



## UNRWA

**U**NRWA provides assistance, protection and advocacy for some 5 million registered Palestine refugees in the Middle East.

From its inception, UNRWA has been mandated to carry out direct relief and works programmes for Palestine refugees. Today, the Agency maintains operations in five fields – Jordan, Lebanon, Syria and the occupied Palestinian territory, including East Jerusalem – and employs more than 31,000 people, almost all of whom are refugees themselves.

The Agency's services encompass education, health care, relief, camp infrastructure and improvement, community support, microfinance and emergency response, including in times of armed conflict.

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In the absence of a just and lasting solution to the plight of 5 million Palestine refugees, UNRWA seeks to help each of these individuals achieve his or her full human potential. It does so by creating conditions on the ground for refugees to enjoy a decent standard of living, a long and healthy life, knowledge and skills, and human rights to the fullest possible extent. We believe that to invest in the human development of Palestine refugees is to invest in peace. **Peace starts here.**

Peace starts with . .

# UNRWA

## Establishment and Mandate

- Established by the UN General Assembly following the 1948 Arab-Israeli conflict;
- Operations began on 1 May 1950;
- Mandated to provide relief, human development and protection services to Palestine refugees and persons displaced by the 1967 hostilities in its fields of operation.

## Palestine Refugees

- Palestine refugees are 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;
- UNRWA's services are available to all those living in its area of operations who meet this definition, who are registered with the Agency and who need assistance;
- Descendants of the original Palestine refugees are also eligible for registration.

### At a glance

- 4,966,700 registered refugees
- 58 recognised refugee camps
- 30 per cent of refugees live in camps
- 31,600 staff
- 700 schools
- 137 primary health care clinics as of December 2010

## UNRWA Services

UNRWA helps Palestine refugees to:

### acquire knowledge and skills

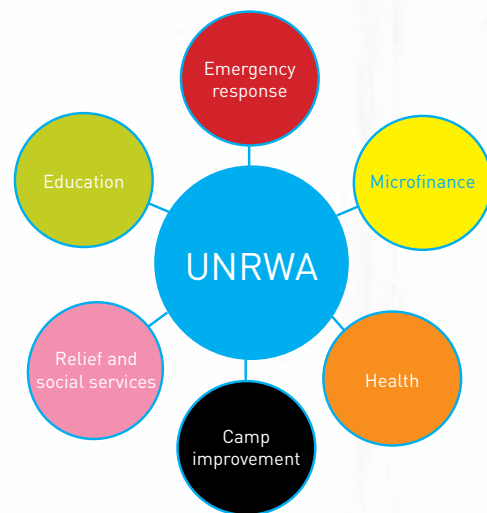
- One of the largest school systems in the Middle East, teaching half a million children in 700 schools;
- The main provider of primary education to Palestine refugees for 60 years;
- Vocational training for young people to help them gain work skills.

### live long and healthy lives

- Basic health services delivered through a network of primary health care facilities and mobile clinics;
- Preventative, general medical and specialist care tailored for each stage of life;
- Works towards a healthy living environment for Palestine refugees.

### achieve a decent standard of living

- Social protection services concentrating efforts on the poorest refugees;



- Basic food supplies and cash subsidies as well as emergency cash grants and adequate shelter for the most vulnerable refugees;
- Improving the physical and social environment in refugee camps using a community-driven planning approach;
- Income-generating opportunities through the microfinance department;
- Action to mitigate the effects of emergencies on refugees' lives.

### enjoy human rights to the fullest

- Achievement of UNRWA's first three development goals relies on the fourth: ensuring that human rights are enjoyed to the fullest;
- UNRWA works to safeguard and advance the rights of Palestine refugees by ensuring quality services reach vulnerable communities and individuals;
- Advocacy addresses the root causes of abuse or neglect of beneficiary rights and highlights the urgent need for a just and durable solution to the plight of the Palestine refugees;
- In Gaza and the West Bank, the operations support officer programme monitors, documents and intervenes with the authorities and other stakeholders on incidents where refugees' rights have been infringed.

## Fields of Operation

UNRWA provides services to eligible refugees in its five fields of operations:

- Jordan
- Lebanon
- Gaza Strip
- the Syrian Arab Republic
- the West Bank, including East Jerusalem.

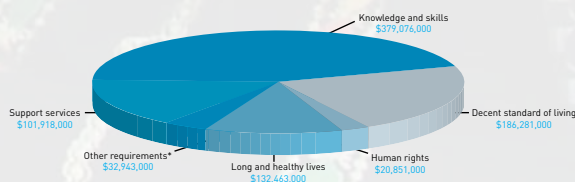
Some 1.5 million refugees, around one third of the total, live in 58 recognised camps, and UNRWA's services are located in or near these areas.

## Funding

- Almost all funding (98 per cent) received in 2009 came from voluntary contributions, and mostly from donor states, including the United States, the European Commission, the UK, Norway and Sweden.

## 2011 Regular Budget

\*Including contingency requirements, area staff separation benefits, salary increase reserve, maintenance reserves. Excludes projects.



**UNRWA relies on donations. The Agency currently faces an unprecedented shortfall in funds needed to provide its essential services.**

UNRWA provides assistance, protection and advocacy for some 5 million registered Palestine refugees in Jordan, Lebanon, Syria and the occupied Palestinian territory, pending a solution to their plight. The Agency's services encompass education, health care, social safety-net, camp infrastructure and improvement, community support, microfinance and emergency response, including in times of armed conflict.

Through these services UNRWA strives to help Palestine refugees achieve a decent standard of living, long and healthy lives, knowledge and skills and full enjoyment of human rights. These goals are formulated according to the UN criteria for human development.