



"While always ready to help refugees in their material and spiritual wants, and also in designing projects leading to a fuller and more independent life, we try to place special emphasis on **being with and doing with, rather than doing for.** We want our presence among refugees to be one of sharing with them, of accompaniment, of walking together along the same path."

Peter Hans-Kolvenbach SJ, Superior General of the Society of Jesus from 1983 to 2008

Publisher

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JRS special needs students participate in an event in Kakuma refugee camp, Kenya. (Fredrik Lerneryd/Jesuit Refugee Service)

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Jesuit Refugee Service

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INTERNATIONAL DIRECTOR'S MESSAGE

Dear friends of JRS,

Whatever you did for the least of my sisters and brothers, you do for me. (Matthew 25.40)

Thank you for being part of the JRS family in 2019. While 2020 is a different moment, the following pages show what your support of our mission achieved last year.

In 2019, the number of forcibly displaced people in the world increased by 13%; one in every 97 people on earth has been forced to leave her or his home. Our teams worked in 56 countries with refugees and internally displaced persons (IDPs). You were there as well, walking with our brothers and sisters, making it all possible. Thank you for journeying with us.

This 2019 Annual Report arrives in the midst of the global COVID-19 crisis that will change our world. If COVID had arrived three years ago, we would have been at a loss. Thanks to your support, we have strong field programmes in place, a staff care programme that makes a difference, and IT and financial systems fit for the 21st century. Even though many classrooms are closed and social distancing is a reality, we continue to be with forcibly displaced people around the world.

Thanks to you we were able to meet the goals of our Global Education Initiative (an additional 100,000 students and \$35 million for education, livelihoods, and institutional strengthening) a year early. Our programmes for reconciliation, teacher training, gender-responsive education, and post-secondary training all took leaps forward in 2019. Your contributions helped our advocacy protect the lives and rights of forcibly displaced people from Myanmar to Venezuela, from Angola to the UK. Through your assistance, we developed innovative solutions to the realities of forced displacement, from training refugees for online employment to girls' clubs that keep young women in school. Your participation in outreach, awareness-raising events, and advocacy makes it possible for refugee and IDP voices to be heard.

We do all this under the guidance of Pope Francis, as a ministry of the Society of Jesus, with UNHCR and other public agencies as partners, in gratitude for your support.

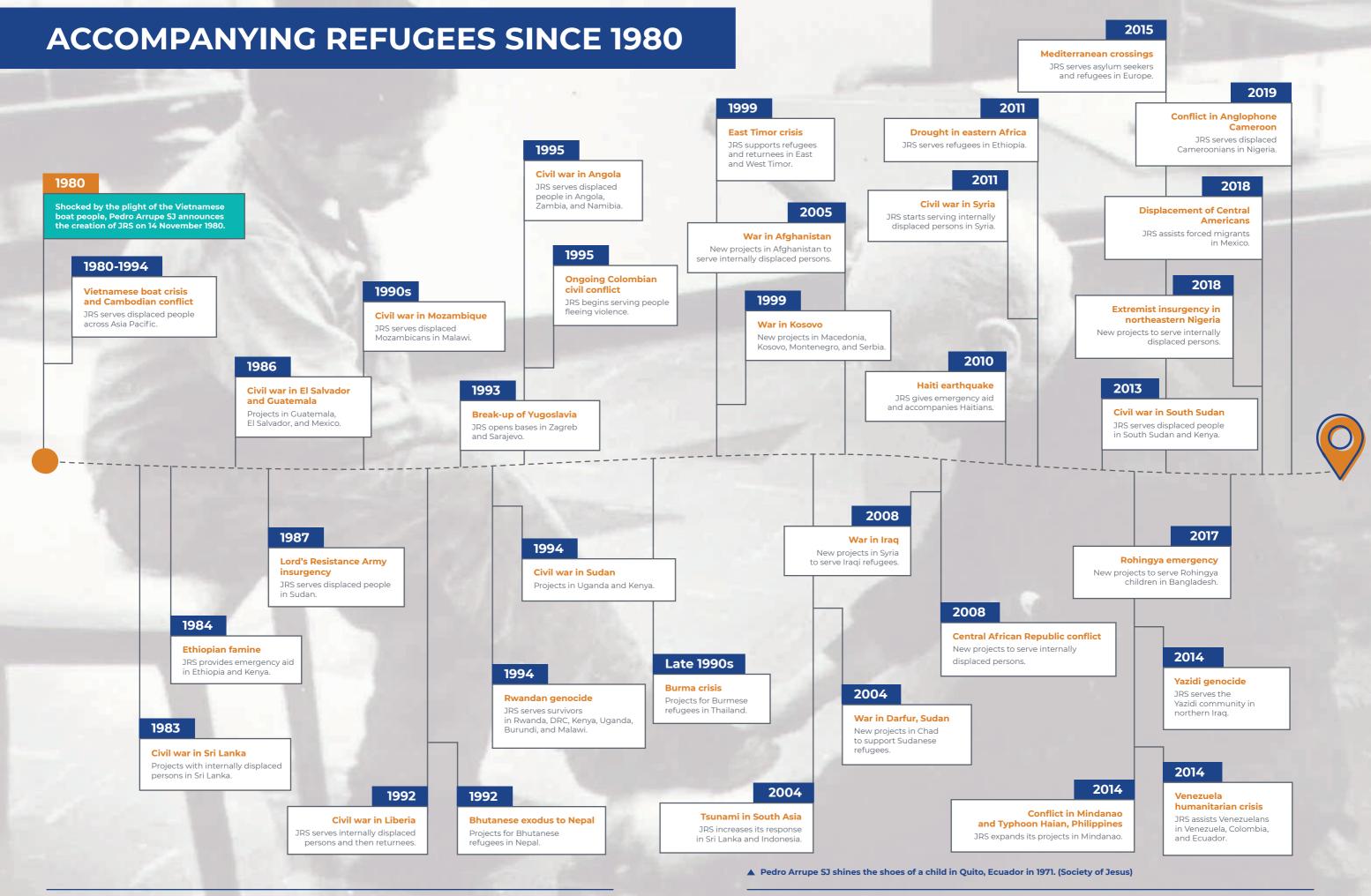
14 November 2020 marks the 40th anniversary of JRS's founding by Servant of God Pedro Arrupe, SJ. We celebrate the millions of refugees we have accompanied over the years and the thousands of staff members who have made this possible. Even in the midst of COVID-19, we are privileged to carry on this work with our sister and brother refugees and IDPs.

Again, many thanks, and blessings of good health and deep hope.

Sincerely,

Rev. Thomas H. Smolich SJ JRS International Director

◀ Thomas H. Smolich SJ, JRS International Director, meets a class of JRS students while visiting our projects in South Sudan.



BEING WITH REFUGEES AND FORCIBLY DISPLACED PEOPLE AROUND THE WORLD



JRS Regional Offices

JRS Asia Pacific

Louie Bacomo Bangkok, Thailand

JRS Eastern Africa

Andre Atsu Agbogan Nairobi, Kenya

JRS Europe

Jose Ignacio Garcia SJ Brussels, Belgium

JRS Latin America and the JRS North America Caribbean

Oscar Javier Calderón Barragán Bogotá, Colombia

JRS South Asia

Louie Albert SJ New Delhi, India

JRS Middle East and North Africa

Daniel Corrou SJ Beirut, Lebanon

Joan Rosenhauer Washington DC, USA

JRS Southern Africa

Tim Smith Johannesburg, South Africa

JRS West Africa and **Great Lakes**

Eric Goeh-Akue SJ Yaoundé, Cameroon

Afghanistan

- **Angola**
- Australia
- Austria
- Bangladesh
- **Belgium**
- **Bosnia** and Herzegovina
- Burundi
- Cambodia
- Cameroon

- Canada
- **Central African**
 - Republic
 - Chad
 - Colombia
 - Croatia
 - Democratic Republic of
 - the Congo **Ecuador**
 - Ethiopia

- France
- Germany
- Greece
- Hungary India
- Indonesia
- Iraq
- Ireland
- Italy
- Jordan
- Kenya

- Kosovo
- Lebanon
- Macedonia
- Malaysia
- Malawi
- Malta
- Mexico
- Myanmar
- Nigeria
- **Philippines** Poland

- Portugal
- Romania
- Serbia
- Singapore
- Slovenia
- South Africa
- **South Sudan**
- **Switzerland**
- Syria
- Tanzania
- Thailand

- Uganda
- UK
- USA
- Venezuela Zimbabwe

BEING WITH REFUGEES WHILE THEY HEAL, LEARN, AND DETERMINE THEIR OWN FUTURE

JRS works in solidarity with refugees and forcibly displaced people by providing comprehensive programmes that ensure that they can heal, learn, and determine their own future. We envision a world where refugees and other forcibly displaced people attain dignity, protection, and self-reliance.

People served by programme:



246,434



Reconciliation 45,452



Mental Health & Psychosocial support 159.274



Health Care **44,042**



Livelihoods 112,741



Advocacy 21,440



87,661



Pastoral Care 17,528



Emergency Assistance **77,312**

EDUCATION

In 2019, JRS continued to be guided by the vision of the Global Education Initiative, an ambitious project launched in 2016 to increase by 100,000 the number of people served by JRS education programmes. We focused on three core areas of expertise: teacher formation and professional development, increasing access to education for the most vulnerable populations, and providing relevant post-secondary education

that prepares refugees for a future of hope and possibility. In order to better serve our students, we engaged with partners through global networks including: the Inter-agency Network for Education in Emergencies (INEE), Connected Learning in Crisis Consortium (CLCC), and the United Nations High Commissioner for Refugees (UNHCR).

▼ Children attend a JRS class at the Frans Van Der Lugt Centre, Lebanon.





"The happiest time for me is when the students and I play games together, and when the learning objectives I set for students are achieved."

Roi San teaches at a Catholic school in Myitkyina in Myanmar's Kachin state. She completed her nine-month Teacher Training programme with JRS. Nearly 200,000 children are living today in conflict-affected areas in Myanmar. Too few manage to attend

school because of the ongoing civil war and lack of qualified teachers, especially in remote regions. But those lucky enough to have a seat in Roi San's classroom are beating the odds and discovering the joy of learning.

Teacher training – Creating opportunities for refugees to educate their communities.

Fleeing from war, insecurity, and deprivation not only disrupts a teacher's professional training and career path, it also deprives displaced students the opportunity to receive quality education from well-trained and experienced educators. JRS's teacher formation and professional development programme addresses this situation in two ways: by supporting teachers to access and complete certified training that will help them establish a long-term teaching career, and by providing values-based professional development to help active teachers grow as transformative educators and leaders in their communities.

In Chad, Iraq, Kenya, Myanmar, and South Sudan, refugees and internally displaced persons attended teacher training institutes and university preparation programmes supported and accompanied by JRS staff. This project created opportunities for them to return to their communities as qualified teachers and educational leaders. In Central African Republic, Lebanon, Syria, and Tanzania, JRS staff led training for active teachers on effective classroom management, positive discipline, and other topics using the Teacher Formation Package, JRS's professional development resource. In Malawi, Thailand, Zimbabwe, and throughout the Middle East, JRS staff prioritised professional development for teachers, focusing on social and emotional learning to foster the holistic development of students.





 Roi San, an educator trained by JRS, who teaches at a Catholic school in Myitkyina in Myanmar's Kachin state.



"I will not allow the challenges I have met in life to stop me. I will use them as a stepping stone to a brighter future."

Perfect and her sister arrived in Malawi after their parents were killed during the civil war in Burundi. They excelled while studying with JRS in Dzaleka refugee camp, where they both completed secondary school. However, due to a lack of opportunities for further education, Perfect's sister

decided to get married. Perfect saw many friends forced to marry so their families would have fewer mouths to feed, but she wanted something different for herself. Now she is studying at the Catholic University of Malawi with a JRS scholarship.

Gender-responsive education – Removing barriers to promote education for girls and young women.

Secondary education allows students to deepen their wells of specialised knowledge, refine their interpersonal skills, and develop personal habits that promote life-long wellbeing and happiness. However, only 23 percent of refugee children are enrolled in secondary school, and according to UNHCR, girls are half as likely as boys to be enrolled. In 2019, JRS made an organisational commitment to prioritise gender equity in refugee education programming, creating a Gender-Responsive Education Specialist position to better understand the barriers to education for refugee girls, as well as develop specific interventions to reduce disparities.

In Dzaleka refugee camp in Malawi, JRS's Naweza Programme provided scholarships and accompaniment for girls to attend and thrive in secondary school. JRS focused on innovative projects, such as building a campwide ecosystem, to ensure quality education for girls. Naweza scholars were able to attend tertiary institutions throughout Malawi, studying to become accountants, nurses, and other professionals. Primary school students took part in Girls and Boys Clubs where they learned life skills and were encouraged to attend and succeed in school. Because of these multi-faceted efforts, more children in Dzaleka are accessing and receiving quality education. JRS hopes to broaden Naweza's impact in the future in other countries such as Uganda, South Sudan, and Chad.

▼ Female students practice their reading skills at the Complementary Education Centre in India.



 Perfect, a refugee from Burundi, now lives and studies in Malawi.

SECRETARIAT BUREAUTIQUE

MULTI SERVICES



"Our dream is to improve the business and create the first Internet café in our town."

Mahamat, a refugee who lives in Garoua Boulai, a town on the border of Cameroon and the Central African Republic, and Jean Cadeau, of Cameroon, both completed JRS training in computer maintenance. They decided to open their own business that provides services for photocopies, printing, computer

repairs, and more. Jean Cadeau and Mahamat are happy to see the effect of their work on the community. "Usually people say, 'this is the first time that we have seen refugees open a business!' We are so proud, and all our neighbours here encourage us," says Mahamat.

LIVELIHOODS

As refugees increasingly remain in their first country of refuge for longer periods of time, the need to begin rebuilding their lives becomes essential. JRS has been working to integrate its education, psychosocial, and livelihoods programmes so that students are trained and equipped to take up work opportunities immediately after leaving training. In

Cameroon, Uganda, and Ethiopia, JRS has partnered with local businesses to make the transition from training to work opportunities more effective. This strategy has proven so successful that it is inspiring other projects that enable refugees to live beyond their displacement, choose their future, and become less dependent on humanitarian services.

Pathfinder pilots and the vision of a global programme – Developing innovative methods to learn and work online.

JRS launched two pilots of the Pathfinder Programme, a global initiative aimed at promoting self-reliance for refugees and forcibly displaced people. In Dzaleka camp in Malawi, Pathfinder courses offered training for high-demand digital skills. In 2019, 60 students prepared for online certification that increased their opportunities to obtain jobs on the internet. In Kakuma camp in Kenya, teachers working to earn qualification began online certification in education. Other courses in management and communications are due to start in Nairobi in 2020. Both locations include ongoing mentoring to ensure a smooth and effective transition into the workplace. In addition to Kenya and Malawi, Pathfinder will be expanded to Jordan, and will offer management, communications, digital skills, and education programmes. It will include partners such as Konexio, Imara Teachers Training College, Southern New Hampshire University, and Georgetown University.

◀ Jean Cadeau and Mahamat, refugees living in Garoua Boulai, Cameroon, pose in front of their shop. Pathfinder Programme participants attending a class to improve their digital skills in Dzaleka camp, Malawi.



"We have seen the building of bridges among youth who were hardly in contact before. They shifted from a state of division, intimidation and mistrust, to a state of confidence, trust and unity." Claudine Nana, JRS Adjumani Reconciliation Coordinator, Uganda.



RECONCILIATION

Working to build bridges and promote dialogue.

In 2019, JRS launched three projects that promoted diversity as a positive dynamic for reconciliation among refugees from different ethnic groups, religions, and clans, as well as in their relationships with neighbouring host communities. More than 800 people participated in capacity-building activities, which will create the opportunity for divided groups to work together in livelihood initiatives.

In Adjumani, northern Uganda, the project invested in training teachers, out-of-school youth, and religious leaders. We strove for a strong communal presence through the recruitment of youth workers from refugee and host communities. "We have observed, month after month, training after training, the creation of a team. We have seen the building of bridges among youth who were hardly in contact before. They shifted from a state of division, intimidation and mistrust, to a state of confidence, trust and unity," says Claudine Nana, JRS Adjumani Reconciliation Coordinator.

A similar approach was adopted in Mai-Aini, northern Ethiopia, where we also worked with women's associations and with community leaders. For the last, the emphasis was on fostering more critical understanding of the power and identity dynamics of their role. Million Siraw, reconciliation coordinator in Mai-Aini, said: "We created spaces for dialogue among divided groups that have led to mutual

 Participants in the JRS and Boston College reconciliation workshop engage in a group activity. understanding and trust."

In Dollo Ado, southern Ethiopia, the reconciliation team worked with clan, religious, and youth leaders to address clan-based discrimination and other cultural drivers of violence among refugees in two camps and neighbouring host communities. Engaging with cultural and religious traditions was prioritised, as evident in workshops held for elders sitting on communal conflict resolution committees.

Assessments and workshops were also held in Burundi, Afghanistan, Kenya, and Nigeria.

▼ Conflict Assessment in northeastern Nigeria with internally displaced persons and the host community.



"By supporting the most vulnerable, you're helping to elevate the entire community."

Ganun Butros Wadko, JRS Home Visitor Supervisor, South Sudan.



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

Listening with empathy to offer psychosocial support.

JRS accompanies people affected by displacement by providing quality individual, family, and community-based mental health and psychosocial support. In 2019 nearly 90% of JRS projects around the world reported psychosocial support was an active component to their programming. The fundamental belief is that if people have the skills and resources to cope and feel better, they will do better, increasing their overall well-being and hope for the future.

In many JRS regions, Home Visitors help displaced people meet their basic needs, and equally important, find time to sit, share conversations, and listen with empathy. JRS supports communities to implement social and recreational activities that re-establish or foster new relationships and the social connectedness often fractured as a result of displacement. JRS supports families and

gives parents and caregivers the tools and resources they need to care for their children and help them thrive despite great adversity.

JRS is committed to implementing quality psychosocial support and does so through highly skilled and specialised service providers. This includes trained, local social workers and psychologists who are skilled at providing programmes that are culturally, contextually, and linguistically appropriate.

▼ Home visit to displaced Yazidis in northern Iraq.



 Ganun Butros Wadko talks with a woman in the Doro refugee camp in Maban County, South Sudan.



On 3 August 2014, the Islamic State (ISIL) launched a genocide in Sinjar, a town in northern Iraq, where Nadia lived with her family. She was able to flee to Mount Sinjar with her sisters after someone alerted them to the approaching danger, but they were captured a few days later. The family members were separated. Nadia was eight years old at the time. She was

taken to Syria and held in captivity, moved several times to various cities and sold from one man to another. When she finally had the chance to flee, she found her way to a displacement camp in Baghouz, eastern Syria, where many Yazidi people had taken refuge. In May 2019 Nadia reunited with her family, almost five years after she had last seen them.

ADVOCACY

Standing together with refugees and internally displaced persons.

"The Lord had never been so close to us, for we had never been so insecure." Pedro Arrupe SJ

In the midst of global uncertainties, JRS continued to stand together to accompany, serve, and advocate for the rights of our refugee and internally displaced brothers and sisters.

Global Refugee Forum (GRF) – In December, JRS joined 3,000 participants (including heads of state, government officials, civil society representatives, and refugees) in Geneva, Switzerland, for the GRF, a follow-up to the 2018 Global Compact on Refugees. The GRF sought to promote creative and equitable responses to the challenge of the historic number of displaced people in the world.

During the meeting, stakeholders exchanged good practices and announced pledges and contributions in six focus areas.

JRS made the following four pledges:

- Confront drivers of violence and conflict and strive for reconciliation.
- Provide holistic teacher preparation and professional development.
- Reduce gender-based education disparities for refugees.
- Link education and employment for youth and adults.

JRS's pledges will be reviewed and evaluated at the GRF's midterm review in 2021 and at the Second Global Refugee Forum in 2023.

Internally Displaced Persons (IDPs) -

JRS ministers to IDPs in 14 countries through education programmes, psychosocial support, peacebuilding, pastoral activities, and livelihoods. The largest group of forcibly displaced persons in the world, IDPs are often ignored by their own governments and overlooked by donors. "Beyond valuable statistics, bringing 'forgotten' internally displaced persons to the forefront as people is now more essential than ever," says Joseph Cassar SJ, JRS Iraq Country Director. JRS Advocacy contributes extensively to the GP20 campaign, an advocacy effort calling for renewed attention to this vast group of displaced persons. "National governments must listen to those who have been impacted by internal displacement, in particular women and children, and involve them as much as possible in the planning for long-term solutions," says Rosalyn Kayah, JRS Myanmar Country Director. JRS has also advised the UN Secretary General's newly formed High-Level Panel (HLP) on Internal Displacement by advocating for stronger international legal protection, prioritization of security and provision of basic needs, and the enactment of peace-building and reconciliation programmes such as those implemented by JRS.

[◆] Nadia, a Yazidi girl from northern Iraq, was eight when she was kidnapped by ISIL. During her five-year-long captivity she was forced into marriage and lived like a prisoner.

GLOBAL EDUCATION INITIATIVE

Offering hope for a future.

Thank you / grazie / merci / gracias / shukran! We have successfully completed our Global Education Initiative (GEI) campaign a year early! Our goal was to increase the number of people served in our education and livelihoods programmes from 150,000 to 250,000 and raise an additional \$35 million for this work and for necessary institutional strengthening by the end of 2020. At the end of 2019, we were educating and training 359,175 people throughout the world, and we had raised \$41 million toward our goals.

We met both goals a year early thanks to your support.

The GEI launched several significant initiatives that we intend to sustain through your assistance. These include:

 A global Teacher Training Programme to build capacity and help teachers create inclusive environments where children feel safe to learn and develop their potential.

- New projects in Chad and Malawi to empower refugee girls and increase their access to quality education in a safe environment.
- New projects to increase access and completion to secondary education.
- Scholarships to allow refugees and displaced people to attend local schools, fostering integration within their communities.
- Pathfinder programmes to offer professional and post-secondary training, including digital skills and other livelihood services.
- A special-needs education project in Kenya's Kakuma refugee camp that can be replicated in other communities.

"If we believe that fundamental rights extend to each of the world's millions of forcibly displaced people, then working to provide equal access to education for refugee girls and boys, men and women, is our moral responsibility. And if we are people of faith, then we must believe that this work is possible."

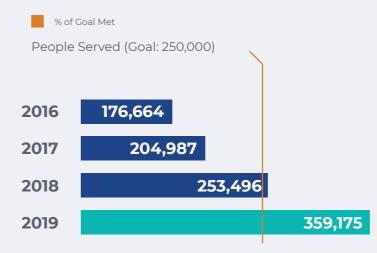
Jill Drzewiecki, JRS Gender-Responsive Education Specialist

▼ Children drawing during an art therapy class at the JRS Special Needs Centre in Kakuma refugee camp, Kenya.

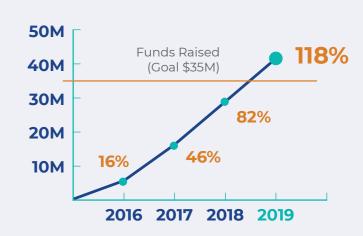


GEI Goals:





Funds Raised



STAFF CARE

Supporting staff well-being.

Working in conflict areas, camps, or detention centres exposes frontline workers to high levels of stress and pressure. Investing in the well-being of our employees is essential to ensure they serve refugees and forcibly displaced people to the best of their abilities.

JRS Employee Well-being Programme focuses on four main areas: security and safety, organisational policies, working conditions, and environment and psychosocial support. In 2019, we worked with key partners to launch new initiatives and services:

- We introduced training programmes such as the Psychological First Aid course to strengthen the skills of our staff.
- We worked with the Konterra Group to provide counselling and psychological

support to six of our country offices, and to prepare for a global rollout in 2020.

- We signed an agreement with Cigna to provide our frontline staff with adequate insurance coverage.
- We reinforced our whistle-blower process through SAFECALL, an external reporting mechanism that allows our employees to raise their concerns in a safe and confidential manner.

These results would have not been achieved without the commitment of our senior leadership, our donors, and our staff. Together, they made the physical, spiritual, emotional, and social well-being of our employees a priority.

JRS Staff:







Staff 2,249



Volunteers 2,250



Religious **Interns** 136



97

TOTAL 8,113

INFORMATION MANAGEMENT

Improving our service.

JRS's mission focuses on people, the forcibly displaced sisters and brothers JRS accompanied in 56 countries during 2019. Yet that mission cannot be fulfilled without the behind-the-scenes work of developing programmes, tracking participants and activities, evaluating outcomes, and reporting to funders.

Over the past five years, JRS has been blessed by donors who invested in areas beyond programming, and who continue to support JRS in the development of the digital foundation necessary for exemplary service now and in the future.

- The JRS website is global and available to all offices, designed for easy editing and a focus on visual content.
- Microsoft Office 365: Outlook, Teams, One Drive, and SharePoint make communication in JRS simpler and comprehensive, and cloud-based data sharing affordable and dependable.
- Microsoft Dynamics NAV strengthens financial management and facilitates local and international financial analysis and planning.
- Salesforce CRM enables donor accompaniment to be more accurate and responsive to developing needs.

What difference did this make in 2019?

- Improved service to those we accompany, from stronger programmes to better outcome measurement.
- Enhanced donor relations, with better communication and more timely and accurate reporting.
- · Compliance with global standards of financial data management and data privacy regulations.
- Increased opportunities for staff care and support.

These investments are also the foundation for **Strengthening Country** Operations (SCO), an innovative process of engaging country and regional offices in needs assessment, planning, and resource development. SCO began in the JRS Eastern Africa region last year and has already strengthened programmes and increased financial stability there.

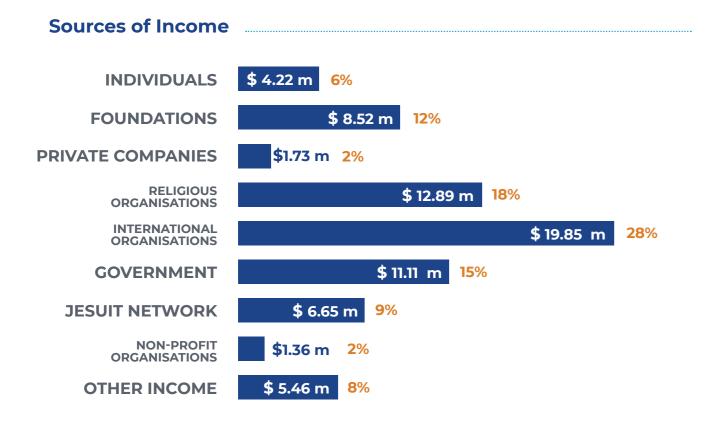
COVID-19 has put all of this work to the test. Thanks to these investments, JRS could work from virtual offices, developed alternatives for existing services, and matched generous donors with critical needs throughout the world. Next year's Annual Report will tell the full story.

FINANCIAL SUMMARY

Total Income: \$ 71.79 m

Total Expenses: \$ 64.53 m

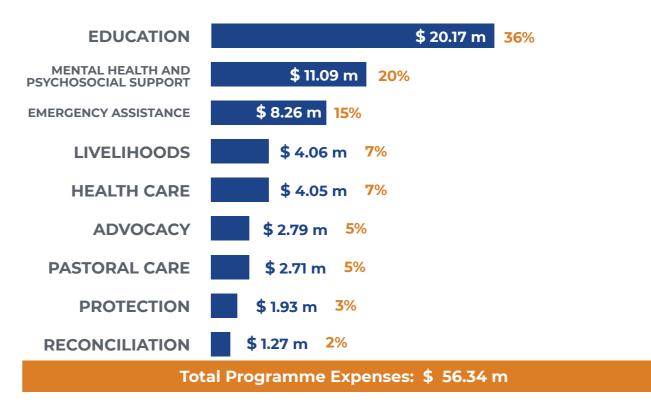
JRS's income over the last three years has been \$179.51 m, with expenses of \$176.58 m.



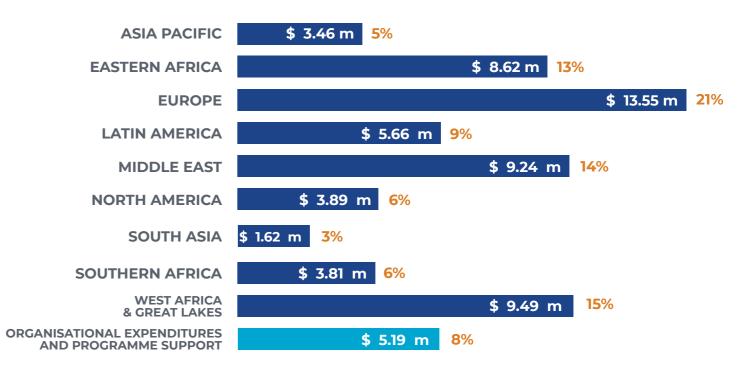


Global Expenses

Programme expenses



Expenses by JRS Region



TAKE ACTION

This 2019 Annual Report was produced during the COVID-19 crisis. Our refugee sisters and brothers face precariousness, marginalization, and rejection that has only been exacerbated by this emergency. COVID-19 has tested humankind, not only in terms of our capacity to innovate, but also in our capacity to feel empathy and to open our hearts in solidarity to both our neighbour and to those in distant lands.

We must prepare for and respond to COVID-19, remembering that forced displacement is a long-term phenomenon. At this critical time, we need your ongoing support.

COVID-19 validated the power of one. By staying home, we exercised our common and simultaneously individual power to protect our neighbour.

Show your solidarity with forcibly displaced people by doing five essential things:

Pray for refugees. Join us in prayer for all forcibly displaced people globally.

Advocate for refugees and forced migrants. Be a spokesperson for refugees and promote their rights in your community.

Join an event. Learn more about our work, meet our refugee brothers and sisters, and share experiences.

Support refugee-owned businesses. Buy from shops that support or are owned by refugees. Mikono - The Refugee Craft Shop is one of JRS's projects in Kenya:

https://mikono.jrs.global/.

Donate. Make a gift online at **jrs.net/en/** donate or via bank transfer to the following accounts:

Bank Name: Banca Popolare di Sondrio

Account Name: JRS

Donations in FUD:

IBAN IT 86 Y 05696 03212 0000 03410 X05

SWIFT Code POSOIT22

IBAN IT 97 O 05696 03212 VARUS 0003410

SWIFT Code POSOIT22

If you would like to learn more about how you can make an impact, please contact:

Madelaine Kuns

International Director of Communications and Fundraising

Email: madelaine.kuns@jrs.net

For further information on how you can take action, visit our website at:

jrs.net//en/take-action.

Thank you for being present and for journeying with us.

▼ Refugee artisan, Andrew Joseph, has been selling his products at Mikono - The Refugee Craft Shop in Nairobi, Kenya for over twenty years.



Global outreach in 2019.

- 1,765
 families hosted refugees through JRS France.
- emails and letters were sent to policymakers by JRS USA.
- 10,000 students were reached by JRS Colombia's Refugee Voices programme.
- 918
 people attended 14 Community
 Conversations organised by JRS Australia.

Join the conversation to support refugees and forcibly displaced people.

Website: jrs.net

Facebook: @JesuitRefugeeService

Twitter: @JesuitRefugee

Instagram: @jesuitrefugeeservice **LinkedIn:** jesuit-refugee-service





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