**Post-2015 Dialogues on Partnerships with Civil Society**



**Jordan**

**Summary report of key outcomes and recommendations**

**May-August 2014**

## Executive Summary

Engaging in a dialogue is a special kind of communication, key prerequisite for any genuine civic participation in policy making. The Post-2015 dialogue on Partnerships with civil society in Jordan proved to be a unique and successful process for a number of reasons. It ensured participation of all stakeholders, through sponsoring open dialogues with national government and key actors on the role of the civil society in the implementation of the Post-2015 Development Agenda. It provided a window of opportunity to deepen the discussion around the key priority areas emerged from the first round of national consultations in Jordan in 2012-2013. Finally, it garnered a series of messages and recommendations on how the civil society can become an instrumental player in the implementation of the Post-2015 Agenda.

Jordan has a vibrant civil society which manifested the vivid desire to have a stronger voice and an active role in the future Development Framework. It was encouraging to realize that civil society members are fully aware of the present critical momentum and see the Post-2015 process a strategic opportunity to re-engage. This was reflected in a statement by a female CSO representative: “*We are on the threshold of the Post-2015 Development Agenda and we cannot miss the chance to use it as a framework for accountability of our government*”.

Since May 2014, the dialogue in Jordan involved around 300 people throughout several offline and online discussions. Relevant Line Ministries, Civil Society Organizations (CSOs), women's and social movements, youth, persons living with disabilities, media and private sector representatives have been part of this process. The discussions were lively with sound recommendations and mainly referred to the Jordanian context, while at the same time maintaining close relevance to more global themes.

The Post-2015 Development Agenda will create long lasting impact if successfully implemented with strong buy in at the local level. An inclusive and effective collaboration between the government and the civil society will be crucial in this regard. The messages emerging from this dialogues aim to contribute to a more engaged civil society-government partnership in participatory planning, implementation and monitoring of policies, and have therefore been re-grouped and presented accordingly in this report.

The dialogues reveled that genuine and participatory planning is central to the implementation of the Post-2015 Development Agenda at the national level. An inclusive and consultative approach will allow the civil society to support the government translate global goals and targets into policies which reflect the actual needs and priorities of local communities. This can be accomplished through public hearings, reports or online platforms. Strengthening coordination mechanisms among civil society organizations and between the civil society and the government is considered a pre-condition to maximize joint efforts towards the achievement of common development priorities.

Based on their deep knowledge of challenges of the local communities, CSOs can be instrumental in implementing initiatives and projects. It was recommended by participants that government invests and capitalizes on their capacity and passion to maximize the impact of Post-2015 related interventions on the ground. The civil society has also been identified as a potentially powerful advocate for the principles and goals enshrined in the future Development Agenda; the Government needs to effectively coordinate with CSOs and CBOs to reach out to marginalized groups and raise awareness at the community level on new legislations, policies, or important development initiatives, such as those on healthier living, environmental protection or a facilitated access to the labor market.

Participants have called upon the private sector to support the civil society in the implementation of the future Development Agenda. The Corporate Social Responsibility (CSR) could be a good entry point to engage in multi-stakeholder partnerships with both CSOs and Governments for the achievement of common results.

In light of the “Arab Spring” and the recent sub-regional events, participants emphasized that accountability and transparency are of growing importance in Jordan and in the Arab Region. The Post-2015 Development Agenda was considered as an opportunity to kick-off a more systematic and regular participatory monitoring of government’s strategies and action. To this end, innovative tools such as an online monitoring platform have been suggested, in addition to strengthening the existing accountability mechanisms. Media and social media can also critically contribute to a more effective and responsive governance, providing tools for scrutiny of the strategic decisions taken by both the public and private sector.

The engagement of women and youth is central to take the Post-2015 Agenda forward. As highlighted throughout the dialogue, although women have been pioneers in establishing and heading CSOs in Jordan, national and municipal networks can further empower them to take a more effective role as representatives of the civil society and to increase the impact of their activism at the community level. National institutions should also harness the benefits of the youth’s engagement in the implementation of the Post-2015 Agenda, and should therefore invest more on young people’s energies and creativity towards finding innovative solutions to critical development issues.

*"Civil Society represents the voice of the people and thus assists the government in taking decisions."*

*(*Interview with H.E. Reem Abu Hassan, Minister of Social Development, 27 July 2014)

## The process

In April 2014, the UNCT in Jordan was selected as one of 7 countries to engage in the second round of Post-2015 consultations under the theme “Dialogues on Partnerships with Civil Society and other actors”. A Post-2015 Focus Group, co-chaired by UNESCO and UNV, and represented by all UN agencies in Jordan has been established in April 2014 to provide strategic guidance to the dialogues approach and oversee the implementation.

In order to ensure continuity with the first phase of national consultations carried out in 2013 in Jordan, the dialogues were organized around the four main “areas of change” as they had emerged in the previous phase. UN agencies, supported by a national facilitator, took the lead in organizing several thematic events related more specifically to their mandate, namely:

* *Strengthen the link between education and labor market, and support entrepreneurship to reduce unemployment and ensuring decent work*, led by UNESCO with the support of UNV, UNOPS and UNDP.
* *Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services*, led by UNWOMEN with the support of WHO, UNDP, UNV, UNFPA, UNHABITAT and IOM.
* *Enhance accountability, respect Human Rights and contribute to regional stability*, led by UNDP with the support of UNWOMEN and UNV.
* *Enhance awareness on environment, promote renewable energy and address water scarcity*, led by WFP with the support of UNHABITAT, UNV, WHO, UNOPS, UNEP, UNDP and UNRWA.

The dialogues were articulated through a multidimensional approach which encompassed dedicated focus discussions, e-consultations and interviews. 18 events were completed from May to August 2014, involving around 300 people including Line Ministries, Civil Society Organizations (CSOs), women's and social movements, youth, persons living with disabilities, media and private sector representatives. Among those, 55% were male and 45% female, 65% were from Amman, 35% from other governorates, including rural areas.

The conceptual approach also included interviews with a variety of personalities, to provide additional perspectives from different segments of the Jordanian society such as Government and national institutions, NGOs, women’s activists, volunteer organizations and the private sector. The interviews – facilitated by UN Agencies – were uploaded on the UN Jordan You Tube channel. The inspiring contributions came from:

* *HE Reem Abu Hassan, Minister of Social Development –* led by UNDP
* *HE Khaled Irani, Chief-Executive of E2E and former Minister of Environment* – led by UNEP
* *HE Shehadeh Abo Hdeib –Member of the Jordanian Senate* – led by UNHABITAT
* *HE Wafa Bani Mustafa, female member of the House of Representatives* – led by UNDP
* *Dr. Akel Biltaji, Mayor of Amman* – led by UNHABITAT
* *Dr. Haifa Basheer, Chairperson of the Coalition of Health NGOs and Dr. Mumen Hadidi, chairperson of Jordanian Society for protection victims of family violence (JSPVFV)­* –led by WHO
* *Dr. Selma Nims, Secretary-General of the Jordanian National Commission for Women* – led by UNWOMEN
* *Mr. Rabie Zreikat, founder of Zikra initiative – volunteer organization* –led by UNV

The online strategy included the continued promotion of the e-consultation on the WorldWeWant2015 platform, and of the MY World survey. Since May 2014 around 23,000 people were engaged on social media (Twitter, Facebook, and YouTube).As of 27 July 2014, a total of over 17,500 “Likes” had been received on Facebook, the majority of which were within the age group of 18 – 24 (40% female), and over 2,500 followers on the UN Jordan Twitter account.

## Summary of key messages and recommendations

The Post-2015 Development Agenda will create long lasting impact if successfully implemented with strong buy in at the local level. Participants in the civil society dialogues believed that their role is becoming increasingly relevant and appreciated, that their voices were not only heard but valued during the dialogue process.

According to participants, successful partnerships between civil society and the government currently exist, but only for the implementation of development projects. No effective collaboration is instead recorded in the planning, design and monitoring stages of policies.

In order to provide meaningful recommendations to contribute to a more effective civil society-government partnership, the messages emerging from the dialogues have been thematically re-grouped and are presented into the following 3 chapters:

1. Planning through a multi stakeholder approach;
2. Civil society in action;
3. Participatory monitoring.

*“There are three roles for the civil society in the Post-2015 framework: policy advice to the government, implementation of development projects and regular monitoring of progress”*

(NGO representative, WFP-led event, Amman, 23 June 2014)

1. **PLANNING THROUGH A MULTI STAKEHOLDER APPROACH**

**1.1 Genuine Participation**

Participation is the corner stone of the Post 2015 process; engaging all stakeholders, government, media, civil society organizations, youth, women as well as local communities is key to the Post-2015 Agenda. Utilizing the participatory and bottom-up approach to implement the Post-2015 framework as a principle for decision making at the local and national levels is a key recommendation expressed by participants.

*“The bottom-up and inclusive approach of the Post-2015 should be replicated for the decision-making process at the national level”*

(Male NGO representative, WFP-led event, Amman, 23 June 2014)

CSOs need to feel their participation and full engagement is valuable and valued, and will be taken into consideration from the Government. Genuine participation is about opening up real dialogue channels between Government and Civil Society Organizations. The functions can be performed through enhancing the role of CSOs as advocates who engage with the Parliament, Chamber of Commerce, or other entities. In this regard, as expressed by Dr. Nimms from the Jordanian National Commission for Women (JNCW) “*semi-governmental organizations can represent both a challenge as well as big opportunity to work with government in the policy making process, while promoting the voices of local communities*”.

In essence, what is being proposed is an inclusive bottom up dialogue that seems to be currently lacking. It is all about collective planning and thus collective action. The statement by the former Environment Minister HE Khaled Irani clearly refers to this: “*civil society participation in the planning would increases the ownership of it*”.

**1.2 NGO coordination platform**

The majority of participants emphasized the importance of strengthened effective coordination among CSOs and between CSOs and the Government. A recurrent message from the dialogues was the urgency of institutionalizing a coordination platform for local NGOs, similar to the Forum of International NGOs that currently exists in Jordan. This platform would have several aims: it would serve as a credible interlocutor for the Government, it would help avoid overlapping between CSOs projects and work, it would be one credible advocacy body vis-à-vis donors.

*“A national, coherent and well-represented coordination body for CSOs can be a credible interlocutor for the government and the donor community. It’s easier to listen to one voice”*

(Female CSO representative, UNWOMEN-led event, Amman, 22 June 2014)

Several suggestions were brought forward for a possible platform, and there was consensus around the potential creation of several thematic working groups according to the NGOs field of specialization. Each working group could appoint a representative on a rotational basis which will seat on a Board tasked to provide strategic guidance to the Platform and to serve as interlocutor for external stakeholders (Government, donors, private sector, I-NGOs).

Key to the success of this coordination platform would be the relation and engagement with the Government, in order to make decisions effective at the policy level. The Minister of Planning and International Cooperation and the Minister of Social Development have been suggested as potential links with national institutions.

*“If line ministries want to capitalize on the capacity of the NGOs a clearer coordination framework should be established”*

(Representative from the Ministry of Health, UNWOMEN-led event, Amman, 22 June 2014)

It also emerged though that the path towards a more effective coordination will be not exempt from challenges. In particular, the competition and unclear division of labor among CSOs. *“We might not have the same views, but we need to build alliances around the same vision to be effective”* commented Dr. Nimms from the Jordanian National Commission for Women when discussing the issue of coordination. This is not only valid for inter-CSOs coordination but also in the Government-CSOs relations.

“*The value of the role that Civil Society can play is hindered by two things; the shortage of alliances among civil society organizations, and the diversity of causes each organization adopts*”

(Female NGO Representative, UNDP-led Consultation, Amman, 25 June 2014)

**1.3 Localization of the Post-2015 Agenda**

Genuine participation can encourage communities, CSOs and Government in jointly tackling the identified needs they collectively selected. The Post-2015 Agenda will probably set a high number of goals and related targets. Yet, which of them are more relevant to Jordan from next year on? Based on their deep knowledge of challenges of the local communities, CSOs can be instrumental in advocating and highlighting to the Government the most critical development priorities.

“*Thanks to its profound knowledge of the grassroots level, CSOs can bring the local flavor to national policies*”

(Interview with H.E. Khaled Irani, 20 July 2014)

During the consultations that took place in Irbid, Zarqa and DairAlla participants agreed that NGOs can advise national institutions on the actual needs of young people who struggle to enter the labor market. For example, the importance of investing on vocational training and of improving the quality of education within the public school system was clearly stressed upon.

“*Education has always been about quantity and not quality; this is the real problem in Jordan. It is not about having everyone go to school, but what they learn there. The key is having Civil Society play a role in revamping the education curricula*”

(NGO Representative, UNESCO-led event, Jordan Valley, 1 July 2014)

There were many discussions revolving around the idea that policies made by the central government do not always correctly tackle the challenges at the local level. There should be a constant dialogue between the civil society and national institutions, where the former can suggest practical solutions and present day-to-day challenges that might render the policy ineffective at community level. In this regard, it was proposed that local authorities and municipalities play an intermediary role between the local and the national level.

**1.4 Online Information sharing and feedback platforms**

Throughout the dialogues a lot was said on the importance of media’s role in the Post-2015 agenda. Participants emphasized that social media, internet and technology are key enablers of development, since societies are becoming diversified by definition. People are given the opportunity to have a voice in national issues through the internet and social media.

Suggestions were made to create public media platforms that provide people with unbiased information, whilst also offering citizens opportunities to engage and convey feedback. It was reiterated that freedom of expression is a precondition for good governance and integral part of sustainable development. There is need to rebuild the trust of citizens so that they can access information and share their views in a safe online environment, while at the same time ensuring that the information shared is credible and trustworthy.

Two examples of online platforms of this kind are: i) *Haqqi* (my right), developed by the King Hussein Foundation Information and Research Centre, which is an open space to access information about human rights issues in Jordan. It provides a framework surrounding human rights issues, helps contextualize how laws are implemented and developed and provides room for citizens’ input. ii) *7arkashat (*acts of teasing that have sexual connotations), developed by Techtribes.org, which crowd-sources incidents of harassment into a map that can gather data harassment incidents in Jordan, thereby helping advocate for changes in policies and practices to combat harassment in all its forms.

**1.5 CSOs to advise through studies and reports**

Representative from the Government and the civil society agreed on the importance of research studies and assessment reports to inform and guide policy making. However, the challenge lies with the way these documents are submitted for the consideration of national institution.

Participants suggested the development of periodical analysis reports that shed light on lessons learnt and suggestions to move forward on issues of particular relevance at the national or local level. These could be shared in the sectoral working groups of the abovementioned coordination platform and correctly presented to the government, for instance, through an interactive library set up in one of the Government institutions.

Although it was often reiterated that national NGOs have significant expertise in the different sectors, it was also apparent that government relies more on international research institutions. This particularly came out from the discussions on environment and health. There is a need, according to participants, to rethink the standards of national accreditation and increase consideration of local CSOs research documentation. It was suggested that national institutions also further invest on developing the capacity of local CSOs, so that more qualified analytical, qualitative and quantitative research documentation could be produced.

In addition to reports, participants also stressed that international accredited frameworks, such as the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), should be used as a reference for both government and NGOs’ work. In particular, these sources can help build common vision and action at the national, regional and global level, thereby creating further opportunities for partnerships and alliances.

*“Civil society's participation cannot be effective if it's not part of the decision-making process because not taking its view into account leads to its reluctance, as it needs to be present practically and not just theoretically"*

(Interview with MP Wafa Bani Mustafa, 24 July 2014)

1. **CIVIL SOCIETY IN ACTION**

**2.1 The added value of CSOs in the implementation of development projects**

CSOs are at the heart of local communities, the majority have established strong trust relations with them and have proven the credibility of their action. Implementation of projects and initiatives is what they are really good at; they deal directly with people, they have been successful in making things happen on the ground, and their light bureaucracy allows a faster response on the ground than the one of national institutions. It was suggested by participants that government capitalize on their capacity and passion to maximize impact of Post-2015 related interventions on the ground.

“*Our problem is not with depicting the problems, but with implementing the solutions. Civil Society’s engagement in implementing solutions must be leveraged*”

 (NGO Representative, Irbid, 2 July)

As outlined by a female CSO representative on the 22nd of June ““*We [civil society] know the territory, the community and the needs of our people. Who else should be tasked to implement the agenda at the local level*”. Yet, the future of their activities and in some cases their focus is primarily determined by the donors, as core funding of CSOs is somewhat scarce. To effectively reach sustainability in the long run, there is an imperative need to empower CSOs to implement development projects.

A further interesting suggestion emerged from the discussions is that CSOs can play an active role in sensitizing citizens to pay ZAKAT as a form of funding for poverty reduction’s interventions, which is the key goal of the Zakat system. It requires the wealthy to pay 2.5% share of their income, but the collected significant amount is mostly spent in ways that do not contribute towards eradication of the poverty plight nor sustain income generation for the poor. If the civil society sensitizes Zakat payers, the money can be directed into a transparent government development fund, thereby reducing NGOs’ dependence on external funds.

**2.2 Leverage on CSOs’ hands-on experience**

Coordination is also crucial when it comes to implementation. The majority of participants emphasized the importance of reducing duplication in the different CSOs work on the ground. Although many reported that a number of CSOs do specialize and have a specific mandate and vision, there are also un-focused CSOs that lack strategic orientation.

*“Let’s regularly sit with policymakers and let’s bring them some solution to the day-to-day challenge that we face in implementing their policies” (Local service provider from the Governorate of Zarqa, UNWOMEN-led event, Amman, 22 June 2014)*

CSOs should be leveraged and be capitalized by the government for their capacities and efforts to maximize outreach and impact, and the optimal use of limited resources. One possible mechanism would be community councils, represented by local CSOs which meet monthly to share plans, achievements and projects in the pipeline. These would encourage partnerships towards the realization of collective goals.

In this regard, a telling example was presented by HE Khaled Irani during his interview. Working on eco-tourism can bring multiple benefits to the community if different resources and specialization are used in a coordinated and effective approach. Not only eco-tourism can benefit the environment, but it can also bring resources to local economies and lead to the empowerment of women and youth through their active engagement in the projects.

**2.3 Support of the private sector**

Throughout the world civil societies have called with increasing enthusiasm upon the private sector to become involved via the Corporate Social Responsibility (CSR) and engaging in multi-stakeholder partnerships with both CSOs and Governments. The partnerships with private sector is not solely based on financial aspects, but should be conceived as a vehicle to pool different resources to achieve a shared vision and common results.

Participants called for partnerships with the private sector in the different sessions and referred to the CSR as a good entry point. In particular, it was recurrent in the youth as well as the environmental sessions that the private sector should compensate for the negative environmental impact that companies often cause.

Here, the role of the civil society can be double-faceted. One the one side, civil society can exert pressure on the private sector to effectively protect the environment and, on the other, can be considered as a qualified interlocutor to develop and undertake the remedial interventions.

*“The private sector should further support civil society and this can be done through the application of corporate environmental sustainability” (Young volunteer, WFP-led consultation, Amman, 23 June)*

Taken from another perspective, the sessions in Zarqa, DairAlla and Irbid emphasized that the private sector has the potential to support young people’s economic participation by bridging the gap between the educational and professional career path. It is in the companies’ interest to have substantive and targeted interaction with the civil society and national institutions on the current labor market needs, both in terms of skills and of job profiling.

**2.4 Awareness Raising and knowledge sharing**

The Millennium Declaration defined 8 Goals and a set of targets to be achieved by Member States by 2015. However, participants often pointed out that in Jordan there was a low level of awareness around those goals and related issues. This should not re-occur for the Post-2015 framework, if collective action is to be taken to successfully achieve the new Sustainable Goals.

A multi stakeholder partnership is pivotal in this regard. Government needs to effectively coordinate with CSOs and CBOs to reach out to marginalized groups and geographical areas. Civil society should take a leading role in raising the awareness at the community level on new legislations, policies, or important development initiatives, such as those on healthier living, environmental protection or access to the labor market.

Complementary to the awareness raising is knowledge and innovation sharing. Civil society organizations can be active repository of lessons learnt and best practices and facilitate cross-learning initiatives at the national level in partnership with national institutions.

*“The civil society can be a collector of stories and good practice that can be discussed, strengthened and duplicated in other situations/communities”*

(Male CSO representative, UNWOMEN-led event, Amman, 22 June 2014)

Online tools, offline platforms and fora were some of the suggested ways to encourage knowledge sharing. These would be relevant to diverse areas: how to maximize the use of the agricultural lands, how to expose students to entrepreneurial skills, how to generate jobs at community level, etc. Here the youth is seen a producer of fresh ideas, with national institutions giving more space to young people for their solutions and innovations.

1. **PARTICIPATORY MONITORING**

**3.1 Post-2015 targets and indicators as first participatory monitoring framework**

In light of the “Arab Spring” and the recent sub-regional events, participants emphasized that accountability and transparency are of growing importance in Jordan and in the Arab Region. A recurrent remark from the discussion was that some citizens are not fully aware on where Jordan stands on the achievements of the MDGs. The Post-2015 Development Agenda was, therefore, considered as an opportunity to kick-off a more systematic and regular participatory monitoring of government’s strategies and action.

CSOs can take a pro-active role in monitoring the quality of services in their respective areas, can convene dialogues to jointly evaluate progress on certain priority issues, and can advocate holding authorities accountable for the resources spent at the local level. The partnership with the government is crucial to give value to this kind of activities. National institutions should commit to, and take into consideration, the feedback received from the civil society. At the national level this can be practically translated, as emerged during the consultations, into the institutionalization of regular meetings between civil society’s representatives and government officials. The abovementioned coordination platform could serve for this purpose as it would also allow discussion at the sectoral level.

*“The civil society, as daily beneficiary of health services is in the best position to evaluate the quality of our services”*

(National Health Center representative, WHO-led event, Amman, 5 June 2014)

According to participants, also media can play a key role in monitoring the future Development Agenda. A free press can act as a “watchdog”, providing tools for scrutiny of the strategic decisions taken by both the public and private sector. Jordanian media can contribute for more effective governance by raising awareness of social issues, and creating a civic forum for debate. Media can also amplify youth voices and those of people living in governorates outside Amman, especially in poor villages and desert regions. There is, however, a need to ensure easier access to information and to invest on the media for a responsible journalism, which can lead to trustful relations between the civil society and the government.

**3.2 Creation of an online public space with progress on Post-2015 goals**

An interesting solution that was suggested during the dialogues and it is worth presenting is the creation of an online public space on Jordan’s progress during the implementation, and towards the achievement, of the Post-2015 goals.

This idea was triggered by the presentation that the representative of the Minister of Planning and International Cooperation delivered at the beginning of most consultations, focused on Jordan’s progress towards the MDGs. Visualizing the achievements of Jordan in the field of health, education and poverty through data and charts triggered participants’ ideas to replicate this on a public space with real-time data.

The suggestion envisages the creation of an online platform/website by the Government of Jordan with regular (e.g. quarterly) updates on the progress towards the achievements of the Post-2015 targets. The website would also have a space for citizens’ comments and suggestions

1. **YOUTH CIVIC ENGAGEMENT**

Volunteerism was highlighted in most of the dialogues. There was consensus on the added value of awareness and engagement at a young age, which leads to a more dynamic civil society in the sustainable future. Participants, therefore, referred to volunteerism as ‘positive civic engagement’.

As emerged during the discussions, national institutions should harness the benefits of the youth’s engagement in the implementation of the Post-2015 Agenda, and should therefore invest more on them. Through civic engagement young people can direct their energies and creativity towards finding innovative solutions to critical development issues. Investing on youth and volunteerism encompasses strengthening their skills, encouraging them to engage in meaningful activities and sustaining them to have their voice heard.

*“Youth empowerment is an important objective of our society since it gives the young person the capacity to actually make the change”*

(NGO representative, WFP-led event, Amman, 23 June 2014)

One of the current challenges is the existing bureaucratic procedures that discourage the young people from taking action in effective civic engagement. In particular, participants mentioned the very long and complex journey necessary to register a volunteer organization. A suggestion emerged to facilitate the registration and to start laying the foundations for a more meaningful and long-term partnership between national institutions and the youth.

“*Volunteerism is a concept that is not quite clear to society. It is not just about cleaning the streets, it is about engagement, fighting for a cause and promoting awareness. This is where we have to go if we want young generations to support the implementation of the Post-2015 Agenda*”. (Young volunteer, UNDP-led event, Amman, 25 June 2014)

## Information of the events

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| --- | --- | --- | --- | --- | --- |
|  | **Event/Activity****(title, date and location, leading and partner agency)** | **Information on Participants****(number, gender breakdown, categories of invitees)** | **Thematic Area addressed** | **Methodology** | **Key messages and quotes** |
| *1* | World Press Freedom Day celebrationAmman, 4 May 2014Lead agency: UNESCOPartner agency: UNWOMEN | 60 among Journalists, media professionals, lawyer (gender breakdown)Arab Women Media Center (AWMC; Imdad Media Center; Jordan Media Institute; Government representatives (E.g. Ministers, Parliamentarians) | Media Freedom for a Better Future: Shaping the post-2015 Development Agenda | Discussions, facilitated by the Imad Media Center, focused on the role of freedom of speech and the media in ensuring good governance and effective institutions, with special emphasis on ICT and the Internet as key enablers of development, within the context of the global Post 2015 Development Agenda initiative. | * Media can influence society’s development priorities by providing people with platforms for free debate and discussion on such priorities and by giving voice to all stakeholders in society to help reach a national consensus on the development agenda of the future;
* Independent and pluralistic media are essential tools for better informing the public in making decisions pertaining to political, economic and social priorities that affect citizen’s lives;
* Need to build stronger media and civil society institutions to closely and independently monitor all post-2015 development commitments
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| 2 | Post-2015 side event to the UNEP regional workshop on the implementation of Rio principle 10Amman, 13 May 2014Lead Agency: UNEPPartner Agency: WFP, WHO | 11 (6 males, 5 females)of which Government: Ministry of EnvironmentCSO: Jordan Green Building Council; Jordan Transparency Center; Information & Research Center King Hussein Foundation | Enhance awareness on environment, promote renewable energy and address water scarcity (sustainable development) | After an introduction on the second round of Post-2015 consultations in Jordan, participants engaged in a discussion guided by the general framing questions.  | * National institutions should make information on policies more accessible and give citizens the possibility to provide inputs and feedback
* National institutions should develop mechanism to involve CSOs in the definition of policies
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| 3 | WHO consultations on Post-2015 implementation and HealthAmman, 5 June 2014Lead Agency: WHO | 25 (13 males, 12 females) High Health Council; Ministry of Health; National Women Health Care Center; Higher council of disabilities; University of Jordan Hospital; Insurance association; Social security department; Chamber of commerce; General Finance Department | Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services (health, education, etc…) | After a general presentation on the first and second phase of Post-2015 consultations, a focus group discussion was held with all participants. | * Proposed creation of community councils for enhanced coordination between community and health centers;
* Invest on CSOs capacity to implement policies and raise awareness at the local/community level

*“By working closely with local communities, Jordanian NGOs are able to identify underlying health and social problems”* (NGO representative, male).* Civil society can monitor the quality of service provided by national centers

*“The civil society, as daily beneficiary/recipient of health services is in the best position to evaluate the quality of our services”* (national health center representative, female)* CSO/Associations can also play a lobbying role on the Government, for example to reach a comprehensive health insurance
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| 4 | Post-2015 dialogue on reducing inequalities and ensuring equal access to social servicesAmman, 22 June 2014Lead Agency: UNWOMENPartner Agencies: WHO, UNDP, UNV, UNFPA, UNHABITAT, IOM | 50 (19 males; 31 females)Women CSOs, CBOs, Minister of Planning and International Cooperation (MOPIC) | Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services (health, education, etc…) | After a presentation by MOPIC on Jordan’s progress on the MDGs, a presentation on Post-2015 was given by the national consultant.Following the presentations; the participants broke into four working groups, each to discuss one of the main topics listed hereunder: * Employment and poverty.
* Health including reproductive health.
* Equal access to social services.
* Gender based violence / Violence against women & women’s rights and trafficking.

Each group presented the outcomes and recommendations, then followed by general discussions. | * Civil society is key to help national institutions localize the agenda. Thanks to their widespread presence across the country and deep knowledge of local issues, the civil society can work with national institutions to translate global targets and indicators to the community level.

*“The civil society can be a collector of stories and good practice that can be discussed, strengthened and duplicated in other situations/communities”* (CSO representative, male)*“Let’s regularly sit with policymakers and let’s bring them some solution to the day-to-day challenge that we face in implementing their policies” (local service provider, male, Zarqa)** National institutions should capitalize on the technical expertise of CSOs to carry out studies/surveys/mapping. By being solidly linked with the community, CSO also have the capacity to raise awareness on specific topics among the population.
* The creation of a platform for CSOs is needed to improve the efficiency of the work and the credibility and weight vis-à-vis government and donors. This would include the creation of technical task forces.

*“A national, coherent and well-represented coordination body for CSOs can be a credible interlocutor for the government and the donor community. It’s easier to listen to one voice”* (CSO representative, female)* National institutions (especially schools and universities) should promote the spirit of volunteerism among the youth which can be a true asset for community services.
* Civil society can be considered as the “implementing arm” at the local level of national policies and laws.

*“We [civil society] know the territory, the community and the needs of our people. Who else should be tasked to implement the agenda at the local level?”* (CSO representative, female) |
| 5 | Consultation on Environmental Sustainability Amman, 23 June 2014Lead agency: WFPPartner agency: UNHABITAT, UNV, WHO, UNOPS, UNEP, UNDP, UNRWA | 35 ( 15 females, 20 males)Ministry of Health, Ministry of Water and Irrigation, Great Amman Municipality,NGOs and volunteer organizations | Enhance awareness on environment, promote renewable energy and address water scarcity (sustainable development) | After a presentation by MOPIC on Jordan’s progress on the MDGs, a presentation on Post-2015 was given by the national consultant.Following the presentations; the participants broke into four working groups. Each group presented the outcomes and recommendations, then followed by general discussions. | *“There are three roles for the civil society in the Post-2015 framework: policy advice to the government, implementation of development projects and regular monitoring of progress”* (NGO representative, male)* The main role of the civil society should be the implementation of development projects, supported by the private sector and national institutions
* *“The private sector should further support the civil society and this can be done through the application of corporate environmental sustainability”* (Volunteer, male)
* The inclusive and bottom-up approach used for the Post-2015 process should be taken as an example for the decision-making process at the national level
* *“The bottom-up and inclusive approach of the Post-2015 should be replicated for the decision-making process at the national level”* (NGO representative, female)
* Need to create a clear framework for NGOs with a clear division of roles and specializations
* *“If line ministries want to capitalize on the capacity of the NGOs a clearer coordination framework should be established”* (Representative from the Ministry of Health, male)
* *“With a lighter bureaucracy for NGO registration, the civic engagement of the civil society would be definitely higher”* (Volunteer, male)
* *“We should all work together towards one single goal, the benefit of our nation”* (Representative from MOA, male)

“*Civil Society Organizations each have an agenda that is not identical to the National agenda. Their agenda should become the National agenda”. –* Government Official* Utilize the Post-2015 agenda as starting point to monitor the progress of the government
* *“We are on the threshold of the Post-2015 Development Agenda and we cannot miss the opportunity to use it as a framework for accountability of our government”* (CSO representative, female)
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| 6 | Consultations with Government and Civil Society on Governance and Human RightsAmman, 25 June 2014Lead agency: UNDPPartner agency: UNV | 15 (8 females, 7 males)NGOs, media and human rights activists, volunteer organizations,National Center for Human Rights, Ministry of Planning and International Cooperation | Enhance accountability, respect Human Rights and contribute to regional stability  | The event was organized in a morning and afternoon session.The morning session saw the participation of NGOs, volunteer organizations, media and human rights activists who discussed in plenary, after a general presentation on the Post-2015.The afternoon session was attended by national institutions and government representatives who discussed in plenary the recommendations emerged from the morning discussion. | * Improving institutionalized channels of communication between the Government and CSOs;
* Creating a consultative mechanism to enroll CSOs in legal reviews and reform primarily on human rights issues.
* Need to prioritize gender equality as a major challenge for Jordan in terms of human rights.

“*Gender Equality should be prioritized when it comes to protecting human rights, particularly issues of harassment and honor crimes*”. - Volunteer* Need for coalition building and cross-border activism especially building strategic alliances at CSOs level with labor exporting countries.

“*The value of the role that Civil Society can play is hindered by two things; the shortage of alliances among civil society organizations, and the diversity of causes each organization adopts*”. - NGO Representative* Protecting the freedom of expression, access to information, and the right to establish unions as an essential tributary to support the role of the civil society.

“*Civil Society Organizations lack human resources. Individuals need to be empowered by introducing capacity building programs, improving communications and advocacy skills, and leveraging alliance building across borders with other Civil Society Organizations*”. – NGO Representative“*Volunteerism is a concept that is not quite clear to society. It is not just about cleaning the streets, it is about engagement, fighting for a cause and promoting awareness. This is where we have to go if we want young generations to support the implementation of the Post-2015 Agenda*”. - Volunteer |
| 7 | The link between education and labor market to reduce unemployment: the role of the civil society in the Post-2015 AgendaThree consultations were conducted in different governorates:a) DeirAlla (Jordan Valley), 1 July 2014b) Irbid, 2 July 2014c) Zarqa, 3 July 2014Lead agency: UNESCOPartner UN agencies: UNV, UNOPSLocal partner: International Youth Foundation | 53 participants (around 15 per focus group) – 40% femaleMinistry of Labor; Vocational Training Center;Higher Council for Youth; Community Based Organizations; (CBOs);Civil Society Organizations;Ministry of Education;Ministry of Higher Education; Universities and Colleges;Youth  | Strengthen the link between education and labor market, and support entrepreneurship to reduce unemployment and ensuring decent work | The duration of each of the three focus group consultation sessions was three hours: specifically, 20 minutes for the introductory presentation and 25 minutes for each focus group question. Based on the five main framework questions provided by UNESCO, sub-questions were designed by IYF to lead the consultation session discussions, in order to obtain focused answers and outcomes from each question. The consultations were co-facilitated by two IYF staff.  | * civil society’s role is to lobby decision-makers to integrate systems that support development efforts in Jordan, while also working with public and private sector partners (e.g. government to improve career guidance and counseling services);

“*Education has always been about quantity and not quality; this is the real problem in Jordan. It is not about having everyone go to school, but what they learn there. The key is having Civil Society play a role in revamping the education curricula*” – NGO Representative*“Civil Society is in need of training and guidance. Students graduate from high school not knowing the options available for them when it comes to choosing college majors, and the job opportunities associated with each field*” – Volunteer, *Zarqa Event** CSOs need to work with government entities to determine practical labor market needs;
* Key stakeholders should increase coordination amongst themselves and ensure that coordination mechanism lead to more efficient implementation of development projects;

“*Our problem is not with depicting the problems, but with implementing the solutions. Civil Society’s engagement in implementing solutions must be leveraged*” - NGO Representative* Jordanian local organizations should concentrate their efforts on education for employment and volunteerism, which will support in decreasing the national unemployment rate
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|  | Interviews with 8 local personalities and namely | All | UN Agencies facilitated the contacted with their related interviewees and shared with them background documentation and question beforehand.After a quick briefing with the interviewee, the Post-2015 facilitator carried out the interview in around 10-15 minutes. |  |
| 8 | Interview with HE Reem Abu Hassan, Minister of Social DevelopmentAmman, 27 July 2014Lead: UNDPThe video of the interview will be published soon on the UN Jordan page on YouTube | All |  | * In Jordan we have the experience in coordinating with Civil Society Organizations. They are regarded as a partner for the government in policymaking as it has a role in implementing, following up, and monitoring these policies. This was stated in the Amman Declaration where its role was highlighted.
* The role of civil society is present in all phases of implementation.
* There is a need to look into the changes happening in the region which we need to deal with positively.

*"Civil Society represents the voice of the people and thus assists the government in taking decisions."* *“The role of Civil society should be clear when formulating any policy since it is a partner that has duties and responsibilities."* *"We look forward to the Post-2015 Development Agenda, hoping it will be applicable"* |
| 9 | Interview with HE. Khaled Irani, Chief-Executive of E2E and former Minister of EnvironmentAmman, 20 July 2014Lead: UNEPThe video of the interview will be published soon on the UN Jordan page on YouTube | Enhance awareness on environment, promote renewable energy and address water scarcity (sustainable development) |  | * The civil society has a strong engagement with local communities and this will help to bring out the priorities at the local level.
* CSOs also have an added value in collecting success stories and best practices: there is a need for better information-knowledge sharing of these.
* There should be more cooperation among CSOs at the regional level to jointly tackle common environmental issues

*“Thanks to its profound knowledge of the grassroots level, CSOs can bring the local flavor to national policies”* (H.E. Khaled Irani)“*The Government should see the NGOs as an asset and not as competitors. All stakeholders should consider each other as partners*” (H.E. Khaled Irani) |
| 10 | Interview with HE Wafa Bani Mustafa, female member of the House of RepresentativesAmman, 24 July 2014Lead: UNDPThe video of the interview will be published soon on the UN Jordan page on YouTube | All |  | * Activating the role of the private sector. In developing countries such as Jordan, the participation of the private sector is essential. The UN should highlight this, encouraging the private sector on corporate social responsibility.
* Encouraging the UN to have partnerships with civil society organizations.
* Capacities of civil society actually help solve the problem. An example to this effect was the issue of women's quota when Women NGOs such as the Jordanian National Committee for Women (JNCW), the Jordanian Women's Federation and the Jordanian Women's Union pressured parliament on this issue.

“Civil society's participation cannot be effective if it's not part of the decision-making process because not taking its view into account leads to its reluctance, as it needs to be present practically and not just theoretically". Practical example to this effect in Jordan include encouraging women's political participation and taking their views into account."*Holding such interviews reflecting the views of all segments of society is a success in itself*"."*Providing civil society with Executive arms, actively contributes to solving any problem*"."*We hope that there is a holistic and long-term planning that takes into account the specificity of states and communities while coordinating with the state in order to achieve these plans, which must be institutional and objective*". |
| 11 | Interview with Dr. Akel Biltaji, Mayor of AmmanAmman, 20 July 2014Lead: UNHABITATThe video of the interview will be published soon on the UN Jordan page on YouTube | All |  | * It is critical to invest on education and revisit the education system in order to make the sound fabric of society and determine what is needed;
* Example of good practice: The City Council has "Let me hear your voice program" where people come to the Amman City Council and express the big facts about parts of the city which they know better as civil society.
* The roadmap for the way forward should not be based on individual interests, but has to be mutually agreed and based with a unified approach.

*"We must agree on a roadmap and objectives making citizens our stakeholders".* *"The national appetite can always enrich our soul and body to move and be part of a unified fluid society".* |
| 12 | Interview with Dr. Haifa Basheer, Chairperson of the Coalition of Health NGOs Amman, 22 July 2014Lead: WHOThe video of the interview will be published soon on the UN Jordan page on YouTube | Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services (health, education, etc…) |  | * Civil Society Organizations are more flexible to develop solutions for needs through better coordination and at less costs. Such experience can promote peer learning and encourage partnerships.
* It is important that civil society is recognized at the national and international level since it has the power to influence policies and broaden the implementation of the Post-2015 Development Agenda
* Financial support to CSOs (also from the private sector) is very important for a sustainable future
* The civil society can bring an important innovation component necessary to go beyond the ‘business as usual’.

“*I am pleased to see that civil society is recognized at the international level through this exercise, and I hope that it will also be recognized locally as an important actor in development, as a key in shaping policies and broadening implementation of the development agenda”**“I really believe that voluntary work hand in hand with the government can make great difference”* |
| 13 | Interview with Dr. Mumen Hadidi, chairperson of Jordanian Society for protection victims of family violence (JSPVFV)Amman, 22 July 2014Lead: WHOThe video of the interview will be published soon on the UN Jordan page on YouTube | Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services (health, education, etc…) |  | * The health alliance is an alliance for all working in the area of health; it focuses on organization, awareness, education all leading to meeting the needs of the people in the easiest and most guaranteed way.
* Voluntary work needs management, capacity, knowledge and a sense of responsibility
* Sustainability needs special tools, especially in the area of the Middle East in order to protect people from poverty, and disease and the solution comes through partnership, knowledge and cooperation.

*"Partnership with civil society is essential in order to enable the government to achieve its goal; and in order to enable civil society to have its voice heard, it has to be organized".**"Civil society should change its approach from paternal to a professional one based on partnership".*  |
| 14 | Interview with Dr. Selma Nims, Secretary-General of the Jordanian National Commission for WomenAmman, 15 July 2014Lead: UNWOMENThe video of the interview will be published soon on the UN Jordan page on YouTube | Combat stereotypes to ensure gender equality and decrease geographical disparities; reduce poverty and ensure equal access to social services (health, education, etc…) |  | * Due to their expertise in the field, the partnership with CSOs is pivotal for governments to ensure transparency, foster good governance, and monitoring progresses.
* Example: Jordanian National Commission for Women (JNCW) aims at lobbying to gather CS representatives around one common vision, noting that cultural change can be effective only through social change derived from bottom up approaches – especially in the field of women’s rights.
* government and the visil society should strengthen their collaboration to achieve a common goal

“*Civil Societies are recognized as the cornerstone of every proper democracy in the world*” “*We might not have the same views,… but we need to build alliances around the same vision to be effective*”  |
| 15 | Interview with Mr. RabieZreikat, founder of Zikra initiative – volunteer organizationAmman, 17 July 2014Lead: UNVThe video of the interview will be published soon on the UN Jordan page on YouTube | Role of volunteerism in the implementation of the Post-2015 Agenda |  | * There is a need to reactivate the people's committees and support them as they have a big role in the development of society including children and adults.
* Further support from the society and the government to volunteer organizations is needed
* Students' Parliament at public schools should be highlighted, supported and enhanced as that's where one is taught how to participate politically.

“*Officials should get more involved in community work and be more present on the field in order to come out with decisions that are actually relevant to the community*”  |
| 16 | Interview with HE Shehadeh Abo Hdeib, member of the Jordanian Senate,Amman, 18 August 2014Lead: UNHABITATThe video of the interview will be published soon on the UN Jordan page on YouTube | All |  | *"Local communities are the essence for development.  In order to ensure this in Jordan, there is a big need for raising awareness on the importance of the local community at all levels".**"Any development should be inclusive and should come from the local community as its members are more aware of their needs and on defining their priorities".**"A true partnership between all members of the local community (Official, non-official) is the only way to create a sustainable development that would ensure employment opportunities."* |
| ONLINE CONSULTATIONS |
| 17 | Online dissemination of three Post-2015 questions among partner CSOsLead: UNFPAAugust 2014 | 8 CSOs organizations submitted their answers, namely:* National Council for Family Affairs (NCFA)
* Women’s Union
* Youth Committee
* Families Development Association
* Arab Women Organization
* Higher Council for Youth
* Tamkeen
* Family Guidance and Awareness Center
 | All | Questions were sent via email | * The Civil Society is a strong sector in Jordan and it is the only one that is able to reach out to all segments of society and in all regions. It should therefore be involved to enrich policy making with its experiences and achievements on the ground.
* Need to strengthen participatory planning through the revision of its mechanisms.
* Set up an alliance or a coalition to include all CSOs to enable a multi stakeholder approach to participatory planning
* Integrate programs of social responsibility in business strategies and focus on attracting private sector institutions to provide the necessary support to face national challenges.
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| 18 | Social Media campaign on UN Jordan social media accounts1 July – 8 August 2014Twitter:@UnitedNationsJOFacebook:Fb.me/UnitedNationsJOYouTube:UN JordanInstagram:UNJordan | Since May 2014 around 23,000 people were engaged on social media (Twitter, Facebook, and YouTube).As of 27 July 2014, a total of over 17,500 “Likes” had been received on Facebook, the majority of which were within the age group of 18 – 24, 40% female), and over 2,500 followers on the UN Jordan Twitter account.  | All | A social media campaign was launched on the social media accounts of the UN Jordan (Twitter, Facebook, Instagram and YouTube).Posts and tweets included:- questions on the civil society’s role in the implementation of the Post-2015 Agenda;- promotion of the e-consultation on the World We Want website;- global updates on the Post-2015 Agenda and OWG on Sustainable Development;- promotion of the MY World survey;- promotion of video-interviews carried out with local personalities; | * The decision-making process on the national level needs should be more inclusive, including but not limited to the significant refugee component in Jordan.
* The Lower Chamber of the Parliament should be elected based on political parties that have programs and plans to be implemented in the country, rather than elections based on the tribal system.
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