



# Jordan

## National Refugee Youth Consultation

### Summary Report

06th – 10th December 2015



# Table of Contents

<b>Global Refugee Youth Consultations</b> .....	2
Background .....	2
Objectives and design .....	2
<b>Jordan National Consultation</b> .....	3
National NGO Partner .....	3
Participants’ motivation for taking part in the national consultation, as outlined in the application forms, include: .....	7
Group dynamics between youth.....	7
National Consultation Structure .....	8
Main Themes from Jordan Consultation .....	10
Other themes/ issues to emerge: .....	11
Summary of Findings.....	11
Recommendations, Solutions and Core Actions.....	19
Stakeholders Dialogue .....	21
Outcomes .....	22
<b>Main Outcomes/ Next Steps</b> .....	23
Evaluations by the youth .....	23
Lessons Learned .....	27
Conclusion.....	28

# Global Refugee Youth Consultations

## Background

The Global Refugee Youth Consultations (GRYC) were launched in July 2015 at the UNHCR-NGO Consultations in Geneva. A joint initiative of UNHCR and the Women's Refugee Commission, supported by the Youth and Adolescents in Emergencies Advocacy Group (YAE)<sup>1</sup>, the GRYC are supported by a Coordinator, Project Officer and Advisory Committee (consisting of national and international NGOs, youth representatives and an independent youth expert).

Refugee youth are often left out of activities and programmes organised by the UN, NGOs and other organisations. Youth have skills, capabilities, aspirations and needs that often go unrecognised and are not understood. There is a need to reach out and hear from them about the challenges they face, their visions and what support they need to shape positive futures. The consultations are providing opportunities for refugee youth to discuss issues that affect them with host country youth and representatives from the United Nations, international NGOs, national NGOs and other organizations working with youth in the country. The process aims to place youth at the centre of decision making processes that affect them and to recognize their potential. The target group for this project are young refugees that fit the United Nations definition of 'Youth' which is all boys and girls, young women and young men between the ages of 15-24 years.

The consultations are taking place between November 2015 and June 2016. They will include national level consultations in Africa, the Americas, Asia-Pacific, the Middle East and North Africa. The 'National Consultations' are led by national NGOs from each country with UNHCR and an international NGO partner. Similar consultations will also be held with refugee youth in North America, Australasia and Europe. Opportunities to participate in smaller consultations and online are also being provided through a designated toolkit and a Facebook platform. The process will culminate in a global consultation in Geneva in June 2016 and participation by young people in the 2016 annual UNHCR-NGO Consultations, the overarching theme of which is Youth.

## Objectives and design

Underpinning the design of the national consultations are the four core objectives of the GRYC:

1. To create structured spaces for young refugees to have a voice and engage in participatory dialogue with other youth and relevant stakeholders at local, national, regional and global levels
2. To improve access for young refugees to local, national, regional and global youth alliances and networks
3. To foster and support participation, leadership and empowerment opportunities for young refugees

---

<sup>1</sup> The Youth and Adolescents in Emergencies Advocacy Group (YAE Group) includes representatives from more than 15 humanitarian organizations that are committed to achieving better outcomes for young people in humanitarian situations.

4. To consolidate and channel the learning from the consultations into the development of guidelines and policy recommendations on youth-inclusive programming, to improve the humanitarian sector's understanding of, and work with, young refugees

A participatory approach is being used throughout. The session plans were developed by the GRYC Coordinator, in consultation with UNHCR and WRC. They were designed through a collaborative and iterative process, including:

- An extensive review of literature and other materials relating to consultations with youth, displaced populations and participatory research methods, in order to learn from previous experience and to adapt relevant pre-existing models.<sup>2</sup>
- The active input of a group of young refugees and asylum seekers was sought during a two-day residential workshop in Malta, in October 2015, organised in partnership with UNHCR Malta and a Maltese NGO, Organisation for Friendship and Diversity (OFD). The group consisted of males and females representing the full age range of the global consultations (15-24), and five countries - Libya, Somalia, Mali, Eritrea and Palestine.
- Input into the development of the session plans and the content of the national consultations was also sought from members of the GRYC Advisory Committee - in person with the Regional Leads representing Africa, Asia Pacific and Latin America during a two-day meeting in Geneva, and by email and skype with the full GRYC Advisory Committee.<sup>3</sup>
- A full pilot national consultation in Uganda that provided an opportunity to learn from the participants and adapt the approach and session plans accordingly.

## Jordan National Consultation

### National NGO Partner

The Jordan Consultation was organised at the national level and run by The Princess Basma Youth Resource Centre (PBYRC)<sup>4</sup>, a leading national resource centre for youth issues, in coordination with staff from the Jordan offices of NRC and Save the Children, and the UNHCR Jordan country office. This team was supported by the GRYC team, including the GRYC Coordinator, Project Officer, and global representatives from UNHCR and WRC.

A team consisting of staff from PBYRC, NRC, Save the Children and UNHCR Jordan worked together to coordinate the logistics, recruitment of facilitators and interpreters, selection of youth, planning

---

<sup>2</sup> Some examples of key resources accessed include: *Youth Consultations for a Post-2015 Framework: A Toolkit*. Youth in Action (2013); *A Kit of Tools for Participatory Research and Evaluation with Children, Young People and Adults*. Save the Children Norway (2008); *Listen and Learn: Participatory Assessment with Children and Adolescents*. UNHCR (2012); *Community Consultations Using Extended Dialogue Methodology*. UNHCR (2010-11); *Post 2015 Youth Engagement Event Planning Kit*. World Vision (2012); *Considering Consulting? A Guide to Meaningful Consultation with Young People from Refugee and Migrant Backgrounds*. The Centre for Multicultural Youth Issues (2007).

<sup>3</sup> The Advisory Committee Regional Leads include: World Vision (Africa); Save the Children (MENA); RET (Americas) and APRRN (Asia-Pacific).

<sup>4</sup> The PBYRC's mission is to promote the active role of youth in society by encouraging their participation in the development process. The organisation provides a supportive outlet for expressing young people's opinions and gives them the opportunity to make meaningful contributions to their communities.  
[http://princessbasma.jo/index.php?page\\_type=pages&page\\_id=490](http://princessbasma.jo/index.php?page_type=pages&page_id=490)

for the stakeholders' meeting, and preparation of materials, as well as engaging in regular Skype meetings with the GRYC team. Multiple staff were committed for the full length of the consultation which helped ensure that all consultation roles were covered and increased staff familiarity with the young people for post-consultation activities.

### **Facilitators**

- The Jordan national consultation was led by two experienced facilitators from PBYRC (one male and one female) - including the Director of PBYRC, and the head of a youth committee in a community development centre in the south of Jordan. Utilising local facilitators is a critical part of the overall GRYC approach, to ensure empathy and connection with the participants, to create meaningful opportunities for youth leadership and to create alliances with national youth focused organisations.
- The lead facilitators were supported by the GRYC Coordinator, and a team of small group facilitators from NRC, PBYRC, and UNHCR.
- One of the lead facilitators was assigned to rotate around the four groups during the small group exercises, to support where and when required. These small groups formed the basis of many of the activities and provided the refugee and national youth participants with meaningful opportunities to participate, discuss and share ideas and experiences.
- 4 small group facilitators were identified to support the consultation during preparation, delivery and debrief stages. This was very important for continuity and to ensure that they had a good understanding of the whole programme, rather than just their specific exercises.



### **Interpreters**

- The primary language of facilitation in Jordan was Arabic. As this was the first time that a national consultation had been run entirely in a language other than English, it was an important learning experience to inform future non-English language consultations.
- Based on learning from Jordan, we would propose that for future consultations conducted in a language other than English, that there is a full interpretation and translation team. This should include one professional interpreter for the note taker and one for the Project Coordinator, and one dedicated, professional translator to manage real-time translation of the flipcharts on the walls.

## **Venue and Accommodation**

The venue provided by PBYRC was their head office in East Amman, and it was an exceptional facility for the purposes of the consultations as it is a large and well equipped youth and community centre. As a result, there was plenty of space for the young people to comfortably take part in large and small group work activities, to host the stakeholders meeting on site, and to relax and socialise during the breaks. Minibuses were provided by PBYRC to transport the participants to and from the venue, as they were accommodated separately in a hotel, along with the GRYC team and chaperones.

The GRYC team had been concerned about delays to the start time each day, due to traffic for example, but this was rarely an issue and the buses were coordinated well by the PBYRC team. It also meant that timekeeping was more effective during the day as participants had to be transported back to the hotel at a set time. The hotel was large, comfortable and centrally located and the experience proved to be a popular part of the consultation for the youth.

## **Evening social activities**

An interesting and well-organized programme of evening activities in Amman was coordinated by a dedicated member of staff from PBYRC. Activities included attending a human rights film festival, go-karting at a track in a nearby shopping mall, and going for dinner to a 'cultural café'. This helped the group to relax and get to know each other better, which in turn benefited the formal activities during the day.

## **Application and Selection Process**

Information about the Jordan consultation was disseminated by UNHCR and NRC through formal platforms, such as the Youth Task Force in Za'atari and Azraq Camps and Child Protection Coordination meetings. PBYRC also shared information with youth participants in their own national programmes and activities. After sharing information verbally, application forms were distributed by email to partner organisations with youth components and programs. The participants were selected based on a set of criteria determined by the central GRYC team, in consultation with the GRYC Advisory Committee, which included:

- Age (15-24)
- Willingness and ability to participate in an interactive, participatory 4-day consultation
- Proven experience as participants of an existing youth programme (for refugee youth) or national youth organization (for host country youth)
- Openness to engage on refugee issues
- A statement of motivation which included details about why the applicant was interested in being involved in the consultation, what they could contribute and what they hoped would be the results of the consultation.

Selection guidelines are provided to all national workshop locations and teams to ensure that the participants were as representative of their communities as possible. Particular attention is paid to ensuring that the chosen applicants represented a diverse range of gender, age, nationality,

geographic locations in each location, education and employment background and ability, sexual orientation, marital and parental status, and a range of experiences of youth and community work. In Jordan the selection committee consisted of staff from PBYC, NRC and UNHCR Jordan country team. In total, 39 young people applied to participate in the Jordan consultation and 26 were selected (two selected participants did not attend).

The selection process was considered to have progressed smoothly, and the diversity of the group demonstrates the time and effort invested by the partners during the dissemination and selection process. Two selected participants did not attend the consultation at the last minute, but this was due to personal issues, and did not have an effect on the overall consultation.

### **Youth Participant Profiles**

24 young people aged between 15-24 years participated in the Jordan consultation. All youth completed a participant application form as part of the application process, from which their demographic data was obtained. This data can be summarised as follows:

- 19 refugee youth/5 national youth
- 13 female/11 male
- 14 aged eighteen and over/10 aged under eighteen
- The refugee youth came from Syria (17) and Iraq (2)
- There was broad geographical representation within Jordan, with youth attending from 3 camps - Azraq, Emirati Jordanian camp and Zaatari, and 6 cities – Amman, Irbid, Mafraq and Jerash in northern Jordan, and Ma’an and Aqaba in southern Jordan
- Of the refugee youth, 9 identified as living in a ‘large town or city’ and 9 as living in ‘a camp’ (1 chose not to answer this question)
- 17 of the refugee youth had been away from their home country for 2-5 years, with the remaining 2 having been away for 1-2 years
- In terms of the highest level of education the refugee youth had completed –
  - 16 identified as having completed secondary school
  - 1 identified as having completed primary school
  - 1 identified as having no formal education qualifications
  - 1 identified as having an undergraduate degree
- In terms of current education or employment status of the refugee youth, they identified themselves as follows (multiple choice was possible) –
  - 9 in formal education
  - 5 in informal education
  - 1 employed full time
  - 1 self-employed
  - 3 looking for a job
  - 5 volunteering (e.g. for an NGO or community group)
  - 2 doing unpaid work (e.g. caring for a family member or household duties)
- All of the refugee youth identified themselves as living with family

- 4 of that number identified themselves as the head of their household. The majority identified their father as the head of their household (9), with the rest identified mother (4), sibling (1) or grandparent (1)
- 1 of the participants identified themselves as married
- None of the refugee youth identified themselves as parents, but 6 youth identified themselves as taking care of a member of their family on a regular basis, which included younger siblings (6), an older family member (1), a sick or disabled family member (1), and mother (1)
- 1 of the participants identified themselves as having a disability

Participants' motivation for taking part in the national consultation, as outlined in the application forms, include:

- To gain knowledge
- To be an active member of the community
- To find solutions
- To represent other youth from my area/country
- To be heard and to voice opinions

Participants' expectations from participating in the consultation, as specified in the application forms, include:

- Refugee voices will reach a wider audience
- Ideas shared will be implemented
- New contacts with national youth
- New skills and knowledge

## Group dynamics between youth

### **Bringing together host community and refugee youth**

One of the objectives of each national youth consultation is to provide an opportunity for refugee and host country youth to meet, exchange ideas, build friendships and alliances and establish connections. It is hoped that as a result of the consultations, refugee and host country youth will have gained a better understanding of the issues they face together as youth, and that there will be opportunities for refugee youth to be integrated into the activities and advocacy efforts of national youth organisations and vice versa. The Jordan group were asked the question on day one, "Why did we invite refugee and national youth to this consultation?" and the answers were as follows:

- *"To find solutions youth face"*
- *"To find someone who can hear us"*
- *"To express ourselves and to be heard"*
- *"Because humanitarian challenges affect both refugee and national communities so solutions can come from both ways"*
- *"The more diverse the group, the more opinions you will have"*



- “Our coming together in one place will help us improve the responses to the needs and wishes of youth and find solutions for the challenges they face”

As the consultation in Jordan progressed, particularly with opportunities to socialize during breaks and evening activities, relationships developed between the refugee and national youth. The small group discussions also provided an opportunity for refugee and national youth to get to know and understand each other better and created space for the young people to listen to each other and ask questions. Discussing challenging topics such as identity and stereotypes, needs and challenges, and working together to develop solutions and recommendations created an environment where youth from very different backgrounds could speak openly and consider the world from perspectives other than their own. One young person shared the following reflection in their evaluation -: “I hadn't expected that I could engage and integrate with refugee youth on the personal level. But I formed new long-lasting friendships and relationships and maybe I will visit them in their country one day :)”

### Group attitudes

There was some cynicism amongst the participating youth that change would result from the process and many questioned the likelihood of positive outcomes for them and their communities. Responses on application and evaluation forms highlighted a fairly limited scope of ideas on future action that youth could take. The significant restrictions on freedom of movement facing refugee youth in Jordan, particularly for refugees living in camps may account for this as it limits opportunities for youth to meet and connect, share and formulate ideas and potentially has negative impacts on the quantity and quality of action and collaboration moving forward.

### National Consultation Structure



working together to be heard, develop ideas, build alliances and networks, and contribute to a process that aims to improve work with and for young refugees globally. The second component is a half-day ‘stakeholder dialogue’ where participants share consultation outcomes and recommendations with key local, national and international agencies and organisations and develop next steps for the post the consultation period.

### **Day One**

- Getting to know each other, building trust and teambuilding
- Identity
- Youth Participation

### **Day Two**

- Identifying and prioritising issues
- Analysing issues and identifying causes and impacts
- The role of youth in addressing the issues

### **Day Three**

- Addressing the issues and developing solutions
- Advocacy/Communicating our messages and recommendations
- Stakeholder analysis
- Planning for the stakeholders meeting

### **Day Four**

- Stakeholders meeting
- Group action planning – what next for this group

### **Adaptations and Additions**

There was a significant amount of learning at the Uganda consultation regarding content and structure of the sessions and activities, and while the fundamental structure of the 4 days has remained the same, many minor adaptations were made prior to Jordan based on ongoing observation, facilitator and GRYC team debrief sessions, participant feedback, and facilitator evaluations. Areas where it was felt improvement or adaptation was needed were:

- The session plans were comprehensive but required better formatting to allow for easy navigation, and more information regarding the set-up of each activity and the overall structure of the four days.
- There needed to be a more structured process to facilitate and support youth to develop recommendations and core messages.
- There was inadequate time allocated for the youth to familiarise themselves with the different organisations that the facilitators represented, which was a missed opportunity, especially as it is intended for there to be further engagement after the consultation.
- The storyboard exercise was well received, but did not provide a mechanism for the youth to engage in in-depth analysis of their identified issues and solutions.
- The identity exercise was difficult to manage for the facilitators, and did not provide participants with a structure in which to productively debate issues surrounding their identity as youth or refugees.
- There was inadequate time allocated to stakeholder analysis, which is a key part of the preparation for the stakeholders meeting and a useful skill beyond the consultation.
- The stakeholder dialogue meeting required more structure and focus in order to meet the objectives of the youth, which was to have enough time to properly engage stakeholders in conversation.

The changes that were made to respond to these issues or challenges proved to be successful in the Jordan context, for example:

- The session plans were adapted extensively to include the new or adapted exercises and to create a more logical, practical and user friendly toolkit that is easy to navigate for both experienced and inexperienced facilitators. Positive feedback on the plans was received from the facilitation team during debriefs and evaluation.
- Most of the new exercises met their objective and were well reviewed by the participants, including:
  - An identity exercise on day one which explored the facts and perceptions relating to the terms 'refugee' and 'youth'
  - An extended exercise to capture youth recommendations which began on day one, and progressed informally using a graffiti style wall until its culmination in a structured small group activity on the third day
  - A problem tree exercise replaced storyboards, which allowed for more in depth analysis of issues of their causes and impacts, as well as solutions;
  - A fun activity on day two was introduced to stimulate the group into considering the specific role of youth in their proposed solutions, rather than starting with an emphasis on what stakeholders and external agencies can do for them.

### Main Themes from Jordan Consultation

Aside from sector specific themes and issues that emerged from this consultation, and which are outlined in the overview of recommendations, above, the following broader themes also emerged in Jordan. Where relevant, similarities or differences with the consultations in Malta and Uganda are also highlighted:

#### *Information:*

- *Information sharing* - There is a clear desire in all locations for youth to have better access to information, e.g. to know which NGOs are present and what they do, as well as who they should be targeting for their advocacy or lobbying. In Jordan as in Malta refugees, especially new arrivals unfamiliar with the system, also needed to know where to access services and what specific rights and limitations they had in their country of asylum.
- *Open channels of communication* - Youth in all three locations stressed the need for an improvement in the *quality* as well as *quantity* of communication with them (and refugees more broadly) by NGOs and the UN. For example, in Jordan, several young people referred to feeling ignored by the organisations that they reach out to for support or advice. This included more formal complaints mechanisms, and when they visited the offices of the organisations. There were comments in each location about youth wanting to engage in a 'conversation' with NGOs and the UN, as they felt that communication is one-way.
- *Transparency* – this is linked to communication and information sharing. Youth feel that they are often not being given the whole story and are frustrated by this. They were very clear that they would prefer to be told the difficulties that NGOs and the UN face in dealing with their issues and concerns, rather than being given false promises, unrealistic expectations, or being completely ignored. Several young people felt that it would be helpful to engage youth to try to tackle together the issues and difficulties that NGOs/UN are struggling with.

*Importance of networks* - this has been highlighted by youth in all locations. Youth are concerned both about building networks and connections amongst themselves (e.g. friendships, sense of solidarity, less isolation, being part of a like-minded community), as well as networking and making connections to achieve something that might not be possible alone (i.e. strength in numbers, a louder voice in advocacy etc.).

*Psychosocial support and mental health* - youth in all three locations stressed that more attention needs to be paid psychosocial support and mental health. Many expressed the importance of mental health and psychosocial well-being in relation to every aspect of their lives and pointed out the negative impact of simple factors such as poor communication, lack of follow up, or a lack of available information.

*Tangible change* - many of the youth, in each of the three locations, stressed the importance of seeing tangible outcomes as a result of their engagement or participation. In Jordan, many of the participants questioned the point of the consultation and asked what difference it would make.

#### Other themes/ issues to emerge:

- The need for increased educational opportunities for youth, including higher education scholarships, allocated slots for refugees in national universities and English language classes
- Improved access to basic needs: including improved access to health care, better housing and infrastructure
- The need for family reunification and freedom of movement (including opening borders for family reunification purposes and allowing refugees who leave Jordan to travel to border areas to visit family members)
- Urban and Camp refugees: significant differences were noted between the experiences of refugees living in urban areas, and those living in camps in Jordan. In particular, through small group discussions, refugee youth living in camps areas cited security and protection problems, in particular poor relations with the police, as a pressing need. They also cited lack of job opportunities and restrictions on freedom of movement as key concerns. Whereas the conversations in small groups suggested that refugee youth living in urban areas were more concerned about financial difficulties and daily survival.
- Syrian and Iraqi refugees: there were various differences identified in the experiences and perceived treatment of Iraqi and Syrian refugees during small group discussions. For example, there was an opinion amongst the Syrian youth that life for Iraqi refugees is easier in terms of freedom of movement and ability to travel to border areas, whereas Syrian refugees are more restricted in their freedom of movement. However, the Iraqi refugee youth perceived that more international attention was being paid to the Syrians, and the Iraqis suffered as a result.

#### Summary of Findings

The following section provides a summary of the main points raised by refugee and host community youth during each of the sessions during the four day consultation held in Jordan. The exercise concerned is described followed by the main findings.

## **Youth Participation**

This exercise was structured around a set of three questions which the young people voted on and then discussed.

### **Question 1: Should NGOs and UNHCR listen/engage with youth in designing and planning their services and activities for refugee youth?**

All participants, except one, considered that it was important for NGOs and UNHCR to listen and engage with youth in designing and planning services and activities for refugee youth. Reasons participants for engaging with refugee youth included: *"They might add value to the program"; "Youth have new ideas"; "As a youth living in camp, I'm the best person to know the needs of the youth"* and *"Because they should be involved in designing programs targeted at them"*.

There was also a sense of pragmatism among the youth, as several participants highlighted that while they supported youth engagement and believed they should be consulted, they didn't feel qualified to design programs. Another participant felt that youth needed guidance and supervision if they were to design programs. As in Malta and Uganda, youth in Jordan recognized their need for capacity and skills building in order to better contribute to their communities.

### **Question 2: Have you taken any steps to communicate with NGOs and the UN to talk about the issues you face?**

In response to this question, twelve youth voted no, 9 said yes, and 1 was undecided.

Discussions highlighted the lack of information that youth have about the services, structure and capacities of NGOs, and their perception of limited access points. For example, one young person said, *"We need to understand the different levels within an organization in order to know who to approach with a given request."* Another participant explained: *"I don't feel that anyone understands the problems I'm facing; I had the feeling that organisations wouldn't understand me."*

### **Question 3: Do you feel it is easy to interact with NGOs and the UN to talk about what you face?**

The majority of participants felt that it was not easy for young people to engage with NGOs and the UN and explained that they felt mistrust and a lack of understanding of their issues by these agencies. One participant said: *"I feel nobody will understand my point of view"*, while another explained: *"You may be afraid about sharing your issues in case the counsellor calls up the parents"*. Some youth faced specific difficulties related to their identity: *"It is not easy for transgender people to find work, since there is no local support system they must seek help with UN"*.

### **Youth Visions for Participation:**

The participants had the opportunity to discuss in small groups their ideas and visions for youth participation and to present these ideas visually – through multi-media posters. Ideas for youth participation included using documentary film, theatre, art and music to communicate with decision makers. As one young person said *"Using our skills and art is very effective in participation."* Others emphasized the importance of social media to communicate with and express the ideas of young people. One participant explained: *"Social media is a very good way to participate and express ideas and suggestions especially if there is a dedicated person who takes these ideas and suggestions."*

One group suggested establishing a youth committee to deliver messages from youth, holding meetings and designing and implementing advocacy campaigns.

There were a range of perceptions regarding youth participation during the small group discussions. One young person shared their feeling of tiredness of trying to “*get through to decision makers*”, while another participation expressed doubt as to whether there could be genuine participation at their age: “*Why should we bother to think about our participation, we won’t have this until we are fully grown up.*” Others emphasised the range of skills and talents that youth have to offer highlighting their own abilities and experiences. One group reflected that monitoring would be crucial for youth participation to be successful.

### **Identification and prioritization of needs and issues**

During the second day of the consultation, the youth participants identified challenges and issues of importance to them. While this discussion focused primarily on the needs and issues faced by refugee youth, national youth participants were encouraged to participate and use this exercise as an opportunity to ask questions and learn more about the challenges facing their refugee peers. For example, one Jordanian youth asked: “*Sorry, but how is it to live inside a camp? Is it clean? Don’t you feel cold there?*” A refugee youth answered: “*It is a desert with caravans and tents spread over it and yes, it is cold.*” National youth were also able to discuss their perceptions of refugees in Jordan. One Jordanian youth expressed the opinion that “*Syrians are not integrating well with host communities*”. Jordanian youth were also keen to highlight that national youth also face similar challenges as refugee youth, for example the costs of tertiary education.

These discussions were also an opportunity for refugees living in camps and those living in host communities to understand the different challenges they face. There were many misunderstandings between the two groups about perceived preferential treatment (for example, refugees in camps felt that those in host communities had greater opportunities of resettlement in third countries, while refugees in host communities felt that, unlike refugees in camps, they were supported by humanitarian organizations, their basic needs were not met and they could not access university). Youth placed different emphasis on the issues they faced depending on whether they were living in camps or in host communities, for example refugee youth living in camps were especially concerned about poor relations with the police and lack of freedom of movement outside the camps, while youth living in host communities were more concerned about financial insecurity and lack of job opportunities.



Finally, the discussions were an opportunity to foster greater understanding between refugees of different nationalities (Syrians and Iraqis). There was a view that more attention was paid to the needs of Syrian refugees, sometimes at the expense of non-Syrian refugees. However, this also had benefits, as it was easier for Iraqi refugees, for example, to travel to border areas than it was for Syrian refugees.

The needs and issues identified by youth focused around several key themes, most of which were unsurprising as they are issues commonly faced by refugee youth around the world. There was a lot of discussion around lack of access to employment opportunities and livelihoods. Participants raised concerns about lack of work permits and legal rights to work in Jordan, which led to employers exploiting refugees, paying them lower wages for long hours and the use of child labour. Concerns were also raised over financial and food insecurity, including insufficient financial support from UNHCR and the unfair distribution of assistance outside camps. As one participant explained, *“Because there is no financial support, many young Syrians are being forced to work, which might endanger their freedom because if caught they would be sent to the camps.”*

Access to education was a major theme which dominated discussions during the whole consultation. Youth highlighted the need for increased educational opportunities in particular for refugees whose education had been interrupted due to conflict in their countries of origin, and the need for further secondary and tertiary education for refugee youth. They raised the problem of lack of places for refugees in Jordanian universities and highlighted the need for increased scholarships for refugee youth to continue with their education and opportunities for talented youth. They explained that economic hardship was forcing young people to drop out of school early to support their families. Some participants raised concerns about the quality of education and lack of appropriately trained teachers. The issue of discrimination against refugee students was also discussed.

Many refugee youth raised concerns about lack of safety and security and restrictions on freedom of movement. A key concern for the refugees living in camps in Jordan was that they risked being deported to Syria without warning or reason. As one participant said: *“Here in the camps we feel relatively safe, but simply because they can send us back to Syria and since it is not safe there we do not feel immune.”* Refugee youth expressed concerns both about being unable to travel outside Jordan and restrictions on their freedom of movement within Jordan. Others cited discrimination and exploitation against refugees in the community as a reason for feeling unsafe: *“Safety and stability is not letting our Jordanian landlord make us pay double the rent because we are refugees”* said one youth. Many refugee youth said they felt insecure because of their interactions with the police.

Participants also discussed lack of access to basic services, including inadequate health care facilities, both inside and outside camps in Jordan. For example, participants explained that there are only two ambulances in Za’atari camp. Concerns were also raised about poor infrastructure both in dwellings in and outside the camps. Problems included lack of access to clean water, electricity and proper sewage systems in some of the camps.

A pressing concern for many refugee youth was the lack of opportunities for family reunification. Additional issues raised were the need for psycho-social counselling and mental health services for

refugees affected by war; gender discrimination and inequality in access to education and employment opportunities; and poor communication with youth.

After identifying the main issues and needs facing refugee youth in Jordan, the participants were asked in small groups to prioritize the top nine issues they faced, through an exercise called Diamond Ranking. This activity is designed to encourage debate and deeper analysis of the issues and to teach participants about the importance of reaching consensus and compromise. The top issues chosen by the participants were: family reunification; inability to finish higher education studies due to cost; insecurity and threats of deportation (chosen by two groups). Other issues ranked high included: access to jobs, healthcare and education, lack of basic needs and poor infrastructure, and financial insecurity.

### **Identifying causes and impacts of issues using Problem Trees:**

Using the 'problem tree' tool, participants selected an issue from the top three in their diamond ranking charts and considered its causes and impacts. Three of the groups chose to focus on education (one group focused on access to tertiary education, one on lack of sufficient and adequate education, and the third on availability and cost of education) while the fourth group looked at access to jobs.

Amongst the causes of the lack of available and adequate education for refugee youth, the participants identified insufficient funding and large numbers of refugees, lack of physical security, financial insecurity leading to child labour, difficulties in accessing and insufficient scholarships, negative traditional norms and values and lack of parental awareness of the importance of education, the psychological effects of war impacting on young people's ability to study, poorly trained and qualified teachers and their lack of understanding of refugees. In terms of lack of access to tertiary education, participants identified sexism and societal pressures, financial pressures forcing young people to work rather than study and difficulties meeting entry requirements. The impacts of lack of access to education identified by participants included the spread of ignorance and low levels of awareness; negative societal impacts including risk in crime and illegal immigration; negative impacts on the economy, including inadequate youth for the marketplace and poverty; an increase in school drop-outs, early marriage and child labour; and psychological problems for adolescents, including a sense of lost futures.

The group discussing lack of job opportunities identified high fees for annual work permits for refugees living outside the camps; administrative corruption; low education levels; and a mismatch between education and labour market demands as the root causes. They cited the impacts of few job opportunities as unemployment, homelessness, poverty, hunger and child labour.

### **Identifying solutions using Solution Trees**

A follow on exercise on day three focused on how to tackle the root causes of these issues, finding solutions and identifying the impact of solutions on the lives of refugee youth. The two groups focusing on lack of available, adequate and affordable education opportunities for youth identified customs and traditions, insufficient funding, child labour psychological problems faced by families as a result of war, inadequately trained teaching staff who are ill-equipped to deal with refugees, and lack of sufficient scholarships as the root causes of the issue they were addressing.





The solutions proposed by the youth focused on changing parental and societal attitudes about the importance of education through communicating with parents, carrying out awareness raising campaigns, including on the importance of work, and making a distinction between custom and religion. They suggested meeting the basic needs of school and university students, providing economic support to families, increasing the number and type of scholarships, making the application process easier and paying university fees as practical solutions for increasing access to education. They proposed that young people themselves could raise awareness about the lack of financial support for education by presenting at inter-agency meetings and meeting with organizations. Despite the existence of a small number of scholarship and other programmes to increase access to

tertiary education, participating youth encouraged UNHCR to include increased tertiary education opportunities alongside other basic emergency services, such as health care and legal advice. They also proposed that specialized organizations provide psychosocial counselling to children in youth in schools.

Both groups felt that increased access to education would lead to a more educated, creative and tolerant society, eliminate ignorance and despair and raise the spirits of a community. One group felt that access to education would lead to improved child protection and ensure that children and youth can enjoy their rights. They also felt that increased education would improve living conditions for families. Another group felt that with more partners, costs would decrease. They stressed that better wages, improved training and provision of transportation for teachers would enhance their skills and lead to greater teacher satisfaction and efficiency.

Gender inequality, social pressure and the lack of material resources were identified as the main root causes by the group focusing on lack of access to university education. Their solutions focused on increasing the number of scholarships for university places and job creation projects by international organizations. They proposed addressing gender inequality through improved curriculum development and projects aimed at parental awareness raising. This group agreed that increased access to university education would increase levels of awareness and education amongst refugee youth helping them to become better integrated and engaged in their communities (refugee and host). Increased access to university education would serve as an incentive for more refugee youth to pursue a university degree. It would help young refugees to secure their future needs, achieve their goals and reduce unemployment amongst refugee youth, which in turn would help to boost the local economy and contribute to improved living standards. Increased university education

would also lead to changes in societal attitudes towards women, leading to increased empowerment and participation of women in society.

The fourth group identified administrative corruption, fees for work permits and the mismatch between the education curriculum and labour market demands as the root causes for lack of job opportunities for youth. They suggested advocating with the government to cancel or reduce work permit fees, or asking NGOs to pay them. They proposed strict legislation to hold public and private companies accountable to address corruption. Initiatives to raise awareness among high school students on the demands of the work market, as well as guidance from the Ministry of Education to ensure that high school leavers were better informed about the demands of the labour market and made better subject choices were proposed as solutions. These steps would make it easier for refugee youth to acquire work permits, reduce nepotism and contribute to merit-based employment, which in turn would contribute to a more diverse labour force.

### **Finding Solutions:**

The World Café exercise was used to encourage youth to identify creative solutions to the problems they face. Four issues, which were not ranked in the top three, were selected from the diamond ranking exercise, these included:

1. No suitable environment for persons with disabilities
2. Lack of direct communication channels for youth to decision makers
3. Gender inequality in access opportunities
4. Counselling, evaluation and psychological treatment needed for victims of war

Youth were then asked to consider what role they could take in making these solutions a reality.

The young people identified a range of ways in which to create a suitable environment for persons with disabilities. These included awareness raising, including through social media; skills development, including creating youth initiatives and providing volunteer opportunities for persons with disabilities; increased funding, including for specialized health care; integration and inclusion of persons with disabilities into social and artistic activities; as well as creating a special NGO for persons with disabilities, providing appropriate equipment and rehabilitation and making infrastructure accessible. The youth felt they could play a role in supporting inclusion and integration of persons with disabilities in their communities. On a personal level they could help individuals with simple tasks such as getting dressed, crossing the streets and they could visit institutions where persons with disabilities live and provide emotional support. They felt they could play a useful role in fundraising, through creating a charity fund or organizing a concert. Youth could also help raise disability awareness through press activities, brochures and posters and through drama on how to treat persons with disabilities. Participants suggested creating a youth committee for persons with disabilities and requesting the police to remove non-disabled cars parked in places reserved for persons with disabilities.

Youth participants had a lot of creative ideas about how to create more direct channels of communication between youth and decision makers and the roles they could play in achieving this. They highlighted the importance of social media channels, as well as more traditional methods of

communication – such as email and formal communication with decision makers to request appointments, or suggest ideas. The young people placed a lot of importance on demonstrating to decision makers that they were capable of executing solutions themselves, for example by showing that they could implement their own ideas without requesting external assistance, by designing their own initiatives to achieve their goals, and by submitting ideas in an organized way and volunteering to carry out tasks. They stressed the importance of organizing themselves to communicate with decision makers, this could include electing spokespersons or setting up youth committees to represent youth in camps; advocacy campaigns, forming pressure groups or bringing together local activists to support them; networking to seek funding; naming focal points in humanitarian organizations to express the views of youth, or using complaint boxes. They also had ideas about effective ways to communicate through film, art, theatre and dance and using their artistic skills. A more radical idea was legislation to enforce decision makers to communicate with youth!



Solutions to gender inequality (equal opportunities) focused on several key areas. Parental, employer and societal awareness raising and education around gender equality was considered vitally important and the young people considered different methods of communicating messages, including through social media, brochures and posters and highlighting success stories of influential women and women role models. Participants also focused on legislating for equal opportunities and gender equality, particularly in the work place. Others felt that women needed special attention to achieve full gender equality, solutions included providing special scholarships for women and creating separate centres for both sexes. There was discussion around the importance of challenging social norms and traditions, including women’s right to freely choose their partners and make decisions about their lives, parental attitudes, and challenging perceptions around women and honour. Others stressed the importance of distinguishing between customs and traditions and religious teaching and suggested using Friday services to explain this distinction. The young people also stressed that the problem of gender inequality doesn’t only concern Muslims, but also concerns Christians and other religions.

Young people felt they could play a role in achieving these solutions through showing mutual respect for men and women and raising awareness amongst their peers, family and friends. Ideas for raising awareness included social media, leaflets and motivational videos. They suggested developing youth networks, engaging more women and girls in activities and encouraging women and girls to be more socially engaged.

With regards to the need to provide counselling, evaluation and psychological treatment for victims of war, the young people identified a range of solutions. These included providing psychological support including in schools, and access to psychiatrists; encouraging social and sporting activities; creating safe spaces and special sessions for victims of war; providing job opportunities and financial support. Young people felt that they could play a role in achieving these solutions by empowering youth and spreading the message that it is “perfectly natural” to feel traumatized by the effects of war. They suggested raising awareness through social media and peer-to-peer techniques; providing moral support through friendly visits and engaging victims in activities.

## Recommendations, Solutions and Core Actions

### Youth Recommendations

During the 4-day consultation, youth were encouraged in their breaks and through formal activities to consider what recommendations they would make to a global audience that would improve the lives of young refugees. A graffiti style wall provided the informal space to record their ideas at any point during each day, and a structured activity on the third day helped the youth to review their work during the consultation and to consider new ideas that they might have, or to hone the ideas that they had already shared. The group then shared their ideas and using sticky dots, voted for their top five choices. This activity resulted in the following recommendations or core actions from the Jordan youth participants, which have been categorised for ease of reference but which remain in the words of the youth:

#### Health:

- Providing health insurance for Syrian refugees and improving quality of health services
- Setting up mobile clinics to serve Jordan
- For public hospitals to accept refugees and provide free services
- Facilitate healthcare for refugees outside camps
- Facilitate admission of Syrians into hospitals should UNHCR cards expire

#### Education:

- The international community should organize yearly conference between countries to discuss higher education for refugees – and include the creation of a scholarship fund for higher education for refugee youth.
- Building libraries in camps
- Allocating a certain amount of slots to distinguished Syrians in high school
- Allocating university slots
- Raise salaries for education staff in camps
- Having English language courses for under 18 year olds
- Establishing university education with different curricula
- Providing financial support for schools
- Introduce university education inside camps
- Making conditions for scholarships available

**Skills Development:**

- Provide raw material for people who are good at crafts
- Opening centres for talented people
- International organizations should show interest in talented refugee youth and help them develop their talents through special programs

**Legal Aid/Support:**

- Granting refugees access to legal aid and to the court system

**Psychosocial Support:**

- Organize psychosocial support sessions

**Family Reunification and Freedom of Movement:**

- Facilitate procedures for family reunification
- Allowing refugees to return once they've been abroad
- Opening borders for family reunification and resettlement in countries that can host them
- Supporting family reunification in camps

**Integration:**

- International organizations should work on raising awareness within host communities so they can better accept refugees
- Mixing host and refugee youth in camps

**Livelihoods (and Food Security):**

- The international community should adopt policies that facilitate youth refugees to acquire work permits in host communities
- Creating a mechanism to avoid nepotism and protect workers from exploitation
- Allow youth to work with specific contracts with rights for both parties, including consent
- Reducing fees of work permits by Ministry of Labour
- Loosening the grip on Syrian refugees in the work context via consultations within Ministry of Labour
- Facilitating work permits
- Setting a minimum wage outside of camps
- Providing basic needs for families without a bread winner and increasing job opportunities for those who help in the family

**Youth Engagement/Inclusion:**

- Facilitating youth festivals to present ideas

- Organizing an annual conference with and for youth

### **Infrastructure and Shelter:**

- Camp housing improvement including replacing tents with caravans
- Creating public transportation in camps
- Creating a maximum cap for house rent and imposing relevant supervision
- Rehabilitating camp infrastructure
- Increasing the support for people with special challenges in terms of equipment for physical mobility
- Open centres to help people with disabilities
- International NGOs should improve refugee camps situations for people with disabilities in terms of infrastructure
- Providing basic needs in camps (electricity, water, heating, etc.)
- Making camps more inclusive towards persons with disabilities

### **Stakeholders Dialogue**

The Stakeholders Dialogue component of the consultation took place on the morning of the fourth day. It provided an opportunity for the participants to share their messages, recommendations and solutions with a diverse group of national and international actors. The meeting was attended by 29 stakeholders from 16 organisations, including:

- |  |                                 |
|--|---------------------------------|
| • DRC  | • JRF (Jordan River Foundation) |
| • NRC  | • IOM                           |
| • Acted  | • IMC                           |
| • Mercy Corps  | • CARE                          |
| • UNICEF   | • UNRWA                         |
| • ARDD - Legal Aid   | • UNFPA                         |
| • UNHCR  | • GFP (Generations for Peace)   |
| • Family Protection Department (FPD), Government of Jordan | • Oxfam GB                      |

### **Stakeholder dialogue structure**

The dialogue ran from 10am – 1pm, and was followed by lunch with stakeholders, youth and facilitators to allow for the continuation of discussions.

Two youth participants opened the meeting with a welcome speech outlining the purpose of the consultation and provided an explanation of the previous three days, using the flipcharts and images that had been produced and fixed on the walls, to explain the activities.

### **Group presentations**

On day three of the consultation, the youth created group presentations to showcase the issues they had been focusing on and explain both the actions they could take to bring solutions to their

communities, and the recommendations they have for stakeholders to support and supplement these actions. They rehearsed their presentations on the morning of the meeting, before presenting to the stakeholders. Each group developed a creative, informative and emotive presentation, with one group building in audience participation. With the participation of all team members, each presentation lasted for about 5 minutes and included a silent play set to music; a television 'chat show'; a rap about a participant's life experiences, the war in Syria and becoming a refugee; a song for which the group had prepared lyrics to a popular tune; a PowerPoint presentation; and some audience participation. Topics included school drop-out, access to higher education, access to employment, and more broadly the experience of being a refugee youth.

### **Round table discussions**

After the presentations, the participants had the opportunity to engage in more focused conversations during small round table discussions that saw the stakeholders rotated from one table to another (World Café style). The purpose was to create a space that was more conducive to discussions and building relationships by levelling the field and reducing the feeling of 'them' and 'us'. Discussion suggestions were placed on each table and then groups were split up to ensure that there was a roughly equal number of youth and stakeholders at each table, along with a facilitator to support the discussion if required and to translate for any non-Arabic speakers.

### **Recommendations and Q and A**

Two youth participants presented the group's key recommendations to the stakeholders. Space was then provided for an 'open mic' session, allowing anyone in the room to speak in response to what they had heard or discussed during the morning. Stakeholders and youth were free to speak. This section ran for 15 minutes extra than the 30 minutes scheduled as so many people wished to speak.

### **Outcomes**

- A UNHCR representative discussed with youth the possibility of developing an online platform for tertiary education. This is an idea that had already been discussed at a conference in Turkey and which could benefit youth in Jordan. The participants were keen to understand what the benefit would be if the courses are not accredited and UNHCR explained that with a combined face-to-face component, universities in Jordan may be keener to participate and so accredit courses.
- In response to questions from the youth about access to education more broadly and whether a parallel system of education for refugee youth was possible in Jordan, UNHCR representatives were very clear that they are working with the government to develop an integrated rather than separate system.
- With regards to complaints from some of the youth about the failure of UNHCR to reply to complaints submitted by refugees, UNHCR responded that they have launched a new community complaint mechanism to try and improve this situation and to be more accountable.
- In response to a query from a participant about the ways in which UNHCR is responding to the needs of people with disabilities, a UNHCR Jordan representative explained that a new interagency task force has been set up to focus on this issue - *"Handicap International and UNHCR have established a task force focusing among other things on providing medical care and rehabilitation. Working on the inclusion of persons with disabilities in camps, we have realized*

*that there is very limited information on the types of disabilities in Jordan so we are working on identification of types of needs; we are doing this at registration stage.”*

- UNHCR Jordan staff members agreed to follow up on specific cases that had experienced delays.
- In response to the recommendation made by some of the youth participants for legal aid to be provided for refugees, an ARDD-Legal Aid staff member explained that as an organisation, they provide free legal aid for refugees and they have 9 offices around the country offices and a 24 hours’ emergency line. They encouraged any members of the group who need support to contact them.

## Main Outcomes/ Next Steps

Key action points and next steps were discussed with the partners in the final debrief meeting on the last day, and include some of the following points:

The in-country partners – PBYRC, NRC and Save the Children - have committed to sustain the momentum created by the consultation, ideally working through pre-existing structures, such as relevant working groups, to avoid creating a parallel structure. They will also follow up directly with the stakeholders. They will also be managing the process of selecting youth representatives for the global youth consultation which will be held in Geneva in June 2016. Examples of ideas for action discussed include: exploring the role the youth participants could play in developing a Youth Platform for No Lost Generation; following up with those participants who expressed interest to be included in PBYRC activities in their communities; inclusion of the youth recommendations from the consultation into a key document produced by the Tertiary Education Working Group in Jordan which summarises key recommendations and solutions for youth; youth to be invited to camp level management meetings and youth task force in Zatari and Asraq camps in late December to discuss the practical role of youth in camp management;

During the final debrief meeting with youth on day four and in their final written evaluation forms, many of the participants expressed an interest in future engagement, including: through the youth advocacy opportunity being developed by No Lost Generation; through camp level management meetings supported by NRC; through engagement with PBYRC’s programmes and community activities; via the Facebook and WhatsApp groups that they created during the consultation; via the GRYC global Facebook group; through local level coordination, for example: *“I can form a committee and discuss with its members how to improve life in the camps”* (participant evaluation form); and by lobbying for more consultations for youth in Jordan, and being involved in their implementation (youth recommendation from day 3).

## Evaluations by the youth

### Daily evaluation

A different evaluation tool was used at the end of each day to capture ideas, learning and recommendations from the participants. Aside from collecting feedback, we also wanted to be sure



that the youth were recognised as active participants in the consultation process, with the power to directly influence it. Targeted questions and interactive exercises facilitated the collection of feedback on what they liked, didn't like, what they had learned and new skills they had acquired, and what they would recommend to the facilitators for the next day or for future consultations. Some examples of participant feedback mechanisms used include:

At the end of day one, participants were asked to consider what they enjoyed, what they didn't enjoy, and what they would recommend for the next day by voting and sharing comments anonymously on a prepared flipchart sheet. The results showed that while 100% of participants had enjoyed the day, the majority of comments were that they found the day long and were frustrated that they had waited a long time for the buses to leave the hotel in the morning.

At the end of day two, participants were asked to share their answers verbally to two questions--: 1) one word to describe the day, and 2) one thing they learned today? Everyone in the group answered the questions in turn around the circle. Examples of responses include:

One word to sum up Day Two	What I learned today
<ul style="list-style-type: none"> <li>• Good</li> <li>• Happy</li> <li>• Different</li> <li>• Very good</li> <li>• Exciting</li> <li>• Fun</li> <li>• Cool</li> <li>• Special day</li> <li>• Beneficial</li> <li>• Laughter</li> <li>• Inspiring</li> <li>• Easy</li> <li>• New things</li> <li>• Nice day</li> <li>• Learned new things</li> <li>• Full of events</li> <li>• Energy</li> <li>• Calm day</li> <li>• Rich day</li> <li>• Fantastic</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Exchange ideas</li> <li>• More participation</li> <li>• Contribution</li> <li>• Work under time pressure</li> <li>• Problem solving skills</li> <li>• World café</li> <li>• Team spirit and cooperation</li> <li>• More than one way to do things</li> <li>• Solve a problem</li> <li>• Role as youth</li> <li>• Unity</li> <li>• Activism</li> <li>• Patience</li> <li>• New ideas</li> <li>• Setting priorities</li> <li>• Nothing is impossible for youth</li> <li>• Designing programs</li> <li>• Conveying messages silently</li> <li>• Expressing my opinion and others' opinion</li> </ul>

### Final Participant Evaluation

At the end of day four, participants had the opportunity to share their opinions of the consultation, what they had learned and their suggestions and recommendations for future consultations through

a written evaluation form. This was an important tool for participants to provide anonymous, individual feedback at the end of the consultation.

Forms were completed in Arabic to ensure that youth felt as comfortable and confident to express themselves as possible. The forms were translated after the event.

The written evaluation forms also provide targeted feedback on how well the participants felt they had contributed to the core GRYC objectives and outcomes. Participants were given the intended GRYC outcomes and asked to comment accordingly: completely agree, mostly agree, partially agree, do not agree. They were also given space to comment on each outcome. The results from the 24 completed forms were as follows:

**Outcome 1:** Through my participation in this consultation, I had the opportunity to identify and discuss issues that are important to me and my community, and to develop and suggest solutions.

- Completely agree - 18 participants
- Mostly agree - 6 participants

*"It was an effective activity. I hope it will be further developed and that our suggestions will be taken into consideration. I hope this activity will be held on a regular basis"*

*"It contributed well to my self-development. I liked the group work"*

*"I tried to convey what I want to the community and the organizations. I wish that we could change something through what we did"*

*"Knowing how to identify a problem according to appropriate criteria and linking solutions to the problem so that it can be easily solved"*

**Outcome 2:** Through my participation in this consultation, I have developed and improved my leadership and advocacy skills

- Completely agree - 12 participants
- Mostly agree – 10 participants
- Partially agree – 1 participant
- Do not agree – 1 participant

*"I had an idea about advocacy, and what it relies on. Now, I have a very good knowledge on this topic"*

*"I feel that we need more of (sic) specialized training courses in advocacy so that we can actually implement what we dream of on the ground"*

*"There are many different opinions, and this is a very good point"*

*"Yes, through working in groups with others to identify causes, impact and solutions"*

**Outcome 3:** Through my participation in this consultation, I am more aware of organisations that I can engage with at a local and national level

- Completely agree – 15 participants

- Mostly agree – 4 participants
- Partially agree – 5 participants

*“The work of organisations became clear as the responsibility of each entity was made clear. This will help us solve more problems and also propose solutions to the relevant decision maker”*

**Outcome 4:** Through my participation in this consultation, I have more opportunities to develop relationships with youth groups and organisations locally, nationally and globally.

- Completely agree – 13 participants
- Mostly agree – 7 participants
- Partially agree - 3 participants
- Do not agree – 1 participant

*“This gave me an opportunity to have a say and a role, express my opinion whenever possible and always try”*

*“Now, I have an idea about how to reach decision makers and I will work on this”*

*“The consultation boosted my self-confidence and I became capable of reaching anything”*

**Outcome 5:** Through my participation in this consultation, I understand more about the experiences of other refugee youth and national youth.

- Completely agree - 15 participants
- Mostly agree – 8 participants

*“It helped me better know the problems surrounding me and try to contribute with ideas and problems that face any young person”*

*“Yes, because perceptions included negative and positive perceptions, so facts were based on reality to correct perceptions”*

*“I hadn't expected that I could engage and integrate with refugee youth on the personal level. But I formed new long-lasting friendships and relationships and maybe I will visit them in their country one day :)”*

The other questions in the written evaluation concentrated on a more in depth review of the consultation process and outcomes for youth, and requested recommendations for future consultations and ideas for individual or group action after the event. Some of the comments from participants are captured below:

Do you feel that you have been listened to at this consultation? Please explain your answer:

*“Yes, I was able to convince them (not alone but with the group) that there are youth who live this reality and they need to be taken into consideration, because these are problems that we face, and so we know how to reach a solution with the help of people who believe we are an important segment of the society”*

*“Yes, because decision makers now have a clearer idea on what youth suffer from in camps”*

What specific ideas do you have for action based on your involvement in this consultation?

*“Proposing conducting it in many other areas outside Amman”*

*“Yes, I can share the ideas that I took from this consultation with others, convey these ideas to others and correct some misconceptions that some people have”*

What suggestions do you have for future National Consultations?

*“Decision makers, not their representatives, need to be present. Maybe what was said, or the demands and solutions, will be unintentionally taken out of context or misunderstood”*

*“To have similar consultations on a regular basis and working on activating all segments”*

*“A longer duration for the training, and the last day should be an open day for the youth”*

Did this consultation meet your expectations? Please explain your answer:

*“Kind of. I was hoping that it could last longer than four days, and I hope that we can discuss topics in greater depth and further expand in future consultations”*

*“Yes, big time, my voice had a role in explaining my ordeal and the difficulties that stand in my way as I try to achieve my dreams, I myself and every young person like me, this consultation gave us complete freedom”*

What learning are you taking away from this consultation?

*“Patience, and taking other people’s opinions into consideration, no matter how simple, and engaging with the society”*

*“Not losing hope when trying repeatedly and working continuously on expressing ourselves to others whether they like it or not”*



The lessons learned from each national consultation inevitably inform the next consultations. Below is a summary of the main strengths and challenges encountered in Jordan:

## **Challenges**

Unfortunately, freedom of movement is an issue for this group, and it will not be possible for any of the refugee youth from Jordan to participate in the Global Consultation and UNHCR – NGO Consultations in Geneva in June 2016, due to government travel restrictions which prevent refugees from re-entering Jordan if they leave the country. This was disappointing for many participants and is a limitation for the GRYC project as a whole, as it means that youth from the Jordan consultation are unlikely to be represented during the Geneva consultations. Innovative and technological ways of doing this will instead have to be found.

Running the entire consultation in Arabic was crucial to ensure the full engagement and participation of the youth but it also created some challenges. The role of the GRYC Coordinator is to induct the facilitation team in the materials and to coach them through the four days of delivery, which relies on real-time observation and feedback, and this was a challenge working through interpreters.

## **Strengths**

The presence of experienced and committed lead facilitators, and enthusiastic and professional small group facilitators, all of whom had experience working with youth and refugees, was crucial to the successful delivery of the activities to meet our objectives. For example, the lead facilitator was able to support the process of adapting the content to fit the Jordanian context, and also to improvise when needed. The presence of an experienced and capable interpreter was crucial to effective note taking during the consultation. As a professional researcher as well as an interpreter, her skill set was very suited to this form of action research.

As was the case in Uganda, the facilitators in Jordan identified that they benefited from participating in the consultations and that they would like to use some of the materials in their own work. This is an important feature of the GRYC, as aside from the benefits for youth, it also increases the capacity and experience of practitioners working with refugee youth, and creates an informal support and information sharing network, which is an important factor for the sustainability of this project.

Camp-based youth with limited freedom of movement were facilitated to leave their camps and able to attend for the full period of the consultation, as a result of the efforts of the UNHCR Jordan Office.

## **Conclusion**

The Jordan consultation brought together a dynamic group of refugee and national youth, and a great deal of momentum was created to address the many challenges that young refugees in Jordan face. This group showed a commitment to exploring and analysing key issues in depth, and developing meaningful solutions and recommendations. Building on the many activities and discussions that took place during the consultation, the youth participants created a series of powerful presentations to share with the large group of stakeholders who attended the meeting on the final day. It is hoped that, moving forwards, this group is supported to continue to voice their opinions and ideas, and be recognised as active and crucial partners in the changes that they want to see for refugee youth.