UNHCR’s AI Approach, embedded within its Digital Transformation Strategy 2022–2026, provides a framework for including artificial intelligence and digital technologies to better protect and support forcibly displaced and stateless people.

In the document, UNHCR aims to use AI to improve internal efficiency and accountability, including:

- GenAI assistants for reporting, HR and finance;
- a centralised AI Knowledge Hub;
- AI-enhanced communications and donor engagement;
- automated back-office processes;
- and anomaly detection in registration and financial systems to support data-driven planning and policy development.

In protection and service delivery, UNHCR aims to use AI for multilingual access through the Digital Gateway and Help.AI, enhance refugee status determination processes, detect digital risks such as misinformation and online gender-based violence, analyse community feedback to improve programming and support legal access through interview transcription and automation.

For humanitarian decision-making, AI supports displacement forecasting through a Global Early Warning System, climate risk modeling, supply chain optimisation, strategic planning and real-time insights through nowcasting.

Source(s)

- United Nations High Commissioner for Refugees (1 August, 2025), [UNHCR AI Approach], https://www.unhcr.org/digitalstrategy/ai-approach/#

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