and Identity Management Eco-System
ANC	Antenatal care	PSEA	Protection from sexual exploitation and abuse
CBI	Cash-based intervention	RAIS	Refugee Assistance Information System
CBO	Community-based organization	RCC	Regional Contact Centre
CBP	Community-based protection	RLO	Refugee-led organization
CERF	Central Emergency Response Fund	RUNV	Refugee United Nations Volunteer
CORE	Comprehensive Overviews of the Response to Emergencies	SDG	Sustainable Development Goal
CRM	Customer relationship management	SEA	Sexual exploitation and abuse
CSO	Civil society organization	SH	Sexual harassment
ECL	Education community liaison	SOGIESC	Sexual orientation, gender identity, gender expression and sex characteristics
EHAGL	East and Horn of Africa and the Great Lakes	SOP	Standard operating procedure
GBV	Gender-based violence	UNDIS	United Nations Disability Inclusion Strategy
GCR	Global Compact on Refugees	UNHCR	United Nations High Commissioner for Refugees
GEAP	United Nations System-Wide Gender Equality Acceleration Plan	UN-SWAP	United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women
GRF	Global Refugee Forum	WASH	Water, sanitation and hygiene
IASC	Inter-Agency Standing Committee	WFP	World Food Programme
ICNA	Information and communication needs assessment	WGSS	Women and Girls Safe Space
IDP	Internally displaced persons	WLO	Women-led organization
iRHIS	Integrated Refugee Health Information System		
LGBTIQ+	Lesbian, gay, bisexual, transgender, intersex and queer		



Executive summary

Tesfa and Alamzahai, Ethiopian refugees in Sudan, received support from UNHCR's partner ZOA to set up their own tailoring shop in the Um Rakuba camp in Gedaref state. They were among Sudanese and refugees displaced from Kahrtoom as a result of the ongoing conflict. © UNHCR/Althea Gonzales

Overview

The *Age, Gender and Diversity Accountability Report 2024* outlines UNHCR's progress in applying its [Policy on Age, Gender and Diversity](#) (AGD) in operations as well as at regional and global levels. It tracks the implementation of all actions of the policy related to AGD-inclusive programming, Accountability to Affected People (AAP) and gender equality, based on the analysis of qualitative and quantitative evidence from across the organization. This year's edition has expanded on the organizational efforts to advance the rights and inclusion of women and girls across sectors. It incorporates sections with examples of how AGD has been mainstreamed across the work of the organization and how AGD considerations were applied in working with diverse groups. Finally, the report highlights institutional efforts to advance the recommendations of the evaluation on the implementation of the AGD Policy finalized at the end of 2023; specific actions to promote diversity, equity and inclusion within the workforce; reference to UNHCR's work on protection from sexual exploitation and abuse (PSEA); and reference to UNHCR's alignment with United Nations-wide accountability frameworks on gender and disability. The report concludes with a set of [forward-looking](#) considerations on further progress in advancing AGD commitments, while highlighting the concrete risks of the impacts of funding cuts, particularly in field operations, on the capacity of UNHCR to maintain such commitments.

Progress on the Age, Gender and Diversity Policy core actions

Age-, gender- and diversity-inclusive programming

In 2024, UNHCR made progress in improving the availability of population data disaggregated by age, sex and nationality across operations, with 81 per cent of data disaggregated in official statistics from 180 countries. This progress, reflecting an increase from 2023, was enabled by advanced statistical modelling in collaboration with academic institutions. The data was instrumental in informing programming and prioritizing interventions for forcibly displaced populations.

UNHCR further strengthened AGD-informed programming through its core registration, identity and case management system, proGres, which was used in 110 countries to register 2.7 million forcibly displaced individuals, 52 per cent of whom were women and girls. AGD mainstreaming was strengthened in UNHCR programming tools, and were increasingly reflected in strategic planning: 75 per cent of operations incorporated disability inclusion in their 2025 strategies, and 44 per cent addressed the protection needs of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) persons. Sectoral systems, including those for cash assistance, health and livelihoods, provided more detailed AGD-disaggregated data to support inclusive and targeted assistance. Despite these advancements, work remains – particularly in gender-disaggregated data at both national and subnational levels, for certain population groups such as internally displaced persons (IDPs), and in disaggregation of UNHCR operational data.

Accountability to Affected People

UNHCR made important efforts in advancing participation and inclusion of forcibly displaced and stateless persons. The core indicator, “Extent participation of displaced and stateless persons across programme phases is supported,” was reported on by 69 country operations (compared to 39 in 2023). A total of 55 per cent of operations (36 out of 66 operations) reported “extensive” support for the participation of refugees and asylum-seekers, while 41 per cent (7 out of 17 operations) reported similar results for IDPs. 122 operations implemented participatory assessments (PAs), reaching 263,000 individuals. In 45 operations, 251 Grant Agreements were granted to organizations led by displaced and stateless persons, worth US\$ 2.2 million, representing a 135 per cent increase from 2023.

UNHCR continued to adapt its communication channels to the preferences of forcibly displaced and stateless persons, promoting both digital and face-to-face communication channels to provide timely, relevant and reliable information on rights, obligations, procedures and available services. The global assessment of digital communication channels conducted with UNHCR operations indicated that more than 80 per cent of approximately 120 countries communicate with forcibly displaced people through websites, social media and messaging apps. Help websites were active and updated in 144 countries, and were accessed by 13.6 million people worldwide, including people on the move. With digital technology rapidly transforming the landscape of humanitarian assistance, UNHCR continued to invest in digital initiatives such as the [Digital Gateway](#), a UNHCR platform designed to enable forcibly displaced and stateless people to have enhanced online access to information, services and solutions. As of end 2024, 98,000 accounts were created in five operations where the system is now active, corresponding to approximately 239,000 individuals (51 per cent women and girls).

Some 4.3 million forcibly displaced people used UNHCR’s supported feedback and response mechanisms, including phones, WhatsApp channels and face-to-face meetings, to voice their needs and concerns, a significant increase from 2.5 million in 2023. Globally, 59 operations (out of 78) reported that at least 75 per cent of people had access to safe feedback and response mechanisms for refugees and asylum-seekers, and 10 operations (out of 22) reported the same for IDPs.

UNHCR strengthened the integration of community feedback into programme design and delivery across operations. Post-distribution monitoring (PDM) of cash-based interventions (CBIs) targeted 38,700 households in 74 countries (31,000 households in 73 countries in 2023) validating cash as the preferred means of assistance, and highlighting a 98 per cent satisfaction rate with UNHCR’s cash assistance. The global assessment of digital communication channels showed that conducting information and communication needs assessments (ICNAs) helped enhance feedback and response mechanisms. Promising examples of programme adjustments in response to inputs from communities were identified in sectors such as health, livelihoods, shelter and education. However, this remains a key area under the AGD Policy, where further institutional efforts are needed to ensure the best use of feedback from people UNHCR works with and for.

Gender Equality

In 2024, UNHCR made strides in advancing gender equality, with achievements in women's participation, registration, economic opportunities, health and prevention, mitigation, and response to violence against women and girls. Women's participation in decision-making and leadership roles recorded some progress, with 46 per cent of reporting countries achieving or surpassing 50 per cent female participation in refugee and asylum-seeker leadership structures, and 50 per cent in IDP populations.

UNHCR carried out individual registration and documentation for women and girls, with 52 per cent of the 2.7 million individuals registered in 2024 being women and girls. Individual registration and documentation fostered the ability to access services and protection, enhancing legal recognition and contributing to reduce vulnerabilities to exploitation and abuse. Innovative practices, such as self-onboarding portals, created opportunities for better accessibility and safety for women during the registration process.

Women represented 54 per cent of participants in UNHCR livelihood programmes. These initiatives included vocational training, entrepreneurship support and access to financial services, enabling women to secure decent work and improve their economic status. UNHCR targeted women as primary recipients and collectors of cash assistance, promoting autonomy and financial inclusion. In the four largest UNHCR cash operations, the percentage of women as primary collectors of cash assistance ranged between 32 and 63 per cent of the overall primary collectors.

Maternal and reproductive health services provided over 733,000 antenatal care (ANC) consultations and assisted in 138,000 deliveries globally according to UNHCR's [2024 Public Health Global Review](#), contributing to better protection for pregnant women and their children, ensuring safer pregnancies and healthier births. UNHCR's gender-based violence (GBV) prevention and response services reached over 1.6 million people in 86 countries, with US\$ 137.1 million allocated for GBV programmes. These efforts contributed to prevention and risk mitigation through community awareness, improved the quality of support services, and strengthened partnerships with local organizations as front-line responders. UNHCR's comprehensive approach to GBV has provided survivors with critical support, contributing to their recovery and resilience. UNHCR continued to invest in women-led organizations (WLOs), directly or through an active role in inter-agency initiatives such as the Women Peace and Humanitarian Fund. In 2024, 87 per cent of all UNHCR-funded partnerships were with national and local organizations, and 18 per cent were with WLOs. Community-based organizations (CBOs) led by forcibly displaced women also represented some 20 per cent of more than 250 grants disbursed to provide small and agile funding to grass-root initiatives.

Organizational accountability

In 2024, UNHCR reinforced its commitment to an inclusive workforce through the launch of the *Diversity, Equity and Inclusion (DEI) Strategic Framework 2024–2026*. A key milestone was reached with gender parity across all international professional staff levels, from P2 to D2, affirming UNHCR's sustained efforts to ensure equal representation of women in leadership and across the workforce. Race equality was promoted by advancing 16 pledges under the Geneva Alliance Against Racism, while geographic diversity was enhanced through the strategic use of its rotational staffing system. In advancing disability inclusion, UNHCR streamlined its workplace accommodation process and launched the *Digital Accessibility Guidance Note*, significantly improving access to internal digital tools.

Efforts to protect from sexual exploitation and abuse (SEA) and sexual harassment (SH) were reaffirmed in the new Policy on Addressing Sexual Misconduct embedding a victim-centred approach. UNHCR continued to contribute to the United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP) and United Nations Disability Inclusion Strategy (UNDIS), and opted into the new *United Nations Secretariat Strategy on Protection from Violence and Discrimination of LGBTIQ+ Persons*. Under the UN-SWAP framework, UNHCR met or exceeded in 15 of the 17 applicable performance indicators, and met or exceeded in 12 of the 15 of the indicators under the UNDIS framework, signalling adequate progress in disability inclusion along its Disability Action Plan. An internal Gender Steering Committee was established to follow up on UNHCR's requirements under the United Nations System-Wide Gender Equality Acceleration Plan (GEAP).

AGD core actions and progress towards commitments¹

AGD-INCLUSIVE PROGRAMMING



81% of countries collected official population statistics disaggregated by age, sex and nationality.



1.4 million children and caregivers received child protection services.



75% of operations incorporated disability inclusion into their programming.



56% of operations incorporated the needs of LGBTQ+ persons in activities.

PARTICIPATION AND INCLUSION



55% of reporting operations provided extensive support for the participation of refugees and asylum-seekers in programmes.



122 country operations conducted participatory assessments consulting with 263,318 people.

COMMUNICATION AND TRANSPARENCY



144 active HELP websites in 32 languages reached 13.6 million people.

FEEDBACK AND RESPONSE



59 refugee operations and **10 IDP operations** reported that at least 75% of people had access to safe feedback and response mechanisms.



4.3 million people used UNHCR-supported feedback and response mechanisms.

ORGANIZATIONAL LEARNING AND ADAPTATION



Almost **39,000 households** were reached with post-distribution monitoring on financial assistance.

¹ Read the relevant sections for more details.

AGD core actions and progress towards commitments

WOMEN AND GIRLS' PARTICIPATION AND INCLUSION



46% of reporting **refugee operations** and **50%** of reporting **IDP operations** indicated that at least 50% of leadership and management positions were held by women.



18% of UNHCR-funded partners identified themselves as **women-led organizations**.

INDIVIDUAL REGISTRATION AND DOCUMENTATION



Women and girls represented **52%** of the **2.7 million** new individuals **registered** in proGres and issued with individual documentation.

EQUAL ACCESS TO AND CONTROL OVER ASSISTANCE



56% of more than 5.3 million **recipients of financial assistance** were women.

EQUAL ACCESS TO LIVELIHOODS, HEALTH AND EDUCATION



57% of over **8.7 million** **health consultations** conducted were with **women and girls**.



54% of the participants in **livelihood and economic interventions** were women.



45% of **DAFI scholarship recipients** were women.

GBV PREVENTION AND RESPONSE SERVICES



1.6 million people – primarily forcibly displaced women and girls – were **reached by GBV prevention and response services**.



Introduction

Jamilah, a displaced single mother in Taiz, Yemen, benefitted from psychosocial support through UNHCR. This enabled her to rebuild her life and actively support her daughters. © UNHCR/NMO

► Scope and structure of the report

The *Age, Gender and Diversity Accountability Report 2024* provides a comprehensive assessment of UNHCR's implementation of its [Policy on Age, Gender and Diversity](#) (AGD) at global, regional and country levels. It tracks progress in AGD-inclusive programming, Accountability to Affected People (AAP) and gender equality, based on the 10 core actions outlined in the policy.

This year's edition has expanded on organizational efforts to advance the protection and inclusion of women and girls, highlighting targeted initiatives to address the barriers they face in participation in decision-making processes and to ensure their equal access to assistance, protection and solutions.

As in previous editions, the report includes "Spotlight" sections, showcasing how AGD considerations are integrated in protection and solutions activities for people of all ages, genders and diverse backgrounds.

The report also outlines internal efforts to foster diversity, equity and inclusion within UNHCR's workforce, alongside measures to uphold protection from sexual exploitation and abuse (PSEA).

Additionally, the report summarizes progress made in implementing recommendations from the [longitudinal evaluation of the implementation of UNHCR's AGD Policy](#), and details UNHCR's alignment with broader United Nations frameworks, including United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP) 3.0, the United Nations System-Wide Gender Equality Acceleration Plan (GEAP), and United Nations Disability Inclusion Strategy (UNDIS). It concludes with a set of forward-looking actions aimed at consolidating and expanding progress in advancing AGD commitments.

► Methodology and limitations

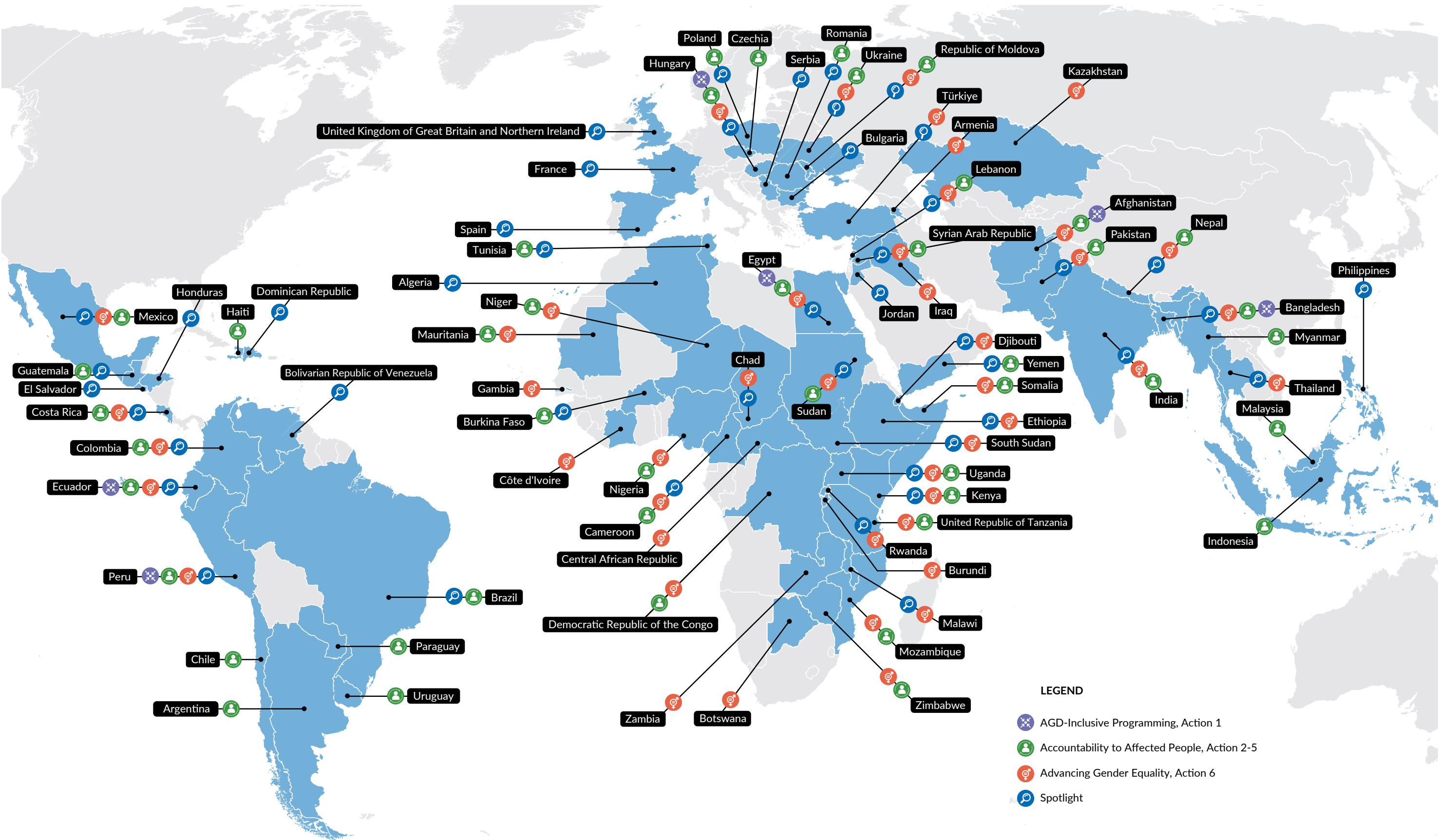
This report draws primarily on the analysis of the 2024 annual results reports submitted by UNHCR country operations, regional bureaux and UNHCR divisions and entities in Headquarters. Thematic reports and additional inputs complement the findings. Field practices were selected in coordination with regional bureaux and country offices. Quantitative data was sourced from UNHCR's data ecosystem, including UNHCR's planning, budgeting and monitoring system, COMPASS; UNHCR's Population Registration and Identity Management Eco-System (PRIMES); and sector-specific tools in the domain of livelihoods, health, education and cash assistance.

UNHCR's vast operational footprint, the engagement of many operations in a growing number of emergencies, and limited dedicated human resources, pose challenges to systematically capturing and reporting on the variety of efforts made by the organization across all dimensions of AGD. Continued efforts are needed to improve the availability of data disaggregation in both population and operational data sets, including from governments and partners, and to strengthen organizational capacity in using existing planning and reporting tools fully. The report benefited from close collaboration with UNHCR staff at all levels, who contributed to the selection, review and validation of the examples presented.



Abdullah, 100, was among thousands of Syrian refugees fleeing from Lebanon back to Syria during the intense Israeli airstrikes. UNHCR and partners, were with them at the border, providing food, water, blankets and mattresses. © UNHCR/Emad Kabbas

This map represents the selected examples that are used for the purpose of this year’s AGD Accountability Report.





I. Progress in the implementation of the AGD policy

Mother-of-six Maizala, left, discusses her situation at the Lianda settlement for IDPs in Mueda district, Mozambique, where she and her family are being accommodated. Back home, Maizala was a farmer who supported her family.
© Hélène Caux

I.I AGE-, GENDER- AND DIVERSITY-INCLUSIVE PROGRAMMING (ACTION 1)

The different capacities, needs and exposure to protection risks of the women, men, girls and boys with whom we work must be incorporated into assessments, planning, implementation, monitoring, reporting and evaluation.

Core
Action 1

“At a minimum, all data collected by UNHCR will be disaggregated by age and sex and by other diversity considerations, as contextually appropriate and possible, for purposes of analysis and programming.”

Overview

As of end 2024, **data disaggregated by age, sex and nationality had been collected and reported in**

UNHCR official population statistics for 81 per cent of 180 countries. This disaggregated data continued to be essential for UNHCR operations to inform programming and prioritize interventions.

The increase in the availability of disaggregated population data (+4 per cent compared to 2023) was made possible through statistical modelling, developed in cooperation between UNHCR and academic institutions, to estimate the age and sex of refugees where authoritative figures remained unavailable. For example, this was applied for 10 European countries.¹ Reporting by operations improved, and UNHCR continued to cooperate with UNICEF in applying a model to produce the overall estimate of refugee children (41 per cent).

Primary gender data gaps within UNHCR official population statistics on forcibly displaced people persisted. By the end of 2024, gender-disaggregated data about forcibly displaced people at the national level was reported for 88 per cent of countries and territories. Even when national-level gender disaggregation was available in reported statistics, substantive gaps in gender disaggregation remained at the subnational level, as well as for socioeconomic data.

Overall, differences persisted in the availability of sex- and age-disaggregated data by population groups, and was available for 79 per cent of refugees globally and only 55 per cent of internally displaced persons (IDPs). UNHCR official statistics are available on the [UNHCR Refugee Data Finder](#).²

In 2024, the UNHCR core registration, identity and case management system, proGres, was used in 110 countries by UNHCR, partners and governments, to register individuals and capture data on age, sex, disability, nationality and other characteristics, including specific needs. UNHCR registered 2.7 million people in 2024, with women and girls accounting for 52 per cent of these newly registered individuals. UNHCR also released interim guidance on recording data on persons with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC) in proGres, carefully balancing the protection value of such data with the imperative to ensure the safety and well-being of individuals with diverse SOGIESC.

The introduction of UNHCR's Population Registration and Identity Management Eco-System (PRIMES) analytics function enabled synchronization across

different data systems, and allowed for more comprehensive analysis and reporting on AGD data available in proGres. The near real-time synchronization between PRIMES analytics and other PRIMES applications ensures that the most up-to-date, anonymized data, including on age, sex and specific needs, is available to inform inclusive programming.

[The Digital Gateway self-service portals](#)³ were launched in [Indonesia](#) and [Egypt](#) to enable refugees and asylum seekers to access services and update their data in support of registration procedures and the early identification and prioritization of persons with urgent needs.

UNHCR continued to release [Comprehensive Overviews of the Response to Emergencies](#) (CORE), its flagship information products on new or deteriorating refugee emergencies, in 17 countries. CORE products provided operational data that is disaggregated by age and sex, enabling coordination between governments, UNHCR and partners, and supporting communication about forcibly displaced people and their needs. UNHCR also released interactive, web-based data stories, such as one about [returns to Afghanistan](#), which included sex-disaggregated data and analysis about the return barriers faced by women and girls.

AGD considerations were included in the analysis of needs, risks, priorities and capacities of displaced and stateless persons, and informed country operation programming. The review of the *UNHCR Programme Handbook*, which guides UNHCR's multi-year programme cycle, reinforced content on mainstreaming AGD across programming phases through expanded guidance. AGD elements in the *UNHCR Programme Handbook* included recommendations to reinforce engagement with forcibly displaced people of diverse AGD profiles during assessments and results reporting, engaging them more systematically in monitoring of programmes and activities, and improving ways of collecting their feedback. The handbook also includes suggestions to operations about how to better reflect those actions in the AGD-related section of the annual result reports. AGD-related self-paced online courses were accessed by more than 1,700 workforce members.

¹ Austria, Denmark, Finland, Greece, the Kingdom of the Netherlands, Norway, Portugal, Spain, Sweden, and the United Kingdom of Great Britain and Northern Ireland.

² UNHCR aims to provide its population statistics disaggregated by sex and standardized age groups (0–17, 18–59 and 60+ years old) at a minimum, as well as more granular levels, including disaggregation by diversity, where possible. The *UNHCR Statistical Quality Assurance Framework for Official Statistics* (forthcoming in June 2025) strongly recommends disaggregation of statistics by age, sex and disability to ensure the relevance of UNHCR official statistics on forcible displacement, and align with the UNHCR [Policy on Age, Gender and Diversity](#) and several other United Nations accountability frameworks.



Manamanyi, a refugee from Ethiopia, works with UNHCR's partner ACROSS as a lab technician at Gorom Primary Health Care Center (PHCC), is attending to a malaria patient- South Sudan. © UNHCR/Reason Moses Runyanga

UNHCR continued to apply organizational markers, including on disability and gender.³ However, during 2024, while the disability marker was used in 82 out of 103 country operations, and the gender marker was applied in 92 out of 103 country operations, notable challenges remain in their accurate application. While in 2024 a series of sensitization sessions was held for a more correct and harmonized application of these organizational markers, greater efforts are needed to build the capacity of operations to use these markers correctly and efforts to mainstream gender and disability considerations into all operational planning and reporting must continue to be strengthened. Specifically for the gender marker, UNHCR will need to work towards alignment with the United Nations Gender Equality Marker foreseen by the accountability framework of UN-SWAP.

An internal analysis of the 2025 annual country strategies indicates that at least 75 per cent of operations have incorporated disability inclusion into their programming, up from 72 per cent in the previous year. Disaggregated data on activities for older persons was provided by 15 per cent of country operations, up from 13 per cent in 2023, while 34 per cent of operations reported disaggregated data on persons with disabilities. Additionally, 44 per cent of UNHCR operations explicitly included the protection needs of LGBTIQ+ persons in their 2025 protection and solutions strategies, while 2024 reporting indicated that 56 per cent of country operations had implemented programmes and activities incorporating the needs of LGBTIQ+ persons.

Sex and age disaggregation is a feature of UNHCR result-based management, with the majority of the core results indicators requiring a disaggregation by age, gender and disability. In 2024, UNHCR introduced the use of 24 new core output indicators to enable better planning and tracking of progress in operations. Some of these indicators reflect AGD dimensions. For instance, reporting from across UNHCR indicated that approximately 1.4 million children (51 per cent boys and 49 per cent girls) and caregivers across 72 operations received child protection services.

Most output indicators include requirement by age, gender and disability. Progress towards achieving accurate reporting is ongoing and operations will be required to provide further sensitization and training to partners for a more complete fulfilment of this requirement.

AGD-disaggregated data was also collected through sectoral information management systems, supporting the mainstreaming of AGD considerations across all sectors of UNHCR responses. This includes systems to collect data on UNHCR cash-based interventions (CBIs), which reported that women represented 56 per cent of the 5.3 million individuals within households receiving UNHCR case assistance. Information collected through 22 refugee operations using the UNHCR integrated Refugee Health Information System (iRHIS) indicated that women and girls accounted for 57 per cent of the nearly 8.7 million health consultations and 17 per cent of members of host communities, underscoring the critical importance of ensuring accessible health services that address the diverse needs of all population groups. According to the UNHCR Livelihoods Information System, women represented 55 per cent of those benefiting from UNHCR livelihood and economic inclusion activities; among the 33 country operations using the information system, 32 per cent reported having included LGBTIQ+ persons in livelihoods and economic inclusion programmes.

UNHCR practices in age-, gender- and diversity-inclusive programming

Analysis of data disaggregated by age, sex and diversity was used to guide the design of UNHCR responses and interventions in country operations.

In **Afghanistan**, UNHCR systematically collected age- and gender-disaggregated data through various activities, including household and key informant interviews, focus group discussions, border monitoring,

³ UNHCR organizational markers capture areas of importance for UNHCR in line with global policy commitments. Operations use markers in their results frameworks to capture how interventions and results contribute to a cross-cutting issue.

complaints and feedback mechanisms, and rapid household needs assessments. For example, the 2024 participatory assessment (PA) exercise consulted over 3,377 individuals, of whom 41 per cent were women, across 20 provinces, with findings integrated into programming and strategic decision-making. To ensure the participation of diverse AGD groups, UNHCR in Afghanistan also engaged organizations of persons with disabilities during the PA and through targeted projects, including those supporting visually impaired women. The PA was complemented by a safety audit exercise involving 1,543 community members (50 per cent women), aimed at identifying risks faced by women and girls during service provision. This comprehensive approach helped tailor interventions to the specific challenges faced by women, girls and persons with disabilities.

In **Bangladesh**, UNHCR's collection of disaggregated data by age, gender and disability played a key role in guiding child protection interventions. A total of 4,284 children at risk were identified, with data carefully analysed by sex, age and disability (45 per cent were girls, including 5.6 per cent girls with disabilities, and 55 per cent were boys, including 9 per cent boys with disabilities). Among them, 585 unaccompanied and separated children received targeted case management services, comprising 50 per cent girls (1 per cent with disabilities) and 50 per cent boys (1 per cent with disabilities). Additionally, multipurpose centres and child-friendly spaces in Cox's Bazar and Bhasan Char provided safe learning environments for 258,587 children – 41 per cent girls (including 0.5 per cent with disabilities) and 59 per cent boys (including 1 per cent with disabilities). This data-driven approach ensured that child protection programmes were responsive to the diverse needs of the refugee population.

In **Egypt**, UNHCR integrated AGD principles into its programming by collecting sex- and age-disaggregated data, including on disability, during registration and case management. This data-informed inclusive programming and direct services for persons with specific needs, such as survivors of violence, unaccompanied and separated children, and older persons at risk. For example, education cash grants were provided to benefit 81,837 refugee and asylum-seeking households with school-age children to support their enrolment in formal and non-formal education. Among them, 50 per cent were girls and 50 per cent boys, including 1.2 per cent children with disabilities (290 girls and 645 boys).

UNHCR **Ecuador** conducted community-based protection (CBP) interventions across 13 provinces, reaching 16,271 displaced persons and host community

members. Of those reached, 68 per cent were women, 31 per cent were men and 1 per cent self-identified as LGBTIQ+. The interventions supported a range of diverse profiles, including persons with disabilities, Afro-descendants and Indigenous peoples. These initiatives aimed to address discrimination, xenophobia and violence – often exacerbated by insecurity – while promoting peaceful coexistence, solidarity, inclusion, and the creation of safe community spaces and support networks.

UNHCR's programming in **Peru** systematically collected and analysed data disaggregated by sex, age, disability and ethnicity to tailor interventions to the diverse profiles of forcibly displaced people. UNHCR conducted PAs across eight regions and nine cities. Among the participants, 54 per cent were women, 33 per cent were children and youth, 13 per cent identified as LGBTIQ+, and 24 per cent reported having specific needs. In addition, of the individuals consulted, 97 per cent were Venezuelan nationals and 3 per cent were from other countries. This data was used by the operation to, among other actions, update standard operating procedures (SOPs), inform decision-making and programmatic planning, and tailor services and support for forcibly displaced people, thereby enhancing the overall quality of assistance.

In **Hungary**, AGD-disaggregated data from the 2023 Multi-Sector Needs Assessment on refugees from Ukraine informed a series of 2024 coordination recommendation notes, including one that addresses barriers faced by older refugees, proposing targeted cross-sectoral actions to enhance their inclusion, and another on youth-specific needs related to education, employment and mental health.



Halima, 16, fled from East Darfur to Chad together with her sister and three cousins. Initially hosted in a school, Halima and her family were relocated to a shelter in Frachana camp. This will give her and her family more privacy, independence and access to services, and will allow the school to resume its original purpose. © UNHCR/Ying Hu



Spotlight: Children

Overview

Forcibly displaced children were estimated to account for 40 per cent of the 122.6 million forcibly displaced persons worldwide by mid-2024, continuing to bear the heavy burden of conflict, violence and persecution. Among them are 17.4 million asylum-seeker and refugee children who encountered various protection risks along their journey. According to operations, refugee children and those in need of international protection face numerous forms of risks and violations, including trafficking, the worst forms of child labour, child marriage, sexual violence and exploitation, psychosocial distress, immigration detention, recruitment and use by armed forces and groups, and death while seeking safety. With 71 per cent of refugees living in middle- and low-income countries, inclusion in national child protection systems, particularly case management and access to birth registration, remains a priority as well as a challenge.

In early 2024, UNHCR issued its first comprehensive [Child Protection Policy](#) and [Operational Guidance](#), which set the strategic direction for protecting forcibly displaced and stateless children. Through a series of core and enabling actions. The policy reaffirms UNHCR's commitment to keeping children safe and protected from harm in its works on protection, assistance and solutions. It outlines how UNHCR works with partners, communities and families to prevent and respond to abuse, neglect, exploitation, violence and the separation of children, and promotes solutions in children's best interests.

UNHCR continued to advocate for and support States in strengthening inclusive child protection laws, policies and systems, and delivered supplementary child protection services where national institutions were unable to provide these services. To date, UNHCR and partners have supported **53,000** children at heightened risk through [the Best Interests Procedure](#) across 38 operations. UNHCR worked with partners and communities to ensure better protection of unaccompanied and separated children, and to prevent and respond to violence against children, including child marriage. Central to its child protection approach, UNHCR implemented community-based child protection initiatives – including to support identification and referral of children at heightened risk – to enhance the roles of children, families and communities. **As a result of these collective efforts, approximately 1.4 million children and caregivers across 72 operations received child protection services.**

Field practices

Children are among those most at risk within mixed movements of refugees and migrants. They are exposed to various protection risks such as trafficking, abuse, family separation, and immigration detention. UNHCR engaged with States and partners in dedicated programmes to prevent and respond to protection risks facing children, including at sea. In [Spain](#), UNHCR worked with the authorities and partners in addressing the protection needs of unaccompanied children who arrived in the country. These efforts have significantly improved the identification of children in need of international protection and follow-up to their protection needs, inter alia leading to an increase in asylum applications from unaccompanied children in Spain to over 751 since February 2024, including 606 applications filed in the Canary Islands.

UNHCR supported State authorities to ensure that refugee children are registered at birth. These efforts made a significant impact and cleared backlogs of unregistered children – as shown by the experience of [Rwanda](#), which reached a 99.5 per cent birth registration rate in 2024 for refugee children under 5 years of age. This legal proof of identity ensures that children receive age-sensitive asylum or judicial proceedings, reduces the risk of statelessness, and facilitates their access to services, such as health care and education.

In [Ethiopia](#), UNHCR and partners of the [Sudan Regional Refugee Response Plan](#) assisted 2,379 unaccompanied and separated refugee children through Best Interests Procedures, and placed 959 of them in appropriate alternative and foster care arrangements. UNHCR supported children, particularly unaccompanied and separated children, with cash assistance in [Burkina Faso](#), [Chad](#), [Egypt](#) and [South Sudan](#), contributing to child protection outcomes.

In [Mexico](#), UNHCR advocated for child-friendly procedures against immigration detention, and for the inclusion of refugee children in the national child protection system, and provided technical assistance and capacity-building to child protection authorities on refugee child protection. In addition, UNHCR and its partners provided psychosocial support through structured group activities for more than 7,800 children, and **parenting programmes** for more than **2,500 parents and caregivers**, in 15 child-friendly spaces in shelters across the country.

In **Bangladesh**, 102 community-based structures composed of 8,072 members, including child protection committees, youth and parents' groups, were supported by UNHCR through capacity-building, which resulted in the increased capacities of the community in identifying and referring children at risk. A total of 564 children were reunited with their parents/caregivers through the efforts of child protection committees and volunteers, and 72,657 children and caregivers participated in awareness-raising activities led by them through community outreach, drama performances, sports and art competitions.

To raise awareness of child protection risks in the **Syrian Arab Republic**, UNHCR and its partners reached a total of 168,978 individuals through information dissemination sessions—approximately 78 per cent were children (131,151, including 55 per cent girls and 45 per cent boys) and 22 per cent were caregivers (37,827, of whom over 94 per cent were women).

These sessions covered topics such as children's rights, violence against children, school drop-out, child recruitment, neglect, mine risks, child labour, and positive parenting practices.

In **Tunisia**, UNHCR and UNICEF collaborate on the implementation of the Best Interests Procedure (BIP) for refugee and asylum-seeking children, with a focus on unaccompanied, separated, and at-risk children in UNHCR-run shelters (hosting 152 individuals at the time of reporting). The partnership includes a data-sharing agreement and staff co-location, allowing for coordinated case management and secure information exchange. Joint efforts aim to ensure shelters provide safe alternative care through systematic BIP implementation, specialized MHPSS services, financial and health support, informal education, vocational training, and community-based child protection activities.



Ukrainian refugee children enjoy a ride aboard the Children's Railway in Budapest, Hungary, as part of summer activities organized by UNHCR partner Hungarian Interchurch Aid to support their integration. © UNHCR/Zsolt Balla



Sudanese refugee women benefit from a course at the digital learning centre in Irdimi, Chad. The centre provides job training and digital literacy guidance, enabling young people to gain skills, continue their studies, and prepare for jobs. © UNHCR/Nicolo Filippo Rosso

► I.II ACCOUNTABILITY TO AFFECTED PEOPLE (ACTIONS 2–5)

Accountability to Affected People is commonly defined as “a commitment by humanitarians to use power responsibly: to take account of, give account to, and be held to account by the people we seek to assist.” This is reflected in the UNHCR AGD Policy that refers to supporting the meaningful participation and leadership of affected people in decision-making, regardless of sex, age, disability or other diverse characteristics; systematically communicating and sharing timely, relevant and actionable information with communities; and ensuring that systems are in place to enable affected people to assess and provide feedback on all aspects of UNHCR activities that directly impact their lives, with the commitment by

UNHCR that such feedback is considered in designing or adjusting its interventions.

In 2024, UNHCR continued to enhance its efforts to strategically strengthen AAP so that forcibly displaced and stateless people of different AGD characteristics build an increased trust in UNHCR and can systematically influence the direction of its work.

The following sections outline UNHCR’s effort along the relevant AGD Policy core actions that relates to AAP: “Participation and inclusion”, “Communication and transparency”, and “Organizational learning and adaptation”.

PARTICIPATION AND INCLUSION (ACTION 2)

Women, men, girls and boys of diverse backgrounds are able to engage meaningfully in the work of operations, and are consulted on protection, assistance and solutions.

Core
Action 2

“At a minimum, country operations will employ participatory methodologies at each stage of the operations management cycle, to incorporate the capacities and priorities of women, men, girls, and boys of diverse backgrounds into protection, assistance, and solutions programmes.”

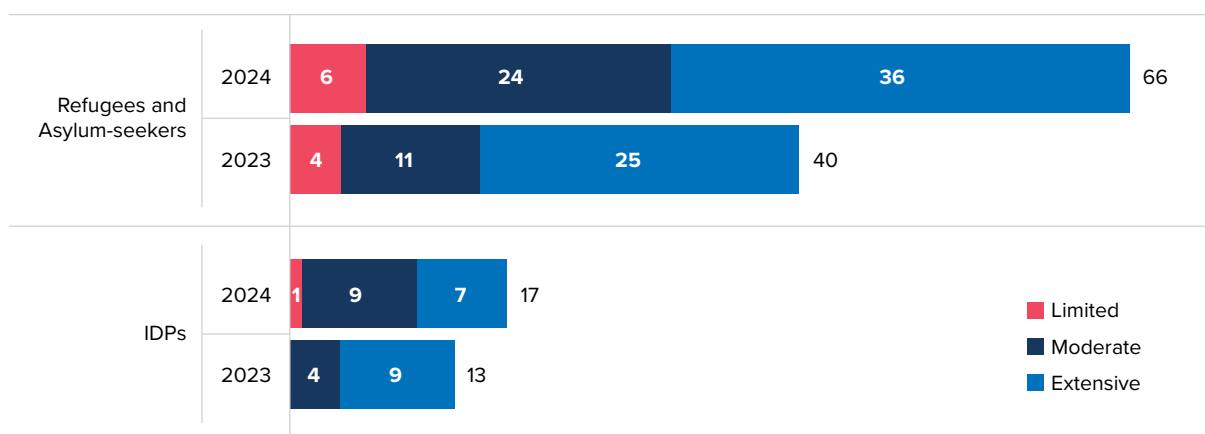
Overview:

The meaningful participation and inclusion of forcibly displaced and stateless people of all ages, genders and diverse backgrounds and characteristics, continued to be a core commitment for UNHCR operations. Through employing participatory methodologies across diverse phases of programme cycles, UNHCR sought to obtain timely understanding of the risks and challenges experienced by forcibly displaced and stateless communities, identifying the root causes of these issues, mapping community capacities, and providing opportunities for consulted forcibly displaced and stateless people to provide feedback

on UNHCR activities and propose solutions to their risks and needs.

A total of **69 operations** (compared to 39 in 2023) highlighted these efforts by reporting against UNHCR core outcome indicator “Extent participation of displaced and stateless persons across programme phases is supported”, with **36 out of 66 operations** (55 per cent) reporting that this support was extensive for **refugees and asylum-seekers**, with improvements reported in **Costa Rica, United Republic of Tanzania and Mexico**, and **7 out of 17 operations** (41 per cent) reporting “extensive” support for **IDPs** including in **Burundi, Colombia and Myanmar**.

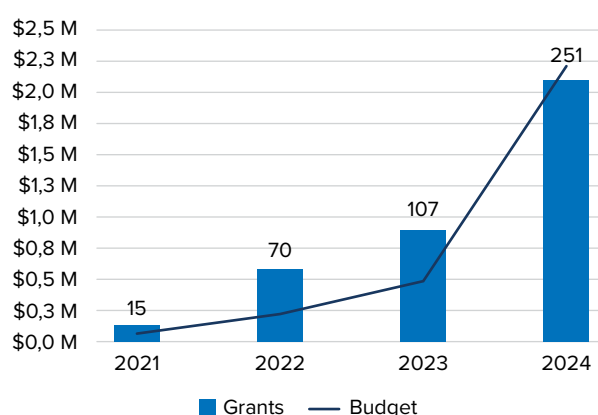
Number of countries with extent participation of displaced and stateless people across programme phases is supported (Core Outcome Indicator 7.1)



UNHCR revised its long-standing [Participatory Assessment](#) (PA) methodology traditionally used by UNHCR operations to consult different groups of forcibly displaced people on selected protection and assistance topics and to inform situation analysis, planning and strategy updates. The revision entailed the introduction of digital tools to facilitate a more timely analysis and visualization of the various needs, risks, community capacities and proposed solutions, to better inform annual planning and strategies. By the end of 2024, the revised PA toolkit was available in English, French and Spanish, and was rolled out in several countries in the Asia and the Pacific, and East and Horn of Africa and the Great Lakes (EHAGL) regions, through dedicated webinars organized for UNHCR staff. In addition, the systematic use of PA as a methodology of consultation was monitored through the introduction of a specific core output indicator. The analysis of the reporting against this new core output indicator indicated that **122 operations**⁴ implemented PAs at various stages of their programming cycle, reaching **263,000 individuals** across population types.

To further support the participation of community-based groups and organizations as agents of the protection and assistance response, UNHCR revised the [Grant Agreement package for 2025](#). The revision allowed to align the Grant Agreement with International Public Sector Accounting Standards financial requirements, eliminating the need for financial reports, verification or the return of unused funds. The definition of a Grant Agreement partner now includes organizations led by individuals with lived experience of forced displacement or statelessness, as well as community-based organizations (CBOs) from host communities supporting forcibly displaced populations. The overall amount of a single grant was lifted to a maximum of US\$ 12,000 per agreement per year that can be issued as a single grant or multiple smaller grants. In 2024, UNHCR signed **251 Grant Agreements** in 45 operations, largely in Europe, the Americas and EHAGL. This represented a remarkable 135 per cent increase from 2023, with total funding rising to US\$ 2.2 million. Among these, 50 grants were signed with women-led organizations (WLOs), 13 with organizations representing minorities and Indigenous people, and 11 with youth-led organizations. Additionally, the [Refugee-led Innovation Fund](#) supported 29 organizations in implementing projects across 23 operations with a total disbursement of US\$ 1.1 million, including initiatives implemented by seven WLOs, two by LGBTIQ+ organizations, one organization led by persons with disabilities, six youth-led organizations, and two Indigenous-led organizations.

Grant Agreements 2021-2024



UNHCR continued to build on the momentum of the 2023 Global Refugee Forum (GRF), and maintained its commitment to meaningful participation of refugees in the Global Compact on Refugees (GCR) policy processes, including in the implementation of pledges made in the 2019 and 2023 GRF events and stocktaking exercises. An [analysis of GRF pledges](#) in July 2024 revealed that 180 pledges were made by 128 entities to support meaningful participation of forcibly displaced and stateless people, including 39 pledges dedicated to strengthening organizations led by forcibly displaced and stateless people. To assess the level of [meaningful participation in the GRF 2023](#), UNHCR engaged with the [Advisory Board](#) of the [Task Team on Engagement and Partnership with Organizations led by Displaced and Stateless persons](#) and other forcibly displaced and stateless people, identifying best practices and key lessons to inform future global events, including the High-Level Officials Meeting 2025. UNHCR published a [Guidance Note](#) offering concrete global and regional examples and actionable recommendations for all stakeholders to ensure the continued participation of forcibly displaced and stateless individuals throughout the entire pledge cycle. Further analysis of 952 pledge updates submitted since October 2024 demonstrated commitment to inclusive implementation, with 59 per cent of pledge updates reporting engagement with forcibly displaced and stateless people in carrying out their commitments.

UNHCR amplified the voices of forcibly displaced and stateless persons by continuing to support their participation in global forums. This included the [Global NGO Consultations](#) of June 2024 devoted to solutions, inclusion and gender equality, which saw the participation of some 65 local organizations (52 per cent of all participating organizations) and concluded with a series of recommendations calling

⁴ Participatory assessments were organized in 28 operations in Europe, 27 in the Americas, 17 in Asia and the Pacific, 15 in MENA, 14 in Southern Africa, 12 in West and Central Africa, and 9 in EHAGL.

for further support to funding and to inclusion of local organizations in humanitarian coordination forums. It also included the Summit of the Future, where UNHCR supported the participation of refugee youth; the [CSO-UN Dialogue on Peacebuilding](#); and the GCR quarterly briefings. Almost 50 per cent of all articles published on the [GCR Digital Platform](#) in 2024 were written by or with refugees or included their perspectives. A [collection of 38 pieces of content made by refugees](#) was published on the Digital Platform.

The UNHCR's [Refugee Coordination Model](#) promotes the participation of local organizations in coordination structures, aligning with the global localization agenda. It encourages the active involvement of local organizations – including those led by refugees and women – in decision-making and coordination forums, encouraging sector co-chairing roles, particularly at subnational level. In 2024, 651 national NGOs were engaged in refugee coordination mechanisms, of which 41 (6.3 per cent) were refugee-led organizations (RLOs).

Recognizing the unique value that refugees bring to the organization through their lived experiences, diverse perspectives, expertise and contextual knowledge, UNHCR continued to promote the [Refugee United Nations Volunteer](#) (RUNV) modality across operations and Headquarters entities. In 2024, a total of 78 RUNVs – representing 15 different nationalities and comprising 43 per cent women – were engaged in 30 locations across UNHCR operations. This approach not only enriched UNHCR's workforce, but also strengthened the organization's accountability and impact by ensuring that refugee voices are meaningfully represented within the humanitarian response.

Examples of UNHCR practices in participation and inclusion:

UNHCR operations actively engaged forcibly displaced and stateless people of all ages, genders and diverse backgrounds through diverse modalities to identify protection risks, set priorities, propose solutions, and inform UNHCR programmes and prioritization. In [Bangladesh](#), women represented 40 per cent of the 1,764 refugees consulted through PAs, while 7 per cent were persons with disabilities, and 6 per cent were older persons with safety and security reported as their biggest priority. In the [Democratic Republic of the Congo](#), PAs engaged various population types, reaching 3,655 refugees and asylum-seekers, 2,206 returnees and 26,746 IDPs. In [Romania](#), PAs targeted 584 forcibly displaced people in 15 locations, including persons

with disabilities, older persons, LGBTIQ+ individuals and members of the Roma community. Additionally, a participatory prioritization survey, conducted through the app Telegram, consulted 1,073 Ukrainian refugees, integrating their views in 2025 planning. A summary of how programmes were adapted based on these inputs was shared back with communities through Telegram and the [UNHCR Help website](#). In [Mozambique](#), feedback from forcibly displaced people led to the creation of a community rehabilitation centre in Maratane, reducing the need for long, costly trips to the provincial capital Nampula, especially for persons with disabilities. Eventually, 117 individuals received rehabilitation services, including mobility aids, physical therapy and psychosocial support, enhancing functional independence. In [Zimbabwe](#), community leaders shared concerns and priorities from the community during monthly meetings with UNHCR. Six representatives, including women, youth and persons with disabilities, contributed to the operation's "Strategic Moment of Reflection" workshop, and participated in a joint assessment mission (JAM) helping shape future programming.



Adhieu Achuil Dhieu, Executive Director of MonyQadow, a women refugee led organization in Kenya, and a member of the Advisory Board to UNHCR's Task Team on engagement and partnership with organizations led by displaced and stateless persons, participating in a Linked event at UNHCR's 2024 Global Consultations with NGOs. © UNHCR/Baz Ratner

Advisory groups and representative committees were another common mechanism through which UNHCR gathered input from communities. A total of 15 operations and two regional bureaux reported having refugee advisory groups in place to advise on priorities, identify protection needs and help shape UNHCR's programming. In [Malaysia](#), the Refugee Advisory Board provided valuable feedback on the quality of services at UNHCR's reception area, therefore contributing to service improvements. At the regional level, the Regional Community-based Protection Network in [EHAGL](#) has formed an advisory body made up of refugees, asylum-seekers, IDPs, stateless persons, returnees and host communities

to advise the network on identifying and engaging on CBP regional priorities, capacity-sharing and learning initiatives. At [Headquarters](#) level, the [Advisory Board](#) provided feedback to several UNHCR guidelines and tools, including a draft guideline on localization, as well as an advocacy note on working with WLOs. Consultations with LGBTIQ+ civil society organizations (CSOs) were instrumental in informing UNHCR's efforts to improve recording of SOGIESC data in proGres.

UNHCR supported the role of forcibly displaced and stateless persons in advocating for their rights and participating in inter-agency coordination forums.

In [Somalia](#), the voices of forcibly displaced and stateless communities – especially women – were systematically included in decision-making through 217 community-level stakeholder meetings and 120 coordination meetings, involving government officials, camp management committees and community leaders. In [Nepal](#), UNHCR facilitated the participation of refugee leaders in quarterly meetings with authorities, successfully addressing issues such as electricity and access to drinking water in refugee settlements. In [Sudan](#), UNHCR supported a network of 32 multipurpose community centres, and worked with CBP networks to reach people in inaccessible areas, including war-torn Darfur, facilitating the communication of protection risks and assistance needs to UNHCR, authorities and other stakeholders. In [Ukraine](#), UNHCR supported 100 IDP councils through peer exchanges, tailored learning materials and participation in national forums, and contributed to strengthening their role in public decision-making and advocacy. Similarly in [Moldova](#), in the municipality of Ungheni, a refugee council was supported to raise awareness on rights, entitlements and local opportunities for refugees, and to encourage exchanges on community needs and protection gaps with local authorities and the local refugee coordination forum. In [Brazil](#), UNHCR supported refugee participation in the National Consultation on Migration, Asylum and Statelessness, which brought together thousands of displaced individuals in over 100 conferences nationwide contributing to national policy discussions, public hearings and local policy committees. In [Mexico](#), UNHCR facilitated consultations with IDPs to inform legislation in the states of Chiapas, Oaxaca and Michoacán. Additionally, UNHCR collaborated with the Mexican Commission for Refugee Assistance (COMAR), enabling more than 50 refugee speakers and 40 CSOs to contribute to advocacy and public policy initiatives that enhance refugee protection and integration.

To support communities as agents of change, including in their own protection, and as first responders in crisis, over 75 operations engaged with community structures such as traditional and religious leaders, camp committees, and women and youth groups. At least 27 operations⁵ deployed community outreach volunteers to reach marginalized and hard-to-access populations, raise awareness on rights and entitlements, and disseminate information on and facilitate access to services. In [India](#), UNHCR and partners trained community representatives on identifying and referring protection risks such as child neglect, exploitation and abuse, including them in UNHCR programme review and 2025 planning exercises. In [Bangladesh](#), 10,000 trained refugee volunteers (46 per cent women) conducted 88,000 household visits to identify individuals at risk and refer them to appropriate services. In [Afghanistan](#), 113 outreach volunteers (50 per cent women) reached over 269,000 people (46 per cent women) with vital information about rights and available services. In [Pakistan](#) 3,917 trained volunteers disseminated essential information, referred individuals at risk to support systems and mobilized community-led initiatives. In the [United Republic of Tanzania](#), UNHCR supported 3,573 community leaders (including 52 per cent women) with in-kind resources such as stationery and mobile connections, and provided refresher training to 2,277 leaders on topics including the UNHCR Code of Conduct, fraud prevention, PSEA, camp rules, leadership roles and women's participation in decision-making. In [Yemen](#), CBP networks supported by UNHCR referred nearly 40,000 individuals to protection services and conducted 2,760 awareness sessions across urban and rural communities on topics such as hygiene, flood mitigation, documentation, and feedback and response mechanisms. In [Nigeria](#), UNHCR strengthened CBP structures and empowered local groups through donor-supported initiatives such as [Safe from the Start](#), enhancing their capacity to prevent and respond to violence against women and girls. These efforts resulted in improved access to GBV services through community-led mechanism.

UNHCR supported community-led initiatives that promoted social cohesion and peaceful coexistence in displacement-affected areas.

In [Myanmar](#), UNHCR supported 187 community-based activities that promote integration and social cohesion, benefiting over 129,000 people, while 28,822 individuals benefited from capacity-building activities contributing to stronger social ties in affected communities. In the [United Republic of Tanzania](#), peaceful coexistence between refugees and host

⁵ Afghanistan, Algeria, Azerbaijan, Bangladesh, Colombia, Egypt, El Salvador, Georgia, Hungary, Indonesia, Iran (Islamic Republic of), Iraq, Italy, Jordan, Lebanon, Libya, Malaysia, Malta, Morocco, Mozambique, Pakistan, South Sudan, Sudan, Syrian Arab Republic, Tunisia, Venezuela and Yemen.

communities was promoted through four dialogue sessions involving 396 participants (174 women) to identify tensions and develop joint solutions. A total of 16 “coexistence champions” were elected to lead follow-up meetings, and inclusive sports tournaments helped build trust and foster positive interaction. In **Costa Rica**, UNHCR supported five CBOs through the [Inclusive Communities Fund](#), and promoted peaceful coexistence through fairs, trainings and cultural events. These efforts engaged over 800 refugees and host community members, strengthening integration, preventing violence and showcasing refugee contributions to the community. In **Cameroon**, 449 community groups – including women, youth and persons with disabilities – were empowered to lead local initiatives focused on social cohesion, protection referrals and community incident management, especially in rural areas.

In line with its commitment to localization and sustainable responses, UNHCR operations strengthened partnerships with CBOs, including those led by women, persons with disabilities, LGBTIQ+ individuals and youth. Support was provided through Grant Agreements, capacity-development initiatives, coordination mechanisms and advisory groups. In **Brazil**, UNHCR engaged 70 RLOs, awarding grants to 40 of them – including 14 WLOs – for projects focused on protection referrals, cultural and linguistic mediation, and prevention of violence against women and girls. During the floods in Rio Grande do Sul, seven of these RLOs helped deliver life-saving information and services to forcibly displaced communities. In **Ukraine**, UNHCR’s CBO network expanded to 550 organizations, with strong representation from women (54 per cent), refugees and asylum-seekers, persons with disabilities, LGBTIQ+ people, Roma, and Crimean Tatars. Over 470 CBOs received material, financial or technical support, including through 11 GAs. Through the **Argentina Multi-Country Office**, UNHCR prioritized strategic partnerships with RLOs in **Argentina, Chile, Paraguay** and **Uruguay**, awarding UNHCR grants to strengthen their capacities. RLOs now lead the Interagency Coordination Platform for Refugees and Migrants (R4V) platforms in Argentina and Uruguay, and have direct access to government authorities. In **Egypt**, UNHCR supported 81 RLOs with training and material assistance, enabling them to deliver front-line services, including shelter, psychosocial support and digital access, to over 2,000 community members. This investment strengthened community networks and promoted gender equality, with Cairo-based WLOs rising from 38 per cent to 45 per cent in one year. In **Mauritania**, UNHCR and its legal partner El Insaniya supported 16 RLOs in Mbera camp and

two women-led RLOs in Nouakchott, enabling them to register under national law. By the end of 2024, three had secured initial approval, and ten were in the final stages of registration. These organizations focus on the sensibilization on refugee rights, advocacy for women’s rights, and the prevention of and response to GBV. In the **Syrian Arab Republic**, UNHCR supported 40 CBOs and projects benefiting 16,111 beneficiaries from diverse communities, including 8,000 women.

Despite efforts, significant barriers to the meaningful participation of displaced and stateless persons persist. Community consultations highlighted that protracted crises, poor socioeconomic conditions and limited prospects for durable solutions affect community motivation – especially among youth – to engage in decision-making processes. Common challenges for women and girls, LGBTIQ+ persons, and persons with disabilities include safety concerns, illiteracy, societal discrimination, and access and communication barriers. Grass-roots organizations also face legal hurdles, poor funding and limited organizational capacity, constraining their ability to engage as equal partners.

Meaningful progress has been made in advancing participation and inclusion across operations. However, sustained efforts are still required to overcome persistent structural and societal barriers that hinder inclusive engagement for specific groups. To ensure more effective, community-led and sustainable responses, UNHCR must continue to strengthen the long-term capacity of CBOs, including through institutional capacity; promote equitable access to financial resources and decision-making, including in humanitarian coordination; and embed their participation throughout the various programme phases.



A group of displaced women sit together in a psychosocial support session facilitated by UNHCR and partners in northern Mozambique. These sessions provide a vital space for women to share experiences and regain strength as a community. © UNHCR/Isadora Zoni



Spotlight: Youth

Overview

Youth make up approximately 20 per cent of displaced populations and often play a vital role in fostering resilience, innovation, and social cohesion within their communities. When adequately supported, they lead peer support networks, advocate for rights, and drive grassroots solutions to local challenges. Yet, they also face significant risks such as exploitation, trafficking – particularly adolescent girls, and exclusion. In response, UNHCR makes deliberate efforts to engage and support forcibly displaced youth and youth in host communities. At the field level, some UNHCR country operations implemented targeted initiatives across sectors including community engagement, education, and livelihoods, to improve youth protection and promote their active participation in activities that affect their lives and their communities.

UNHCR supports refugee youth leaders annually through Global Refugee Youth Leadership, Advocacy, and Public Speaking Trainings in collaboration with partners. The overarching objective of this training is to support selected refugee youth from the selected countries to develop substantive knowledge and practical skills to advance their public speaking, leadership, content generation, advocacy, and other relevant capacities, thus equipping them to participate effectively and lead change in their communities and beyond.

UNHCR supported youth representation in policy forums to ensure displaced young people have a meaningful voice in decisions shaping their futures. UNHCR facilitated the participation of young refugee advocates from the Americas, Asia Pacific and Southern Africa regions at a [High-Level Dialogue and Reception on the margins of the 2024 Summit of the Future](#). The event was co-organized by the Netherlands, ILO, UNHCR, UNICEF, in collaboration with select [Youth Compact](#) members (UNFPA, Danish Refugee Council, War Child, Global Refugee Youth Network, Women's Refugee Commission, Tertiary Refugee Student Network, and Save the Children) and the Refugee Self-Reliance Initiative. The event offered refugee youth leaders a platform to share insights and advocate for the investment in refugee youth calling for stronger global commitments to inclusive and sustainable solutions for forcibly displaced youth.

Field Practices:

UNHCR actively supported youth participation, leadership and resilience through initiatives that built skills, promoted protection, and strengthened social cohesion. In [Moldova](#), in collaboration with local authorities, UNHCR engaged forcibly displaced and host community youth in the implementation of eight Peaceful Coexistence Projects which included renovating sports fields, playgrounds, community centres, and schools in six localities. A notable project was the Roma Youth Center in Bender. In addition to promoting social cohesion and creating safe spaces for youth, these projects equipped youth with skills in project design and negotiation, preparing them as future leaders in their communities.

In [Honduras](#), UNHCR intensified efforts to promote youth participation, recognizing that young people are disproportionately affected by generalized violence, primarily linked to gang presence in high-risk areas. This includes threats such as forced recruitment, restricted freedom of movement, gender-based violence, extortion, as well as stigmatization because of their residence in these communities and perceived gang affiliation. Targeted interventions reached over 300 children and youth, empowering them through arts, culture, and sports-based initiatives to safely mitigate protection risks, recover and strengthen community safe spaces, and foster inclusion and social cohesion. Youth participation in the development of community protection plans enhanced local protection mechanisms and access to protection services, and ensured their voices influenced legal frameworks and public policies addressing forced displacement.

In [Algeria](#), in collaboration with the Sahrawi Youth and Sport Department and the Netherlands Football Federation (KNVB), UNHCR implemented various initiatives to mitigate emerging risks among youth, including rising incidents of drug trafficking and theft. These initiatives feature football coaching sessions, including for persons with disabilities, who participated in week-long KNVB World Coaches training workshops. These sessions focused on life skills, football rules, community tolerance, self-resilience, social inclusion, and overall well-being. Under the KNVB program, 120 students (10 per cent female) benefited from sports activities. Additionally, UNHCR contributed to sport activities organized by the Sahrawi Department of Youth and Sport, in which 3,477 girls and women from the five camps participated in traditional games and volleyball competitions over the past year. For

these activities, UNHCR supported with logistics and transportation for players and supported host families welcoming participants from various camps during competitions.

As part of its broad commitment to empowering young people as agents of change, UNHCR supported the engagement of forcibly displaced youth in peacebuilding. The [Regional Youth Peacebuilding Programme \(RYPP\)](#), implemented since 2023, has demonstrated significant impact across five priority countries, namely: [Sudan](#), [Ethiopia](#), [Kenya](#), and [Uganda](#). Through this programme, UNHCR successfully trained and empowered 950 youth peacebuilders and mentors, who have conducted other training sessions reaching over 9,000 refugee youth by the end of 2024. Those youth-led initiatives have addressed land dispute resolution between refugees and host communities, conflict mapping, contributing to conflict resolution efforts, strengthening social cohesion, and informing UNHCR's protection and solution strategies and interventions in target refugee sites. UNHCR operations provided small grants to 33 refugee-led organizations to implement community-level peacebuilding activities, enhancing local ownership and encouraging cross-generational youth engagement. Over 1,300 youth have benefited from mental health support, skills training, and income-generating initiatives, while 20 youth centers were established or rehabilitated to serve as safe spaces for counseling and economic empowerment. Regional workshops and digital platforms have also fostered cross-border collaboration, positioning RYPP as a model for sustainable, youth-driven peacebuilding.

UNHCR continued to target youth for livelihood skill-building initiatives and connection with the private sector to support self-reliance and long-term opportunities. In [Pakistan](#), 266 youth, including 90 DAFI students, participated in a series of entrepreneurship skills training at National Incubation Centers in Quetta, Peshawar, and Islamabad. They received startup support to establish their own businesses, fostering innovation and self-reliance. In partnership with [National Vocational & Technical Training Commission \(NAVTC\)](#) and other livelihood partners, UNHCR provided certified vocational and technical skills training to 2,768 refugee and host community youth (56 per cent female) across the country. To further enhance job readiness, 503 trainees (36 per cent female) were placed in internships and on-the-job training programs within the private sector. Additionally, UNHCR strengthened 11 public and private vocational and technical institutes through infrastructure improvements, provision of equipment, and furniture.

UNHCR continued to expand access to higher education for refugee youth, reducing barriers and creating pathways to learning and inclusion through scholarships, advocacy, and strategic partnerships.

The DAFI programme has been supporting students since 1992 and currently operates across 58 countries. Since its creation, the DAFI scholarship has supported over 27,200 refugee youth globally. In 2024, 45 per cent of the students supported were women. In [India](#), to address barriers for youth access to tertiary education, including poverty, language difficulties, social and cultural challenges, and gender-based discrimination, UNHCR facilitated the expansion of tertiary education opportunities through the DAFI scholarship and complementary pathways, benefiting 64 refugee youth (48 per cent female) under DAFI and 7 students through complementary education programs.

To support transition to employment and higher education, the Peer-to-Peer Solutions Advisory Network operates through the Refugee Guidance Counsellors who are paid refugee experts. Solution Advisors provide advice to refugee students on opportunities and pathways for higher education, employment and third country opportunities. The peer-to-peer is piloted in Uganda and is in progress to take place in Egypt, Iraq, Jordan, and Kenya.

In [Uganda](#), the number of refugee youth in tertiary education age cohort (19–35 years) stood at 504,135 at the end of 2024. The percentage of refugees enrolled in tertiary and higher education improved slightly from 0.49 per cent in 2023 to 2.11 per cent as of the end of 2024 as a result of various scholarships and expansion of opportunities in the vocational training institutions within the settlements. A total of 246 (109 female and 137 male) were benefiting from the DAFI scholarship programme as of December 2024.



Refugee youth in Mahama Camp, Rwanda, participate in a Connected Learning project implemented by UNHCR and its partner World Vision with the support from ProFuturo Foundation. © UNHCR/Eric Didier Karinganire

► COMMUNICATION AND TRANSPARENCY (ACTION 3)

Women, men, girls and boys of diverse backgrounds in all operations have access to timely, accurate and relevant information on (i) their rights and entitlements, (ii) UNHCR and its partners' programmes.

Core
Action 3

“At a minimum, all country-level protection and solutions strategies will detail the operation’s approach to communicating with women, men, girls, and boys of diverse backgrounds, through means that are appropriate and accessible to all groups in a community.”

Overview:

Recognizing the diversified nature of the communication needs within communities, UNHCR continued to adapt its communication channels to the preferences of forcibly displaced and stateless person. UNHCR promoted both digital and face-to-face communication channels to provide timely, relevant and reliable information on their rights, obligations and entitlements, on available assistance and opportunities, and on modalities to contact UNHCR and its partners.

UNHCR considered that forcibly displaced and stateless people, based on their age, gender and diverse characteristics, may face barriers in accessing digital tools. UNHCR therefore maintained non-digital communication channels such as face-to-face interaction, community radio programmes, mobile information caravans, protection help desks, in-person meetings and individual counselling. At the same time, in an environment where digitalization is increasingly embraced by all communities, UNHCR further invested in tools and digital solutions to improve communication with forcibly displaced people, expand coverage and outreach and facilitate access to information.

In line with **UNHCR’s Digital Transformation Strategy (2022–26)**, UNHCR leveraged technology to advance its commitment to AAP. The global assessment of digital communication channels conducted with UNHCR operations indicated that more than 80 per cent of approximately 120 countries communicate with forcibly displaced people through websites, social media and messaging apps. It also revealed that in a good majority of countries, messaging apps and telephone are preferred by forcibly displaced people,

followed by email and social media, in addition to face-to-face interactions.

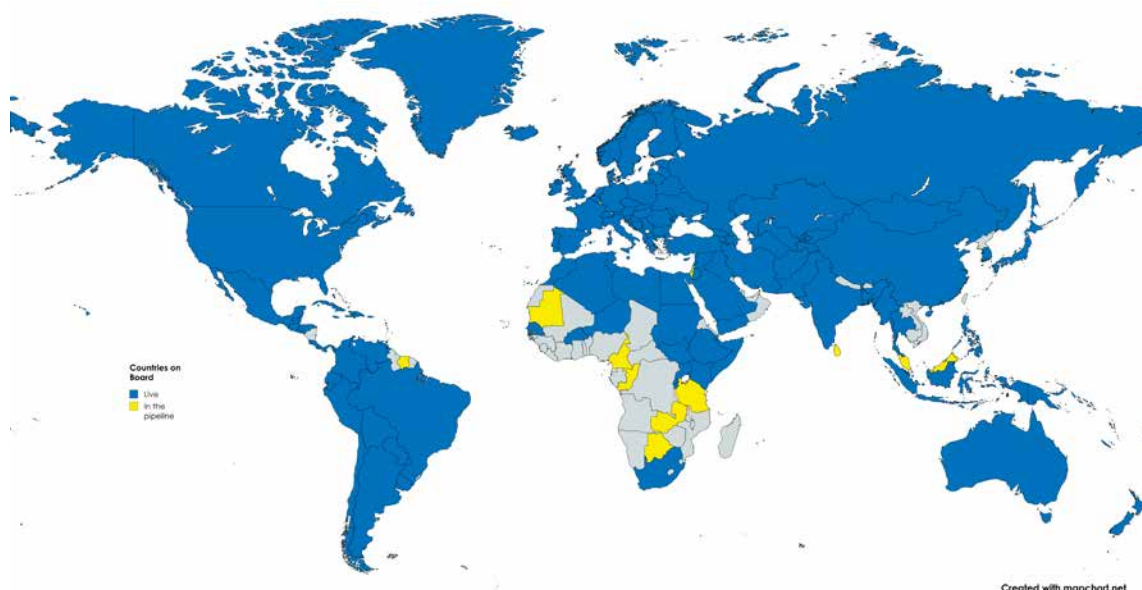
The survey further showed that preference for specific messaging digital applications differs among forcibly displaced people, and is influenced by various factors including nationality, age, connectivity and digital literacy. Messaging apps are mostly preferred by youth and people with digital literacy and connectivity. Forcibly displaced and stateless people identified low digital literacy and skills as the most common barrier to digital communication, followed by affordability of devices and limited or no Internet coverage.

A Twilio-powered WhatsApp chatbot launched in April, which replaced turn.io, was made available in 14 countries in the Americas, EHAGL, Europe, and the Middle East and North Africa (MENA) regions. Through these automated chatbots, over 195,000 people received more than 2 million messages on rights and entitlements.

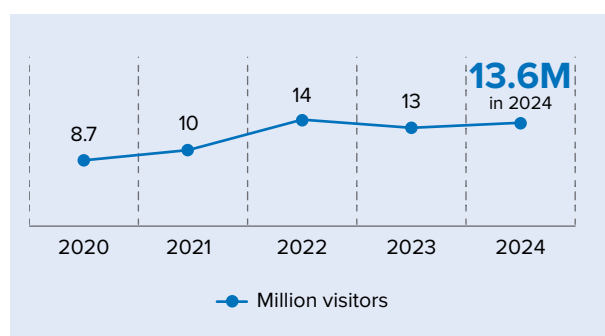
To help bridge the digital divide, UNHCR launched [a Guide on digital literacy interventions for organizations working in forced displacement contexts](#) to build the capacity of these CBOs to help displaced and stateless people gain foundational digital literacy and skills competencies. UNHCR also published an **internal Digital Accessibility Guidance Note** for UNHCR staff so that any UNHCR’s externally facing information and communication platforms are accessible for all to support the participation of forcibly displaced people on an equal basis, including persons with disabilities.

UNHCR Help websites remained a critical source of information for forcibly displaced and stateless people. As of the end of 2024, Help websites were active and updated in 144 countries in 32 languages. In 2024, 7 new Help websites were launched including in **Ethiopia**, **Myanmar** and **Uganda**. In total, 13.6 million people worldwide, including people on the move, visited UNHCR's Help websites, accessing information on available protection services and assistance, including registration and asylum procedures, and other critical and life-saving information. The country websites which recorded the most visits were **Egypt** (1.1 million), **Iran (Islamic Republic of)** (1 million) and **Lebanon** (960,000).

Considering the essential role of digital tools in engaging forcibly displaced people, but also the unique risks to which they may be exposed through digital communication, UNHCR has conducted research, funded by European Civil Protection and Humanitarian Aid Operations (ECHO), on online safe spaces. The research aims to assist humanitarian responders to create safe digital spaces, improve communication with marginalized groups and build trust. It supports UNHCR's broader efforts to understand communities' perceptions of risk, manage sensitive topics and uphold information integrity, by addressing misinformation, disinformation and hate speech.



Coverage of operations with UNHCR Help websites



Number of visitors to UNHCR Help websites in the past five years

Based on the UNHCR guide [Using Social Media in Community Based Protection](#), UNHCR developed an e-learning module targeting UNHCR staff, partners and stakeholders, interested in how social media can enhance protection while avoiding security and privacy risks to forcibly displaced and stateless people. Over 500 people took the training in 2024.

Examples of UNHCR practices in communication and transparency:

UNHCR and its partners conducted information and communication needs assessments (ICNAs) to inform and enhance two-way communication and meaningful participation of forcibly displaced and stateless people. In **Haiti**, UNHCR conducted the ICNA in collaboration with its partner ACTED and the AAP Working Group. The assessment combined qualitative data from over 12,000 households, with insights from focus group discussions undertaken with some 340 individuals. The assessment ensured participation of various groups, including women, adolescents, persons with disabilities and minority groups. Key findings, such as the needs for information on the security situation and return process, clearer communication from humanitarian actors, and streamlined feedback and response mechanisms, were addressed in the [2025 Humanitarian Needs and Response Plan for Haiti](#), and helped the ongoing inter-

agency collective AAP efforts harmonize feedback and response mechanisms among partners using the World Food Programme (WFP)'s system collectively to record feedback and complaints.

In multiple operations, UNHCR and its partners conducted direct outreach interventions to provide information to communities about their rights, obligations, assistance and available services. In [Bangladesh](#), more than 370,000 refugees received awareness on monsoon preparedness measures, fire safety, protection from violence, childcare and health issues. In addition, almost 120,000 refugees were reached with information sessions on child marriage. In [Lebanon](#), through some 540 community outreach volunteers from local communities (64 per cent women), and more than 330,000 Syrian refugees and IDPs (61 per cent female), received information on health, emergency services and legal procedures, including on how to register the birth of their children and to renew residency permits for legal residence in the country.

In [Europe](#), the Regional Contact Centre (RCC) continued to serve Ukrainian refugees in [Poland](#) and [Hungary](#). Coverage was also extended to [Czechia](#) in May 2024. During the course of the year, the RCC received more than 5,150 calls, mostly from Ukrainian refugees, on issues related to cash assistance, shelter, health, education and protection. In January 2025, the RCC launched a new “click-to-call” feature, allowing callers to access the contact centre from anywhere in Europe via the Internet using Wi-Fi or mobile data. Click-to-call is the first Internet-based helpline solution developed by UNHCR. This feature is currently utilized on the [Ukraine is Home](#) platform, and will be extended to selected UNHCR Help websites in 2025.

Social media remained a preferred means of communication by younger persons. In [Tunisia](#), where the discontinuation of partner activities limited the operation's capacity to conduct community engagement, UNHCR established a contact centre integrating WhatsApp, telephone and emails, to ensure continued access to information for refugees and asylum-seekers, including those living in remote locations.

With digital technology rapidly transforming the landscape of humanitarian assistance, UNHCR continued to take proactive steps to put human

rights at the forefront of its digital initiatives. The Protection Through Online Monitoring (PROTOM) project in [Hungary](#) is leveraging artificial intelligence (AI) to generate recommendations to address protection risks identified through protection monitoring online. Standardized workflows and data protocols ensure privacy, consent and handling of sensitive topics. It has complemented UNHCR efforts towards strengthening human rights due diligence in the use of digital technology, in line with the [United Nations Secretary-General's Guidance](#) (May 2024). Within this framework, 104 Ukrainian refugees of different AGD categories were consulted on their needs and perceived risks online, to inform the development of the digital product.

While there has been progress and donor interest in the use of technology to foster accountability mechanisms, this is not matched with required resources and capacity. As a result, the digital divide often remains unbridged, with persistent barriers to accessibility and online related risks of fraud, misinformation and disinformation.



UNHCR staff briefing a refugee on the Indonesia self-service portal. © UNHCR/Mitra Salima Suryono

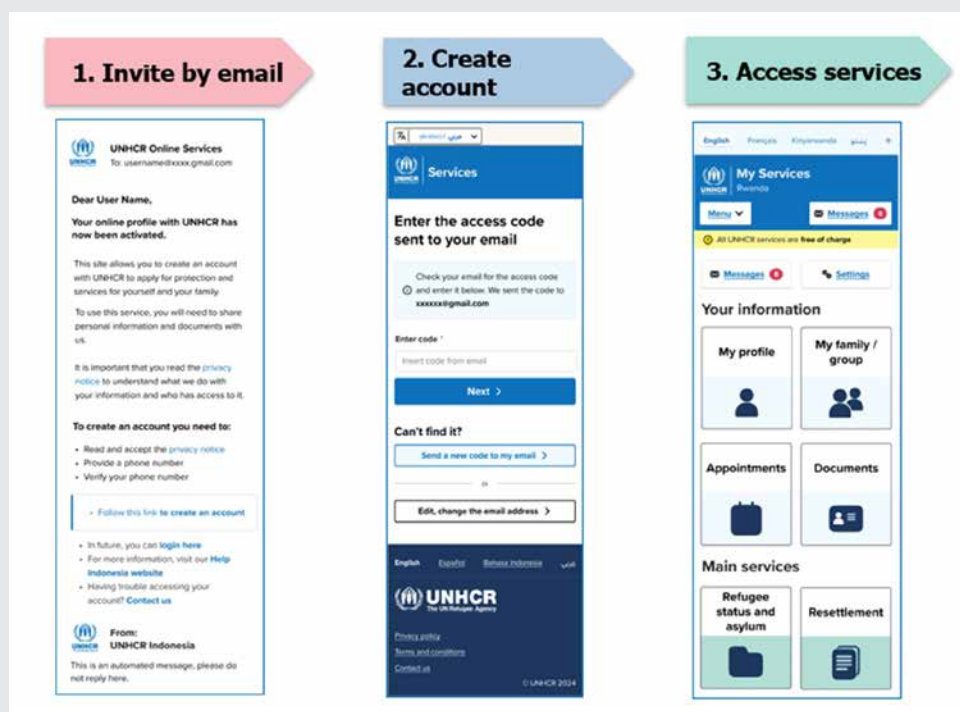
Digital Gateway

The [Digital Gateway](#) is a platform to enable forcibly displaced and stateless people to have enhanced online access to information, services and solutions. Putting people at the centre, the system offers a set of digital services and a smooth and unified communication channel. It puts refugees in control of their own data, allowing them to enter and update their information securely and interact with UNHCR online. Digital services include remote self-onboarding for access to registration, continuous data updates, scheduling of appointments, document issuance, case status updates and multichannel communication with communities, ensuring timely feedback. The initiative intends to eliminate the need for repeated in-person visits, reduce processing times, minimize travel risks, enable faster, more efficient and transparent service delivery, and improve access to skills-based pathways and family reunification.

The Digital Gateway is grounded in UNHCR's AAP commitments. Starting in 2021, the Gateway has been developed through a community-driven process, with extensive consultations held with forcibly displaced and stateless people worldwide. Digital services provided through the Gateway are being delivered with inclusivity principles at the forefront, ensuring that they are appropriate and accessible to all groups in a community while building upon existing in-person services.

As of the end of 2024, 98,000 accounts had been created on the Digital Gateway in Colombia, Costa Rica, Ecuador, Egypt, Guatemala and Indonesia, corresponding to approximately 239,000 individuals, of whom 51 per cent were women and girls. This included some 40,000 Sudanese asylum-seekers arriving in Egypt, who were able to book appointments for registration on self-service portals without travelling to UNHCR premises. The Gateway enhanced efficiency of the registration process and reduced pressure on UNHCR's main registration centres in Greater Cairo and Alexandria.

User-testing research has been carried out on the use of the existing digital services across different regions, and the challenges users have had in using and adapting to the use of digital services, and their views on the issues related to authentication methods, identity, security and data privacy. This has informed further development of the Gateway tool to ensure it is tailored to the specific needs of displaced people.



Onboarding journey of the Digital Gateway



Spotlight: Minorities and Indigenous Peoples

Overview

Across various operational contexts, minority groups and Indigenous peoples reported risks of violence – including gender-based violence (GBV) – along with discrimination, barriers to identity registration, and limited participation and access to solutions. Furthermore, displacement can hinder the ability of ethnic, religious and linguistic minorities to preserve their language, customs, community structures and culture, which are core aspects of their identity.

To address these specific risks, UNHCR worked in several contexts to strengthen the protection and inclusion of minority and Indigenous groups through community-based approaches, recognizing how multiple factors like ethnicity, gender, age, disability and legal status intersect to create unique challenges for these communities. UNHCR also collaborated with local authorities and traditional Indigenous and minority entities to strengthen protection mechanisms. In 2024, efforts also included raising awareness on the importance of birth registration, and improving access to legal identity documents to reduce the risk of statelessness.

As part of its supervisory role, UNHCR also issues country guidance and commissions Country of Origin Information (COI) reports that analyse the protection needs of groups at risk, including religious and ethnic minorities. Recent examples include the 2024 [*International Protection Considerations with Regard to People Fleeing the Republic of Iraq*](#), which highlights continued risks of violence, discrimination and barriers to reintegration faced by minorities such as Yazidis, Christians, Turkmen and Shabaks, and commissioned reports on Afghanistan, Egypt, Ethiopia, Pakistan and Sri Lanka, documenting patterns of persecution and exclusion of minority groups.

Field practices

In 2024, UNHCR worked alongside Indigenous peoples and minority groups to promote meaningful participation, inclusion and non-discrimination across multiple country operations. In [**Mexico**](#), as part of the technical support given to local governments, UNHCR facilitated consultations in the States of Michoacán, Sinaloa, Chiapas and Oaxaca. In this last one, UNHCR supported the inclusion of over 1,000 internally displaced persons mostly from Indigenous and Afro-Mexican communities. These consultations ensured free, timely, and informed participation in drafting and adopting a local law on

internal displacement. In [**Brazil**](#), with support from the Response for Venezuelans platform, Indigenous Venezuelan refugee leaders took part in the Free Land Camp, the country's largest Indigenous political gathering, where they exchanged experiences with local Indigenous groups to strengthen activism and grass-roots movements. Additionally, 331 forcibly displaced Indigenous individuals engaged in vocational training, employment, self-employment and entrepreneurship support. In [**Ecuador**](#), community initiatives, including through sport, promoted social inclusion while addressing discrimination, xenophobia and violence, with a specific focus on Indigenous and Afro-descendant communities. In Guayaquil, kayaking activities contributed to foster coexistence among refugee children and Afro-Ecuadorian youth. In [**Guatemala**](#), UNHCR partnered with the Indigenous-led community-based organization (CBO) Asociación Ak'Tenamit to improve Indigenous communities' access to education and economic opportunities, focusing on life skills development, promoting gender equality, and identification of protection risks. In [**Ukraine**](#), UNHCR expanded the representation of Roma and Crimean Tatar communities within an existing network of 550 CBOs, ensuring their inclusion in leadership roles. As a result, Roma-led CBOs, supported by UNHCR, actively engaged in national discussions and contributed to proposed amendments to Ukraine's Roma Inclusion Strategy. In [**Moldova**](#), the Roma Task Force advanced Roma inclusion by organizing an international conference with over 70 participants from six countries to address challenges in education, employment, and social inclusion.

Operations in Guatemala and Poland identified how intersecting factors heightened GBV risks for Indigenous and minority women and girls.

In response, UNHCR and partners strengthened prevention and response mechanisms, while promoting women's empowerment through culturally sensitive, community-led approaches. In [**Brazil**](#), UNHCR advanced gender equality and female autonomy in Indigenous communities by fostering positive masculinities and improving access to sexual and reproductive health and rights (SRHR) for women and girls. In [**Hungary**](#), Roma- and women-led groups supported 191 refugee Roma women with jobs and housing, assisted 40 with health and maternity care, and reached 371 with rights and risks workshops. Similarly, in [**Moldova**](#), UNHCR's small grants programme supported the Roma Women's *Platform ROMNI*, focusing on GBV prevention and SRHR. Through this collaboration, displaced and local

at-risk Roma women and GBV survivors received information and life-saving services within Moldova. Roma-led organization *Union of Young Roma: Tarna Rom*, with UNHCR's support, continued literacy programmes for Roma refugee girls and boys, ensuring access to education as a critical tool for long-term empowerment. Additionally, UNHCR trained Roma community mediators and organized SRHR sessions for adolescents through a Roma youth centre in Bender. In **Venezuela**, UNHCR supported the empowerment of Wayúu Indigenous women through a community thread bank, allowing the establishment of a secure stock of thread for the Indigenous weavers. This initiative allowed 50 participants to create a support network and generate sustainable income through traditional hand-weaving skills, while preserving their cultural heritage.

To prevent and reduce statelessness and risks of statelessness, UNHCR and partners undertook targeted initiatives to strengthen awareness on the relevance of civil registration and documentation among Indigenous peoples and minority groups. In **Bulgaria**, UNHCR supported the training of 165 municipal staff and community initiatives to facilitate access to identity documents for over 50,000 undocumented Roma. In **Serbia**, collaboration with the Ministry of Public Administration and Local Self-Governance and the Ombudsperson, and other relevant authorities, improved access to birth registration for persons at risk of statelessness, reaching 70 Roma community members through awareness sessions. Similarly, in **Ukraine**, UNHCR's work with the Roma community also included the opening of three Roma community hubs, where a range of activities were carried out, including to enhance awareness on the importance of birth registration. In **Costa Rica**, UNHCR facilitated the presence of the Ministry of Foreign Affairs and the Civil Registry in remote communities with high numbers of persons at risk of statelessness. At the southern border, efforts prioritized the Ngäbe-Buglé Indigenous communities, providing legal information and advisory services to address risks of statelessness. In **Uganda**, UNHCR sensitized six Indigenous stateless communities through the Visibility, Identity and Participation campaign, ensuring their inclusion in the national census, as a basis for accessing social services and legal protections. Similarly, in **Venezuela**, UNHCR and its partners provided legal assistance to 480 Indigenous individuals, including 105 children born abroad to Venezuelan parents who later returned, enabling them to acquire Venezuelan nationality.

UNHCR worked closely with national entities to strengthen protection mechanisms while promoting culturally sensitive interventions. In **Brazil**, UNHCR provided tailored support to Venezuelan Indigenous individuals filing asylum claims through the digital asylum pre-documentation platform (SISCONARE). UNHCR also assisted Brazilian authorities in developing culturally sensitive interventions, leading to public land identification for Indigenous Venezuelans in Mato Grosso and Piauí States. In **Colombia**, UNHCR reinforced its alliance with the [Ombudsperson's Delegate for Ethnic Peoples](#) to improve Indigenous cross-border peoples' access to collective and individual rights such as documentation, health, education, land, water and sanitation, while also strengthening Indigenous authorities by supporting self-protection, cultural identity, and community participation. In **Costa Rica**, UNHCR worked closely with the Miskitu Indigenous community to provide accurate information in their native language, and also ensured access to asylum processes with cultural appropriateness, with the support of Miskitu translators. In **Honduras**, UNHCR provided technical and financial support to develop a guide for the Ombudsperson's Office to address complaints from Indigenous and Afro-Honduran women human rights defenders at risk of displacement.



UNHCR Goodwill Ambassador Kat Graham interacting with Brazilian indigenous leader Tamikuã Pataxó Faustino. Tamikuã is a spiritual leader for her community and works to advocate for the protection of natural resources. Sao Paulo-Brazil.
© UNHCR/Diego Baravelli

► FEEDBACK AND RESPONSE (ACTION 4)

Formal and informal feedback from persons of concern to UNHCR is systematically received and responded to, with corrective action taken as appropriate.

Core
Action 4

“At a minimum, all UNHCR operations will establish and promote feedback and response systems, including for confidential complaints.”

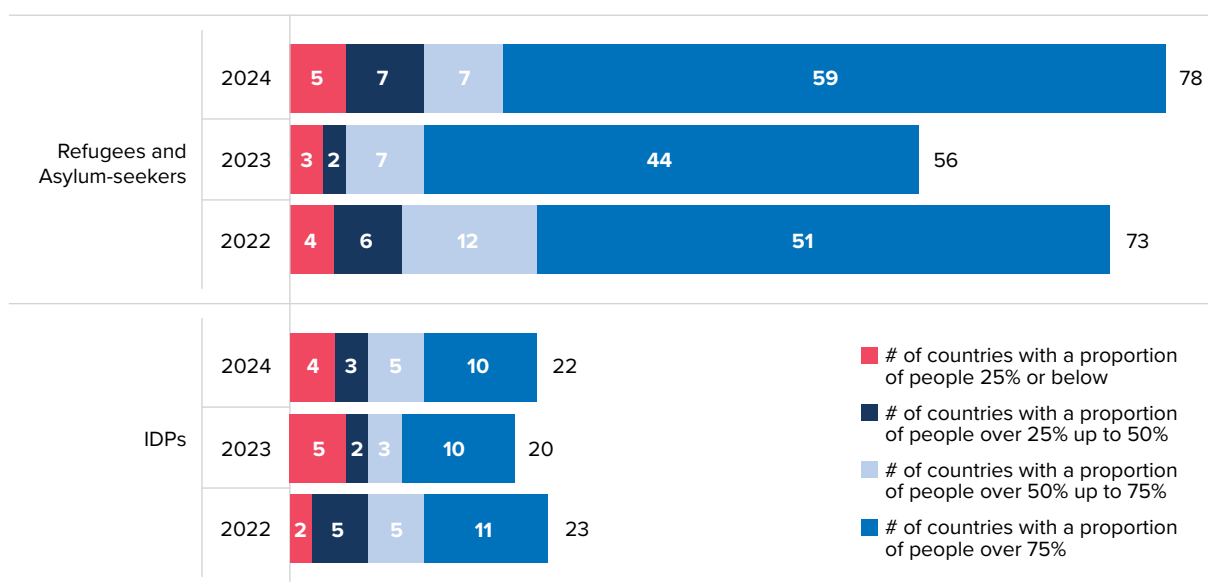
Overview:

As part of UNHCR’s efforts to ensure AAP, various measures were undertaken to enable forcibly displaced persons to safely raise concerns and provide feedback and complaints. Some **4.3 million forcibly displaced used UNHCR’s supported feedback and response mechanisms**, including phones, chatbots, WhatsApp and face-to-face meetings, to voice their needs and concerns, **a significant increase from 2.5 million in**

2023. The highest numbers of received feedback was reported from **Lebanon, Egypt, Türkiye, Kenya, Bangladesh, Democratic Republic of the Congo, Pakistan and Ukraine**.

Globally, 59 operations (out of 78) reported that at least 75 per cent of people had access to safe feedback and response mechanisms for refugees and asylum-seekers, and 10 operations (out of 22) reported the same for IDPs.

Proportion of people who have access to safe feedback and response mechanisms
(Core Outcome Indicator 7.2)



UNHCR continued to work to ensure that humanitarian assistance and services to forcibly displaced and stateless people is inclusive, needs-based and designed in direct consultation with affected communities. Strengthened feedback and response systems were essential to ensure that support reached those most in need, and that concerns expressed by communities and individuals were effectively heard and addressed. As a member of the **Inter-Agency Standing Committee (IASC) Task Force on Accountability to Affected People, and co-lead of the Collective Complaints Feedback Mechanisms workstream**, UNHCR contributed to the [IASC Standards for Collective Feedback Mechanisms](#). The Standards provide a comprehensive framework for the collective management of feedback in humanitarian settings, thereby ensuring consistency across humanitarian actors in gathering and responding to feedback from, as well as improving the quality and timeliness of, humanitarian responses. Informed by these standards, UNHCR conducted a review of its internal guidance and tools on complaints and feedback. This development is critical to strengthening the way UNHCR operations gather and respond to feedback, complaints and insights from communities.

Country operations used a variety of digital and non-digital tools to collect and respond to individual feedback from forcibly displaced and stateless persons. Feedback channels included chatbots, WhatsApp, emails and letters, [UNHCR Help websites](#), call and contact centres,⁶ online and in-person community meetings, protection help desks, group counselling sessions, and community volunteers/monitors. Contact forms to share feedback directly with UNHCR are now available on UNHCR Help websites in 37 countries. In the global assessment of digital communication channels conducted with UNHCR operations, more than 80 per cent of approximately 120 countries indicated that forcibly displaced and stateless people are able to reach UNHCR by phone, such as through call centres or hotlines.

Examples of UNHCR practices in feedback and response:

UNHCR provided technical expertise and operational support to strengthen collective feedback and response mechanisms, in line with its role in leading or co-leading AAP coordination. In [Mozambique](#),

UNHCR significantly improved communication between humanitarian actors and forcibly displaced people. As a result, 8,700 IDPs and 2,800 refugees and asylum-seekers used various platforms, such as phone calls and face-to-face interactions, to raise complaints or provide feedback. Frequency of contacts increased particularly during the civil unrest following the national elections, and in the aftermath of Cyclone Chido. In [Niger](#), UNHCR, as the lead agency for AAP coordination, through an initiative supported by the Central Emergency Response Fund, enhanced collective feedback systems by expanding its hotline (UNHCR's *ligne verte*) and made it accessible to the entire humanitarian system. With this streamlined mechanism, forcibly displaced and stateless people could use a single entry point to submit their feedback and complaints and to receive coordinated responses. Since 2018, in [Uganda](#), in collaboration with the Office of the Prime Minister, UNHCR manages the inter-agency call centre involving 67 United Nations agencies and NGO partners. Refugees have made over 830,000 calls since the opening of the helpline as of the end of 2024, and their feedback is used by all partners to effectively plan and adjust their programmes.

UNHCR conducted regional assessments on the coverage and effectiveness of the feedback and response mechanisms to strengthen and improve their efficiency. In the [Americas](#), a comprehensive mapping was carried out across 21 countries, with a focus on existing digital channels of communication and systems to record, analyse and respond to feedback and complaints. The result showed that significant efforts had occurred in digitalizing feedback from focus group discussions, by using UNHCR internal standard tools on feedback and complaints, the new PA toolkit and by adopting customer relationship management (CRM)⁷ systems. A regional mapping of digital feedback, complaint and response was also conducted across 12 countries in the [MENA](#) region. A regional dashboard on feedback and response mechanisms was developed in the [EHAGL](#) region, covering 10 countries, which helped to generate periodical trend analysis used to inform UNHCR programming. Over 50 per cent of the feedback was submitted by women and girls.

Operations leveraged technology to increase their capacity to respond to the feedback and complaints received. In the [MENA region](#), UNHCR

⁶ Call centres are phone-based platforms that enable communities to contact UNHCR to receive information or make complaints. Contact centres are centralized platforms to enhance communication and to provide support to communities through an omnichannel approach encompassing multiple channels of communication. While call centres focus solely on phone-based communication, contact centres encompass several channels of communications, and are supported with a CRM system.

⁷ CRM helps operations to systematically record, categorize, analyse and respond to feedback and complaints from people, including confidential complaints, through safe, accessible and inclusive mechanisms in a timely manner. Through a CRM, if necessary, feedback and complaints can be referred, so that appropriate action can be taken, and a response can be provided in a timely manner. CRMs also track interactions between UNHCR and forcibly displaced and stateless persons, providing a timeline and details of such interactions. As per UNHCR's core output indicator's guidance, the "customers" of the CRM are forcibly displaced and stateless people, including members of the host community.

continue to use the UNHCR-developed [Refugee Assistance Information System \(RAIS\)](#)⁸ in responding to feedback and complaints. The system is used by nine operations, providing a user-friendly interface, advanced options for digitalizing workflows, and the ability to customize it to meet different operational needs. In 2024, a total of 11,320 (46 per cent women) individual instances were recorded in RAIS. [Lebanon](#) introduced [contact forms](#) embedded on the Help website platform to enable refugees without email addresses can contact UNHCR. The operation also introduced an advanced interactive voice response (IVR) to provide basic information on rights and entitlements, while prioritizing calls for individual counselling and case management.

Based on feedback and consultations with forcibly displaced women and girls, UNHCR implemented various measures to allow them to safely raise concerns and provide feedback on UNHCR activities, so that protection and assistance programmes better meet their specific needs. Measures include communication channels such as call and contact centres, emails and messaging apps, allowing for anonymous and safe feedback. A regional contact centre in Panama, covering [Colombia](#), [Costa Rica](#), [Ecuador](#) and [Guatemala](#), received over 79,000 calls, with women representing 53 per cent of those seeking information through phone calls. In [Peru](#), alongside email and in-person services, the toll-free line InfoContigo handled over 13,000 calls throughout the year, with more than 95 per cent coming from Venezuelan women and girls. The increased use of feedback channels contributed to quicker resolution of service gaps, enhancing access to essential support. In [Sudan](#), UNHCR resumed a joint call centre with WFP, enabling a wider reach to forcibly displaced people, including in hard-to-reach areas.

In [Burkina Faso](#), UNHCR diversified channels to receive feedback and complaints by establishing a “green line” through a Central Emergency Response Fund (CERF)-funded project to strengthen inter-agency feedback mechanisms. These diversified channels, in combination with a call centre and face-to-face interactions with forcibly displaced

and stateless people, were tailored to the needs of persons with disabilities and other minority groups. Community members were trained and maintained regular contact with the community to ensure effective communication.

UNHCR continued to use face-to-face mechanisms such as community meetings with groups based on AGD and other characteristics, community-based committees, community representatives, trained community focal points, and refugee and IDP committees. In [Sudan](#), forcibly displaced people were given updated critical information on rights and entitlements through 32 multipurpose community centres managed by local committees across 11 states, including remote areas in Darfur. In [Afghanistan](#), UNHCR established community centres for women to provide a safe space for women and girls to access information on services, as well as gather and discuss community issues, share feedback on protection risks, needs and challenges in a confidential space. These centres allowed UNHCR to reach some 58,000 women and girls with information, skill-building activities, and mental health and psychosocial support.



UNHCR supported CUBOS -Urban Centres of Wellbeing and Opportunities provides safe havens for community members affected by gang violence. One activity is the youth-led initiative “Coffee Afternoons” which targets older persons through crafts and dialogues – El Salvador. © UNHCR/Markel Redondo

⁸ RAIS is a secure web-based platform developed by UNHCR and used by UNHCR, implementing partners and other organizations for assistance and case management through ticketing and referrals of complaints and feedback. In the operations where it is used, it hosts registration records of registered forcibly displaced and stateless people through daily synchronization with proGres.



Spotlight: Persons with Disabilities

Overview

Despite the overall decrease in resources reported by operations, UNHCR made significant strides in supporting forcibly displaced persons with disabilities through inclusive programming and targeted interventions. An internal review of the 2024 annual country strategies found that disability inclusion had been incorporated into the programming of at least 75 per cent of UNHCR operations, marking an increase from 72 per cent in 2023. Reporting from 31 operations disaggregating targeted activities indicated that at least **93,681** adults with disabilities and over **18,000** children with disabilities were reached through targeted interventions, including cash assistance, rehabilitation and assistive devices, accessible shelter, support for access to education and employment opportunities, and mental health and psychosocial support.

In **Thailand**, through its partner Humanity & Inclusion, UNHCR supported 1,562 persons with disabilities and 796 caregivers and family members. Assistance included physical rehabilitation, disability and social inclusion services, mental health and psychosocial support, and capacity support for camp-based staff and members of self-help groups to ensure that persons with disabilities could effectively claim their rights.

UNHCR actively advocated for and/or provided technical support to governments to include forcibly displaced persons with disabilities in national social protection systems for persons with disabilities across **22 countries**, up from 15 countries reporting this activity in 2023. This advocacy was crucial in promoting the integration of refugees and internally displaced persons into national disability identification and determination processes and related benefits, granting them access to sustainable essential services and support. For instance, in **Romania**, UNHCR collaborated with the National Authority for the Protection of Rights of Persons with Disabilities to develop a Ukrainian-language guide and an [infographic on how to obtain a Romanian Disability Certificate](#) to help forcibly displaced Ukrainians in Romania obtain a disability certificate and access national support systems. In **Türkiye**, the Ministry of Family and Social Services, in collaboration with UNHCR, supported more than 2,400 refugees with disabilities through social service centres, disability day care centres, and home care support teams; additionally, over 40,000 refugees with disabilities received social assistance under the Social Safety

Net programme. In **Djibouti**, UNHCR developed a strategic partnership with the National Agency for Persons with Disabilities (ANPH), as a result of which **367 refugees and asylum-seekers with disabilities** were granted access to the Mobility Inclusion Card, which provides opportunities in health, education and economic activities. At a global level, UNHCR collaborated with the law firm DLA Piper to conduct legal research, identifying legal barriers and promising practices to improve refugee access to national social protection schemes.

Coordination working groups and partnerships with local disability organizations, government entities, and local or international NGOs in **18 countries** were crucial in enhancing the sustainability and effectiveness of interventions. For example, in **Mexico**, the Mexican Coalition for the Rights of Persons with Disabilities, UNHCR strategic partner on disability, and Christian Blind Mission developed the [Humanitarian Response Guide for Persons with Disabilities in Human Mobility](#), which UNHCR supported and piloted in shelters in Tijuana and Mexico City. To celebrate the role of local organizations, the High Commissioner presented the [UNHCR NGO Consultations Award](#) to three organizations working with, for, or representing forcibly displaced persons with disabilities: [Asociación de Sordos de Honduras](#), for creating a [sign language glossary](#) on protection and displacement; [Takatof Shababe Association](#) in the **Syrian Arabic Republic**, for establishing a cottage-style restaurant run by persons with disabilities, promoting livelihoods, social inclusion, and challenging stigma; and [Umoja Persons with Disabilities Group](#), for empowering refugees with disabilities in **Malawi's** Dzaleka Camp. These efforts helped establish a [Global Network of Refugees with Disabilities](#) to amplify their voices. However, due to financial constraints, other partnerships on disability inclusion were discontinued in Ethiopia and Rwanda.

Ten operations reported having improved the accessibility of shelter, water and sanitation infrastructure, community services, and reception facilities to support equal access for persons with disabilities, and at least **40 countries** reported having made adaptations to ensure equal access to participatory assessments for displaced and stateless persons with disabilities. In **Poland**, the Refugee Innovation project [Refugee Light in the Dark](#) established the Refugee-led Observatory on Digital Information Accessibility and Refugees with Visual Impairments, revealing that refugees with disabilities – particularly those with visual impairments – face significant barriers in accessing online information,

leading to digital exclusion, dependency on family members and social isolation. Refugees with visual disabilities emphasized the need for improved web design, technological access, multilingual resources, and community support to enhance digital literacy and accessibility. The Refugee-led Observatory supported the review of [UNHCR Global Help Page](#) for improved accessibility, and similarly advised other national NGOs in Poland. Among other initiatives supporting accessibility, UNHCR conducted a consultation at the [Google Accessibility Centre](#) to co-design digital solutions with refugees with disabilities in the **United Kingdom of Great Britain and Northern Ireland**.

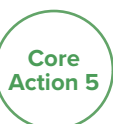
In 2024, one of the most remarkable achievements of UNHCR’s work to promote participation and inclusion of forcibly displaced persons with disability was the successful participation of the [Refugee Paralympic Team in the Paris 2024 Games](#). Eight refugee athletes and one guide runner competed in six of the 22 sports: Para athletics, Para powerlifting, Para table tennis, Para taekwondo, Para triathlon and wheelchair fencing. Notably, Zakia Khudadadi, who competed in the women’s Para taekwondo K44–47kg category, and Guillaume Junior Atangana, who ran in the men’s T11 400m Para athletics event, secured the team’s first-ever Paralympic medals – both bronze. They dedicated their achievements to “refugees around the world”.



Zakia Khudadadi, bronze medal winner of the women’s Para taekwondo K44–47kg category. © UNHCR/Elif Gulec

► ORGANIZATIONAL LEARNING AND ADAPTATION (ACTION 5)

Interventions, planning, priority setting, course corrections and evaluation are informed on an ongoing basis by the views of forcibly displaced and stateless persons.



“At a minimum, UNHCR operations will adapt programmes and strategies in response to input from forcibly displaced and stateless persons, and document this in Country Operations Plans and Annual Reporting.”

Overview:

UNHCR operations continued their efforts to use inputs received through consultations and feedback from displaced communities to adjust programming and to plan for future interventions. The introduction of the revised PA tool and the development and further enhancement of UNHCR’s corporate Digital Gateway Contact Centre Solution with an integrated CRM are tools to help ensure that the voices, perceptions and proposals expressed by people with and for whom UNHCR works are used to adapt programmes.

Following the finalization of the IASC Standards for Collective Feedback, UNHCR began to contextualize and operationalize the standards in several operations, including Burundi, Colombia, Somalia and Afghanistan, to enable operations to better record, categorize, analyse and visualize feedback in a standardized and efficient way and, most importantly, adapt programmes to the needs of forcibly displaced people.

UNHCR also led the CERF-funded AAP projects in **Burkina Faso**, **Haiti** and **Niger** to enhance collective feedback and response mechanisms. In **Burkina Faso**, 400 community members were trained to support inter-agency communication, contributing to over 215,000 calls to a feedback centre. In **Haiti**, a large-scale assessment involving 12,000 households and marginalized groups informed the 2025 *Humanitarian Needs and Response Plan*, and supported coordinated feedback efforts through WFP’s SugarCRM. In **Niger**, profiling the needs of 454,000 people across four communes strengthened community involvement and improved protection outcomes. Lessons learned showed that the projects

helped operations to enhance community voices and adapt programming based on the needs of forcibly displaced people.

Post-distribution monitoring (PDM) continued to be part of UNHCR CBI programming, and the standard questionnaire available to UNHCR operations was further expanded to better analyse the impact of CBI on mitigating protection risks. In 2024, feedback was gathered from more than 38,700 household interviews in 74 countries (31,000 households in 73 countries in 2023). The results validated cash as the preferred means of assistance, with only 5 per cent of surveyed households indicating a preference for in-kind assistance, and further highlighted satisfaction with UNHCR’s cash assistance (98 per cent) and improvement in living conditions (96 per cent), as reported in UNHCR’s [Cash Assistance in 2024: Main Outcomes from Post Distribution Monitoring](#). This confirmed the aptness of UNHCR’s *Policy on Cash-Based Interventions* (2022–2026), aimed at scaling up and strengthening the use of CBI across the organization’s operations worldwide. When carrying out PDM, UNHCR operations have been encouraged to increase the outreach to female respondents and improve gender disaggregation in the analysis of the findings.

UNHCR continued to document promising practices and lessons learned from its field activities and to socialize them across its operations. In 2024, UNHCR compiled and shared a collection of [promising practices on its gender equality work](#), which were presented and discussed during a series of sessions with the network of UNHCR gender focal points to become sources of inspiration for various operations.

Based on consultations with operations and with local and grass-root organizations, in 2024 UNHCR further adapted its successful [Grant Agreement](#) initiative, increasing the amount disburseable in one unique instalment to US\$ 12,000 and making the procedure more agile to favour uptake by the operations and ease the burden on CBOs.

The global assessment of digital communication channels conducted with UNHCR operations highlighted how ICNAs informed the design and improvement of feedback and response mechanisms, enabled operations to better address digital access or inclusion, and allowed capacity-strengthening initiatives to enhance the digital literacy skills of marginalized and other minority groups.

Examples of UNHCR practices in learning and adaptation:

UNHCR's protection monitoring and consultations with communities in the [Sahel region](#), particularly through its involvement in the inter-agency initiative [Project 21](#), continued to enhance humanitarian response efforts. UNHCR protection monitors deployed to areas of refugee arrivals in eastern Chad continue to provide critical insights into the causes of displacement, the challenges faced by refugees during their journey, and their immediate needs upon arrival. The data collected informed humanitarian advocacy and led to the prioritization of resources, including to support affected women and girls through the expansion of specialized services in refugee-hosting areas.

In [Ukraine](#) and neighbouring countries, UNHCR [return/protection monitoring](#) has enabled a better understanding of the dynamics of the return process, detecting why households in vulnerable situations are taking the decision to return. This evidence has enabled UNHCR to advocate for higher investment in social services to address the specific needs of older persons and persons with disabilities and chronic illnesses in Ukraine, contributing to support more dignified returns.

A new targeting methodology was introduced in 2024 in UNHCR CBI programme in [Moldova](#). This included socioeconomic profiling, a vulnerability scorecard and a reconsideration mechanism for appeals. Refugee engagement played a pivotal role in shaping the programme's evolution. The operation held consultations and meetings with refugees to identify concerns about eligibility and access, and

channels to ensure the refugees understood programme changes and had opportunities to give feedback that further helped to refine the criteria.

In [Lebanon](#), protection monitoring played a critical role in assessing the evolving risks for Syrian refugees and IDPs, informing UNHCR programming and advocacy. Through over 13,700 surveys (40 per cent female), UNHCR identified protection concerns, socioeconomic conditions, legal barriers and challenges to accessing services. This informed programming, strengthened referrals for over 800 high-risk cases and guided inter-agency coordination. Despite rising insecurity, UNHCR adapted its programming based on protection monitoring, repurposing projects in the last quarter to support municipalities and public institutions, ensuring continued delivery of essential services to vulnerable populations.

The [UNHCR-WFP Joint Programme Excellence and Targeting Hub](#) supported the [Kenya](#) country offices in refining targeting strategies for basic needs and self-reliance assistance in Kenya's refugee sites – Dadaab, Kakuma and Kalobeyei. To complement existing quantitative data, over 300 focus group discussions and nearly 40 key informant interviews were conducted in September 2024 to gather refugees' perspectives on the proposed approach. Community feedback played a critical role in validating and finalizing eligibility criteria, shaping a joint communication strategy, and establishing a joint recourse mechanism to allow households to appeal assistance decisions. This participatory process allowed the targeting approach to be evidence-based and better responsive to community needs.

In [India](#), UNHCR has deployed 62 community health workers across 13 locations to provide interpretation and health education, and referred refugees for further care to antenatal care (ANC) and immunization services. Deployment of community health workers helped communities better understand the national health-care system and address language barriers with medical staff. In [Indonesia](#), refugee communities consistently raised concerns regarding their exclusion from the national health insurance programme, service costs, and gaps in access to HIV treatment and immunization programmes. A study was undertaken to gather evidence to identify systemic gaps in services and medical treatment costs. The study has helped inform UNHCR's advocacies for refugee inclusion in the national health insurance systems as well as youth-targeted workshops for HIV prevention and health education.

disseminated information materials through multiple

In **Lebanon**, UNHCR deploys around 370 Education Community Liaisons (ECLs) in public schools. These refugee volunteers facilitate communication between the refugee community and school administration, mitigate issues of bullying and provide emotional support. To assess and strengthen their impact, UNHCR and partners undertook a review exercise consulting children, parents, school directors and ECLs themselves, and adapted community-based education programming and the terms of reference (TORs) of the ECLs to align with the recommendations from the community.

In north-west **Syrian Arab Republic**, UNHCR's 2024 shelter activities were shaped by community feedback gathered through PDM and satisfaction surveys. This feedback led to redesigning “dignified shelter units”. Concrete blocks replaced panel walls for better durability and security, and a new layout introduced a smaller, three-room version with 25 square metres of indoor space.

In **Bangladesh**, UNHCR's water, sanitation and hygiene (WASH) programming in 2024 was significantly shaped by community feedback, resulting in more adaptive and inclusive interventions. Female refugees voiced safety concerns about shared WASH facilities, prompting the construction of 10 new female hygiene centres that benefited 325 women. These centres incorporated privacy-focused designs such as breastfeeding corners and menstrual hygiene spaces. On the innovation front, UNHCR developed and deployed the PIT Intelligent Tracker App to monitor latrine conditions and ensure timely desludging, addressing community complaints about hygiene and usability. Feedback also revealed tensions with host communities over grey water discharge from camps. In response, UNHCR redesigned and upgraded the wastewater treatment plant in Teknaf, demonstrating a commitment to both refugee and host community well-being.



UNHCR staff handing out information materials to Venezuelan refugees at the Interiorization Coordination Centre (CCI) of the Brazilian government's Operation Welcome (Operação Acolhida). © UNHCR/Benjamin Mast



Spotlight: Older Persons

Overview

Adaptation and targeted support services for older persons were a crucial part of UNHCR's strategy in at least **40 countries**. According to reporting from 15 operations that disaggregated information on targeted activities for older persons, UNHCR facilitated access to dedicated services for over 52,000 older individuals in these operations in 2024. Tailored case management services were provided to older persons, addressing their protection needs and ensuring access to essential services. This included support for older persons with disabilities and those facing heightened protection risks, including abuse and deliberate exclusion. Additionally, UNHCR prioritized older persons in its cash assistance programmes, including in **Ukraine**, and in several operations in the Americas, providing financial support to help them meet their basic needs and enhance their self-reliance. In **Cameroon**, older persons received upgraded shelter kits that included mattresses and solar lamps to enhance comfort and safety. In **Egypt**, UNHCR reinforced protection mechanisms through comprehensive case management, with older persons at risk identified as a priority group. Partners such as Terre des Hommes and Caritas deployed refugee outreach psychosocial worker teams and provided psychosocial support, material assistance and rehabilitation services for older persons. At least 2,162 older persons (37 per cent women) benefitted from information sessions, psychosocial support, specialized rehabilitation services and shelter assistance. In the **Syrian Arabic Republic**, UNHCR reached around 7,220 older persons through the Inclusive Care Programme, providing tailored support to promote their dignity and well-being.

Collaboration with national systems was another key aspect of UNHCR's work in favour of older persons. In **Costa Rica**, UNHCR worked closely with the [National Council for the Elderly](#) (CONAPAM) and the [National Council for Persons with Disabilities](#) (CONAPDIS) to improve access for refugees to national social protection programmes. This collaboration aimed to provide older persons with access to pensions, disability benefits and other essential services. In **Nepal**, UNHCR covered national health insurance fees for older Bhutanese refugees to ensure comprehensive health coverage.

In **Ukraine**, UNHCR supported the Ministry of Social Protection in strengthening its coordination role for the evacuation of older people and persons with disabilities from frontline areas where their lives were

at risk and care services were needed. The goal is to ensure safe, dignified reception conditions, access to appropriate care, and to prevent institutionalization of those who can live independently. UNHCR also advocated with donors to fund accessible accommodation and care services aligned with the country's deinstitutionalization commitments.

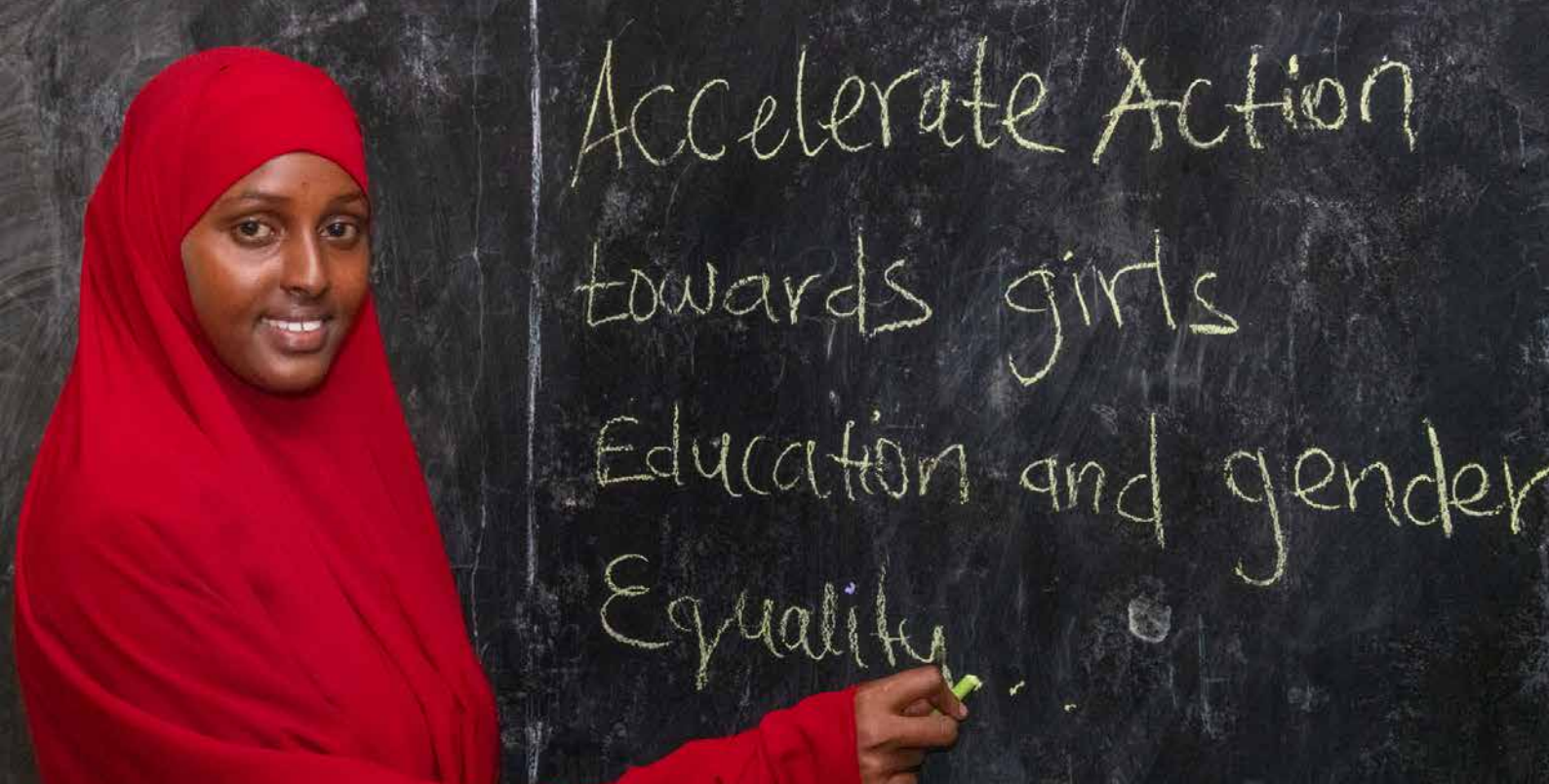
UNHCR also emphasized the importance of socialization and recreational activities to support community networks and enhance the well-being of older persons. In **Yemen**, nearly 140 older persons and refugees with disabilities participated in recreational and skill-building activities at community spaces. In **El Salvador**, one of the most popular activities at Urban Centres of Well-being and Opportunities (CUBOs), UNHCR-supported centres providing safe spaces for community members to join workshops and projects, was the so-called "coffee afternoons" (known in Spanish as "tardes de café"). Run by young people from the community, this activity gathered over 50 people, mainly older persons, once a week. These activities not only provided a sense of community and belonging, but also helped older persons develop new skills and maintain their mental and physical health.

Despite these efforts, older persons often continued to face barriers in accessing assistance and services due to mobility issues, lack of information, and social stigmatization or exclusion. UNHCR continued to advocate for the removal of these barriers and the creation of inclusive environments. The need for more specialized services tailored to the needs of older persons was also recognized, including mental health support and access to assistive devices and rehabilitation services.



Couple Vira and Mykola, both 75 years old, were supported by UNHCR, through local NGO partner Caritas, and were enrolled in the cash-for-repair programme, which allowed them to rebuild their home and be protected from the cold winter.

© UNHCR/Elisabeth Arnsdorf Haslund



Shankaron Abdi, 18, a Somali refugee born and raised in the camp is a leader, mentor, and an unwavering advocate for girls' education and empowerment, helping shape the future for countless young girls who look up to her as a role model.
© UNHCR/Mohamed Maalim

► I.III ADVANCING GENDER EQUALITY (ACTIONS 6A–E)

In line with UNHCR Strategic Directions 2022–2026, and as reflected in UNHCR's results-based framework, empowerment of and accountability to women to advance gender equality and response to violence against women and girls remained central to UNHCR's work in 2024. Of the 16 outcome areas in UNHCR's Global Results Framework, Outcome Area 4 "Gender-based violence" and Outcome Area 7 "Community engagement and women's empowerment" outline UNHCR's contribution to Sustainable Development Goal (SDG) 5.

To operationalize gender equality interventions, US\$ 137.1 million was allocated to specialized GBV prevention and response programming, including contributions to UNHCR's partners. **Ethiopia, Sudan and Democratic Republic of the Congo** were among the largest UNHCR country operations in terms of level of expenditures. Expenditures under the "Community engagement and women's empowerment" outcome area accounted for US\$ 281 million, with country operations such as **Lebanon, Syrian Arab Republic and Ukraine** at the forefront.

UNHCR remained committed to engaging and supporting WLOs, particularly at local and grass-roots level, both internally and in inter-agency contexts.

In 2024, UNHCR entered into funded partnerships with **255 WLOs**.⁹ This represented **18 per cent** of all UNHCR-funded partners and some **15 per cent** of the overall funding provided to UNHCR's partners in the year. Of all WLOs supported by UNHCR in 2024, some **88 per cent** were local or national, confirming UNHCR's commitment to localization. UNHCR Grant Agreements were also used to promote initiatives of forcibly displaced women as agents in their communities. Of the 255 grants signed by UNHCR in 2024, some 20 per cent were signed with grass-roots WLOs.

UNHCR leveraged its role throughout 2024 as chair of the [Women, Peace and Humanitarian Fund](#) to advocate for increased support to those organizations led by forcibly displaced and stateless women. So far, about a quarter of the 1,558 CSOs funded by WPHF are led by forcibly displaced persons, and 36 per cent of the 1,014 projects funded by WPHF focus on improving the situation for forcibly displaced women and girls.

Through events such as the Global UNHCR-NGO Consultations, UNHCR created opportunities for local women leaders to have their voices heard in global forums. As a global protection lead, UNHCR continued to support the role of WLOs in humanitarian coordination.

⁹ Based on their self-classification in the United Nations Partner Portal.

To advance gender equality in its operations, UNHCR worked through a network of more than 200 gender equality focal points, who were instrumental in working within multifunctional field teams to promote gender-sensitive assistance and services, in line with the core action of the AGD Policy. As the following part

of the report will highlight, transformative gender work was visible in multiple operations, with some of these initiatives from **South Africa, Brazil, Ecuador and Nepal** collected and showcased in dedicated compilations of [promising practices](#).

▶ WOMEN AND GIRLS' PARTICIPATION AND INCLUSION (ACTION 6A)

Women and girls participate equally and meaningfully in all decision-making, community management, leadership structures and committees of people of concern to UNHCR.



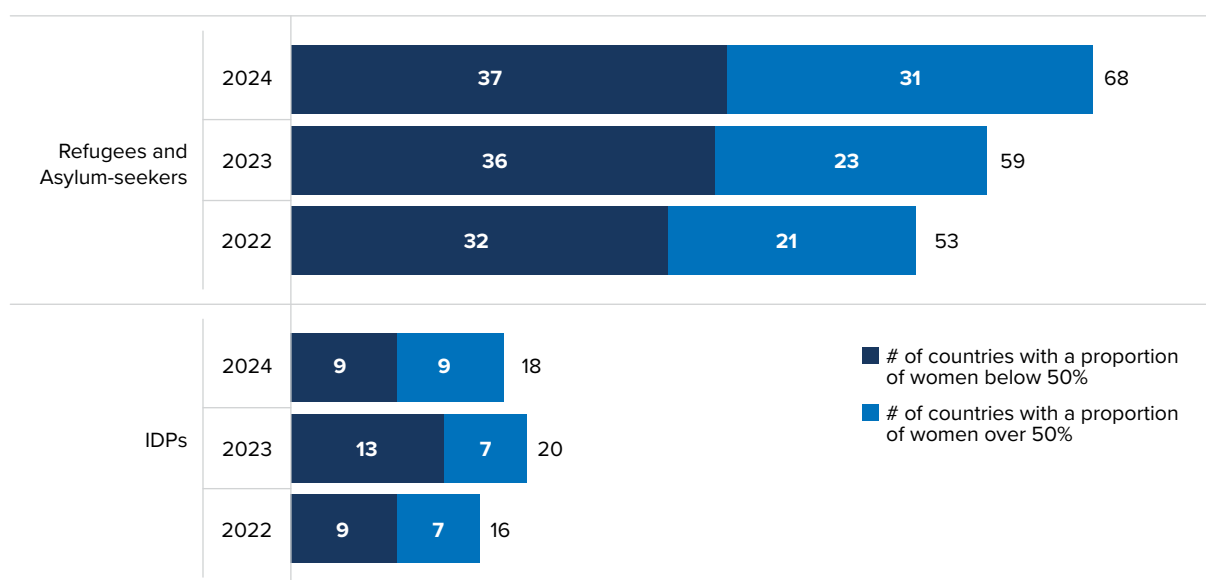
“At a minimum, UNHCR operations will ensure 50 per cent female participants in management and leadership structures under UNHCR’s authority, and will advocate the same with partners, including Governments.”

Overview:

In 2024, **women’s participation in leadership and management structures** across field operations

improved, with **46 per cent** of reporting countries reaching or surpassing 50 per cent for refugee/asylum-seekers (up from 39 per cent of reporting operations in 2023) and **50 per cent** for IDP populations (up from 30 per cent in 2023).

Number of countries with proportion of women participating in leadership/management structures
(Core Outcome Indicator 7.3)



Costa Rica, Democratic Republic of the Congo, Egypt, Greece, Malaysia, Niger, Nigeria, Rwanda and Syrian Arab Republic reported consistent improvements since 2022 in both refugee and IDP women's participation. At the same time, sociocultural and legal norms and obstacles to women's involvement in community activities preventing them from taking on leadership roles were signalled in countries such as **Afghanistan, Djibouti and Malawi**.

Understanding that women's participation can be hindered by the digital gender gap, in partnership with Here I Am Studio, UNHCR led an [online bootcamp to enhance digital access for forcibly displaced women](#). The initiative equipped over 40 organizations led by forcibly displaced and stateless women from more than 30 countries (including **Mauritania, Chad, Egypt, Moldova, Sudan, Yemen and Brazil**) with knowledge, skills and tools to contribute to bridging the digital divide and favour inclusion and participation in the communities where they operate.

Gender equality was one of the main themes of the [2024 UNHCR-NGO Global Consultations](#). Out of the 136 organizations invited, more than 40 were WLOs. These consultations culminated in [a set of key conclusions addressed to UNHCR's governing body](#) recommending the acknowledgement of the role of WLOs, in all their diversity, as front-line responders; to increase support to WLOs through multi-year funding and institutional capacity; and to meaningfully include them in coordination mechanisms as equal partners. UNHCR facilitated the participation of WLOs to global high-level meetings and events, including the Annual CSO-United Nations Dialogue on Peacebuilding in New York, ensuring that the voices of women with lived experiences are heard and their expertise are considered.

UNHCR's prestigious [2024 Nansen Refugee Award](#) honoured five women leaders and human rights defenders for their transformative work contributing to the Women, Peace and Security agenda. These women played a significant role in advocacy for the rights of women and girls in conflict and displacement situations, leading GBV prevention programmes and strengthening women's participation in decision-making.

At regional level, UNHCR supported a Regional Youth Peacebuilding Programme in the EHAGL region, which has so far trained 345 women and girls on leadership in peacebuilding, leading to improved management of conflict in their communities. However, meaningful participation and inclusion of forcibly displaced and stateless women in formal and informal peacebuilding or peace processes remains low.

Examples of UNHCR practices

UNHCR operations **included priorities, needs and capacities of women and girls in programme design and implementation**. This was done through targeted consultations with women, including as part of PAs, by promoting access to feedback and response mechanisms, and by regular engagement with women committees and structures.

In **Afghanistan**, women represented 41 per cent of the 3,377 individuals across 20 provinces who were consulted as part of the annual PA conducted by the operation, discussing topics such as preferred channels for communication, shelter, livelihood, protection risks and harmful coping mechanisms. To ensure the meaningful participation of visually impaired women in the consultations, UNHCR Afghanistan engaged organizations of persons with disabilities. In addition, a safety audit exercise engaged 1,543 community members (50 per cent female) to identify risks for women and girls during service provision. A total of **50 per cent of community outreach volunteers deployed by UNHCR were women**, facilitating direct access to women and promoting women-to-women service provision. In **Somalia**, women's perspectives were systematically integrated into programming through 217 community-level stakeholder meetings and 120 coordination meetings, which engaged government representatives, camp management committees and women leaders.

UNHCR **promoted the participation of women and girls as agents of change and leaders in their communities**. Efforts included the mapping of women-led structures, and capacity-development and community sensitization activities.

In **Cameroon**, UNHCR supported the participation of women in community protection committees. More than 2,400 women, representing 47 per cent of community leaders actively involved in 449 community-led groups carrying out activities within their respective localities. In the **United Republic of Tanzania**, women represented 52 per cent of the 412 community leaders in Nduta and Nyarugusu refugee sites, and were trained on various legal issues and camp regulations to build their capacity and leadership skills as refugee representatives. In **Bangladesh**, 58 out of 114 elected camp representatives (51 per cent) were women, and gender parity progressed in several refugee-elected camp committees. In addition, UNHCR sensitized female religious teachers enhancing the role they play in mitigating protection risks related to GBV, women and girls' safety, and security. In **Somalia**, women leadership was promoted through camp coordination and camp management efforts, with

75 per cent of the governance structures established in IDP settlements now led by women. In **Mauritania**, 32 women-led community structures in Nouadhibou, Nouakchott, Hodh Chargui and Bassiknou received training on leadership, community participation and protection. In **Mozambique**, participation of women in leadership structures was promoted through awareness on gender equality and women's rights, increasing women's presence in leadership structures from 20 per cent to 38 per cent among IDPs, and from 8 per cent to 67 per cent among refugees and asylum-seekers. In **Costa Rica**, women's participation in leadership roles was promoted through sensitization sessions and mobile information centres with the support of women community leaders, who guided and supported other women to access services and with Indigenous Miskito women, providing culturally appropriate services in every session.

UNHCR engaged with WLOs and supported their initiatives through technical, in-kind and financial contributions through direct partnerships.

In **Sudan**, UNHCR mapped and supported the capacity of WLOs in identifying and referring persons at heightened risk to available services. As a way of example, UNHCR engaged with the national WLO the Mutawinat Benevolent Company to provide much needed legal aid services to displaced populations.

In addition, Sudanese WLOs contributed to UNHCR's initiative to develop a regional coordination platform of WLOs responding to the Sudan crisis. In **Armenia**, four refugee-led WLOs received UNHCR grants to raise awareness on violence against women and girls, and promote social inclusion, reaching over 600 displaced women and children, as well as almost 200 host community members. In **Colombia**, UNHCR worked with Afro-Colombian and Indigenous organizations such as the Afro-Colombian National Council for Peace (CONPA) and Afro-Colombian Women's Network (COMADRE) in their advocacy for the implementation of the Ethnic Chapter of the Peace Agreement, and for the National Development Plan. In **Peru**, UNHCR supported WLOs in securing independent funding and expanding community initiatives. These organizations played a crucial role in advocating for stronger mechanisms to combat violence as part of the Cartagena+40 process. In the Southern African region, seven refugee-led WLOs across **Botswana, Malawi, Mozambique, Zambia** and **Zimbabwe** received small grants from the Safe from the Start initiative, to promote community participation, inclusion, and women and girl's empowerment. In **South Sudan**, UNHCR partnered with the refugee-led Women for Peace, Culture and Development Organization on women's livelihood programmes.



37-year-old Fathia Adoumassid became a lawyer eight years ago after completing her law studies and passing the bar exam in El Geneina. She was motivated to be a lawyer because she wants to defend vulnerable people, especially women, against the injustices. © UNHCR/Ying Hu



Spotlight: LGBTQ+ people

Overview

Significant challenges persisted in the protection space for lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) forcibly displaced people, who continued to be among the categories of individuals subjected to violence and persecution. Consensual same-sex sexual relations continued to be criminalized in 64 States, and more restrictive legislation has been proposed or introduced in others. Several countries continued to deny the right to seek asylum based on sexual orientation, gender identity and expression, and sex characteristics (SOGIESC) grounds, while pathways to third-country solutions for LGBTIQ+ individuals at heightened risk remained limited. During displacement, discriminatory policies, societal attitudes and stigma restricted access to essential services, further exacerbating the risks faced by LGBTIQ+ persons, including arbitrary detention, physical and sexual violence, various forms of exploitation, and human-trafficking. In some situations, lack of access to effective protection in the first country of asylum forced LGBTIQ+ refugees and asylum-seekers to undertake hazardous onward movements, including to countries in crisis, to seek alternative opportunities for asylum or durable solutions.

In this context, UNHCR reaffirmed its [global priorities](#) as maintaining an inclusive approach aimed at enhancing access to asylum, non-discriminatory access to rights and services, and advocating for the inclusion of LGBTIQ+ individuals among the profiles at severe protection risk identified for submission to third-country solutions, including in the context of the [2024 Consultations on Resettlement and Complementary Pathways](#). Other efforts included training asylum authorities on fair and equitable asylum procedures; engaging with judiciary and law associations, through strategic litigation; continued learning initiatives for staff and partners; and expanding engagement and partnerships with LGBTIQ+ organizations, notably [Rainbow Railroad](#) and [Immigration Equality](#), including in relation to third-country solutions.

As part of ongoing efforts to improve safe, ethical and proportional recording of data on diverse SOGIESC in its identification and case management system ProGres, UNHCR issued and rolled out an interim guidance targeting registration staff which benefited from consultations with representatives of LGBTIQ+ civil society and with some 180 UNHCR colleagues. UNHCR also released a [SOGIESC multilingual glossary](#) to improve inclusive communication. More than 400 staff took the self-paced online course on

working with LGBTIQ+ persons in forced displacement (available in four languages), while targeted trainings and webinars reached 505 UNHCR staff in the West and Central Africa, East and Horn of Africa and the Great Lakes, and Middle East and North Africa regions.

An internal analysis of available strategies revealed that 44 per cent of UNHCR operations explicitly included the protection needs of LGBTIQ+ persons in their 2025 protection and solutions strategies, while an analysis of the 2024 reporting indicated that 56 per cent of country operations had implemented programmes and activities incorporating the needs of LGBTIQ+ persons. Among the country operations using the UNHCR Livelihoods Information System, 32 per cent reported having included LGBTIQ+ persons in livelihoods and economic inclusion programmes.

Field practices

UNHCR carried out **advocacy and participated in various initiatives with a range of stakeholders to promote safe access to asylum and protection services for LGBTIQ+ persons**. In collaboration with the Council of Europe (CoE) UNHCR participated in two legal seminars in Strasbourg, [France](#), aimed at sensitizing decision-makers, tribunal and government staff, lawyers and NGOs on safe asylum procedures for LGBTIQ+ persons. In the [Philippines](#), UNHCR supported the [Department of Justice – Refugee and Stateless Persons Protection Unit](#) (DOJ-RSPPU) through regular trainings for its new protection officers which incorporated LGBTIQ+ inclusive approaches to reception, registration and Refugee and Stateless Status Determination (RSSD), including protection-centered interviewing, in alignment with national and international frameworks. In [Poland](#), in collaboration with partners, UNHCR conducted training sessions for government representatives from municipalities, social services, and the Office for Foreigners, focusing on safe procedures and inclusive services for forcibly displaced LGBTIQ+ persons. In [Bulgaria](#), UNHCR collaborated with the State Agency for Refugees to organise a forum for 20 participants, including Bulgarian lawyers and LGBTIQ+ applicants, about international and EU standards, and delivered training for asylum caseworkers, legal advisers, EU Asylum Agency experts, and legal aid providers. The workshop aimed to strengthen capacity in handling SOGIESC-based claims effectively, thereby contributing to fair and inclusive asylum procedures.

UNHCR operations **consulted LGBTIQ+ persons to gain real-time insights into their needs and the**

barriers they face in accessing services. In **Peru**, participatory assessments were conducted in which 13 per cent of people reached self-identified as LGBTIQ+ individuals. In **Moldova**, UNHCR's partner [Laolalta](#) organized monthly meetings at the [Community Centres 151](#), bringing together LGBTIQ+ individuals and engaging them in various support activities such as mental health and psychosocial support (MHPSS), legal aid and counselling. In **Tunisia**, UNHCR set up monthly gatherings with LGBTIQ+ persons, providing a platform to share on available services and support networks. In **Algeria**, UNHCR in collaboration with trusted CSOs, held regular meetings with LGBTIQ+ forcibly displaced persons, to better understand their evolving needs. These meetings also helped foster a sense of community and built stronger connections between LGBTIQ+ forcibly displaced and civil society organizations, enhancing access to services and socio-economic opportunities.

UNHCR engaged with LGBTIQ+ civil society organisations, including through direct **partnerships, capacity development and coordination fora**. In **Ukraine**, together with NGO Outright International, UNHCR co-launched the [LGBTIQ+ Communities Technical Working Group](#) under the Protection Cluster with membership from local community-based LGBTIQ+ organisations. This group aims to address service provision gaps, strengthen collaboration among stakeholders, and advocate for policy changes to safeguard the rights and well-being of LGBTIQ+ persons who are forcibly displaced or affected by the conflict in Ukraine. In the **Dominican Republic**, together with UNDP, UNFPA, and UNAIDS, UNHCR organized a workshop targeting LGBTIQ+ civil society organizations that fostered discussions and analysis on critical topics, such as misinformation, hate speech, toxic content on social media and the impact of negative communication on mental health. UNHCR engaged with LGBTIQ+ CSOs, including through direct **partnerships, capacity development and coordination forums**. In **Colombia**, through UNHCR's partnership with [Corporación Opción Legal](#) for the Community Empowerment Project, three LGBTIQ+ organizations benefited from capacity development that enabled them to develop shared agendas and strengthen their advocacy efforts for the rights of LGBTIQ+ forcibly displaced people. Ultimately this led to increased organizational autonomy, legal recognition, and participation in local integration processes.

UNHCR engaged with LGBTIQ+ CSOs to **strengthen outreach and information on referral pathways to services for LGBTIQ+ persons**. In **Lebanon**, UNHCR collaborated with CSOs who work with persons with diverse SOGIESC, enabling access to specialized

protection and multisectoral services, such as case management for gender-based violence survivors, health, MHPSS and legal counselling. In **Tunisia**, UNHCR enhanced protection for LGBTIQ+ refugees and asylum-seekers by engaging trusted community focal points to support direct and inclusive communication. Monthly focus group discussions created safe spaces for feedback and support, while key needs such as shelter, healthcare, legal aid, and financial assistance were addressed. In partnership with local actors, UNHCR also facilitated HIV screening, psychosocial support, and emergency assistance. In **Guatemala**, UNHCR partnered with [Asociación Lambda](#), to operate a safe space and to provide humanitarian assistance, psychosocial support and legal aid, while also strengthening the diverse young women's collective *Latimos Juntas* to promote LGBTIQ+ rights in Petén. In **Moldova**, access to life-saving information on HIV prevention, counselling, and response services for LGBTIQ+ Ukrainian refugees was facilitated through a partnership with UNAIDS and other local organizations.

Despite ongoing efforts, LGBTIQ+ refugees continued to face significant risks, discrimination, and violence in their first countries of asylum due to homophobic legislation and hostile societal attitudes. In response, **UNHCR advocated for resettlement and expanded complementary pathways for LGBTIQ+ individuals at heightened risk**. In the **West and Central African Region**, advocacy efforts resulted in a 29% increase in the submissions of at-risk LGBTIQ+ individuals for resettlement compared to 2023. Notably, a group of 15 highly at-risk LGBTIQ+ refugees was successfully relocated to Italy through an exceptional COMET humanitarian corridor. However, resettlement opportunities for LGBTIQ+ refugees in the region remain limited.



The LGBTIQ+ Committee of Valle de Sula, is a platform grouping 14 organizations. They design protective measures for LGBTIQ+ individuals, and implement advocacy and awareness campaigns to address the challenges faced by those affected by forced displacement. © UNHCR/Santiago Escobar-Jaramillo

▶ INDIVIDUAL REGISTRATION AND DOCUMENTATION (ACTION 6B)

Women and girls are provided with individual registration and documentation, directly or through support provided by UNHCR.

Core
Action
6B

“At a minimum, UNHCR will provide women and girls with protection documentation on an individual basis, and will advocate the same with partners, including Governments.”

Overview:

Women and girls are among the groups UNHCR prioritized for individual registration and documentation as a commitment to enhancing their autonomy, improving access to assistance and protection services, including gender-sensitive refugee status determination, and facilitating the identification of their specific needs and options for inclusion in national systems. Furthermore, the provision of legal identity through registration and documentation enhanced the protection against exploitation and abuse, and ensured that refugee women and girls are recognized and better protected, including from refoulement and detention.

In 2024, UNHCR, partners and governments registered 2.7 million people in proGres, across 110 countries, with **women and girls making up 52 per cent of the new individuals registered**. UNHCR continued to invest in designing and implementing gender-sensitive registration procedures. UNHCR worked to ensure that registration centres are accessible and safe for women and girls, including through supporting the deployment of female staff and interpreters, and by gathering feedback on barriers and suggestions for improvements, ensuring that women's voices and experiences informed policy and operational planning. Innovative procedures piloted in some operations favoured accessibility, including for women, girls and other persons with specific protection needs. Operational and case management support was also a critical component, with several countries establishing protection desks in registration centres to resolve complex individual cases, especially for women and girls with specific legal situations.

As part of its efforts to strengthen national asylum systems, UNHCR also collaborated with local

authorities to enhance their capacity to register and document women and girls in asylum settings, and facilitated registration for women who faced administrative or legal obstacles. In internal displacement settings, UNHCR often supported civil registry offices, including efforts to improve birth registration services, and advocated for inclusive and non-discriminatory procedures, critical for women to overcome challenges such as non-institutional births.

In many operations, UNHCR also provided direct legal assistance to help asylum-seekers, refugees and other forcibly displaced people to navigate legal processes, including asylum applications, registration of vital events, and housing, land and property rights. This was particularly relevant for women and girls, as it enhanced their capacity to access justice, civil documentation and asylum procedures, as well as to navigate other complex legal issues including in relation to nationality.

Finally, UNHCR worked with partners and authorities to conduct training and awareness campaigns to improve service accessibility for women, and to educate women and communities in general on the importance of civil documentation, including birth and marriage certificates.

Examples of UNHCR practices

Innovative practices introduced in registration procedures favoured accessibility for women and girls. The self-onboarding portal launched by UNHCR [Egypt](#) in August 2024 significantly improved access to registration for new arrivals from Sudan, including women and girls. By reducing physical barriers, women and girls could pre-register and schedule appointments online, minimizing the need

to travel long distances or to wait in crowded centres, in conditions that may be unsafe or uncomfortable for them. The digital process enhanced safety and privacy by offering a more discreet way for women and girls to initiate registration and report specific protection needs. By allowing refugees to manage their own registration process, the portal has the potential to empower women and girls to have more control over their status and access to services. It also enables the registration of entire households, mitigating the risk that women and children are left out of the process for not being able to request for a registration appointment in person.



A UNHCR staff testing the new onboarding tool with a Sudanese refugee. This tool will enable new arrivals from Sudan to request a registration appointment with UNHCR on any digital device.
© UNHCR/Pedro Costa Gomes

UNHCR and its partners supported the issuance of birth registration and civil documentation, placing an emphasis on ensuring that women and girls have equal and unhindered access to vital documents. Across operations, efforts included facilitating late birth registration for undocumented girls, advocating for legal reforms to remove gender-discriminatory barriers, and implementing targeted outreach to reach women and girls in marginalized communities.

In the **United Republic of Tanzania**, out of 8,847 children who were issued with birth certificates in 2024, more than 50 per cent were girls. UNHCR provided equipment and supplies to the Civil Registrar's Office to facilitate the printing and issuance of birth certificates, and undertook a dialogue with subnational authorities in Kigoma to review and harmonize SOPs for civil documentation. In **Afghanistan**, women represented more than 45 per cent of individuals who accessed UNHCR-supported legal assistance for documentation, including *tazkiras* (national IDs) and birth certificates. UNHCR also employed 16 female legal experts who led women-focused awareness sessions and legal counselling on civil status documentation and family issues. In **Burundi**, the administrative authorities issued 2,874 birth certificates and 927 marriage certificates to refugee

children and women. UNHCR's partner Solidarité des Amis pour le Développement played a key role in facilitating the registration of refugee children's births in civil registry centres in various refugee sites.

Through specialized partners, UNHCR provided legal aid to forcibly displaced and stateless women and girls, recognizing their heightened risk of exclusion from access to civil documentation and legal remedies. In **Niger**, where cultural and social barriers further prevent women and other marginalized groups from accessing legal assistance, UNHCR collaborated with a variety of partners, including the network of women magistrates, the association of young lawyers, women's human rights associations and communities, to enhance women's access to documentation and legal assistance in cases involving family law. In **Lebanon**, support for civil documentation was a critical component of UNHCR's protection strategy, including for women and girls, who were often disproportionately affected. UNHCR's partners provided legal aid and counselling to help women and their families to register births and marriages and obtain or renew other identity documents, while protection cash assistance helped afford the costs associated with documentation (e.g. transportation and legal fees). Legal assistance was also provided in detention situations to prevent the deportation of undocumented women and girls. In the **Syrian Arab Republic**, UNHCR strengthened its legal aid programme by enhancing partner capacities, identifying legal needs, and advocating for improved access to civil documentation and housing, land and property rights. As a result, 20,813 individuals, including a significant number of women, obtained ID cards, and 7,480 women had their marriages officially documented. In **Ukraine**, legal aid remained vital for displaced and war-affected women, helping them replace lost and damaged documents, access social services, reclaim housing, land and property rights, and secure employment. Women represented 78 per cent of the 90,000 people receiving legal consultation by UNHCR and partners. In **Nepal**, legal assistance played a crucial role in supporting urban refugee women, particularly those facing domestic violence and exploitation in informal employment.

UNHCR actively engaged local and national actors to raise awareness about the importance of civil documentation and promote gender equality in access to legal documentation. In **Côte d'Ivoire**, the Association of Women Lawyers of Côte d'Ivoire (AFJCI) conducted 117 mass awareness campaigns and 266 local awareness sessions, which led to 31,247 individuals being sensitized on the risk of statelessness and ways of regularizing one's legal status. Additionally, AFJCI focal points provided free legal consultations to 3,748 rights holders,

including 52 per cent women. In [Peru](#), UNHCR launched the first cohort of 10 refugee women as paralegal advisers within the Judiciary Advisers Programme, providing orientation to the members

of their communities in different legal topics such as family law, and supporting the follow-up of judicial proceedings.

Statelessness

At the end of 2024, UNHCR reported on **4.4 million stateless persons** and persons with undetermined nationality across **101 countries**. The actual number of stateless persons is believed to be considerably higher. An estimated 75 per cent of the world's stateless population belong to minority groups, underscoring the intersection between discrimination and statelessness. In 2024, **47,200 stateless individuals acquired a nationality or had their nationality confirmed**.

Progress was made in addressing gender inequality in nationality laws, one of the root causes of statelessness. [Malaysia](#) reformed its legislation to enable women to confer nationality on children born abroad on an equal basis with men, though the reform has yet to enter into force. In December 2024, a [Global Summit on Gender Equality in Nationality Laws](#) was held in collaboration with the Global Campaign for Equal Nationality Rights, [Equality Now](#), the [Inter-Parliamentary Union](#) and UN Women. The event brought together parliamentarians, government officials and civil society actors from countries that retain gender-discriminatory nationality laws, with the aim of building political will for reform and supporting national-level action. Participants identified key next steps at the national, regional and international levels for 2025 and beyond, and affirmed the importance of such multi-stakeholder exchanges to realize progress.

Several country-level activities to address statelessness took into account AGD considerations. For example, in [Côte d'Ivoire](#), children of unknown parentage who had been abandoned were assisted in registering their births and obtaining nationality certificates, ensuring their legal identity and promoting their long-term social and legal inclusion. In [Thailand](#), legal assistance was provided to elderly stateless individuals to facilitate civil status registration and documentation. In [Nepal](#), over 16,000 individuals – primarily women, children and members of marginalized communities – were supported to acquire citizenship certificates, confirming their nationality and enabling access to rights as citizens. In [Gambia](#), UNHCR and the Gambia Commission for Refugees conducted a survey to assess statelessness risks, which yielded data disaggregated by age and gender. Finally, in [Kazakhstan](#), UNHCR delivered training for juvenile court judges on protecting children vulnerable to statelessness.



Zabayo, 31, a mother-of-three who fled the violence in North Kivu province, resting as she arrived at the Mugunga displacement site near Goma, eastern Democratic Republic of Congo. © UNHCR/Blaise Sanyila

▶ EQUAL ACCESS TO AND CONTROL OVER ASSISTANCE (ACTION 6C)

Women and girls have equal access to and control over the management and provision of food, core relief items and cash-based interventions.

Core
Action
6C

“Depending on the context, UNHCR operations will increase the percentage of women as the primary recipients of assistance within households receiving material and/or cash-based assistance.”

Overview

UNHCR supported the well-being and basic needs of forcibly displaced women and girls to ensure their equal access to life-saving resources and financial assistance, to preserve dignity and contribute to mitigate negative coping strategies and associated protection risks.

In line with UNHCR’s *Policy on Cash-Based Interventions* (2022-2026) and its “why not cash” approach, CBIs remained central to UNHCR responses.

In 2024, UNHCR delivered more than US\$ 650 million in cash assistance to more than 5.3 million people in 100 countries. Of those recipients, 56 per cent were women, an increase from 54 per cent in 2023 and 51 per cent in 2022.

Due to its flexibility, allowing recipients to prioritize their most urgent needs, multipurpose/unrestricted cash continued to be the more prominent modality of UNHCR cash assistance (95 per cent), particularly in operations such as Ukraine, Lebanon, Jordan, Afghanistan, Yemen, Egypt, South Sudan, Sudan, Chad.

Women, especially women heads of households, were often prioritized in targeting processes as recipients of UNHCR cash assistance. In four of the largest UNHCR cash operations, namely Lebanon, Ukraine, Afghanistan and South Sudan, women as primary collectors of cash assistance respectively represented 48 per cent, 63 per cent, 32 per cent and 59 per cent of the overall primary collectors of cash assistance. UNHCR also tried to promote a shift in the way cash assistance, in particular unrestricted cash, is delivered to the selected households. UNHCR issued an internal guidance to operations encouraging the selection of women as the primary collectors on behalf of the household, where appropriate and based on a risk assessment, through direct consultations with them. This approach is considered instrumental in providing equal opportunities, fostering empowerment and increasing financial inclusion. Good practices were identified in **Iraq, Mauritania, Jordan, South Sudan, Democratic Republic of the Congo** and **Ecuador**.

In **Ecuador**, 94 per cent of recipients of prepaid cards for multipurpose cash grants were women. In **South Sudan**, UNHCR promoted South Sudanese women as the direct recipients of cash assistance, challenging long-standing barriers such as lack of ID, lack of financial literacy and restrictive gender norms. Through targeted community engagement and inclusive messaging, women were empowered to register in their own names and manage household finances independently. This shift improved access to essentials like food and health care, but also gave women greater autonomy and visibility in their communities. As a result, many launched small businesses and became more self-reliant, while male support for women's financial roles grew.

Protection cash assistance was disbursed to women recipients in several operations, including **Lebanon, Uganda** and **Hungary**, to mitigate immediate protection risks such as sale and exchange of sex, self-harm, and child marriage, or respond to urgent situations of abuse and violence against women and girls. Sectoral cash was used to support refugee women at heightened risk in **Nepal**, where subsistence/nutritional allowances were provided to vulnerable urban refugees, including expecting and lactating women, to support their dietary needs during pregnancy and early motherhood, ensuring adequate nutrition for them and their children. In **India**, cash for health assistance was provided through medical referral committees to cover health-related expenses for more than 200 refugee women, improving access to necessary medical care and treatment. In addition, 156 Rohingya refugee women received institutional delivery incentives, encouraging safe childbirth in medical facilities.

Gender-sensitive considerations informed UNHCR's approach to in-kind assistance in multiple operations. A standard PDM household survey for UNHCR-funded non-food item distributions was improved, with increased attention to disaggregation and questions targeted to women and girls' well-being.

In line with the [2024 inter-agency winterization strategy for Moldova](#), mixed teams distributed hot meals and food packages; female staff were designated as contact points for women and girls, ensuring safer access and better communication; and distributions prioritized pregnant and lactating women, survivors of violence and female-headed households. UNHCR also engaged local WLOs in planning and implementing distribution, and feedback and complaints mechanisms were embedded in distribution systems to allow women and girls to safely report issues or concerns.

In the **United Republic of Tanzania**, cooperating with several partners under the Kigoma Joint Programme, UNHCR implemented a series of energy-related activities that supported the safety and mobility of women and girls. UNHCR provided solar lanterns to 6,834 women to aid night-time lighting, focusing on women with specific needs. Fuel-efficient stoves and biomass briquettes were promoted, benefiting 13,422 women in refugee camps and host communities, with direct engagement in production. Liquefied Petroleum Gas (LPG) cooking systems were installed in the camps, supporting more than 3,200 women. Those cooking systems helped reduce risks of violence for women and girls by minimizing their need to collect firewood in unsafe areas. In a refugee-hosting settlement in **Uganda**, more than 45 tons of briquettes were produced as an alternative to firewood and charcoal, and almost 80 per cent of this production was led by women. This intervention provided income opportunities and economic resilience for refugee women, while supporting environmental protection. **Djibouti, Rwanda, Burundi, Sudan** and **Niger** were among other operations that reported responding to specific needs of women and girls through the provision of access to fuel-efficient energy technologies.

UNHCR remained committed to protecting the dignity of women and girls of reproductive age through the distribution of hygiene products, including sanitary pads, in-kind support and through cash modalities.

In **Djibouti**, a cash-based hygiene kit initiative supported 7,567 women and girls of reproductive age through a one-time cash transfer to purchase essential hygiene items. This assistance preserved

dignity, reduced the risks of GBV, and improved school retention for adolescent girls who no longer needed to miss classes due to a lack of sanitary products.

In **Sudan**, UNHCR promoted menstrual hygiene and dignity for women and girls of reproductive age through the distribution of menstrual hygiene management kits to 102,440 women, including essential supplies such as soap, underwear, disposable sanitary pads and buckets. Menstrual hygiene messaging campaigns were conducted to address the specific health and hygiene needs of adolescent girls and women.

In **Nigeria**, nearly 4,000 girls of reproductive age in 12 environmental health clubs in Benue and Cross River states received menstrual hygiene kits. Schools were provided with core dignity kits to establish hygiene corners, helping to reduce school absenteeism due to menstruation.

In several other operations including **India, Bangladesh, Kenya, Iraq, Mozambique, Chad, South Sudan, Uganda** and **Ethiopia**, women and girls of reproductive age received sanitary products and essential hygiene items through cash-based or in-kind modalities.



Cecilia, 21, is a Colombian refugee who found safety in Ecuador. She speaks to a UNHCR Cash-based Intervention Officer about the impact of cash assistance. Women represent the main recipients of UNHCR financial support (95 per cent) in Ecuador. © UNHCR/ Diana Diaz



Rohingya refugee women receive training in electrical works repairs as a way of earning income and contributing to their community.
© UNHCR/Shari Nijman

▶ EQUAL ACCESS TO ECONOMIC OPPORTUNITIES, HEALTH AND EDUCATION (ACTION 6D)

Women and girls have equal access to economic opportunities, including decent work and quality education and services.

Core
Action
6D

“At a minimum, UNHCR will ensure women and girls have equal access to the livelihood, education, and health programmes it delivers, and it will advocate with partners, including Governments, for their equal access to public services.”

Overview

UNHCR implemented various programmes to enhance the empowerment of forcibly displaced women and girls and their equal access to economic opportunities. In 2024, 54 per cent of the participants in livelihood and economic interventions were women (compared to 53 per cent in 2023). Initiatives included vocational training, entrepreneurship support, and access to financial services enabling women to secure decent work and improve their economic status. Additionally, UNHCR promoted the inclusion

of women in cash-for-work programmes and other income-generating activities, promoting equal opportunities to participate in the labour market.

UNHCR placed a strong emphasis on ensuring that girls have access to quality education and supported programmes that aim to increase the enrolment and retention rates for girls in primary, secondary and tertiary education addressing the specific needs of girls, including safe learning environments, gender-sensitive curricula, and initiatives to reduce barriers to education such as child marriage and GBV. UNHCR efforts to increase girls’ school enrolment

and retention included school construction, teacher training, financial aid, and community engagement.

UNHCR collaborated with various partners, including UNICEF, UNESCO and local NGOs, to strengthen the capacity of the education systems and ensure sustainable and inclusive learning opportunities for refugee girls. This included joint advocacy efforts, capacity-building initiatives and the development of inclusive education policies. Alternative and non-formal education models reached girls excluded from formal systems.

Only 7 per cent of refugees access higher education, with even fewer opportunities for women. Efforts to support access to higher education for women and girls include the DAFI programme which operates across 58 countries and has so far supported over 27,200 refugee youth globally. In 2024, 45 per cent of the students supported were women.

UNHCR ensured that women and girls have equal access to essential services, including health care. UNHCR's health programmes focused on maternal and reproductive health, mental health and psychosocial support, and response to GBV. Of the more than 8.7 million health consultations in 22 countries where iRHIS is utilized, **57 per cent** were with women and girls (compared to 58 per cent in 2023), as reported in the [2024 Public Health Global Review](#).

Over 733,000 ANC consultations were conducted globally, with **79 per cent of pregnant women attending at least four ANC visits**, and 297,170 refugee women receiving infant and young child feeding counselling during ANC services. **Over 138,000 deliveries** were supported globally. Family planning services expanded to 37 countries, up from 29 in 2023.

Community engagement was supported, with more operations offering information, education and communication materials on reproductive health. A total of **12,182 community health workers**, of whom 47 per cent were women, were supported across 37 countries, playing a crucial role in promoting health education, disease surveillance and referrals to health facilities.

Examples of UNHCR practices

UNHCR promoted women's self-reliance and economic inclusion through a multifaceted approach, involving advocacy, vocational training, entrepreneurship support, financial inclusion, agricultural activities and community-based initiatives.

In **Rwanda**, UNHCR worked closely with the government to integrate refugee women into national

social protection systems, ensuring they have access to essential services and support. Furthermore, women-headed households represented 57 per cent of 2,016 households benefiting from support on marshland development, agricultural inputs and training through climate-smart agriculture projects funded by the Danish Government. In **Afghanistan**, 6,414 women were assisted with skills training and 2,214 women were supported in establishing micro-, small- and medium-sized enterprises, including through microloans and supporting access to financial services to open bank accounts. In **Pakistan**, UNHCR supported over 1,000 Afghan women with skills training in crafts, food production and digital services, providing toolkits and retail access. In Khyber Pakhtunkhwa and Balochistan, 1,326 women gained agricultural skills, while 1,561 young women completed certified vocational training, many with internships. These initiatives boosted self-reliance and economic participation. In **Sudan**, UNHCR implemented gender-sensitive programming to ensure women are among the 425 households benefiting from village savings and loan associations. This prioritization helped address gender disparities, enhanced women's financial independence, and contributed to improved decision-making ability in the household and community. In **South Sudan**, women made up 62 per cent of 7,800 people supported through sustainable agriculture initiatives and 73 per cent of those reached with business development support. Women also were the majority of participants in skills training programmes focused on ICT, tailoring, soap-making and other trades. In **Niger**, UNHCR's women represented 72 per cent of the 25,000 forcibly displaced people reached by livelihoods and economic inclusion efforts, including livestock farming, income-generating activities and agriculture production, which reached over 15,000 women, contributing significantly to food security and income generation.

Despite these efforts, women continue to face significant challenges in achieving economic self-reliance. These challenges include limited access to formal employment, legal and administrative barriers, cultural norms, and security concerns. Additionally, the lack of access to financial services and markets further hinders women's economic opportunities.

UNHCR's education interventions across various countries have contributed towards improvements in education for refugee women and girls, at primary, secondary and tertiary levels.

In **India**, UNHCR and partners facilitated the enrolment of 1,193 girls in primary school and 525 girls in secondary school, promoting gender equity. Efforts included financial assistance, providing scholastic materials, uniforms and support for secondary school fees,

ensuring continuity in education. In **Bangladesh**, UNHCR and its partners provided learning opportunities to 14,777 students, of whom 46 per cent were girls, in early childhood, primary and secondary education. The Language Images and Analytical Thinking (LIT) and the Refugee Higher Education Access (RHEAP) programmes laid the foundation for higher education and self-reliance. Despite lower female participation in these programmes, efforts to increase access for Rohingya girls are ongoing. In **Afghanistan**, UNHCR implemented a multifaceted approach to address restrictive policies on girls' education. This included infrastructure development for 36 schools benefiting more than 21,000 children, and training of volunteer teachers with the skills needed to support girls' education, improve the quality of education and reduce student-teacher ratios. Advocacy efforts targeted authorities and communities, raising awareness of the importance of educating girls and addressing cultural and social barriers that prevent girls from attending school. In **Ethiopia**, advocacy and inclusion approaches facilitated the integration of 7,741 refugee girls into the national education system, and 461 girls were enrolled in public technical and vocational education and training (TVET) systems, improving their self-employment opportunities. In the **Democratic Republic of the Congo**, UNHCR's collaboration with the Ministry of Higher and University Education enabled scholarships to 98 refugees (45 per cent women) to continue, with university education in line with 15by30 objective.

UNHCR's interventions have significantly improved health services for women and girls, focusing on maternal, antenatal and mental health care. In **Bangladesh**, maternal health services ensured that 4,963 deliveries occurred in UNHCR-supported facilities, with 88 per cent attended by skilled health workers. Specialized nutrition support was provided to 1,156 pregnant and lactating women suffering from acute malnutrition, addressing critical health needs. Similarly, in **Ethiopia**, 83 per cent of births were attended by skilled health-care workers, and essential nutritional services reached pregnant and lactating women, improving overall health outcomes. In **Rwanda**, 99.6 per cent of deliveries were attended by skilled health personnel, showcasing the effectiveness of maternal health interventions. South Sudan provided comprehensive reproductive health services, including ANC and skilled birth attendance, alongside nutrition services for pregnant and lactating women, addressing both immediate and long-term health needs. **Lebanon** prioritized equal access to essential health services, with 62.4 per cent of hospital admissions related to pregnancy and childbirth, underscoring the importance of maternal care. Mental health services were also scaled up to ensure holistic support – 88 trained outreach volunteers delivered structured psychosocial support sessions, including Problem Management Plus, to 7,580 refugees, of whom 70 per cent were women.



Sakina, a female entrepreneur in Razi Town, Herat, operates a thriving bag production business supported by UNHCR's Small and Medium Enterprises program. With the financial assistance she received, she expanded her workshop, and increased her workforce to 22 employees, including 15 women. © UNHCR/Oxygen Empire Media Production

► GENDER-BASED VIOLENCE PREVENTION AND RESPONSE SERVICES (ACTION 6E)

Women and girls have access to comprehensive GBV prevention and response services.

Core
Action
6E

“At a minimum, UNHCR operations will adopt and implement SGBV [sexual and gender-based violence] standard operating procedures, operationalizing the four main referral pathways for all survivors (safety/security, legal, medical, and psychosocial), and will promote the same with partners, including Governments.”

UNHCR continued to prioritize life-saving programmes to address violence against women and girls, enabling them to live safely and reach their full potential. Through Women and Girls Safe Spaces (WGSSs), survivors of violence were supported by specialized social workers, who provided basic psychosocial support to enhance survivors’ well-being and mitigate further risks of violence. Access to other critical services such as health, safe shelters, and legal support and justice were also supported. Cash assistance was integrated into programming to help survivors cover urgent needs, including relocation when facing immediate risks of violence. UNHCR also implemented programmes to prevent violence against women and girls through engaging men and boys, as well as interventions focused on empowering women and girls.

In 2024, **programmes addressing violence against women and girls reached over 1.6 million people in 86 countries**, including nearly 1 million refugees in **Bangladesh, South Sudan and Uganda**. Additionally, 500,000 IDPs were reached in 20 countries, including **Mozambique, Democratic Republic of the Congo and Syrian Arab Republic**.

UNHCR spent US\$ 137.1 million for programmes addressing violence against women and girls, while increasing its number of partnerships by 7 per cent. A total of 290 specialized partners have been funded, of which 64.5 per cent were local partners. UNHCR partnered directly with refugee-led WLOs, thus promoting their leadership and investing in effective and sustainable solutions to end violence against refugee women and girls. In 2024, 10 specialists were

deployed to emergencies including Lebanon, Chad, South Sudan, Mauritania and Yemen, contributing to improving the quality of emergency responses and accountability to women and girls.

Awareness of available GBV services among refugees increased from 56 per cent in 2023 to 61 per cent in 2024. Informing forcibly displaced women and girls is critical to ensuring timely access to services after an incident of violence. UNHCR provided 1,058 hours of expert technical support to enhance quality and confidentiality of psychosocial support (case management) and information management ([GBVIMS+](#), [proGres](#)), for example in Kenya, South Sudan, Sudan, Ukraine, Egypt and Syrian Arab Republic. UNHCR contributed to the revision of the [Inter-Agency GBV Case Management Guidelines eLearning](#), which was used by 2,000 people in 2024, thus contributing to enhancing the quality of services for survivors. Investments in capacity-strengthening have led to 79 per cent of refugee operations increasing the percentage of survivors satisfied with GBV case management services or maintaining a satisfaction rate above 90 per cent.

Global corporate learning interventions on GBV reached 7,199 participants, while 91 per cent of participants in facilitated learning increased their knowledge.

UNHCR led 46 GBV coordination mechanisms at national and subnational level, ensuring efficient and impactful inter-agency refugee responses. 15 per cent are co-chaired by local actors, including WLOs. The development of [Inter-agency GBV SOPs](#) was key to

ensure alignment with standards and timely access to GBV services. In 2024, 58.9 per cent of coordination mechanisms indicated having updated their SOPs within the last year.

UNHCR also played a pivotal role in global advocacy and coordination, including as a co-chair of the Call to Action on Protection from Gender-Based Violence in Emergencies international organizations working group.

UNHCR's interventions have made a difference in the lives of forcibly displaced and stateless women and girls across various operations.

Examples of UNHCR practices

In **Sudan** alone, 34 Women and Girls Safe Spaces (WGSS) were established in the first six months of 2024 to address the immediate and longer-term consequences of conflict-related violence.

In **Pakistan**, UNHCR and its partners established and supported 22 Women and Girls Safe Spaces across 14 refugee villages and 8 urban areas, offering support to survivors and those at risk. By the end of 2024, a total of 3,404 Afghan refugee women and girls accessed WGSSs, benefiting from psychosocial support, peer support, and information-sharing about specialized services for survivors of violence and sexual reproductive health.

In the **Central African Republic**, survivors received care and assistance through 31 WGSSs, as well as through a free helpline, which ensured remote access to psychosocial support for survivors living in isolated areas. 97 per cent of survivors shared positive feedback on the impact of those programmes on their lives and dignity. UNHCR provided 2,121 women and girls with protection cash to support transport, access to medical services or food; 43 per cent received non-food item kits, and 2,954 dignity kits were distributed.

In the **Democratic Republic of the Congo**, over 75 per cent of survivors and women at risk were engaged in empowerment projects, and 82 per cent of survivors accessed psychosocial care, a 4.5 per cent increase from the previous year, while the overall medical response to GBV increased by 10 per cent compared to 2023. Awareness activities reached a total of 232,368 individuals, a 71 per cent increase from 2023. UNHCR also continued to implement programmes to prevent violence against women and girls before it happens.

In **Bangladesh**, these programmes have led to a 13 per cent decrease in violence at home, a 26 per cent

reduction in the number of community members who believed that women were to blame for violence, and an increase of 34 per cent of women feeling that they could safely report violence.

In **Ethiopia**, GBV prevention programmes reached over 82,700 individuals, reducing the stigma to report incidents, while mobilizing religious leaders and communities to publicly speak out in support of women and girls.

In **Ecuador**, UNHCR supported WLOs in addressing GBV and promoting sexual and reproductive health through technical assistance, capacity-building and essential equipment, with five organizations receiving Grant Agreements to enhance their programmes.

In **Zambia**, with support from UNHCR, a refugee WLO installed a grind mill, reducing the risk of violence for women and girls by shortening travel distances. A total of 68 per cent of nursing mothers who were trained in using the mill reported reduced levels of malnutrition in children under 5.

In **Colombia**, programmes such as the “Women’s Support Circles” in Cali have empowered women leaders to identify risks of violence, strengthen CBP networks, and activate institutional pathways to refer survivors to appropriate and timely assistance. UNHCR strengthened the National GBV Specialized Partners Network by providing training and facilitating the exchange of best practices. These efforts enhanced operational capacity in the field, enabling partners to deliver timely, appropriate and high-quality responses. Additionally, UNHCR supported three safe houses, which provided shelter and specialized assistance to 452 women at high risk of femicide and their children.

In **Mexico**, UNHCR worked with specialized GBV partners who made over 2,500 prevention and response interventions with survivors and persons at risk, with a 99 per cent satisfaction rate expressed by survivors. Over 1,300 staff, partners and government counterparts were trained on the GBV Minimum Standards. Additionally, to address prevention of GBV from a creative and community perspective, trainings on empowerment self-defence were given to 230 refugee and displaced women and female humanitarian workers.

In **Moldova**, through UNHCR’s partnership with a WLO, more than 1,000 refugee and host community women at risk significantly improved their mental health and psychosocial well-being through support sessions, and were empowered through skills development workshops focused on digital literacy and how to be safe online. Furthermore, refugee women and girls subjected to violence were supported through

psychological support (including case management), legal aid and gynaecological consultations, as well as an emergency safe shelter. UNHCR also provided grants and technical assistance to five WLOs, and launched an impactful study on barriers to GBV disclosure, which served as a successful advocacy tool to integrate the concept of femicide in law.

In **Türkiye**, in line with Türkiye National Action Plan on Combating Violence Against Women (2021-2025) and the new 2024-2028 Women's Empowerment Strategy Document and Action Plan, UNHCR coordinated with other UN sister agencies and supported various governmental counterparts, such as the MoI, MoFSS,

Ministry of Justice, Ministry of Health, in addressing different forms of violence affecting women and girls. During 2024, UNHCR assisted the Violence Prevention and Monitoring Centres run by the MOFSS, providing services to over 16,000 refugee women and their children, as well as Women's Guesthouses that provided shelter to some 1,000 refugee women and accompanying children.

In Dadaab, **Kenya**, and **South Sudan**, UNHCR was able to prevent incidents of child marriage against adolescent girls through supporting refugee WLOs in implementing GBV prevention programmes.



Varvara, 18, from the Donbas region of eastern Ukraine, is a first-year BA student of Dance Arts (Dance for Children and Youth) at the Academy of Performing Arts in Bratislava, Slovakia, on a DAFI scholarship. © UNHCR/Antoine Tardy



II. Organizational accountability

Alyssa, a 14-year-old girl from Myanmar now living in Klang, Malaysia, attends El Shaddai Learning Centre. She dreams of becoming a doctor to heal people like her mother, who has a leg injury that limits her mobility. © UNHCR/Azwan Rahim

II.I DIVERSITY IN THE WORKFORCE

Introduction

In 2024, UNHCR strengthened its commitment to building an inclusive and high-performing workforce that reflects the diversity of the people with and for whom UNHCR works. The launch of the *Diversity, Equity and Inclusion (DEI) Strategic Framework 2024–2026* marked a key step in reinforcing organizational effectiveness, staff engagement and operational quality. Grounded in four pillars – culture and belonging; capacity-building; recruitment, retention and progression; and accountability – the framework supports a cohesive and respectful work environment, aligned with UNHCR’s core values and humanitarian mission.

Progress on gender parity

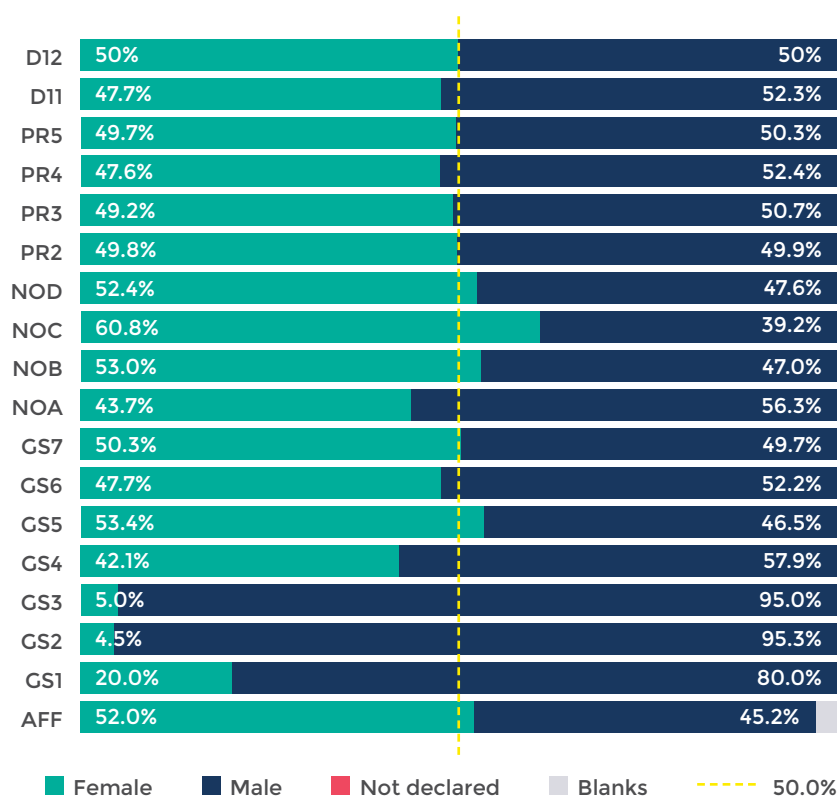
In 2024, UNHCR continued to advance gender equality across all levels of the organization. As an international

gender champion, the High Commissioner continued to advocate for the inclusion of women in leadership positions, highlighting gender parity as integral to building a fair, effective and representative workforce.

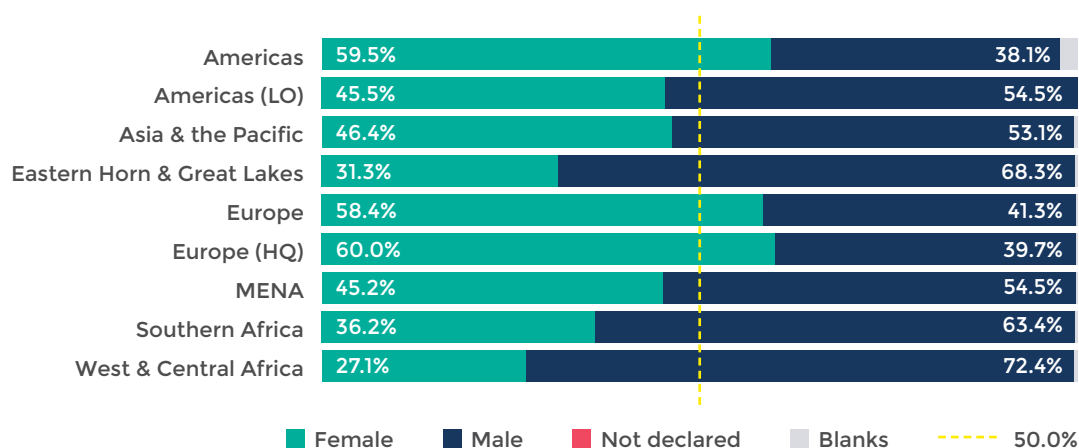
UNHCR achieved a significant milestone by reaching gender parity across all levels of international professional staff, from P2 to D2 (see figures below). This achievement reflects the organization’s ongoing efforts to foster equal opportunities and promote inclusive talent development practices.

UNHCR also contributed to the development of the UN System-Wide Gender Equality Acceleration Plan (GEAP) and the UN System-Wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP 3.0), a critical accountability framework for advancing gender equality across the United Nations system (see relevant section).

Distribution of women and men by grade, December 2024



Gender breakdown by region (31 December 2024)



Progress on LGBTIQ+ inclusion

Over the past year, UNHCR maintained its support for LGBTIQ+ colleagues, and reaffirmed its commitment to a respectful, inclusive and non-discriminatory workplace for all staff.

To strengthen this commitment, UNHCR delivered two internal capacity-building sessions in collaboration with UN-GLOBE under the theme “Building Inclusive Workspaces for All”. The sessions focused on promoting respectful workplace behaviour, enhancing awareness of diverse perspectives, and providing practical tools to support inclusive and collaborative work environments.

Progress on race equality

In 2024, UNHCR reaffirmed its commitment to race equality and inclusion by actively participating in the [Geneva Alliance Against Racism](#), advancing 16 pledges aimed at fostering a workplace culture grounded in fairness, respect and dignity. Through these efforts, the organization continued to promote accountability, open dialogue and transparency in the pursuit of an environment free from racial bias and discrimination.

UNHCR also strengthened its focus on achieving equitable geographic representation across all workforce levels. In 2024, our Connected Leaders Academy and leadership development initiatives specifically targeted individuals from diverse geographic backgrounds to accelerate career progression. Despite a freeze in external recruitment,

UNHCR promoted geographic diversity through strategic internal mobility enabled by its rotational staffing system. In parallel, the organization continued to leverage demographic and diversity data to inform inclusive and results-driven recruitment and talent development strategies. Additionally, flexible work arrangements, including telecommuting where operationally feasible, were explored to overcome regional barriers and improve accessibility.

These measures reflect UNHCR’s continued commitment to a globally representative workforce that embodies the principles of equity, professionalism and humanitarian values.

Progress on disability inclusion

In 2024, UNHCR made meaningful progress in advancing disability inclusion across the organization. Key achievements included streamlining and clarifying the workplace accommodation request process, enhancing digital accessibility through platforms such as Workday Learning and Articulate Rise, and introducing the [Digital Accessibility Guidance Note](#). Accessibility assessments of UNHCR offices and guesthouses were also strengthened to help create more inclusive and enabling work environments for all personnel. These efforts were supported by the continuous engagement of the Disability Inclusion Support Employee Resource Group, which played an active role in raising awareness, providing peer support and informing inclusive practices across the organization.



Ancila, a Burundian refugee who works as a psychologist in her community, raises awareness on the protection from sexual exploitation and abuse (PSEA) in northern Mozambique. © UNHCR/Isadora Zoni

▶ II.II PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE

The fight against sexual exploitation and abuse (SEA) and sexual harassment (SH) remains a key priority, integral to effective and efficient delivery of UNHCR's protection mandate and to being accountable to the people with and for whom UNHCR works. Under the leadership of dedicated capacity in the Office of the Principal Adviser on PSEA/SH, [UNHCR has continued to strengthen efforts to prevent, mitigate the risks of and respond to sexual misconduct](#), in line with the UNHCR 2023–2025 Strategy and Action Plan for Tackling Sexual Misconduct. Building on accomplishments made since 2018, implementation of the strategy has focused on strengthening capacity in field operations to tackle sexual misconduct to mirror gains made at a global and inter-agency levels. In 2024, UNHCR adopted a new [Policy on Addressing Sexual Misconduct](#), which codifies a common standard of conduct for all UNHCR personnel and outlines roles and responsibilities in the collective effort to tackle both forms of sexual misconduct. The policy also builds on and reinforces the [Policy on a Victim-Centred Approach in UNHCR's Response to Sexual Misconduct](#), adopted in 2020 to guide UNHCR's work on ensuring the centrality of victim's needs, wishes and best interests in all efforts to address SEA and SH, by clarifying individual obligations around reporting sexual misconduct and clearly defining the various forms of support and recourse available to victims. With the establishment of a victim care team, victims of sexual harassment have received support and accompaniment through the various resolution processes available to them, as well as psychosocial support provided by the two clinical

psychologists comprising the team and specialized in providing psychological support to victims.

A key PSEA priority has been to ensure that UNHCR and partner staff are capacitated to mitigate the risks of and address SEA. By the end of 2024, over 91 per cent of UNHCR's non-governmental partners with direct contact with communities had been assessed on their PSEA capacity using the common assessment tool. UNHCR also strengthened efforts around training and learning among its own personnel, with the global roll-out of UNHCR's internal learning package on PSEA/SH, targeting over 2,000 UNHCR personnel in 2024, across all seven regions. This package has now reached over 25 per cent of UNHCR personnel in more than 50 operations, including with training of trainers, to ensure regional training capacity in this area. Additionally, UNHCR has transitioned to a requirement to complete the United Nations mandatory PSEA training every three years, which had previously been mandatory only once in a lifetime.

Community awareness and engagement are crucial to empower forcibly displaced and stateless persons to combat and report SEA and seek the appropriate support when it occurs. The inter-agency [PSEA Community Outreach and Communications Fund](#), established as a joint initiative of UNHCR and the [International Council of Voluntary Agencies](#) under the 2020 High Commissioner's IASC Championship on PSEA/SH. Managed by the International Council of Voluntary Agencies, the fund ran its fifth round in 2024,

providing nine small-scale grants to local organizations working on community-led efforts to strengthen communications and engagement on SEA sensitization. Projects funded under this initiative specifically target groups at heightened risk of SEA, such as women and girls with disabilities, individuals with diverse sexual orientation and gender identities, and geographically isolated communities. The fund has become a key inter-agency project supporting the localization agenda and has so far supported 65 projects in 39 countries, reaching over 2 million people with awareness-raising activities.

Since January 2024, UNHCR has been co-leading the IASC's workstream on inter-agency SEA referral procedures together with the International Organization for Migration (IOM). This inter-agency effort has focused on the development and finalization of related tools, organizing online consultations with PSEA focal points, strengthening PSEA links to AAP and GBV, gathering feedback on challenges and good practices from practitioners in some 25 countries, and supporting revision of country-level inter-agency SOPs on SEA referrals in line with global guidance.

Follow-up to the 2023 evaluation of the AGD Policy

Between 2019 and 2023, UNHCR commissioned an external independent longitudinal evaluation of its 2018 AGD Policy to assess the level of understanding and implementation of the AGD Policy within UNHCR, highlight lessons learned, and provide suggestions for improvement. The [Longitudinal Evaluation of the Implementation of UNHCR's Age, Gender and Diversity \(AGD\) Policy: Final Report](#) was issued in December 2023.

Key recommendations included the need to strengthen leadership action to implement the AGD Policy as a unified approach across UNHCR; strengthen monitoring, reporting and evaluation to better understand UNHCR's progress and achievements in AGD; adopting a more robust approach to disaggregated data analysis to enhance AGD-informed programming; continuing investment in innovative mechanisms for AAP; strengthening partnerships with external actors to advance AGD Policy commitments; and ensuring adequate resources to effectively implement the policy.

Based on UNHCR's response, outlining specific actions to address the evaluation's recommendations, progress has been made in some areas, including:

- The organization of a high-level discussion with Directors of Bureaux and Divisions on the evaluation findings, followed by a session for all staff to disseminate the results and highlight best practices from field operations.
- Awareness-raising on the AGD Policy through the annual AGD Accountability Report and through internal communication initiatives marking key international days associated with AGD themes.¹⁰
- Staff capacity support on AGD through a dedicated training package, and an internal repository of AGD resources on UNHCR's internal website, and through making UNHCR's AGD e-learning course mandatory for all participants in the Workshop for Emergency Management (WEM), required for UNHCR staff deployed to emergencies.
- Dedicated guidance on further integrating AGD considerations, including data disaggregation and organizational "markers" (gender and disability), in UNHCR's results-based management platform and in the UNHCR programme manual, together with training sessions for UNHCR field staff.
- Investment in system enhancements to improve the collection and recording of AGD-related data, including guidance on collecting data on SOGIESC in proGres. This follows earlier improvements made to support the collection of [data on persons with disabilities](#).
- Updating UNHCR's tools for PA by integrating digital solutions to facilitate the timely analysis and reporting of results to inform planning and programming.
- Roll-out of a policy monitoring tool to support country operations in self-assessing progress towards the implementation of various policies, including the AGD Policy.
- Strengthened progress towards accountability through improved two-way communication and feedback mechanisms, including the piloting of the [Digital Gateway](#) in Egypt and self-onboarding portals in Colombia, Costa Rica, Ecuador and Guatemala, as well as enhancing the accessibility of [UNHCR Help websites](#) globally.

¹⁰ Examples include the International Day for the Elimination of Racial Discrimination (IDERD), the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT), the 16 Days of Activism Against Gender-Based Violence, and the International Day of Persons with Disabilities (IDPD).



Natasha fled Ukraine with her four children. As a special education teacher, she now supports other in Lublin. Her daughter Nadiia enjoys hippotherapy, which is organized by the Eleon Foundation with the support of UNHCR. © UNHCR/Sylwia Hejno

II.III UNITED NATIONS SYSTEM-WIDE FRAMEWORKS

United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women

UNHCR continued to track, monitor, and drive its progress towards the common set of United Nations standards for the achievement of gender equality and the empowerment of women through the UN-SWAP accountability framework. The year in review marked the final reporting cycle of UN-SWAP 2.0 (2018–2024), anchored in the 2030 Agenda for Sustainable Development and towards achieving gender targets under the [SDG framework](#).

UN-SWAP requires a comprehensive organizational approach to evaluate each United Nations agency's progress on 17 performance indicators, related to gender SDG results and institutional strengthening. It covers six broad areas: results-based management; oversight; accountability; human and financial resources; capacity; and knowledge, communication and coherence.

Results for 2024 showed that UNHCR met 12 requirements and exceeded in three requirements, bringing compliance to 15 of the 17 applicable performance indicators.

UNHCR was recognized for its continuous efforts to mobilize broad support for organizations led by forcibly displaced and stateless women. This is confirmed by the relevant proportion of UNHCR partners who

defined themselves as WLOs, representing 17 per cent of UNHCR-funded partners in 2024; for the constant efforts to engage WLOs in consultations at multiple levels, including in coordination forums; and for recognizing the work of outstanding women leaders, such as through the 2024 Nansen Award.

It was noted how UNHCR continued to emphasize the need for meaningful participation and inclusion of women in decision-making on activities and programmes that address their well-being, and as partners in the humanitarian response to better address the unique challenges they face and support them to drive impactful change in their communities. UNHCR also strengthened the capacities, knowledge and skills of its global gender focal points network, and extended capacity support on various gender-related topics to over 1,000 UNHCR staff in 2024.

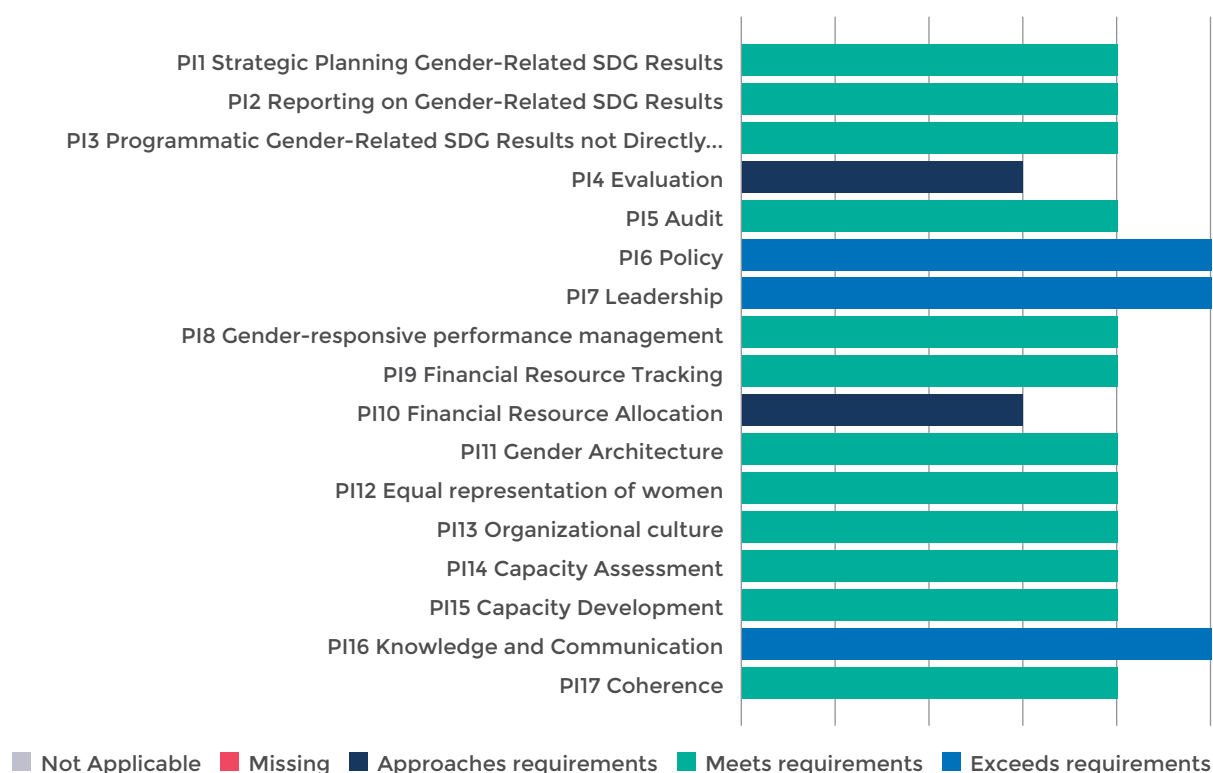
Among other UN-SWAP notable achievements, by the end of 2024 UNHCR achieved gender parity across all grades within the international professional staff, marking a significant milestone in its commitment to fostering an inclusive and gender-equal workforce.

The UN-SWAP 2024 report also highlighted areas for improvement for UNHCR. This included enhancing awareness of all staff on gender equality and women empowerment, including senior leadership, to promote a more inclusive and gender-responsive workplace; sustaining efforts to achieve gender

parity across all levels of staffing; aligning the UNHCR financial resource tracking system with the United Nations [Data Standards for reporting of financial data](#), including through the adoption of the United Nations Gender Equality Marker, set to be implemented by end 2025 for the whole United Nations system; and advancing efforts to meet the United Nations Evaluation Group Norms and Standards for Evaluation.

During 2024, UNHCR engaged with other United Nations entities in the revision of the UN-SWAP framework. UN-SWAP 3.0, which will cover the period 2024–2030, significantly raises the compliance threshold and introduces several more demanding new standards and key performance indicators (KPIs), integrating actions from GEAP. The new framework will require continuous investment by UNHCR at all levels to be able to meet those requirements, particularly in relation to the gaps already identified in the previous UN-SWAP cycle.

UNHCR 2024 UN-SWAP 2.0 reporting results snapshot



United Nations Gender Equality Acceleration Plan

[GEAP](#), launched by the United Nations Secretary-General in March 2024, is a comprehensive strategy aimed at enhancing the United Nations' support for women and girls. The plan calls for immediate, system-wide action, and aims to expand its impact through 2030. The GEAP emphasizes the need for engagement at global, country and United Nations organization levels, driven by accountable senior leaders. Key components of the GEAP include gender-responsive leadership, accountability, adequate investment of resources and partnerships across the United Nations system.

In the past years, UNHCR has actively contributed to the development of the GEAP and remains committed to its implementation. At the end of 2024, UNHCR

established an internal Gender Steering Committee chaired by the Deputy High Commissioner and the Assistant High Commissioner for Protection, to guide the overall direction, priorities and implementation of the UNHCR plan and oversee its progress. UNHCR will need to adapt and implement targets and objectives of the global United Nations plan to the organization's specificities and mandate. This implies, among the various core actions, fostering gender-responsive leadership; conducting intersectional gender and power analyses for its programmes and activities; increasing the proportion of resources significantly contributing to gender equality goals, as well as funding to WLOs, while discouraging gender-blind funding; embedding gender equality as a core competency in recruitment processes; and continuing to ensure zero tolerance for SEA.

UNHCR will need to continue to report annually against UN-SWAP 3.0 and GEAP, ensuring that gender equality and support to women empowerment remain strategic imperatives for the organizations.

United Nations Disability Inclusion Strategy

The adoption of UNHCR's five-year Disability Action Plan (2020–2024) and the sustained focus on its implementation have been instrumental in achieving results under the UN Disability Inclusion Strategy (UNDIS). By the conclusion of the plan in 2024, UNHCR had made significant progress compared to the 2019 baseline: it approached three indicators, met five and exceeded eight, reflecting strong overall performance.

As the Disability Action Plan concludes, and a United Nations-wide evaluation of the UNDIS Accountability Framework is ongoing in 2025, UNHCR will launch a consultative process with organizations led by forcibly displaced and stateless persons with disabilities, and staff with disabilities, to shape its approach to disability inclusion beyond 2026. This process will consider the current financial constraints facing the humanitarian sector and the findings of the United Nations-wide evaluation.

United Nations LGBTIQ+ strategy

In 2024, the United Nations Secretariat adopted a Strategy on the Protection from Violence and Discrimination of Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) Persons. The strategy reaffirms a series of internal commitments for the United Nations Secretariat and each participant United Nations agency to provide a safe environment that values all United Nations personnel of diverse SOGIESC, as well as a series of operational commitments in line with the respective mandates of United Nations agencies to address exclusion, violence, stigma and discrimination, and to advance the protection and realization of the human rights of LGBTIQ+ persons, as part of efforts to leave no one behind.

During the year in review, UNHCR played an active role in the development of the strategy, and formally opted into the strategy in view of its alignment with UNHCR's protection mandate, and its efforts to protect all people, including LGBTIQ+ people, forced to flee persecution and violence. In the coming period, UNHCR will contribute to the implementation of the strategy as a member of the Steering Group overseeing its roll-out, and through a technical inter-agency network supporting the technical guidance for its implementation and reporting. The first round of mandatory reporting under the strategy is scheduled for mid-2026, marking a key step in operationalizing these commitments.



Manal, 42, a Syrian refugee in Zaatari camp, Jordan, joined a mobile repair course provided by UNHCR's funded partner, Blumont, becoming the first woman mobile technician in the camp. © UNHCR/Shawkat Alharfoush



III. Ways forward

Mahoro, 38, a Congolese single mother of eight in the Rwamanja Refugee Settlement in Uganda. In addition to being a leader in her community, she engages in several income generating activities to support her family, including a poultry project, a motorcycle taxi, and a rice farm she shares with a group of women. © UNHCR/Yonna Tukundane

The *UNHCR AGD Accountability Report 2024* provided evidence on how UNHCR has maintained its commitment to put people at the centre of its activities through its long-standing AGD approach, and has worked to take into account and be accountable to forcibly displaced people of all ages, genders and other diverse characteristics. It showed how UNHCR continued to implement its AGD Policy, and to progress along the key recommendations of the longitudinal evaluation finalized at the end of 2023.

With multiple examples from field operations, the report illustrated how UNHCR has mainstreamed AGD into its programmes and worked to improve disaggregation of both its population and operational data. It displayed various modalities of participation of affected communities in planning interventions, adjusting strategies and monitoring activities. It highlighted how two-way communication with forcibly displaced populations, as well as – most importantly – the collection of the feedback of people with and for whom UNHCR works, have been used to shape strategies and programmes. Finally, the report offered examples on how engaging, empowering and protecting women and girls remained milestones for the organization, through integrated and targeted interventions.

This course of action stands.

UNHCR should continue to disseminate its AGD Policy and promote its comprehensive approach, creating opportunities for dialogue and socialization of good practices across operations, while encouraging staff in all functions as well as partners to utilize existing learning opportunities and apply knowledge for quality programming.

UNHCR should continue to invest in consistent data disaggregation in the statistics of forcibly displaced populations, including through cooperation with academia, other agencies and governments. The organization should also invest in improving disaggregation in its operational data, with efforts to streamline indicators for better analysis and reporting; more systematically apply data disaggregation in assessments and post-distribution monitoring exercises; and improve the application of its organizational markers and align with adopted United Nations system-wide requirements (e.g. the Gender Equality Marker).

In line with the requirements of the AGD Policy also reflected in the *UNHCR Programme Handbook*,

UNHCR should remain committed to undertake participatory consultations with forcibly displaced people of diverse age, sex and other characteristics throughout its programming cycle. The digital elements that UNHCR has integrated in these processes can be further expanded through the responsible use of AI. This innovative technology has the potential to facilitate the swift consolidation of the reports of consultations with communities and the analysis of the results, without compromising the direct interaction between UNHCR and partners' staff and the affected populations, which remains critical.

Equally, UNHCR must remain an organization accountable to the people it serves. It should maintain multiple channels of communication, in line with the preferred methods indicated by the communities; responsibly use digital technologies to amplify the dissemination of information and the collection of feedback; and create more opportunities for people to interact with the organization and be the owners of their own data, with initiatives such as the Digital Gateway, while maintaining diversified approaches to avoid exclusion of persons challenged by the digital literacy gap.

Finally, from its leadership to its field operations, UNHCR needs to continue to invest in transformative actions to advance the protection and fulfilment of rights of women and girls, in line with the requirements of [GEAP](#) and UN-SWAP. Gender analysis should be integrated in programme design, implementation and monitoring, to better recognize and respond to the multiple and intersecting forms of discrimination faced by women and girls. UNHCR should continue to devote attention and resources to ensure gender-sensitive programming in all its areas of work. UNHCR should also work with partners and governments for targeted actions for the empowerment of women and girls, to progress towards equal access to quality education, economic resilience, financial inclusion and quality health services. UNHCR investment in prevention and risk mitigation and response to violence against women and girls needs to be maintained, in coordination with other humanitarian actors and complementing national services, to promote sustainable interventions. Finally, as many women refugee representatives recommended in the 2024 UNHCR-NGO Global Consultations, UNHCR

must support the active role of forcibly displaced women and girls and their organizations as front-line responders, by maintaining its level of direct funding to WLOs and advocating for other forms of support, including the Women Peace and Humanitarian Fund or the multistakeholder pledges on gender equality and GBV made at the Global Refugee Forum, and by promoting their inclusion in humanitarian coordination and other decision-making processes.

These suggested actions will contribute to addressing the multiple and intersecting protection risks and needs of forcibly displaced people of all ages, genders, and diverse characteristics; promote their capacities; and integrate their recommendations in UNHCR programs. This requires commitment, staff capacity and dedication, operational presence and investment. This way forward cannot be pursued without an adequate level of human and financial resources. At the time of finalising this report in May 2025, UNHCR's challenging financial situation has already hindered progress in the implementation of the AGD Policy. In South Sudan, only 25% of UNHCR funded Women and Girls Safe Spaces remain operational with minimal services. In Uganda, 48 women and girls' safe spaces have closed, with a ratio of 120 survivors per case manager, severely impacting the timeliness and quality of services. Cuts in financial assistance determine an overall decrease in the number of forcibly displaced households receiving UNHCR multipurpose cash with effects amplified on women, heads of households with disabilities, older persons with no family support. The reduction of number and presence of UNHCR staff and partners will negatively impact the capacity to conduct participatory assessments with diverse groups in the communities to inform UNHCR programming. The reduction of funding for partnership is already having a chilling effect on the possibility to support local organisations, including those led by forcibly displaced women, possibly affecting UNHCR's commitments in the UN Gender Equality Acceleration Plan.

Lack of support to UNHCR, particularly for its field operations, will inevitably pause, or even regress, pathways towards quality programs and effective protection interventions that the UNHCR AGD Policy promotes.



Age, Gender and Diversity Accountability Report

Leveraging the Power of Forcibly Displaced Women and Girls
2024