

## CwC in numbers



## Social Media Posts



\* WhatsApp messages are sent to the Bridges of Community group through Community-Based Protection and among all frontline staff through the Info Sharing Group

## Help Site



## Social Media Engagement

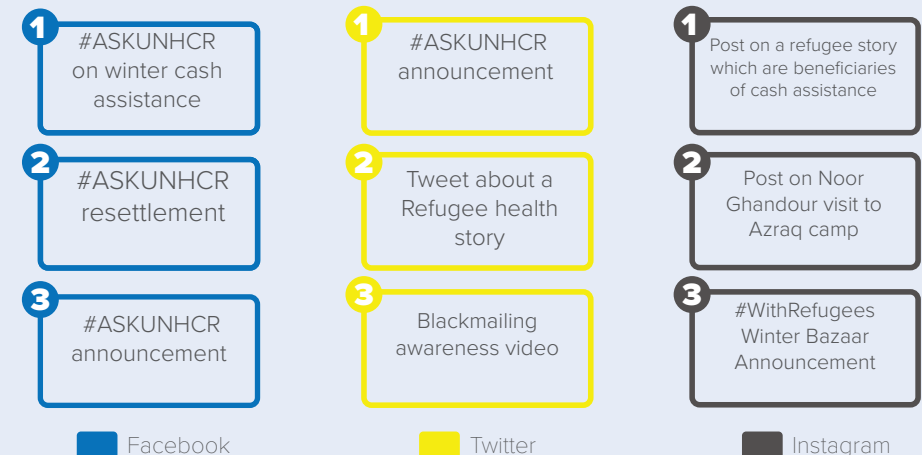
### Followers



### Engagement



### Top Posts by Topic



\* Engagement on social media is the measurement of comments, likes, shares, retweets and clicks.

## CwC Content & Activity this Month

### UNHCR Jordan on social media:

- New anti-fraud material published (video set)
- #AskUNHCR Facebook live Q&A session with Helpline
- #AskUNHCR Facebook live Q&A session on Onward Movements
- #AskUNHCR Facebook live Q&A session on Labour Law & Social Security
- #AskUNHCR Facebook live Q&A session on Resettlement
- Vaccine incentive announcement
- Video set on Cybercrimes

- New scholarship announcements for refugees
- Announcement on the document return project

### UNHCR Jordan Help site:

- Onward movement pages
- FAQ on electricity tariffs subsidy for Syrians

## Main Topics Voiced by Refugees

### Non-Syrian Community

- Concerns remain over the unavailability of new registration services for refugees from different nationalities, Yemen namely
- Negative reactions regarding certain opportunities being made available for Syrian refugees only, such as higher education scholarships and labour

### Legal Issues/Rectification of Status:

- Requests from individuals to rectify their status with regards to moving from camp to urban residential status

### UNHCR Resettlement:

- Many demands from individuals to be considered for resettlement.

### Other Concerns:

- Spike in discussions relating to the onward movements

## Upcoming Activities in December

- Awareness material on the COVID-19 vaccine and the new defence orders
- Additional material on Anti-Fraud
- New FAQ on resettlement
- Additional set of animated videos
- Additional educational and livelihoods opportunities