



about unrwa



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about unrwa







## about unrwa

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some five million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, the West Bank and the Gaza Strip to achieve their full potential in human development pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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## about unrwa

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established as a subsidiary organ of the United Nations General Assembly on 8 December 1949 and became operational on 1 May 1950. It is one of the largest United Nations programmes. The Agency has played an essential role for over 60 years since its establishment in providing vital services for the well-being, human development and protection of Palestine refugees and the amelioration of their plight, pending the just resolution of the question of the Palestine refugees.

**58**  
official  
refugee camps

**1.5**  
million  
palestine  
refugees in  
camps

The operational definition of Palestine refugees is people whose normal place of residence was Palestine between June 1946 and May 1948, who lost both their homes and means of livelihood as a result of the 1948 Arab-Israeli conflict. Descendants of Palestine refugee males are eligible to register as Palestine refugees.

The UNRWA mission is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live, consistent with internationally agreed goals and standards. In order to do this, the Agency provides a variety of essential services within the framework of international standards to Palestine refugees in the Gaza Strip, the West Bank, Jordan, Lebanon and Syria.

Among UN agencies, UNRWA is unique in delivering services directly to beneficiaries. The Agency's mandate is to provide education, health, relief and social services, microfinance and emergency assistance to refugees as well as protection and infrastructure and camp improvement services. UNRWA services are delivered in accordance with the United Nations humanitarian principles of humanity, neutrality, impartiality and operational independence.

Through its delivery of effective services over more than six decades, in partnership with host authorities,



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**5**  
million refugees and other persons registered for services

**2**  
emergency programmes in the occupied palestinian territory and syria (in addition to the reconstruction of nahr el-bared refugee camp in lebanon)

**5**  
main programmes

**5**  
fields of operation

**30,000**  
staff

donors and refugees, UNRWA has helped ensure that standards of human development for Palestine refugees compare favourably with their neighbours in the region. Despite very challenging operating conditions, the Agency maintains its role as the largest service provider to the refugees, pending a political solution to their plight.

### unrwa today

UNRWA has operations in five fields – Jordan, Lebanon, Syria, the Gaza Strip and the West Bank, including East Jerusalem – and employs close to 30,000 people. The vast majority of Agency staff (approximately 29,000) are refugees themselves, contributing directly to the betterment of their communities.

UNRWA services encompass education, health care, relief and social services, infrastructure and camp improvement, microfinance, and emergency response programming, including in times of armed conflict. These services are framed within four human development goals to which the Agency is committed: acquired knowledge and skills; a long and healthy life; a decent standard of living; and human rights enjoyed to the fullest.

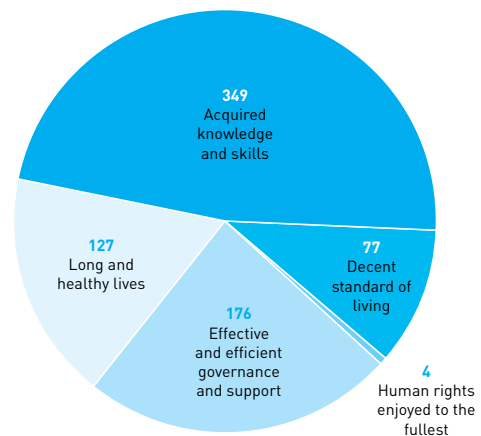
Investments in one programming field lead to benefits in all the others. Educated students make wiser decisions about their health; healthier people are more employable; employed parents are able to provide for their children.

UNRWA services are available to all those requiring assistance in our areas of operation who meet the definition of a Palestine refugee and are registered with the Agency.

Operating within a resource-constrained environment and reliant on voluntary funding from donors, the Agency prioritizes the allocation of limited resources among its most critical services, with particular emphasis on the most vulnerable.

The direction of UNRWA's work is guided by its Medium Term Strategy 2010-2015 (MTS), which sets 15 strategic objectives and identifies priority services, while aiming to promote better service quality for Palestine refugees. The MTS also highlights the main policy directions that the Agency will pursue in its services, including the core elements of the process of institutional transformation that UNRWA is undertaking.

Human development budget 2014



Total: US\$ 732 million



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# acquired knowledge and skills

UNRWA operates one of the largest education systems in the Middle East, opening the doors of its 666 schools to nearly 500,000 pupils each day.

All refugee children of school age are eligible to enrol in UNRWA schools, which provide free basic education across nine grades in the West Bank, the Gaza Strip, Syria and Lebanon, and ten grades in Jordan. This includes six years of primary schooling and three or four years at a preparatory level.

Secondary education is offered in Lebanon to address the problem of restricted access for Palestine refugees to the host government education system. In the remaining host countries, refugees generally continue their education beyond the preparatory phase within government schools.

Post-primary level education is provided to Palestine refugee youth through nine technical and vocational training colleges, which offer a range of trade and semi-professional courses, alongside short-term needs-based training to 7,105 trainees each year.

Over time, UNRWA schools have built a reputation for high academic achievements and low drop-out rates, while groundbreaking progress has been achieved in gender parity since the 1960s. Today, literacy and levels of educational attainment among Palestine refugees are among the highest in the Middle East.

Responding to the evolving needs and educational priorities of the learner, and in the context of major reforms of the education programme, the Agency strives to ensure that refugees receive an education which reflects international standards, and is guided by three mutually reinforcing pillars: the educator, knowledge and skills, and tools and resources.

## The educator

The professional development and empowerment of teachers is a key determinant of education quality. Through the UNESCO-UNRWA Institute of Education, teachers embrace new methods of knowledge-sharing away from a didactic approach focusing on memorization, towards a more holistic approach, or 'active learning', to equip students with the critical-thinking skills needed to thrive as adults.

This allows teachers to reflect on their own ways of teaching while being exposed to the most up-to-date activities or approaches regarding how children learn. Professional training and development is taking place throughout a teacher's career, from pre-service training, to ongoing professional development. Each year, the UNRWA education department monitors and evaluates the overall impact of training delivery on driving systemic change within its education system.





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## Knowledge and skills

An inclusive, pupil-centred response to educational needs is an Agency priority, and involves engaging communities and increasing participation in learning. This approach focuses on identifying and supporting children with diverse needs, differential abilities and varied socio-economic backgrounds.

The preparatory and secondary level curricula of host authorities are enriched with values and principles enshrined in the UN Charter and relevant UN human rights instruments through the Agency's human rights, conflict resolution and tolerance (HRCRT) policy. This focus is designed to instil civic values and impart an understanding of culture, history and diversity to UNRWA students.

Technical and vocational education and training equip refugee youth with the skills and knowledge relevant to local job markets. Traditional and modern trades include, amongst others: fashion, plumbing, carpentry, pharmacy, graphic design, business and computing, and architecture and surveying.

## Tools and resources

Resource constraints within the UNRWA education programme remain a recurrent challenge. Since the 1950s, the Agency has operated many of its schools on a 'double-shift' basis, whereby one group of pupils attends in the morning and a second in the afternoon. Today, of the 666 schools operated by UNRWA, close to 500 are double shifted, representing over 90 per cent of schools in the Gaza Strip, Syria and Jordan.

Because the use of information and communication technology is increasingly important in developing students' technological capacities, and in line with the priorities of host authorities, UNRWA is moving towards an e-library structure throughout the school system. This system provides teachers with the means to access a range of evolved teaching and learning methods at reduced cost, optimizing the usage of limited resources.

A holistic response to classroom education is being guided through the integration of an EMIS – school management system. EMIS is a centrally based system that facilitates the tracking of individual students, the generation of automatic reports and the computerization of relevant performance indicators to provide teachers with the appropriate information to make informed decisions when improving learning outcomes.

476,000  
students

23,000  
teachers

666  
schools

9  
vocational training centres

7,105  
training places

50%  
female pupils

2,400  
student teachers

507  
new teachers-in-training





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## long and healthy lives

The Agency's network of 138 primary health-care centres and mobile clinics provides the foundation of health assistance to refugees, offering cost-effective preventive, general medicine and specialist care services tailored to each stage of life. Guided by the standards of the World Health Organization (WHO), the Agency also works to ensure a healthy living environment for Palestine refugees in the 58 official camps.

The health-care services provided to refugees have evolved considerably over the years, from responding to outbreaks of air- and waterborne infections following the establishment of the first refugee camps, to combating widespread malnutrition among children and reducing instances of infant and maternal mortality, to combating communicable

**3,000**  
health staff

**138**  
primary health  
care facilities

diseases and responding to chronic non-communicable disease such as diabetes, hypertension and cancer today.

With emergent health-care needs, rising health-care costs and limited financial resources, it has become increasingly important to

adopt new approaches through reforms that ensure access to quality care and an improved standard of medical services. As such, the Agency has introduced family health teams that are responsible for the health care of families. Teams are made up of doctors, nurses and midwives who provide continuous, comprehensive, patient-centred services.

This holistic approach promotes comprehensive care for the whole family, focusing on improving health over the long term by building doctor-patient relationships, and with that, trust. It brings UNRWA health programming in line with global standards of quality health care, and has been established together with an electronic medical record and appointment system, E-health.

### Perinatal care

Providing regular health care for women during pregnancy substantially reduces instances of infant and maternal mortality. On average, a pregnant woman receives seven consultations prior to giving birth from an UNRWA health care professional, beginning in the first trimester. This enables doctors to recognize potential complications and associated risks at an early stage and provide a personalized and appropriate medical response. Screening for anaemia, gestational diabetes and hypertension is carried out as standard. To prevent congenital malformation in the newborn, folic acid supplements are provided to all women of reproductive age. Pregnant women are also protected against micronutrient deficiencies through the provision of iron supplements.

The Agency also promotes safe motherhood and the prevention of perinatal deaths by subsidizing hospital deliveries. Mothers and newborns are subsequently monitored after childbirth, either in the UNRWA health facilities or through home visits.

## Infant and child care

Children, particularly infants and newborns, are vulnerable to malnutrition and infectious diseases. The Agency provides health education and counselling for mothers on appropriate feeding practices and newborn care. Infants up to 5 years of age benefit from a package of preventive care, which includes a thorough medical examination, growth monitoring and screening for disabilities. Micronutrient deficiencies are prevented through iron and vitamins A and D supplements. Vaccination services provide immunization for ten diseases: tetanus, diphtheria, pertussis, tuberculosis, measles, rubella, mumps, polio, haemophilic influenza (Hib) and hepatitis.

With school enrolment, a thorough medical examination is undertaken, focusing on diseases and disabilities that can impair a child's learning capacity, such as hearing or visual impairment. Once identified, children with disabilities are assisted with the provision of eyeglasses, hearing aids and other prosthetic devices. Oral health, vitamin supplementation and health education are also a priority.

## Adolescent and adult care

Adolescence and young adulthood are unique periods in the lifespan of an individual, representing a challenge but also an opportunity to pave the way towards a healthy and productive adult life. Preventive and curative health care includes: reproductive, mental and oral health care services; cervical and breast cancer screening; and outpatient, diagnostic and dispensary, physiotherapy and rehabilitation services. The Agency also provides microbiology services, either directly or through hospital referral agreements with host countries, and prescribes medication free of charge.

## Active ageing

Ageing is a challenge that impacts all aspects of modern society. The reductions of the incidences of communicable diseases, combined with modifications in lifestyle and longevity, have led to a



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119

dental clinics

3 million

people regularly use unrwa health centres

change in Palestine refugees' morbidity profile and a rise in cases of cardiovascular diseases, diabetes and cancer. Older refugees are supported through a set of preventive and curative services to achieve active and healthy ageing. This includes screening for and treatment of diabetes and hypertension, risk scoring and secondary prevention for cardiovascular diseases.

## Healthy environment

The environmental health component of a refugee's life-cycle focuses on reducing both morbidity and risk of outbreaks associated with poor environmental conditions and practices. This includes the provision of safe drinking water within refugee camps, together with the provision of sanitation, disease vector and rodent-control services.





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# a decent standard of living

## Relief and social services

UNRWA provides a range of social services that respond to the needs of the poorest of the poor among the Palestine refugee population. UNRWA estimates that 1.2 million of the 5 million Palestine refugees it serves are in absolute poverty, while 700,000 are abject poor, unable to meet even their basic food needs.

The Agency's support to the most vulnerable has evolved over time from the emergency provision of

**283,000**  
refugees supported by social safety net

**101**  
community-based organizations

basic humanitarian relief through the distribution of food aid, towards programmes that aim to further the socioeconomic empowerment of the most vulnerable Palestine refugees and safeguard their rights. Assistance includes food aid, cash subsidies, skills training and rehabilitation services.

## Food aid and cash transfers

At present, food rations are provided to families suffering from severe economic hardship, unable to meet their basic dietary needs. Families facing special hardships - like those lacking an able-bodied male head of household - benefit from quarterly cash transfers. While reducing poverty, this financial support also promotes economic development through the stimulation of the local economy.

## Community empowerment

Partnership with the community is a vital aspect of the Agency's commitment to protecting the rights of Palestine refugees. Since 1989, the Agency has partnered with community-based organizations to respond to the needs of the most vulnerable, including women and children, the disabled, and elderly. A wide range of social, cultural and recreational activities, as well as skills training and rehabilitation services, promote self-reliance and an empowered response to socioeconomic needs and priorities.

## Refugee registration

The Agency maintains the records of all registered individuals who fit the legal definition of Palestine refugees. Records are updated through a centralized and secure system so that refugees can have amendments and changes made by qualified UNRWA staff to registration documents to reflect

15

community  
development  
centres

65

women's  
programme  
centres

39

community  
rehabilitation  
centres

births, deaths, marriages, divorces and physical movement. An estimated 17.5 million historical documents contained in family files are also preserved within a digital archive.

## Microfinance

UNRWA provides income-generating opportunities for Palestine refugees, as well as other poor or marginal groups who live and work near them. It extends credit and complementary financial services to families, women and youth, and small-business owners. These investments sustain and create jobs, reduce poverty and empower refugees to be the drivers of their own development.

The Agency's financial services operate in accordance with the global standards and best practices of the microfinance industry. Outreach activities focus on poor urban areas, which are centres of commercial and industrial activity and host a high concentration of Palestine refugees. The provision of financial services is intended to be sustainable, while charging rates of interest that are affordable and in line with other microfinance providers. A range of loans aim to address refugees' diverse needs.

## Families

Consumer loan product (CLP) – This is a personal loan for working-class families who have no access to bank credit. It is intended to help them recover household assets sold to cope with unemployment, ill health or other social expenses, like weddings and funerals. The loan ceiling is three times the borrower's monthly salary.

Housing loan product (HLP) – A loan to help families with no access to mortgage facilities to improve, expand or acquire housing. Loan values range from US\$ 3,000 to US\$ 15,000.



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## Women and youth

Mubadarati – youth start-up loan (YSL) - Available to young men and women aged 18-30 to start new businesses that create self-employment and employment for others, Mubadarati is the first youth start-up loan product of its kind in the region.

Solidarity group lending (SGL) – This loan is intended for groups of women entrepreneurs who are collectively responsible for repayment. Ranging from US\$ 400 to US\$ 5,000, the SGL sustains enterprise, as well as household spending on education, health and basic needs.

Women's household credit (WHC) – This loan accommodates home-based enterprise by women, allowing them to build up household assets for business use.

## Small business

Microenterprise credit (MEC) – This product targets the overwhelming majority of regional businesses that employ fewer than five workers, most of whom have no access to formal credit and are vulnerable to shocks. MEC loans range from US\$ 300 to US\$ 8,500, and help businesses build up and maintain reserves of short-term working capital.



325,000

small loans awarded since 1991

over 72,000  
refugees benefited from a loan

Microenterprise credit plus (MEC+) – As successful small businesses mature, they often require larger loans with extended repayment periods to continue expanding their capital and increase employment. To meet this demand, the Agency provides MEC+ loans to borrowers who have demonstrated repayment ability over three loan cycles, and to more formal enterprises.

Small and medium enterprise business training (SMET) – UNRWA runs a training programme for small business owners in the Gaza Strip, offering them customized training in subjects such as book-keeping, taxation, computing and e-commerce. The direct costs of each course are paid by the participants, with donor grants covering remaining overheads.

Small-scale enterprise lending (SSE) – The loans are relatively large, ranging from US\$ 3,000 to US\$ 75,000, and typically support capital investment, modernisation, and market expansion.

## Infrastructure and camp improvement

Of some 5 million Palestine refugees registered with UNRWA, roughly one third live within the 58 recognized refugee camps in Jordan, Lebanon, Syria, the West Bank and the Gaza Strip. Over the years, the camps have transformed from temporary 'tent cities' into hyper-congested masses of multi-storey buildings characterized by concentrations of poverty and extreme overcrowding. Some of the camps are considered to be among the densest urban environments in the world.

While the Agency does not administer the camps, it does have a clear interest in improving the conditions of Palestine refugees living in them. As camp structures were built for temporary use, over the decades the buildings have fallen into disrepair. Under international law, refugees have - as does

everyone—the right to an adequate standard of living, including housing, without prejudice to other rights they enjoy as refugees.

The development of comprehensive camp improvement plans follows a holistic and participatory approach to sustainable camp development that reflects both the social and physical aspects of camps. The active participation of refugee communities in prioritizing needs to make improvements strengthens their ownership over the development process. It also contributes to building skills and capacities in the construction sector and associated professional trades.

The UNRWA camp improvement programme is not funded by the Agency's core budget, and as such, it is dependent on specific grants from donors to continue its work.

## School and health facilities

The Agency oversees the construction and maintenance of UNRWA schools, health care centres and clinics that endeavour to meet the evolving needs of both the Agency's package of education and health services and Palestine refugees themselves. All newly constructed facilities are built to comply with international standards and provide universal access for people with disabilities.

## Environmental infrastructure

In order to promote a safe and healthy urban environment for Palestine refugees and control outbreaks of waterborne diseases such as diarrhoea, cholera and hepatitis, the Agency works in collaboration with host authorities to assure access to safe drinking water through comprehensive water-supply networks. The provision of sewerage systems, waste-removal services, storm-water

21,675

entrepreneurs have participated in nearly 1,000  
courses since 1995

\$368,187,157

worth of loans awarded since 1991

drainage and rodent-control services combats the spread of sanitation- and hygiene-related diseases. Electrical infrastructure, access roads and footpath networks are also maintained.

## Housing

Substandard and overcrowded housing is an acute problem in Lebanon, Syria, Jordan and the Gaza Strip due to financial constraints and the needs of a growing refugee population. In response, the

highest priority is given to improving the critically substandard shelters of the most vulnerable refugees. In Jordan alone, 500 substandard shelters have been earmarked for urgent upgrading. The UNRWA response to basic housing needs is coordinated with host governments in line with their national, regional and municipal plans.

Shelter rehabilitation is not funded by the Agency's core budget, and as such, it is dependent on specific grants from donors to continue its work.

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# human rights enjoyed to the fullest

The services UNRWA provides through its five main programmes – education, health, relief and social services, microfinance and infrastructure and camp improvement – mean that it has direct responsibilities for ensuring the well-being of Palestine refugees in a variety of sectors. Addressing protection needs is an essential dimension of UNRWA humanitarian and human development work, ensuring that the challenges Palestine refugees face are comprehensively addressed.

Protection is an integral part of the UNRWA holistic approach to meeting refugee needs and to obtaining full respect for the rights of refugees, which are granted to them under international law. More simply, protection is what the Agency does to safeguard and advance the rights of Palestine refugees.

By providing quality services to vulnerable beneficiary communities and individuals, UNRWA delivers essential support where these needs may otherwise not be met.

There are four components to UNRWA protection work. Two components are centred on UNRWA programmes and staff (and therefore have an internal dimension), and two are directed to entities external to UNRWA and depend primarily on them for their realization (and therefore have more of an external dimension). These four components of the UNRWA protection framework are as follows:

## Internal

1. Protection in programming – Ensuring that protection needs are addressed in all aspects of programming, project design, policies, protocols and procedures, as well as in staff training.
2. Protection in and through service delivery – Delivering services in a manner that promotes and respects the rights of beneficiaries and ensures the security and dignity of beneficiaries and of UNRWA personnel.

## External

1. International protection – Promoting respect for Palestine refugee rights through monitoring, reporting and intervention.
2. A just and durable solution – Highlighting to the international community the urgent need for a just and durable solution to the plight of the Palestinian people and helping to ensure that in its elaboration the rights and interests of the refugees are safeguarded.

Partnership with the community is a vital aspect of the Agency's approach to protection and the perspective of UNRWA beneficiaries is taken into account in the planning and implementation of all of its services.



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## emergencies

The UNRWA operational context is challenging, ranging from relative stability in some host countries to more complex environments with sporadic flare-ups of intense violence and instability.

The Agency works closely with UN country teams in host countries to develop contingency and emergency response plans through phases of prevention, preparedness, response and recovery. Normally, these operations are of short duration. However, protracted humanitarian emergencies may require a sustained relief effort.

UNRWA first began supporting refugees after their dispossession in 1948, in the aftermath of the 1967 war, and in subsequent conflicts. In the 1980s, a special emergency programme helped the Agency respond to the Lebanese civil war and then the first intifada, which began in West Bank and Gaza in 1987.

The second intifada of 2000 and the ever-tightening restrictions of the Israeli occupation, including the Gaza blockade, have meant a need for on-going emergency assistance to address the severe social, economic and rights-related deprivations experienced by Palestinians. In 2007, the destruction of the Nahr el-Bared refugee camp by the Lebanese Army caused the displacement of nearly 27,000

refugees. Since then, the Agency has been rebuilding the camp. In Gaza, UNRWA responds to urgent needs created by the military operations of 2008-2009 and 2012. Now, as a result of the devastating conflict in Syria, UNRWA is delivering emergency support across the Agency's entire operation in Syria, and is also supporting the growing number of Palestine refugees fleeing to Lebanon and Jordan.

Drawing on the UNRWA mandate, areas of expertise, and vast operational capacity, the Agency is able to provide quick and responsive support as required to Palestine refugees in need. Assistance provision is context specific and based on acute humanitarian needs. The package of assistance may include, but not be limited to the following interventions:

### Food aid

To ensure basic food security in times of crisis, the Agency provides emergency food aid to isolated and vulnerable refugees through its existing food-distribution networks.

### Water and sanitation

To control outbreaks of diseases and infections such as diarrhoea, cholera and hepatitis, the Agency ensures access to safe drinking water. The repair and construction of sewerage systems, storm-water



drainage, and disease-vector control services, among others, combat the spread of sanitation- and hygiene-related diseases.

These opportunities alleviate poverty and restore dignity while contributing to community recovery and protection.

### Temporary shelter

When refugee homes are destroyed or damaged, whether as a consequence of violent conflict, forced displacements or demolitions, UNRWA provides temporary shelters or shelter support to accommodate displaced refugees. This may include the allocation of blankets, emergency cooking utensils and other basic relief items.

### Emergency education

Guided by an education in emergencies strategy, the Agency endeavours to provide that safe, quality education is accessible to all students and that measures are taken to address the safety, protection, learning, health and psychosocial needs of students during an emergency, including the provision of remedial classes and counselling services.

### Emergency cash assistance

The provision of cash assistance is a quick and flexible mechanism to support the most immediate and urgent needs of vulnerable refugees in crisis. By allowing conflict-affected civilians to independently determine and meet their respective essential priorities, short-term cash assistance boosts individual household coping strategies and enables refugees to allocate scarce financial resources to household priorities. Payment of relocation-related expenses enables displaced families whose shelters are damaged during recent military operations to find temporary, alternative accommodation.

### Emergency health services

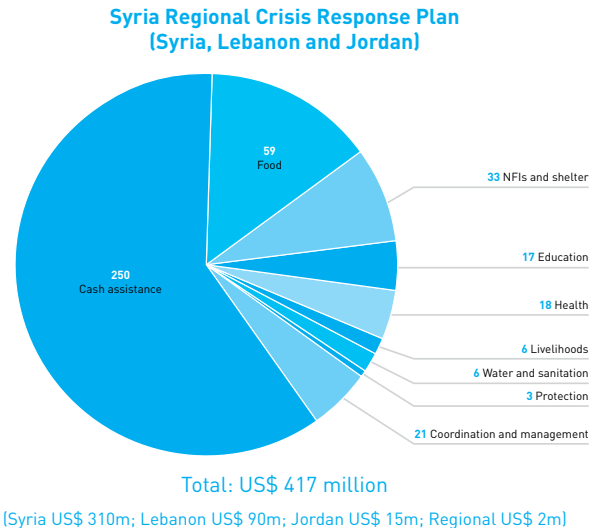
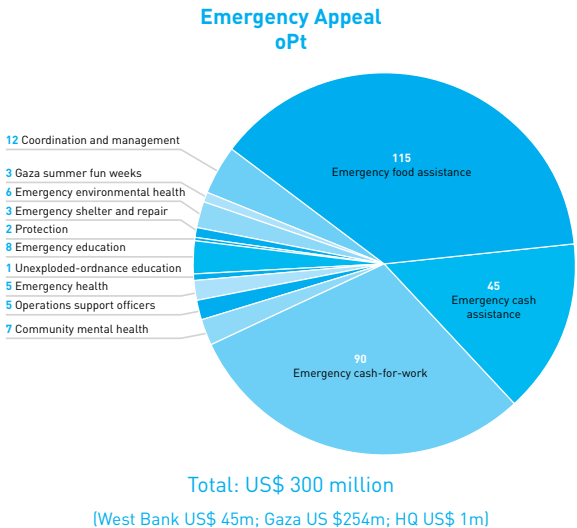
In emergencies, UNRWA is often the last-resort provider of primary health care services. To respond to increasing needs, UNRWA, with 138 clinics situated in close proximity to refugees, is well placed to respond. Additional staff and supplies are often required to ensure basic health care is provided. In areas to which access is restricted in the West Bank, the Agency deploys mobile health clinics to reach isolated and vulnerable Palestine refugees. This includes the provision of mental-health services in the form of individual, family and group counselling.

### Cash-for-work

Job creation is a key tool for providing emergency support to poor families who have lost their livelihoods due to conflict and crises. The Agency generates short-term skilled and unskilled jobs, with particular attention paid to vulnerable groups such as women, young people and the disabled.

### Reconstruction

Within the humanitarian recovery phase, UNRWA repairs and rebuilds the damaged and destroyed homes of Palestine refugees, together with UNRWA facilities within the camps. Palestine refugees are actively engaged in the reconstruction process; they provided with temporary employment opportunities and training in the construction sector and related trades.





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# unrwa and its partners: delivering human development for palestine refugees, together

UNRWA works continuously to strengthen the Agency's alliances with a wide spectrum of partners, including businesses, individuals, NGOs and foundations.

Reaching out to potential partners and exploring new ways to cooperate on the delivery of services and protection to refugees remains the Agency's key priority. UNRWA uses new partnerships to build on both its financial resources and its stock of expert knowledge, in order to deliver the best possible services to the refugees.

## Why partner with UNRWA?

- Partnering with UNRWA means helping the largest and most experienced UN agency in the Middle East to provide a range of human development services to approximately 5 million Palestine refugees in five fields of operation, including education for nearly 500,000 school children and primary health care in 138 clinics.
- Partnering with UNRWA means engaging with a highly professional organization that believes in innovation and creativity in the field of human development.
- Partnering with UNRWA means expressing visible support for the values of the UN family, in particular, a commitment to the protection of refugees.

## How do partners contribute to UNRWA work?

UNRWA partners contribute to the Agency's work by applying financial support and/or practical expertise, or by providing access to the knowledge and resources of other organizations or networks.

All partnership contributions are tailored to fit the partner organization's preferences and core competencies.

## Who partners with UNRWA?

UNRWA works closely with a broad variety of partners ranging from the smallest local NGOs to UN entities working on global mandates like UNICEF, WHO and UNESCO.

- UNRWA is proud to partner with a broad range of international NGOs that work to support the human development of Palestine refugees. With their respective areas of specialization and particular strengths, international NGOs are valuable partners to UNRWA. For decades, they have worked together to identify areas of collaboration and have benefited mutually from the joint efforts.
- UNRWA fields of operation are rich with local NGOs and community-based organizations. Firmly rooted in local communities, they are invaluable partners. The Agency partners with local NGOs in programme implementation, knowledge-sharing and more.
- UNRWA has a solid base of individual supporters who share the Agency's vision. These are people from around the world committed to contributing to the Agency and supporting its initiatives with single or monthly donations.
- Foundations support UNRWA work by providing financial contributions to its programmes in the areas of health, education, relief and emergency response.
- UNRWA also partners with private companies at both the international and local level in all five fields of operation. The private sector has the potential to make important contributions to UNRWA by fostering innovation, providing

funding and sharing expert knowledge within a variety of fields.

- Some prominent UNRWA partners include: Doctors without Borders, Right to Play, the Welfare Association, United Lebanon Youth Project, Bank of Palestine, Arab Cultural Centre, Lutheran World Federation, Zain, PalTel Group, Rotary International and Save the Children.

Palestine refugees and to raise funds for UNRWA's work. It implements awareness and education activities across Spain and engages in fundraising from the public and private sector.

The **American Friends of UNRWA** provides support for UNRWA work through advocacy, fundraising and education. It aims to educate the general American public about the situation of the Palestine refugees and generate awareness of UNRWA education, health and social-service programs.

## UNRWA support associations

The **Spanish Committee of UNRWA**, the Agency's association in Spain, was established in 2005. The committee works to advocate for the rights of

**UNRWA Italia** became operational in 2012. Its emphasis is on Italian companies and foundations interested in medicine and education.





unrwa  
الأونروا

دائرة العلاقات الخارجية والاتصال  
الأونروا - القدس

العنوان البريدي: ص.ب: ١٩١٤٩، ٩١١٩١ القدس الشرقية  
هـ: القدس: ٥٨٩٠٢٢٤ / (+٩٧٢ ٢) ف: ٥٨٩٠٢٧٤ (+٩٧٢ ٢)  
هـ: غزة: ٧٥٢٧ / ٦٧٧٥٣٣ / (+٩٧٢ ٨) ف: ٦٧٧٦٩٧ (+٩٧٢ ٢)

communications division  
unrwa jerusalem  
po box 19149, 91191 east jerusalem

t: jerusalem (+972 2) 589 0224, f: jerusalem (+972 2) 589 0274  
t: gaza (+972 8) 677 7533/7527, f: gaza (+972 8) 677 7697

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