

# NRC's operations in Palestine

## Humanitarian overview

The humanitarian situation in Gaza and the West Bank, including East Jerusalem, has reached unprecedented levels of severity. Decades of systemic restrictions, forced displacement and settlement expansion have eroded the foundations for a viable and independent Palestinian state, leaving millions in dire need.

Since October 2023, the occupied Palestinian territory (oPt) has faced heightened instability, resulting in widespread hostilities and a severe humanitarian crisis. The entire population of Gaza now faces acute food insecurity, and critical shortages of clean water, medical supplies and other essential aid. Widespread destruction has displaced at least 1.9 million people – around 90 per cent of the population – without shelter or access to basic services. A six-week ceasefire broke down in March, prompting renewed hostilities and worsening conditions.

The situation in the West Bank, including East Jerusalem, continues to deteriorate under increasing settler violence, forced displacement and land appropriation. In January 2025, Israeli military operations displaced over 40,000 Palestinians. While the events of 7 October 2023 triggered the current hostilities, the root causes lie in Israel's ongoing occupation and long-standing international humanitarian law violations.

Access constraints remain severe. Bureaucratic hurdles, logistical barriers, and the closure of key crossings and checkpoints continue to delay or block life-saving assistance. Despite international calls for sustained ceasefires and safe aid corridors, political and operational obstacles persist, prolonging the suffering of the population across the oPt.



Photo: Amjad Al Fayoumi/NRC

## Our core activities



Education



Information, counselling  
and legal assistance (ICLA)



Livelihoods  
and food security



Protection  
from violence



Shelter  
and settlements



Water, sanitation  
and hygiene (WASH)

### NRC in Palestine

Established	2009
International staff	31
National staff	165

## Our areas of operation

- West Bank, including East Jerusalem
- Gaza



## Our activities in detail

Our objective is to contribute to the survival, protection and dignity of people affected by conflict and displacement in Gaza and the West Bank, including East Jerusalem. We respond to emergencies following violence and forcible transfer, and address long-term displacement by promoting self-reliance through impactful programming and sustained advocacy.

Our operations – rooted in respect for human rights and the responsibility for all actors to uphold international humanitarian law (IHL) – serve Palestinians affected by the occupation and the ongoing siege in Gaza. We provide high-quality, safe, and inclusive humanitarian assistance to those underserved and most vulnerable, often prioritising hard-to-reach areas.



**17,472 people reached in 2024 ▼**

## Education

NRC works to ensure that Palestinian children and young people have access to quality education and psychosocial support. Many of them have experienced displacement-related hardships or traumatic events due to the ongoing crisis, reducing their access to education and wellbeing.

In 2024, NRC established 26 temporary learning spaces and four multi-sectoral centres in Gaza, and directly supported 87 schools in the West Bank, including East Jerusalem. We reached 17,472 participants, including 634 teachers and facilitators through capacity-building initiatives, and 15,525 children through access to learning opportunities. Specifically, our teams:

- train teachers and counsellors on classroom-based psychosocial support techniques accessible to children
- assist teachers and school staff in developing child-centred teaching pedagogies
- inform students, parents and teachers of their rights and referral pathways for further support, in collaboration with NRC's legal protection team
- provide remedial classes for children experiencing learning difficulties
- deliver regular recreational and psychosocial support sessions to children in displacement sites



27,209 people reached in 2024 ▼

## Information, counselling and legal assistance (ICLA)

NRC aims to strengthen the ability of Palestinians to engage with relevant authorities in claiming their rights, entitlements, and access to remedies. We provide legal information, training, counselling and assistance to help communities access essential services. We also work to strengthen the capacity of the Palestinian Authority and the civil society to support individuals and communities in claiming their rights.

In the West Bank, we launched mobile legal aid clinics to support vulnerable populations to navigate complex legal frameworks. In Gaza, NRC supported conflict-displaced people in restoring or obtaining their civil and identity documents to help them access humanitarian assistance. Specifically, our teams:

- provide legal aid to protect people from demolition, eviction and confiscation orders, revocation of residency rights, access restrictions, and settler violence and discrimination in the West Bank, including East Jerusalem
- provide legal aid to help people access their civil, travel, family/guardianship and other documents as well as claim their housing, land, and property rights in Gaza
- provide capacity building and technical advice, and work closely with national and international stakeholders to influence positive policy change through research and advocacy
- partner with Israeli and Palestinian NGOs and private lawyers to provide effective legal aid
- lead coordination through the Legal Task Force and the housing, land, and property technical working group



111,445 people reached in 2024 ▼

## Livelihoods and food security

NRC provides support to displacement-affected people to meet their basic food needs through its cash and markets-based approach. We aim to increase access to food commodities and income-earning opportunities through support to local markets and small-scale traders. Specifically, our teams:

- support vulnerable, food-insecure displaced populations in accessing sufficient food through first-line cash-based interventions
- strengthen small businesses to enable increased food production and enhanced access to communities through market strengthening
- increase access to work opportunities for Palestinian youth, in collaboration with NRC's ICLA team
- facilitate market linkages between displacement-affected youth and NRC's education team to ensure employment readiness and outcomes



7,876 people reached in 2024 ▼

## Protection from violence

NRC works alongside displacement-affected communities to deliver specialised protection services for those most at risk of violence, coercion, and deliberate deprivation, while also supporting communities to proactively prevent and mitigate protection risks. We further strengthen this support through site management interventions that coordinate essential services, promote inclusive community governance, and integrate protection for those living in displacement sites – ensuring a community-driven response to protection needs.

In 2025, NRC launched Site Management in the West Bank, becoming one of the first actors to respond to new displacement from northern camps. Specifically, our teams:

- use data and site monitoring to inform wider humanitarian coordination and improve targeting of limited aid resources
- train site committees and community groups on protection principles and strengthening referral pathways
- facilitate inclusive site management governance and coordination to ensure services meet the most pressing needs and priorities
- provide referrals, psychosocial support, and cash or material support to people experiencing violence and deliberate deprivation to recover and improve their safety



**189,432 people reached in 2024 ▼**

## Shelter and settlements

NRC provides shelter and essential household items to vulnerable populations displaced by conflict in Gaza and the West Bank. We support safe site identification and preparation, distribute and install tents, and carry out light repairs on damaged shelters. NRC also provides technical support for flood mitigation, distribute essential relief and household items, and provide cash-for-rent assistance. Specifically, our teams:

- respond to inadequate shelter conditions through distribution of family tents and essential household items
- provide targeted provision of shelter kits to help keep displaced families safe from extreme weather conditions
- implement site-level upgrades to improve conditions in overcrowded shelters and informal collective sites
- provide technical guidance and assistance for safe self-rehabilitation of shelters
- work closely with NRC's ICLA team on housing, land, and property considerations
- lead coordination through our role as the national Shelter Cluster lead and active contribution to the inter-agency transitional shelter assistance technical working group



**167,080 people reached in 2024 ▼**

## Water, sanitation and hygiene (WASH)

To improve living conditions for people in displacement, NRC works to expand access to safe water, sanitation and hygiene, in close collaboration with affected communities. In the first quarter of 2025, NRC's emergency WASH programming expanded to the West Bank, in response to displacement caused by military operations in Jenin and Tulkarm. Our teams:

- provide safe access to water for drinking, cooking and domestic use through trucking services
- provide access to gender-segregated toilets with handwashing stations and shower facilities, while managing wastewater to prevent environmental contamination
- provide community-based solid waste management services to reduce public health risks
- distribute hygiene kits, dignity kits and cleaning supplies to households, community centres and schools to promote hygiene practices

## Cluster and coordination support

NRC plays a direct and active role in humanitarian coordination in the oPt through our leadership of the Shelter Cluster, the Legal Task Force, and co-leadership of the Housing, Land and Property Area of Responsibility. We are also a member of the Strategic Advisory Group for the Education, Protection and Site Management Clusters. We also lead the West Bank Protection Consortium as well as the Gaza Protection Consortium, collaborating with international and local partners, with a focus on leveraging capacities, enhancing synergies, knowledge sharing, and local partner visibility.

## Policy, protection and research

NRC provides protection and policy analyses to a range of actors in the oPt, promoting principled humanitarian assistance in accordance with international law. We engage closely with international decision-makers and advocate for the protection and rights of displaced and vulnerable peoples.

## Our donors

**We are grateful for the generous support from our donors:**

- Belgian Directorate General for Development Cooperation (DGD)
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- United Nations International Children's Emergency Fund (UNICEF)
- United Nations oPt Humanitarian Fund

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