



#tongaat_tornado

Volunteer providing Restoring Family Links services

Appeal: MDRZA018	Country: South Africa	Hazard: Storm Surge	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 499,776	
Glide Number: -	People Affected: 46,565 people	People Targeted: 10,000 people	
Operation Start Date: 21-06-2024	Operation Timeframe: 4 months	Operation End Date: 31-10-2024	DREF Published: 25-06-2024

Targeted Areas: **Eastern Cape, Kwazulu-natal**

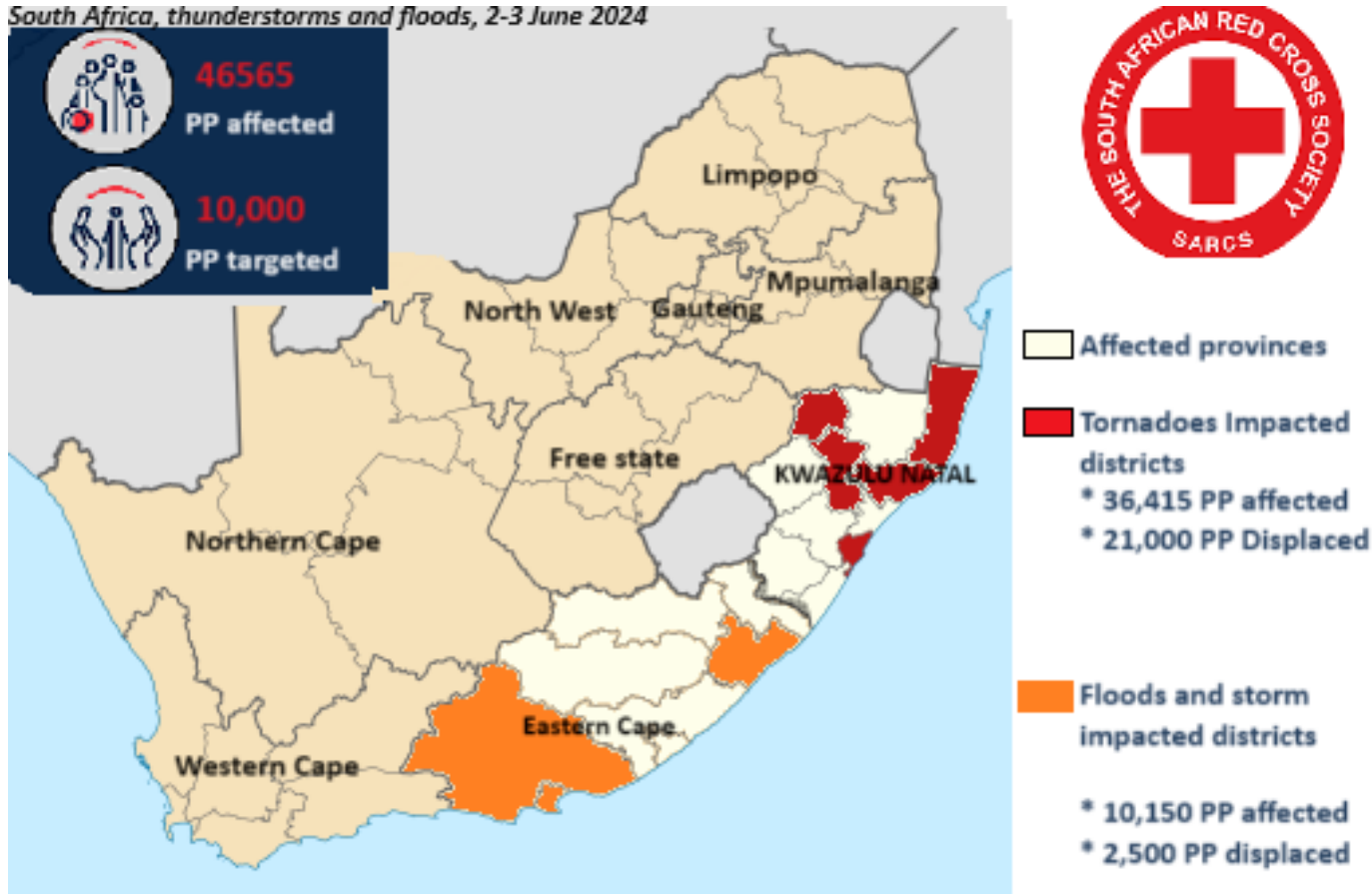
Description of the Event

[Crisis Category Supporting Document](#)

Date of event

03-06-2024

South Africa, thunderstorms and floods, 2-3 June 2024



Eastern Cape and KwaZulu Natal impact map @SARCS

What happened, where and when?

From 02 to 03rd June, the regions of Eastern Cape and Kwazulu Natal have experienced severe natural weather hazards that rendered 46,565 people vulnerable. While intense Floods affected the Eastern Cape on 2nd June, at least two tornadoes of different intensity hit severely Kwazulu Natal, ravaging houses, community and public infrastructures, and displacing at least 50% of the total affected communities in the context of ongoing severe weather and winter staring.

In the early hours of 02nd of June 2024, heavy rainfall impacted several areas in the Eastern Cape, including the Nelson Mandela, Sara Baartman, and Buffalo City Metros. The torrential rain breached dam walls and overwhelmed canals, resulting in widespread flooding that inundated homes and businesses. Consequently, more than 10,150 people, comprising 2,030 households, have been affected. Among them, 2,500 individuals have been displaced, and seven lives have been lost. Additionally, 10 people are still reported missing, while at least 50 have been safely rescued. The severe weather has caused significant disruption and damage across the province, highlighting the urgent need for emergency response and relief efforts. The heavy rains triggered flash floods, particularly affecting the Nelson Mandela Bay and Buffalo City Metropolitan, as well as parts of the Sara Baartman district. These flash floods wreaked havoc in the affected areas, causing widespread destruction to infrastructure, homes, and businesses. The deluge resulted in severe disruptions to daily life, with many communities facing significant challenges in the aftermath. Emergency services and local authorities are working tirelessly to assist those impacted and to begin the recovery process. <https://www.heraldive.co.za/news/2024-06-03-heavy-rains-wreak-havoc-in-nelson-mandela-bay>.

On the 03rd of June 2024, two tornadoes struck the KwaZulu-Natal province, primarily impacting the eThekweni Metropolitan Municipality, causing severe damage in the Tongaat area and destroying formal houses. The tornadoes also partially affected the



uMkhanyakude, uMzinyathi, Ugu, King Hlatshwayo, and Amajuba districts. The destruction to households and infrastructure affected over 36,400 people and displaced more than 5,000. In total, 7,358 formal houses were completely destroyed in the Tongaat area within the eThekweni Metropolitan Municipality. Three shelters have been established, providing accommodation for 1,825 people. Many residents are reluctant to leave their tornado-damaged homes as they attempt to safeguard their remaining belongings. As of today, 14 people have lost their lives in KwaZulu-Natal due to the tornadoes that struck on the afternoon of 03rd of June 2024 <https://allafrica.com/stories/202406050036.html>.



The KZN Provincial Response Team providing hot meals in Tongaat following the effect of the floods and tornadoes in the area



the picture above shows damages in the Tongaat area of KwaZulu Natal in South Africa

Scope and Scale

Following an early warning of level 6 (Orange) issued by the South African Weather Services (SAWS) regarding the threat of heavy rainfall in the Eastern Cape, severe weather events ensued. On 02nd of June 2024, the Eastern Cape province experienced significant heavy rainfall which breached dam walls and overwhelmed canals and resulted to flooding, while on the 03rd of June 2024, KwaZulu-Natal especially the Tongaat area was struck by two tornadoes, leading to widespread devastation. According to the initial findings from SARCS in the two affected provinces, the disasters impact is as follows:

- In KwaZulu-Natal, 36,415 individuals were affected, while in the Eastern Cape, the number was 10,150. Total affected being 46,565 people for both provinces.
- Around 7,500 people displaced following the incident. Currently, NS still updating the data but more than 7,000 are still displaced either in the shelters or in their relatives. Some chose to stay in their damaged houses. 5000 people are reported displaced in Kwa zulu Natal and 2500 in Eastern Cape as of week 2 after the tornadoes.
- 7358 houses destroyed by the tornadoes in Kwazulu Natal.
- The recent calamitous events have already claimed the lives of 21 individuals in both provinces. Among these fatalities, 7 occurred in the Eastern Cape, while 14 were reported in KwaZulu-Natal. Additionally, there are several individuals still unaccounted for, heightening the tragedy. With the displacement of thousands due to these disasters, the numbers may escalate following assessment ongoing.
- Both the floods, strong winds and tornadoes were ranked by Met and Authorities as extreme weather events. These extreme weather events adversely impacted the lives, shelter, livelihoods, well-being, and infrastructures. More than seven thousands structures are reported destroyed, mainly homes schools, local small businesses and communities infrastructures. Thousands people are displaced due to the loss of homes which is exposing them to the winter that is on the start while threatening their life condition that were already challenging. This loss not only leaves individuals and families without shelter but also deprives them of vital sources of income, exacerbating vulnerabilities. Consequently, there is a notable increase in poverty and economic instability within the affected regions. The impact of these events extends beyond the immediate loss of life and property, permeating through the social and economic fabric of the affected communities. As efforts continue to address the immediate needs of those affected, there is a pressing need for comprehensive strategies aimed at rebuilding lives, restoring livelihoods, and fostering resilience in the face of future disasters.

There are specific demographic groups that are disproportionately vulnerable to the impacts of these extreme weather occurrences. In the Eastern Cape, inhabitants of Nelson Mandela Bay and Buffalo City are especially susceptible to the effects of heavy rainfall and flash floods. Among the most vulnerable segments are the elderly, children, individuals with disabilities, migrants, internally displaced persons (IDPs), refugees, and families with limited financial means. The elderly and children, due to their reduced mobility, are particularly prone to health complications arising from adverse conditions and a lack of access to medical assistance. Individuals with disabilities encounter heightened obstacles in evacuating and accessing emergency services, while IDPs and refugees often reside in precarious living conditions



and lack the resources to cope with additional disruptions. Low-income families typically reside in poorly constructed dwellings situated in flood-prone locales, exacerbating their vulnerability and limiting their capacity to recover from the aftermath of such events. As stated by the Institute for Security Studies in 2021 urban South Africa is ill-prepared for the coming climate-change effects and that more weather disasters – with rapidly increasing informal settlements, poor land use and inadequate infrastructure – would cause significant losses. We are seeing the extend of damages now with communities already vulnerable that are further threatened by these events. The affected areas meet these characteristic, making this situation unbearable by the vulnerable communities from these specific groups. With the winter starting and existing risk of further tornadoes or severe weather, include snowfall already witness, an urgent support is required to mitigate further risk for this communities.

The infrastructure in both provinces has sustained extensive damage. In the Eastern Cape, flooding has compromised dam walls and canals, resulting in significant inundation of residential and commercial properties. Meanwhile, in KwaZulu-Natal, the convergence of floods and a tornado has led to widespread destruction of residences, shelters, educational institutions, healthcare facilities, water distribution systems, commercial establishments, and power grids. The economic ramifications of these events are profound, with businesses experiencing financial setbacks and substantial investments required for repairs and reconstruction. The impairment of critical infrastructure will have enduring repercussions on the economic revitalization and stability of these regions.

It is noteworthy that the areas in KwaZulu-Natal (KZN) impacted by the recent tornadoes, particularly the Tongaat area, had not experienced such incidents in the past three years. Tongaat is characterized by formal structures and houses, making the recent events particularly significant. Previous interventions in the KZN regions had been focused on different hazard, primarily floods and landslides. Currently, the province has been struck by two tornadoes, followed by heavy rains, which have led to substantial destruction of household infrastructure resulting into displacements of families. This shift from flood-related issues to tornado-related damage underscores the increased severity of the evolving natural hazards in the region.

Consistent with the magnitude and breadth outlined above, the South African government, through the National Disaster Management Centre (NDMC), proclaimed a National State of Disaster on 05 June 2024, rallying partners and stakeholders to provide humanitarian assistance to support the affected communities. Subsequently, on 10 June 2024, the South African Red Cross Society (SARCS) received requests for aid from KwaZulu-Natal regional office, the South African Local Government Association, and the provincial government of KwaZulu-Natal to aid affected communities in their recovery efforts. In light of the above, the SARCS request to launch the DREF operation to complement the intervention currently being implemented by government to support the affected areas in the Eastern cape and Tongaat area of KwaZulu-Natal.

Source Information

Source Name	Source Link
1. Mail & Guardian	https://mg.co.za/news/2024-06-03-six-people-dead-and-hundreds-evacuated-in-eastern-cape-floods/
2. ECHO	https://ercportal.jrc.ec.europa.eu/ECHO-Products/Echo-Flash#/daily-flash-archive/5084
3. South Africa Eastern cape floods	https://www.sanews.gov.za/south-africa/condolences-eastern-cape-flood-victims-0
4. South Africa KZN strong weathers and tornadoes	https://www.sabcnews.com/sabcnews/946183-2/
5. IOL	https://www.iol.co.za/news/south-africa/kwazulu-natal/kzn-floods-tornadoes-damage-tongaat-stanger-jozini-umlalazi
6. SANews	https://www.sanews.gov.za/south-africa/condolences-eastern-cape-flood-victims-0
7. Herald Live	https://www.heraldlive.co.za/news/2024-06-03-heavy-rains-wreak-havoc-in-nelson-mandela-bay



Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	No
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:

-

Lessons learned:

Historically, severe weather events such as floods and landslides have caused extensive damage in South Africa. However, this is the first time multiple hazards hit the provinces and especially the areas affected in the same short period. Furthermore, the impact of the tornadoes, storm and floods have been particularly violent while the country is considered to be on the start of the winter. Climate changes and the effect of El nino on the weather in South Africa are likely to affect significantly the hazards usually witness and put the already affected in a high vulnerability in this winter season. Acknowledging all the underlying factors and the severity of this events in the beginning of the season, the Government also declare the state of Emergency. It is also important to highlight that the areas that were recently affected by 2 tornados in the KwaZulu Natal province (Tongaat) were never affected by the same disaster. In Eastern Cape, Nelson Mandela Bay, Buffalo City and Sara Batman recently affected areas were not affected by floods in the past 3 years. Instead in the past it has been Chris Hani, Mthatha and OR Tambo (Mthatha area) which were affected. The rapid intervention of the SN is critical to deliver humanitarian assistance to the communities displaced and support them protecting their dignity and their life threatened by the disaster.

The disaster scheme in the past years also reveals a persistent complex vulnerabilities and the need for robust disaster preparedness and resilient infrastructure to mitigate the impacts of natural hazards. Especially considering that in the past and current events, the most disadvantaged populations continue to be the same highly vulnerable to the impacts of severe weather events which are often unpredictable and are exacerbated by Climate Change. Despite limited resources at country level, SARCS with the support of IFRC has been scaling up the preparedness and readiness of the NS in the most vulnerable provinces, investing efforts on capacity building of communities, volunteers and staff on the disaster management. Include continuous refresher training programs for staff and volunteers focusing on disaster response, community engagement, Health care and specific intervention skills, Reinforcing the DRR initiatives and Building Back Better interventions in the most vulnerable communities. Regular simulated disaster response drills by provincial response teams (PRTs) are also conducted to keep volunteers and staff prepared for actual emergencies, ensuring a more competent and effective response team.

Past success of intervention, risks and challenges are also consider on the design of this intervention. They have informed the risk analysis and planning of critical actions. Some are capture below:

- From previous SARCS operations, it has become clear that timely and effective communication with stakeholders and affected communities is essential for managing expectations. In the past, a lack of efficient communication sometimes caused confusion and delays, impacting the overall response. To avoid similar issues in the current interventions in KwaZulu-Natal (KZN) and Eastern Cape (EC), the provinces will continue to engage through the Provincial Joint Operations Committees (JOCs), while SARCS National Office will keep collaborating with relevant stakeholders and partners in National JOCs.
- Additionally, the National Society (NS) is strengthening community engagement through local leaders and volunteers to ensure effective information flow to and from the affected populations. Delayed aid delivery of resources tended to pose significant challenges. To address these issues, the NS has engaged suppliers who are able to provide relief within 48 hours of funding approval and can be paid by NS once funds are received essential supplies from previous operations in disaster-prone areas to ensure their immediate availability.
- The NS through its volunteer system has established a trusted relationship with the ward committees especially in the KwaZulu Natal Area. The aim of strengthening the collaboration with existing ward committees is to tackle challenges with distribution of relief material following incidents experienced under the MDRZA014 fire incident when assistance is planned in informal settlement. Advanced logistics management systems are also being utilized to track and optimize resource distribution, guaranteeing timely and equitable delivery of aid.
- Health and WASH were areas where there were delays in health interventions and limited access to facilities increased health risks,



such as waterborne diseases. To address this, the NS continues training volunteers and peer educators on eCBHFA and provided refresher training on ECV and EPiC to improve community-based surveillance in affected communities, enabling them to detect and respond to disease outbreaks promptly. Distribution of sanitation kits and community education on hygiene practices are continually prioritized to prevent the spread of diseases and maintain public health.

- Lastly, delayed financial reporting due to receiving key documentation and reconciliation previously resulted in a slow turnaround in overall reporting and difficulties in accessing prospective DREFs or EAs. To ensure robust documentation practices, standardized reporting systems have been implemented, ensuring accurate and timely documentation of all activities. Furthermore, the NS has recommended that at least one Finance/Corporate Service personnel must form part of the monitoring visits to the provinces, where they assist with the compilation and administration of financial documents and reconciliation to reduce the time of receiving certain documents.

Current National Society Actions

Start date of National Society actions

03-06-2024

Livelihoods And Basic Needs	SARCS is collaborating with Shoprite in the Eastern Cape to provide soup and hot meals to the people being housed temporarily in shelters. The SARCS KZN Provincial Team has also been providing hot meals using 3 mobile kitchens to the affected communities. 1,500 people on average are receiving that support.
Community Engagement And Accountability	SARCS is facilitating Community Engagement and Accountability (CEA) in affected areas in both KZN and EC provinces. This is done through community forums and available platforms to engage and update communities on operations. Awareness and sensitization sessions are facilitated to keep communities abreast with operations initiatives which concern their lives. Continuous engagements with relevant authorities and other partners to harness community involvement in planning and implementation of interventions remains key.
Coordination	Coordination in the response efforts has been facilitated through government mechanisms (at the national and local level). SARCS is engaged in the government led platforms and coordination meetings at national, provincial and district levels through the JOCs
Assessment	SARCS resumed assessments to see the level of need in the affected communities. The NS firstly conducted a needs assessment using the Kobo tool and held meetings to gather direct insights on vulnerabilities and needs related to these extreme weather events. Collaboration with local authorities and other agencies has been prioritized for improving coordination and understanding of the disaster risk landscape. Continuous monitoring allows SARCS to adjust its proposed actions based on changing environmental conditions or new incidents. These assessments also help prevent the duplication of services and actions. The volunteers continue to conduct assessments, which have identified the priority sectors and needs as detailed in the below sections. The challenges encountered and gaps also consolidated in the gaps sections.
National Society EOC	In preparation for the erratic weather conditions as forecasted by SAWS, SARCS has activated its Emergency Operations Centre (EOC), managed by the National Response Team (NRT), allowing SARCS to centralize command and control, thereby improving coordination and communication at all levels of the National Society. The EOC acts as the central hub for all responses and preparedness actions, offering real-time situation monitoring and quick information dissemination to support rapid decision-making and resource allocation. This setup ensures that SARCS can effectively handle and respond to any flood-related incidents. Equipped with advanced communication tools and staffed by skilled personnel trained in emergency management and operational procedures, the EOC enhances SARCS's readiness. It also ensures the safety of volunteers and staff through the Safer Access Framework and delivers efficient and effective humanitarian aid to address the growing needs from the communities.



IFRC Network Actions Related To The Current Event

Secretariat	The IFRC through its Pretoria Cluster In the context of the current disaster and ongoing responses which the NS is implementing has been actively supporting SARCS through providing crucial technical support through its Secretariat role to the National Society.
Participating National Societies	There are no Partners National Societies in country.

ICRC Actions Related To The Current Event

There is no ICRC presence in-country.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	<p>The government is coordinating response efforts by humanitarian organizations to prevent the duplication of efforts. These coordination meetings for response actions are spearheaded by the government to ensure streamlined operations and effective resource allocation. The Government of South Africa classified the occurrence as a National State of disaster giving the primary responsibility for coordination to the National executive committee and to call organization, partners and other stakeholders to assist with humanitarian aid to support the affected provinces</p> <p>The South African Weather Services (SAWS) continuously provide weather updates, including early warning messages. This enables both the government and humanitarian actors like SARCS to intensify the dissemination of critical information to communities, particularly those residing in high-risk areas. Through its extensive network of community-based volunteers, SARCS reaches people at the grassroots level with timely updates. This approach helps to minimize the vulnerabilities of at-risk communities by ensuring they are well-informed and prepared for potential weather-related hazards although more needs to be done to ensure the information reaches to marginalized communities and groups too.</p>
UN or other actors	SARCS has proactively reached out to UNICEF for support under the existing contingency plan formulated earlier this year, enhancing its capacity to address the ongoing crises.

Are there major coordination mechanism in place?

There are Joint Operation Committees (JOC) which were activated by Disaster Management Centre (DMC) at all levels which are national, provincial, district and local municipality levels and SARCS actively participate at all levels to strengthen its auxiliary role. DSD is responsible for coordinating relief from both the government and other partners involved in this response operation.

Needs (Gaps) Identified



Shelter Housing And Settlements

The most affected areas in KwaZulu Natal (Tongaat) are formal settlements with well-structured houses that were severely damaged by the tornadoes and floods in the Eastern Cape. Over 7,358 houses have been destroyed, and more than 4,600 people remain displaced in KwaZulu Natal and the Eastern Cape with their homes completely ruined.

The destruction, whether partial or total, of thousands of houses exposes many families to harsh winter conditions. Many families



choose to stay in their partially destroyed homes to protect their belongings from theft. As a result, they often remain outside their homes, unwilling to leave for fear of losing the few items spared by the disaster. Municipalities in both KZN and the Eastern Cape have provided 13 temporary shelters, accommodating 1,835 people in local community centers, with local churches also offering temporary shelter. Despite these efforts, unmet needs persist.

Many individuals and families, preferring to stay close to their homes and communities, have chosen to stay with friends and relatives. This decision highlights the resilience and strong community bonds during these difficult times. The combined efforts of using community centers and support from local church groups emphasize the importance of community solidarity in disaster response. These efforts ensure that people have shelter options while staying near their homes, maintaining their social connections and community ties during the recovery process.



Livelihoods And Basic Needs

Access to safe and nutritious food has been disrupted by the disasters in both provinces leading to significant food shortages. The immediate livelihood needs identified by NS are:

- Access to immediate food for families that are the most vulnerable and displaced. There are hundreds of families in the evacuation centers and additional displaced in the host communities. Both have been in need of food assistance since the disaster strike.
- The disruption of their normal source of income is also noticed. Many livelihoods, particularly those reliant on agriculture and local industries, have been severely affected, necessitating support for recovery. Many households affected by the floods depend on livestock for their livelihoods and sustenance. In another hands, the informal settlements impacted included also some small businesses that have been ravaged by the tornadoes in KZN. For the communities already dealing with difficult conditions and scarcity of resources as characterized in some of these rural and peri-urban areas, this crisis is putting in high vulnerability thousands of people.
- For highly vulnerable groups such as migrants, displaced communities, and refugees among the affected population, it is crucial to recognize that the pre-disaster economic challenges and social tensions are likely to escalate due to the disruption of their well-being and increased stress on their low incomes. The flooding has not only damaged homes and infrastructure but also destabilized the economic stability of communities and their sources of income. With homes and livelihoods swept away, it is imperative for these families to find solutions despite already facing significant challenges even in normal times. Their precarious situation leaves them unable to recover quickly, creating an urgent need for financial, material, and food support.

-The disruption of income-generating activities and livelihoods also significantly impacts education, with some areas experiencing school closures that affect children's learning. The distribution of non-food items and the implementation of protection measures for vulnerable groups further help address these basic needs.

- Immediate support to help families meet their basic necessities is critical, particularly for those relying on evacuation centers or already facing severe income limitations before the disaster. Given the stressful conditions, there is a heightened risk of theft and negative coping mechanisms. Therefore, addressing livelihoods and basic needs has become a critical priority amidst these challenges.



Multi purpose cash grants

The Cash Voucher Assistance (CVA) program, implemented in response to the flooding in KwaZulu-Natal (KZN) and the Eastern Cape (EC), offers numerous benefits that extend beyond immediate relief. One of the most significant advantages of CVA is its role in restoring dignity to affected individuals and empowering communities to cater to their own cultural dietary requirements.

Multi-purpose cash assistance is essential as people affected by the tornadoes and floods struggle to meet basic needs such as food, clothing, and shelter. This inability to meet essential needs exposes them to further vulnerabilities, such as malnutrition and illnesses due to the harsh winter conditions prevalent in many parts of the country, including all affected areas. Some individuals are also at risk of sexual exploitation, being lured by those with more resources. Therefore, it is crucial to provide affected individuals with options to prioritize their needs as they navigate their recovery from the disaster's adverse impacts.

Given the range of needs from emergency to medium- and long-term solutions, multi-purpose cash assistance is considered the most appropriate form of support. It offers flexibility, allowing families to prioritize their needs, whether meeting emergency requirements or allocating funds to transitional shelter and livelihood solutions that contribute to medium-term resilience. This flexibility is especially important in contexts where additional shelter support must come from the government, and communities need an initial plan while awaiting further solutions.

The Cash Voucher Assistance program not only addresses immediate needs and cultural dietary preferences but also acknowledges the importance of livestock in the livelihoods of flood-affected communities. By providing financial support for livestock care and replacement, CVA plays a crucial role in strengthening community resilience, ensuring sustainable livelihoods, and enhancing overall recovery efforts in KZN and EC.





Health

The tornados in KwaZulu-Natal (KZN) and Eastern Cape floods (EC) has resulted in significant and diverse health risks and needs. The situation has heightened the risk of waterborne diseases due to contaminated water sources and disrupted sanitation facilities due to damaged infrastructure.

There have been injuries, both minor and severe, necessitating medical attention and first aid. The welfare of the affected communities is in jeopardy. Simultaneously, the emotional toll from the loss of homes and loved ones takes a toll on mental well-being. Moreover, the destruction of roads, schools, clinics, and power supply infrastructure impedes access to crucial services, further worsening the situation for the affected populations.

In the absence of access to healthcare, clean water, and electricity, the capacity to recuperate and sustain good health is significantly hindered. Especially for groups such as those on chronic medications who are at greater risk due to disrupted access to their required treatments. The lack of clean, drinkable water further complicates these issues, making it difficult for individuals to safely take essential medications.

Moreover, the mental health and psychosocial well-being of affected individuals have been strained by the trauma and stress of the disaster.

There is an ongoing Monkey Pox outbreak which adds another layer of risk for the communities and require effective management and prevention efforts.



Water, Sanitation And Hygiene

The recent flooding and tornadoes in KwaZulu-Natal (KZN) and Eastern Cape (EC) have led to the displacement of numerous individuals to evacuation centres, creating an urgent need for access to clean drinking water, proper sanitation, and hygiene promotion to prevent disease outbreaks. The disaster has likely caused significant damage to water and sanitation infrastructure at both the community and household levels. Consequently, there is a pressing need for comprehensive water and sanitation support to address these challenges. Indeed, from preliminary information, the flooding caused devastation of water infrastructure heighten the risk of outbreaks of waterborne illnesses.

In evacuation centres, ensuring the provision of clean drinking water is paramount to prevent waterborne diseases and maintain the health of displaced individuals. This involves setting up water purification systems and distributing safe drinking water regularly. Proper sanitation facilities, including portable toilets and waste management systems, are essential to prevent the spread of diseases and maintain hygiene standards in these crowded environments.

At the community and household levels, repairing and restoring damaged water and sanitation infrastructure is crucial which will be coordinated by other stakeholders such as the Department of Water and Sanitation. This includes rehabilitating water supply systems, repairing broken pipelines, and ensuring that latrines and other sanitation facilities are functional. Providing hygiene promotion and education is also vital to encourage good hygiene practices among affected populations, reducing the risk of disease transmission.

Initial assessments have highlighted that hygiene packs are a priority need for the affected households. These packs typically include essential items such as soap, disinfectant, sanitary products, and water purification tablets. Distributing these hygiene packs will help families maintain personal hygiene and prevent the spread of infections.

Moreover, the establishment of handwashing stations and the provision of hand sanitizers in public areas and evacuation centres will further support hygiene efforts. Community engagement and education campaigns can reinforce the importance of hygiene practices, such as regular handwashing, safe water storage, and proper waste disposal.

By addressing these WASH needs comprehensively, the operation aims to safeguard the health and well-being of the affected populations. Ensuring access to clean water, sanitation, and hygiene resources will play a critical role in preventing disease outbreaks and supporting the recovery and resilience of communities impacted by the floods and tornadoes.





Protection, Gender And Inclusion

In responding to the floods and tornadoes in the Tongaat area of KwaZulu-Natal (KZN) and the Eastern Cape (EC), it is crucial to prioritize Protection, Gender, and Inclusion (PGI) considerations. Vulnerable groups such as women, children, the elderly, and individuals with disabilities may encounter difficulties in accessing information and resources, making them more susceptible to exploitation and abuse. Therefore, implementing tailored strategies that prioritize their protection and inclusion is essential to effectively address their distinct needs.

At this stage, protection needs should focus on maintaining adherence, inclusion, and social cohesion, drawing from lessons learned in similar contexts. Consistent application of PGI principles and the movement's values is imperative. The deployed team must fully integrate these values and align their work with this framework.

The reluctance to stay in shelter sites and the diversity of groups in evacuation centers necessitate a thorough integration of PGI standards and strategies into planning. This approach minimizes risks associated with feelings of exclusion or protection concerns, especially for minority groups such as migrants and refugees. Families in shelters require special considerations to protect their dignity, ensuring they do not feel further harmed or discriminated against.

Key priorities identified include:

Targeted Awareness Campaigns: Promote community tolerance, cohesion, and protection against all forms of violence, including gender-based violence and discrimination.

Safe Spaces: Establish safe spaces for discussions and reporting PGI concerns or sensitive feedback within or around shelters.

Child Safeguarding Measures: Prioritize specific messages to protect children in affected areas, particularly those identified in shelters, including orphans and those who have tragically lost their lives due to electrocution. These messages should emphasize the security and safety of these vulnerable groups, ensuring their well-being and access to essential services.

By implementing these strategies, the response can ensure that vulnerable groups are protected and included, and that their unique needs are addressed. Inclusivity and sensitivity to gender dynamics, literacy levels, and cultural diversity are essential principles to ensure that no one is left behind in the recovery process.



Community Engagement And Accountability

Most of the impacted individuals in KwaZulu-Natal (KZN) and Eastern Cape (EC) come from informal settlements, making community engagement crucial for the rebuilding process. Actively involving community members in discussions and decisions about reconstructing their homes ensures that efforts align with their needs and preferences. Providing assistance in gathering and salvaging belongings is vital for both emotional and practical recovery. SARCS will adopt a hands-on approach, being present on the ground and directly engaging with the affected communities.

Given the diverse context and lessons learned from past operations, there is a need for a robust system that gives voice to all groups within the community, ensuring everyone feels heard and respected. Past operations have highlighted the importance of addressing rumors and monitoring evolving situations with community leaders and key representatives to proactively manage any arising challenges or tensions. Communication with the community regarding criteria, plans, and feedback must be the foundation for decision-making.

Safe and frequent spaces are needed for individuals to voice their concerns and stay informed about the response efforts. Maintaining constant communication with timely updates and information builds trust, understanding, and ownership, mitigating challenges observed in previous operations such as MDRZA014.

At the institutional level, it is crucial to ensure that actions are harmonized to avoid frustration and disturbances, as well as to prevent multiple messages or communication channels that may foster rumors, misinformation, and erode trust.

Any identified gaps/limitations in the assessment

Conducting assessments in the aftermath of the recent floods and tornadoes has posed several challenges. The hostile terrain, combined with persistent extreme weather, has created hazardous conditions for assessment teams. Navigating through flooded and unstable areas requires careful planning, innovative solutions, and precautionary measures. Additionally, the damage to access roads has significantly impeded the mobility of assessment teams, making it difficult to reach remote and affected communities. Road closures and submerged routes have tested the resilience of responders, necessitating creative and safe solutions to ensure that the most affected communities are not left unassessed or underserved.

Recent experiences from flood assistance and disaster relief operations, such as the DREF learnings from fire incidents, have demonstrated that assistance in urban and semi-urban areas is more effective through cash-based interventions. This is particularly true



in informal settlements, where addressing shelter and other necessities through a segmented sectoral approach is challenging. The flexibility of multipurpose cash grants allows for addressing multiple needs and priorities, while also ensuring the protection and empowerment of affected communities. This approach supports early recovery by giving recipients the autonomy to make decisions best suited to their needs.

Moreover, efforts must continue in coordinating and engaging with local representatives in recovery planning and developing medium- and long-term solutions to complement cash-based interventions. Recovery planning is crucial for providing shelter solutions, rebuilding infrastructure, and restoring livelihoods. This effort requires sustained resource mobilization and effective coordination among stakeholders, especially the government. These efforts must be integrated with ongoing operations and coordinated through discussions held during this response operation.

Addressing these gaps and challenges requires continuous effort, collaboration, and adaptability to ensure the well-being and recovery of flood-affected communities in KZN and EC.

[Assessment Report](#)

Operational Strategy

Overall objective of the operation

The primary goal of this DREF operation is to offer assistance to 10,000 individuals affected by the floods and tornadoes in the Tongaat area of KwaZulu-Natal and Eastern Cape province. The intervention aims to alleviate the immediate impacts of the disaster and improve the well-being of the affected communities, ensuring their basic needs are met in a dignified manner for the key humanitarian priorities identified by the NS such as Shelter and Livelihoods, Health, Water, Sanitation, and Hygiene (WASH), Multi-purpose Cash Assistance, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA).

In Tongaat, KwaZulu-Natal the operation will be prioritizing aid to support a total of approximately 5,000 people in the Tongaat, KwaZulu-Natal and extended to the Eastern Cape, targeting 6,000 individuals.

Operation strategy rationale

SARCS has activated its National Response Team (NRT) and Emergency Operations Centre (EOC) to ensure proper coordination of flood and tornado responses in KZN and Eastern Cape provinces for this response. The strategy is designed based on priorities identified during the initial assessment done by SARCS. Engagements with local communities, government sectors, and other stakeholders were also prioritized to inform the response measures SARCS will undertake.

SARCS will deploy the intervention aiming to reach the impacted municipalities by focusing on these critical areas of priority. The operation seeks to mitigate the immediate impact of the disaster and improve the well-being of the affected populations. The aim is to meet their basic needs through a dignified response, aiding individuals and communities in the recovery process by providing a flexible cash modality. A flexibility and complementarity approach is prioritized for this intervention with both cash and in-kind modality. The cash and in-kind are complementary in this context of diverse needs. The families displaced in general and specifically the one in shelters are characterized by low income and vulnerable groups that faced limited resources even in normal context. With the low income or businesses/livelihood that may have also been affected by the disaster, it is more challenging to cope with this crisis, especially with the ongoing winter that require immediate resilience, at least for housing solution, food and basic necessities. Hence, the items distribution will be an essential aid for all the displaced families that have lost completely their houses to get some basic necessities while the cash comes as a complement support to access the housing solution, complement their food needs that NS can not 100% fulfill through the hot meals (especially for families with babies, people with dietary considerations) ; additional basic needs (MHM, buy water which remain disrupted in some areas...). In the context of long term shelter solutions being bounds and led by Government, the above approach gives room for communities to define already some solution that suits their preferences and specific realities.

It also called for effective community engagement to ensure understanding and maintain the social cohesion in the community. Same engagement must be strengthen and maintained with local authorities and disaster management entities at provincial level and National level to raise continuously awareness on longer-term resilience programming for affected communities. This entails fostering coordination mechanisms and collaborating closely with public authorities and relevant stakeholders to ensure that response efforts are aligned with sustainable recovery initiatives. Furthermore, the strategy emphasizes the importance of engaging affected communities in decision-making processes and advocating for their inclusion and acceptance in all steps of the intervention. Aiming to promote ownership of and enhance the overall effectiveness and sustainability of interventions.

With the weather conditions and the limited resources that were able to be deployed, SARCS is still completing a comprehensive



assessments that will be available in coming weeks and may further refine the operational strategy, allowing for necessary adjustments to ensure a cohesive and efficient response. It will also inform on potential changes and assistance that may come to complement this plan. This said, NS is keeping a strong coordination with regular meetings with Government to ensure current plan is not duplicating any ongoing efforts. SARCS DREF allocation is focusing on the below response pillars:

1. Shelter

Shelter intervention is bound by the existing laws of the shelter assistance in South Africa which does not endorse the distribution of tarpaulins and emergency shelter kits such as tents. This is because the Department of Human Settlements is legally responsible for providing shelter to affected populations, adhering to specific standards. With this consideration, the main goal is to ensure the families who have been displaced and have lost their houses, material and basic necessities are provided with essential items: blankets, mattresses, and kitchen sets. The primary focus remains on reducing families' exposure to adverse weather conditions and preventing further harm, while also providing dignified assistance. 02 blankets and 02 Mattresses and 01 kitchen set will be distributed per household to 1000 families. Existing commitments will be given precedence to explore additional shelter options and increase awareness about safe shelter practices through community involvement. Community awareness engagements on building back better will be conducted in 20 communities in the two provinces. This will be done through community forum awareness and indabas.

2. Livelihoods

The National Society (NS) is currently providing hot meals to more than 1,500 people who are sheltered in both provinces. Under this operation, the NS plans to provide hot meals for 8 weeks in these shelters. Aiming to support immediate food for 5,000 people in evacuation centers. To achieve this, a mobile kitchen will be procured to prepare meals for affected families. It is essential to ensure that field teams are adequately supported to effectively deliver this vital service.

3. Health

Addressing urgent health requirements by delivering medical assistance and support to those in need. This encompasses ensuring uninterrupted access to essential chronic medication for individuals experiencing distress and coordinate Psychological First Aid (PFA), Psychosocial Support (PSS), and Psychosocial First Line (PFL) interventions to provide holistic care and assistance during this challenging period. These efforts aim to not only address immediate health concerns but also provide comprehensive support for the mental and emotional well-being of affected individuals. Health sensitization sessions will also encompass awareness on water borne disease, monkey pox and other health threats. EPIC training will be provided to the response team with the support of IFRC health personnel and the skills will be adequately used during response interventions.

Furthermore, as part of the NS role and not necessarily through this funding, NS will provide medical support to individuals with ongoing medical conditions and offer First Aid as needed.

For individuals requiring ongoing medical care, such as those with hypertension or undergoing Antiretroviral treatment, SARCS will facilitate their linkage to public health facilities for continued treatment through mobile or off-site clinical services.

4. Water, Sanitation, and Hygiene (WASH)

SARCS will contribute to the sanitation and water access by providing hygiene kits to 2,000 Households and promoting hygiene practices within affected communities. The National Society (NS) plans to initiate hygiene promotion campaigns and conduct WASH (Water, Sanitation, and Hygiene) education sessions to instill safe practices within communities. A WASH refresher training for volunteers will be conducted prior to this. Furthermore, SARCS will collaborate with local authorities and community leaders to undertake joint efforts aimed at restoring water sources and sanitation facilities. This collaborative approach seeks to prevent waterborne diseases and promote overall community health and well-being.

5. Multipurpose Cash

As part of this initiative, multi-purpose cash assistance is planned to provide financial support, aiding families in addressing their immediate needs. The distribution of Cash will be a once off (1month) under this operation to 1,500 households (800 in KZN and 700 in Eastern Cape). Each household will receive a once off payment of R2500 determined based on the value of the food basket and prices of essential household items in local markets. It aims to enable beneficiaries to fulfill their basic needs while accommodating their preferences. SARCS, by planning this cash assistance in addition to the in-kind distribution aimed to give an opportunity to the affected families to prioritize among temporary housing solutions (the repair of their houses, support to rental etc) and complement any gaps for food and other basic needs in the first months following the disaster.

Cash and voucher assistance (CVA) has proved to remain a valuable tool for the National Society in its ongoing and past interventions, aiding communities and beneficiaries in restoring dignity and accessing essential services, goods and non-food items (NFIs). Through prioritizing swift, targeted, and efficient interventions directly addressing urgent needs, this operational strategy aims to drive an easier recovery progress, while also laying the groundwork for existing resilience and positive coping mechanism from the communities in the scenario of no other shelter solutions. SARCS has established an agreement with Nedbank, a reputable financial service provider (FSP) experienced in facilitating emergency cash interventions. Moreover, the National Society has trained staff and volunteers knowledgeable in CVA processes.

6. Protection, Gender, and Inclusion (PGI)

Centering on the requirements of the most marginalized demographics, such as women, children, individuals with disabilities, the elderly, and marginalized communities, is paramount. This encompasses enacting measures to shield these groups from additional harm and



guaranteeing their access to vital support services. Such efforts aim to address the unique challenges faced by these vulnerable populations and promote their well-being and inclusion within the broader response framework. Addressing protection concerns involves actively addressing issues such as gender-based violence and safeguarding children from harm. This entails implementing comprehensive measures aimed at preventing and responding to instances of violence and abuse, while also promoting awareness and education within communities to foster a culture of respect and safety for all individuals, particularly those who are most vulnerable. Additionally, it involves establishing support systems and access to services that provide assistance and advocacy for survivors, ensuring they receive the necessary care and support to recover and rebuild their lives.

6. Community Engagement and Accountability (CEA):

Engaging with affected communities to ensure their voices are heard and their needs are effectively addressed is crucial. This process includes conducting regular consultations to gather input and insights from community members, ensuring their perspectives shape the response efforts. Additionally, providing transparent and accessible information about the ongoing response initiatives fosters trust and understanding. Implementing robust feedback mechanisms allows community members to express concerns, ask questions, and offer suggestions, thereby improving accountability and enabling continuous improvement of the response strategies. This inclusive approach ensures that the affected populations are active participants in their recovery, leading to more relevant and effective interventions. Capacity building and sensitization for 50 volunteers on CVA, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA).

In addition, the volunteers who are going to be trained will facilitate Community Feedback mechanism will ensure communities participate in co-design and co-implementation of planned interventions. The plan is to leverage on local knowledge and track rumors, myths and perceptions through Community Feedback Mechanisms. This will harness cooperation and positive involvement of involved community members on issues that relates to their lives.

Targeting Strategy

[Targeting Strategy Supporting Document](#)

Who will be targeted through this operation?

SARCS plans to target at least 2,000 households (10,000 people) affected by the floods and tornadoes in KwaZulu-Natal (KZN) and Eastern Cape (EC). The relief assistance will focus on individuals and families displaced, especially those in evacuation centres that will be assessed as the most impacted and at risk of further harm. The following criteria will be used to define the level of impact and vulnerability for the selection:

- **Impact of the Disaster:** Individuals and families directly affected by the floods and tornadoes, including those who have suffered damage to their homes, loss of livelihoods, and disruption of essential services. The primary focus is to address the immediate needs of those most severely affected.

Specific Vulnerabilities and Socially Marginalized Groups

- **Women, Children, and Child-Headed Households:** These groups are prioritized due to their heightened vulnerability during disasters.
- **People Living with Disabilities:** Ensuring they receive the necessary support and assistance.
- **Pregnant and Lactating Mothers:** Special attention is given to their health and nutritional needs.
- **Elderly (Over 65):** Addressing their specific needs and ensuring their safety.
- **Low-Income Households:** Providing support to those with limited resources or no income, especially those whose main income source were directly impacted by the disaster.
- **Migrants, IDPs and Refugees further impacted:** Specific priority is given to these groups to ensure they are not excluded from the aid distribution.
- **Individuals on Chronic Medication:** Ensuring that those requiring ongoing medical treatment receive the necessary support to manage their conditions during the crisis.

With the above criteria, NS will aim to reach:

- 1,500 HHs with the cash assistance to serve as an immediate support to prioritize among temporary housing solutions (the repair of their houses, support to rental etc) and complement aid needed for food, and access to basic needs in the first weeks following the disaster.
- 1000 HH will be reached with the essential households' items to ensure to have access to minimum material for basic needs such as cooking, weather protection.
- 2,000 HHs reached with hygiene kits.

Considering the above criteria and the planned assistance, there is an assumption that some of the families may receive both cash and other relief assistance. Hence, assistance to 1,500 HHs for cash and 1,000 HHs for relief essential items is maintain to an average of 2,000 households targeted. Some criteria, especially pre-disaster socio-economical parameters will be used to select the families to be assist



with the cash. The size of households, low income, income directly affected by the disaster and capacity of the families to generate income will be used to further select the cash beneficiaries.

The criteria for beneficiary selection will be disseminated and agreed upon with communities and local government authorities. A clear and understandable justification will be provided through meetings with community members and leaders to explain the selection of specific groups or the exclusion of others.

To effectively target these vulnerable groups, SARCS will conduct a rapid vulnerability assessment to identify and locate vulnerable individuals and communities. Inclusive programming will be ensured from targeting through the end of the project. Response activities will be designed to be inclusive, accessible, and sensitive to the unique needs of these groups. Engaging with affected communities will allow for a better understanding of the specific needs and concerns of vulnerable populations, ensuring that their voices are heard, and their needs addressed.

Explain the selection criteria for the targeted population

The selection criteria for the targeted population in the KwaZulu-Natal (KZN) and Eastern Cape (EC) flood and tornado response operation are based on a combination of factors designed to prioritize those most in need of assistance. These criteria consider the level of disaster impact, pre-existing vulnerabilities, and the social dynamics among different groups, particularly regarding protection. The selection approach is inclusive, equitable, and sensitive to social and cultural dynamics, focusing on upholding the rights and dignity of all individuals, especially those from vulnerable groups. This approach is grounded in international humanitarian law and human rights principles. The targeting process and the selection of groups will prioritize the following:

1. **Vulnerability Factors:** Including pre-existing and current vulnerabilities. Vulnerable groups often face heightened risks during disasters due to limited mobility, reduced access to information, and existing social and economic disparities.
2. **Equity:** Ensuring that aid is distributed equitably so that no one is left behind in the response efforts.
3. **Protection:** Protecting the rights and well-being of vulnerable populations is a humanitarian imperative. Ensuring their safety and access to essential services is a core principle of disaster response.

Total Targeted Population

Women	2,680	Rural	80%
Girls (under 18)	2,520	Urban	20%
Men	2,300	People with disabilities (estimated)	2%
Boys (under 18)	2,500		
Total targeted population	10,000		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
<p>Environmental Impact: The disasters and adaptative solutions engaged by communities may have unintended negative environmental impacts, such as contamination of water sources or damage to ecosystems.</p>	<ul style="list-style-type: none"> -Adhere to environmental guidelines and best practices in relief operations. -Monitor and mitigate environmental risks associated with infrastructure repair and construction. -Collaborate with local environmental experts for guidance. -Promotion of simple actions to be implemented by displaced communities to help preserve the environment.
<p>Inadequate Community Engagement: Limited community engagement may result in misunderstandings, resistance, or misalignment of response efforts with community needs.</p>	<ul style="list-style-type: none"> -Develop a robust community engagement strategy that includes regular consultations and feedback mechanisms. -Promote community ownership and participation in decision-making. -Ensure that response teams are culturally sensitive and respectful of local customs and existing social cohesions.



	<ul style="list-style-type: none"> - Ensure communities leaders and involved to any potential tensions resolutions and discussions.
<p>Access Constraints: Damaged roads and dangerous terrain may hinder access to remote and isolated areas. Roads have been impacted and rains likely to continue, access can be challenging for some time.</p> <p>Infrastructure and accessibility posed significant challenges in previous interventions, with damaged infrastructure and inaccessible areas delaying aid delivery. SARCS continues strengthening its collaboration with local authorities ensuring rapid repair of critical infrastructure and the establishment of temporary access routes, facilitating smoother logistics and aid distributions to reduce delays and enable access to affected communities</p>	<ul style="list-style-type: none"> -Establish alternative transportation methods, such as air or water transport, to reach inaccessible areas. -Pre-position relief supplies strategically to reduce response time. -Collaborate with local authorities to prioritize road repairs and clearance.
<p>Resource Constraints: Inadequate and limited resources, including funding and personnel, may limit the scale and effectiveness of the response.</p>	<ul style="list-style-type: none"> -Mobilize additional resources through fundraising and donor engagement. -Collaborate with other humanitarian organizations to share resources and expertise. -Optimize resource allocation by prioritizing high-impact interventions.
<p>Communication: Disrupted communication infrastructure may hinder information sharing and coordination.</p>	<ul style="list-style-type: none"> -Establish alternative communication systems, such as satellite phones and radio networks. -Train response teams in effective communication protocols. -Engage community leaders to help disseminate critical information.
<p>Potential risk of social unrest leading to poor service delivery.</p>	<p>Intensify community engagement and accountability to ensure communities are presented with a platform to understand efforts by SARCS and partners to assist those in need.</p>
<p>Protection Risk: Vulnerable populations, particularly women and children, may face protection risks, including gender-based violence and child protection issues.</p>	<ul style="list-style-type: none"> -Implement protection measures, such as safe spaces and community-based networks, to ensure the safety of vulnerable groups. -Conduct awareness campaigns on protection and gender-based violence prevention. -Provide referral to specialized services for survivors of violence.

Please indicate any security and safety concerns for this operation

Security Risks are mainly linked to the theft, looting as first common risk across the provinces. The second priority risk will be the socio-political tension that may arise from the ongoing post-electoral period, or the social unrest witnessed in the past. Indeed, the conclusion of the NPR Elections and ongoing discussions by political parties to form a government can affect the general mood of communities, especially in hotspots, potentially leading to unrest. Some of these risks can jeopardize the safety of response teams and the distribution of aid.

Mitigation:

- Coordinate closely with local law enforcement and security agencies for protection during aid delivery.
- Monitor the context and ensure security officer at delegation is involved in all planning to ensure adequate security guidance and adapt response plans accordingly.
- Apply the minimum-security regulation applicable to each situation, include the insurance of volunteers, the travel security measures for all the monitoring, adequate briefing on security and safety for all the personnel and volunteers involved etc.
- All IFRC staff will comply with the stay safe training applicable for their position and ensure their team receive involve in the intervention have complied to the same.
- Regular communication and monthly debriefings will be organized with the security focal point of IFRC and SARCS to ensure alignment and adequate planning adjustment. Regular monitoring and adaptation of the response plan based on changing circumstances are critical components of risk management in humanitarian efforts.



Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 147,278

Targeted Persons: 5,000

Indicators

Title	Target
# of detailed assessment conducted.	2
# of households reached with blanket distribution.	1,000
# of households reached with mattress distribution.	1,000
# of households reached with kitchen sets.	1,000
# of people reached with safe shelter awareness on building back. better	5,000

Priority Actions

- Detailed assessment of the needs and vulnerabilities, damages of affected households.
- Distribution of 2000 blankets to 1000 households (2 blankets per household).
- Distribution of 2000 mattresses to 1000 households (2 mattresses per household).
- Distribution of kitchen sets to 1000 households (1 set per household).
- Awareness raising on safe shelter and building back better initiatives.



Livelihoods And Basic Needs

Budget: CHF 19,443

Targeted Persons: 5,000

Indicators

Title	Target
# of people provided with hot meals.	5,000
# of mobile kitchens secured.	2

Priority Actions

- Provide hot meals to affected people in two province for 8 weeks. 1500 people already reached.
- Secure mobile kitchens for Eastern Cape.
- Replenish stock for hotmeals distribution.





Multi Purpose Cash

Budget: CHF 198,947

Targeted Persons: 7,500

Indicators

Title	Target
# of households profiled for cash interventions.	1,500
# of staff and volunteers who received refresher training on CVA.	50
# of people reached with CVA launch event.	200
# of households received multi-purpose cash.	1,500
# of financial Service Provider engaged.	1

Priority Actions

- Household profiling and beneficiary verification of 1,500 households (7,500 people).
- Refresher training of volunteers.
- Deployment of volunteers to support and monitor cash intervention process.
- Cash intervention launch.
- Conduct Post Distribution Monitoring (PDM) of operations.
- Engagement with Financial Service Provider.
- Capacity building training for Cash voucher assistance information management.
- Cash voucher assistance information management.
- Distribution of cash vouchers to 1,500 households (7,500 people) as once off relief payments.



Health

Budget: CHF 13,610

Targeted Persons: 1,300

Indicators

Title	Target
# of people reached with PFA and PSS services.	1,300
# of people reached with referral of distress.	100
# of volunteers & staff briefed on EPIC.	50

Priority Actions

- Identification of people in distress.
- Facilitate PFA and PSS sessions to affected people.
- Support first aid and referral for people in shelter in need of medical assistance were needed, in coordination with local actors.
- Conduct health awareness sessions in displaced communities and include message on monkey pox.
- Briefing of volunteers and epidemic prevention key messages, focusing on key existing risks.





Water, Sanitation And Hygiene

Budget: CHF 29,456

Targeted Persons: 10,000

Indicators

Title	Target
# of households reached with household hygiene packs.	2,000
# of hygiene awareness/sensitization sessions conducted.	14
# of people reached with awareness/sensitization sessions.	1,400
# of volunteers and staff trained on WASH refresher.	50

Priority Actions

- Distribute hygiene packs to households.
- Conduct 14 hygiene awareness and sensitization.
- Provide refresher training to 80 volunteers.



Protection, Gender And Inclusion

Budget: CHF 486

Targeted Persons: 60

Indicators

Title	Target
# of staff and volunteers briefed to implement PGI minimum standards during operation	60

Priority Actions

- PGI briefing on minimum standards in emergencies.
- Enhance social cohesion and promote acceptance through message delivery and using the engagement to build trusted communication channel with all the groups.



Community Engagement And Accountability

Budget: CHF 4,277

Targeted Persons: 10,000

Indicators

Title	Target
# of volunteers and staff oriented on CEA.	86



# of feedback mechanisms established.	2
# of people reached through awareness.	2,000
# of volunteers engaged to collect feedback from communities.	60

Priority Actions

- CEA orientation to volunteers and staff .
- Facilitate feedback mechanisms set-up and management.
- Utilize media platforms to raise awareness and local representatives and leaders
- Collect community feedback and use it to track rumors and use it to inform priorities for community engagement and social cohesion.
- Maintain constant communication and inclusive decision making with the communities on the planned assistance to ensure ownership, adhesion and promote acceptance.



Secretariat Services

Budget: CHF 21,387

Targeted Persons: 100

Indicators

Title	Target
# of field visits conducted.	4

Priority Actions

- Field monitoring by IFRC.
- Support the technical aspect of the intervention where required by the NS, especially trainings on health, CEA and CVA/ Information management.
- Ensure accountability and compliance to the applicable quality in the implementation, the processes and requirement of the activated emergency tool.
- Ensure lesson learnt workshop take place and is duly documented.



National Society Strengthening

Budget: CHF 64,893

Targeted Persons: 90

Indicators

Title	Target
#of field visits conducted by HQ	4
# of volunteers and staff reached with visibility materials	50
# of lessons learnt workshops conducted	2

Priority Actions

- Field supervision by Provinces and branches through regular orientation and update of volunteers.
- HQ supervision through monitoring mission and remote regular meetings and exchanges.



- NS administration support to handle the intervention.
- Maintain monitoring of context and security with the security focal point of IFRC and NS.
- Visibility, protection and safety of the NS through Provision of visibility materials
- Volunteer insurance and briefing of security during the planned trainings.
- Public relations and coordination with stakeholders through meetings and different platforms.
- Conduct lessons learnt workshops in the two provinces.

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

The NS will engage 50 volunteers (30 in KZN and 20 in EC) and 17 staff members (12 in KZN and 5 in EC). Additionally, 13 staff members based at the National Office will oversee overall operations. This team includes members from the programs, finance, supply chain, communications, and National Society Development (NSD) departments, coordinating efforts in the two affected provinces.

If there is procurement, will it be done by National Society or IFRC?

Procurement for this operation will be managed by the National Society. The NS has an active supplier database, overseen by the Procurement Committee, which is consistently engaged to provide services and supply relief stock within 48 hours of activation. These suppliers understand that SARCS is dedicated to providing immediate response during emergencies, ensuring a timely and efficient operation.

How will this operation be monitored?

The IFRC cluster delegation will conduct monitoring visits by engaging SARCS' National Office for joint monitoring visits in order to be able to technically guide response operations. IFRC delegates or representatives will also provide technical support to the National Office team and Provincial Managers. IFRC representatives will conduct field monitoring to see the project implementation and provide feedback on submitted reports (both narrative and financial).

Please briefly explain the National Societies communication strategy for this operation

The IFRC communications team will support the NS during the operations. This will involve the IFRC Communications Officer and the NS Communications Task Team Lead, who will be responsible for profiling the entire operation, highlighting key interventions and engagements. The well-documented information and clips will be published and shared with donors, partners, and stakeholders.



Budget Overview



DREF OPERATION

MDRZA018 - The South African Red Cross Society South Africa Thunderstorms

Operating Budget

Planned Operations	413,496
Shelter and Basic Household Items	147,278
Livelihoods	19,443
Multi-purpose Cash	198,947
Health	13,610
Water, Sanitation & Hygiene	29,456
Protection, Gender and Inclusion	486
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	4,277
Environmental Sustainability	0
Enabling Approaches	86,280
Coordination and Partnerships	0
Secretariat Services	21,387
National Society Strengthening	64,893
TOTAL BUDGET	499,776

all amounts in Swiss Francs (CHF)



Contact Information

For further information, specifically related to this operation please contact:

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[Click here for the reference](#)

