

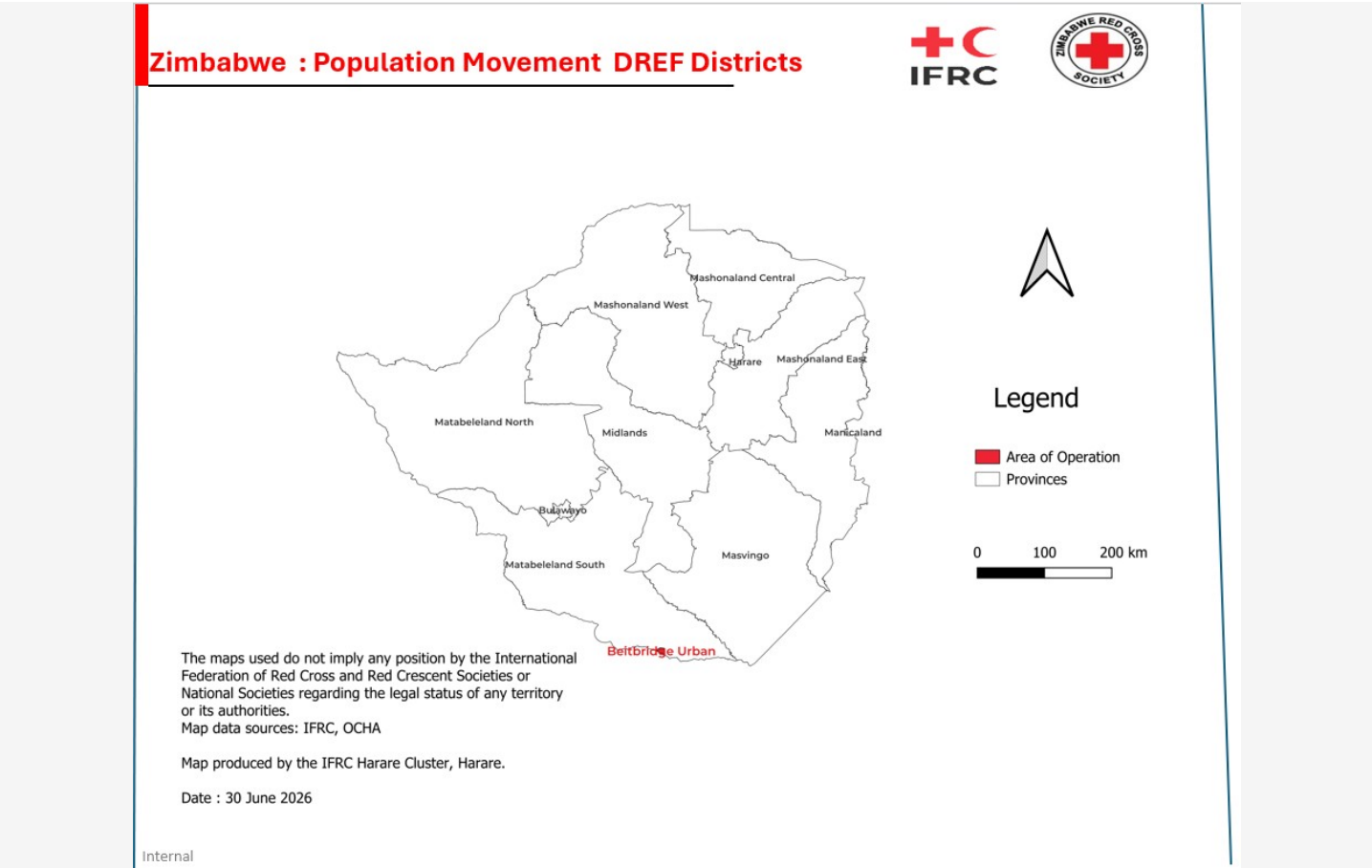


Appeal: MDRZW028	Hazard: Population Movement	Country: Zimbabwe	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Slow	DREF Allocation: CHF 395,272	
Glide Number: -	People Affected: 40,198 people	People Targeted: 5,000 people	
Operation Start Date: 03-07-2026	Operation Timeframe: 6 months	Operation End Date: 31-01-2027	DREF Published: 13-07-2026
Targeted Regions: Matabeleland South			

Description of the Event

Date when the trigger was met

25-06-2026



What happened, where and when?

The ongoing situation involves the large-scale return of Zimbabwean nationals from South Africa following a sharp escalation of localised violence targeting foreign nationals between March and June 2026. The violence, concentrated in major urban centres including Johannesburg, Durban, Cape Town, and parts of KwaZulu-Natal and the Eastern Cape (including Port Elizabeth), resulted in intimidation, displacement, loss of access to basic services, and heightened insecurity among migrant communities, prompting large-scale voluntary and assisted return movements to Zimbabwe. According to the Department of Immigration, a total of over 40,198 Zimbabwean returnees has self-repatriated since 28 May 2026, including 4,795 migrants who have been assisted through the State-assisted repatriation program (as of 27 June 2026).

The primary entry point and reception area is Beitbridge Border Post in Matabeleland South Province, Zimbabwe, where returnees are processed at the Beitbridge Reception Centre before onward movement to their areas of origin across the country, including Harare, Bulawayo, Manicaland, Masvingo, Midlands, Mashonaland East, Mashonaland West and Mashonaland Central Provinces.

The violence escalated between March and June 2026, with return movements beginning in late May 2026 and continuing to date. The Government of Zimbabwe has convened a series of coordination meetings at national and district levels to manage and coordinate assistance for returning migrants, including an interministerial meeting held on 27 May 2026, during which the Department of Immigration reported the consolidated statistics on return movements. Although returns have been ongoing over several months, the current phase of sustained high-volume arrivals, combined with winter conditions, makes this the appropriate time for DREF activation, as humanitarian needs have intensified due to prolonged waiting times, overnight stays at the reception centre, and exposure to low temperatures.



While Government authorities continue to manage reception services, the sustained influx of returnees has exceeded existing capacity at Beitbridge Reception Centre. The onset of winter has significantly aggravated the situation, as increasing numbers of returnees are exposed to cold conditions, inadequate shelter, insufficient bedding and delays in onward transport, resulting in heightened health and protection risks. These combined factors constitute the trigger for immediate humanitarian assistance under this DREF operation.

In parallel, the Department of Immigration has reported the continued transit of Malawian nationals returning from South Africa through Beitbridge Border Post. Between 28 May and 27 June 2026, an average of eight buses carrying approximately 70 passengers each have been transiting daily under organised repatriation arrangements. Although these movements are currently coordinated and no significant humanitarian needs have been identified, they present a contingency risk should transport arrangements be disrupted. In such a scenario, migrants could become stranded and require temporary humanitarian assistance along transit routes. The ZRCS, together with Government and partners, continues to monitor this movement as part of contingency preparedness. However, Malawian migrants are not part of the current DREF target population and would only be considered in a separate response should humanitarian needs emerge.



migrants at Beitbridge reception centre



Zimbabweans camped at Epping Repatriation Centre



Zimbabweans waiting for a chance to go home



ZRCS volunteers providing phone calls at Beitbridge reception centre

Scope and Scale

The current influx of returning Zimbabwean migrants is generating significant humanitarian impacts, particularly at Beitbridge Reception Centre and in communities of return across Zimbabwe. The sustained arrivals of returnees from South Africa following xenophobic attacks have resulted in increased pressure on reception capacity, leading to gaps in shelter, food assistance, WASH services, protection support, and onward transportation. These constraints are further compounded by the onset of winter conditions, increasing exposure to cold temperatures, particularly among households sleeping outside or remaining overnight at the reception centre.

The ZRCS' rapid needs assessment conducted between 26–28 June 2026, with financial support from the ICRC, confirms that returnees are predominantly family groups rather than individuals. Of the 116 affected individuals assessed, 74% were travelling with family members, and children represented 60.3% of the population, highlighting a highly vulnerable caseload with significant child protection and household-level needs. In addition, 65% of respondents were women and 13% reported living with disabilities, reinforcing the need for targeted, inclusive humanitarian assistance.

The assessment further shows that returnees are dispersing across at least eight provinces in Zimbabwe, with the highest concentrations expected in Harare (34.8%), followed by Masvingo (17.4%), Manicaland (13.0%), and Midlands (10.9%). This geographic spread indicates that humanitarian needs are not limited to the border entry point but extend into communities of reintegration, where returnees face limited livelihoods, weak family support networks, and difficulty accessing essential services.

The scale of the crisis is driven by both the magnitude and nature of the hazard, where xenophobic violence in South Africa has triggered forced and protection-driven returns rather than voluntary migration. The rapid assessment confirms that 70% of returnees cited direct exposure to violence and 57% fear of further attacks as primary drivers of return, indicating high levels of distress and vulnerability. Historically, Zimbabwe has experienced similar return migration surges during periods of instability in the region, which have consistently overwhelmed reception systems and resulted in gaps in shelter, food, documentation, and reintegration support.

The most affected groups include women, children (including unaccompanied and separated minors), older persons, and persons with disabilities. These groups face heightened risks due to limited access to shelter, food insecurity, exposure to cold weather, and reduced access to health and protection services. Children, who constitute the majority of the assessed population, are particularly affected by inadequate nutrition, limited child-friendly spaces, and prolonged waiting periods at reception points. Persons with disabilities and chronically ill individuals face additional barriers in accessing services and mobility support.

Overall, the scale of the crisis reflects both immediate humanitarian needs at Beitbridge Reception Centre and emerging reintegration challenges in communities of return, requiring a combined response across emergency assistance and early recovery support

Source Name	Source Link
1. International Organisation for Migration	https://dtm.iom.int/report-product-series/zimbabwe-flow-monitoring-report?page=1
2. New Zimbabwe Newspaper article	https://dtm.iom.int/report-product-series/zimbabwe-flow-monitoring-report?page=1
3. TimesLIVE Article	https://share.google/eB1GhRBPkbUclfXFm

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	Yes
Did the National Society respond?	Yes
Did the National Society request funding form DREF for that event(s)	No
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:

Lessons learned from previous operations supported by ICRC through Restoration of Family Links Project in Beitbridge have informed the design and implementation of the current response. Key improvements include strengthening community engagement and feedback mechanisms, enhancing coordination with government and humanitarian partners, improving beneficiary targeting through updated assessments and verification processes, reinforcing monitoring and data quality assurance, and ensuring timely procurement and distribution planning. These measures are expected to improve the efficiency, accountability, and overall effectiveness of the current operation while reducing implementation delays and response gaps.

Did you complete the Child Safeguarding Risk Analysis in previous operations, what was risk level?

Yes

What was the risk level for Child Safeguarding Risk Analysis?:

Risk level: Medium

The operation will implement a range of child safeguarding measures, including mandatory safeguarding and Code of Conduct briefings for all staff and volunteers prior to deployment; vulnerability screening to identify unaccompanied and separated children and other children at risk; establishment of child-friendly waiting spaces; supervised interactions between volunteers and children; confidential safeguarding reporting mechanisms; survivor-centred referral procedures through Government child protection services; regular field supervision; and continuous monitoring of safeguarding risks throughout implementation.

Why "Medium" is appropriate

Under IFRC Child Safeguarding Risk Analysis guidance, this operation is best classified as Medium Risk because it:

- involves direct contact with children in an emergency setting;
- includes unaccompanied and separated children among the target population;
- takes place in overcrowded, high-stress reception environments where protection risks are elevated; and
- incorporates humanitarian activities such as registration, PFA, distributions and referrals that require active safeguarding controls.

Current National Society Actions

Migration And Displacement

Since the onset of the returnee situation, the ZRCS has leveraged its established presence at Beitbridge Reception Centre to support the ongoing response. Through ongoing support from the ICRC, two trained volunteers continue to provide RFL services, including free phone calls, phone charging, internet connectivity, and family communication for returning migrants. Since the onset of the operation, ZRCS has facilitated 1,279 free phone calls and 1,053 phone charging services, enabling migrants to reconnect with their families and inform them of their safe arrival.

When the first batch of State-assisted returnees arrived, ZRCS was already operational at the reception centre, providing RFL services to deported migrants. This established



presence enabled the National Society to immediately extend these services to the increasing number of returning migrants without delay. However, the current influx has significantly exceeded the scope of the existing RFL programme, which was originally designed to support deported migrants. As a result, available financial and operational resources have become increasingly stretched due to the unanticipated surge in demand.

To inform the scale-up of the response, ZRCS also conducted a rapid needs assessment to identify priority humanitarian needs and operational gaps. The findings have informed response planning, resource mobilisation, and coordination with Government, Movement partners, and other humanitarian actors. As an auxiliary to the Government, ZRCS continues to actively participate in coordination mechanisms at Beitbridge Reception Centre, contributing to protection, referral, and information-sharing efforts that strengthen the overall humanitarian response.

IFRC Network Actions Related To The Current Event

Secretariat	The International Federation of Red Cross and Red Crescent Societies (IFRC) maintains a Country Delegation in Zimbabwe, providing strategic, technical, and operational support to the Zimbabwe Red Cross Society (ZRCS). The IFRC supports humanitarian programming through National Society Development (NSD), Disaster, Climate and Crisis (DCC), Population Movement, Health, PMER (Planning, Monitoring, Evaluation and Reporting), Finance, Administration, Human Resources, Logistics, Security, Communications, and resource mobilization functions. The IFRC has extensive experience supporting population movement responses in Zimbabwe, including assistance to returning migrants, deportees, and vulnerable transit migrants through reception, supporting protection, safeguarding, Restoring Family Links (RFL), psychosocial support, and community engagement and accountability (CEA) activities, including the provision of accessible information, community feedback mechanisms, and confidential referral pathways for protection and safeguarding concerns. For this response, the IFRC Country Delegation will provide coordination, technical guidance, operational oversight, surge support as required, and quality assurance to ensure timely and accountable implementation in line with IFRC standards and Government-led coordination mechanisms.
Participating National Societies	The Finnish Red Cross is supporting the ZRCS through its Crisis Modifier mechanism by providing financial assistance to strengthen the emergency response for returning and transit migrants at the Beitbridge Reception Centre. This funding is enabling the procurement and distribution of essential relief items, including emergency bedding and food assistance, as well as supporting operational costs for the deployment of ZRCS staff and volunteers to implement protection, RFL, psychosocial support, and community engagement activities. Procurement processes are underway and operational teams are being mobilised to commence field implementation.

ICRC Actions Related To The Current Event

ICRC provided financial support to enable a rapid needs assessment, which informed the identification of priority humanitarian needs and the development of the emergency response.

ICRC is also supporting RFL services by funding communication assistance, including the provision of free phone calls, phone charging and internet connectivity for Zimbabwean migrants to contact their families. However, this support was originally intended



to meet the needs of deported migrants arriving at the reception centre, and the available funding is now overstretched due to the increased number of returning migrants requiring RFL services as a result of the current emergency.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The Government of Zimbabwe is leading the response to the influx of returning and transit migrants through the Department of Civil Protection (DCP), in collaboration with relevant line ministries and local authorities. Reception arrangements have been activated at the Beitbridge Reception Centre to facilitate the safe reception, registration, screening, and onward movement of returnees. To strengthen coordination and service delivery, the Government has established a multi-sectoral coordination structure comprising eight technical committees responsible for logistics and transport, health, protection, infrastructure, border management, information and data management, coordination, and labour and employment. These committees are coordinating key response activities including health screening and disease surveillance, border clearance and immigration procedures, transport planning, rehabilitation of reception centre infrastructure, installation of temporary accommodation, collection and management of returnee data, child protection and safeguarding, and planning for the reintegration of returning migrants. The Government is also convening regular inter-agency coordination meetings on a daily basis at the Beitbridge Reception Centre to monitor the evolving situation, identify operational gaps, mobilise resources, and ensure that humanitarian partners' interventions complement national response efforts. Government authorities continue to coordinate referrals for vulnerable individuals requiring health care, social welfare, child protection, and other specialised services.
UN or other actors	The International Organization for Migration (IOM) supported transport for State-assisted returnees between 11 and 23 June 2026 and continues to provide MHPSS through four counsellors, along with pre-positioned 900 hygiene kits, NFIs (including kitchen starter kits), and administrative support to the Department of Social Development. However, transport support has now ceased due to funding constraints, creating a key gap in onward movement. UNICEF has supported the response with three tents, promised stipends for six social welfare officers to be deployed at the centre, and engagement in child protection coordination, though gaps remain in shelter and sustained child protection capacity. MSF has committed to provide medical supplies and supported rehabilitation of ablution facilities, but health service capacity remains constrained, particularly for emergency referrals and consistent supply of medical commodities.



Are there major coordination mechanism in place?

The response is coordinated through Government-led mechanisms at both national and district levels. The Department of Civil Protection (DCP) leads the national response through an inter-ministerial coordination platform comprising government ministries, UN agencies, humanitarian partners, the Zimbabwe Red Cross Society (ZRCS), and private sector stakeholders. At Beitbridge Reception Centre, the Department of Social Development (DSD) coordinates day-to-day operations within the reception facility, ensuring that returning migrants are registered and have access to available humanitarian assistance and protection services. At district level, the District Development Coordinator (DDC) leads daily operational coordination meetings and weekly strategic meetings to review the evolving situation and guide the response.

To strengthen coordination, the Government has established technical committees covering key sectors, including Coordination, Logistics and Transport, Health, Infrastructure, Border Management, Information Management, Protection Issues, and Labour and Employment. As an auxiliary to the public authorities, ZRCS participates in these coordination structures and is a member of the Protection Issues Committee, working closely with government and partners to coordinate humanitarian assistance, strengthen referral pathways, and avoid duplication of efforts. While coordination mechanisms are functioning well, gaps remain in district-level reintegration coordination, NGO representation in local coordination structures, and preparedness for potential influxes through other border posts, particularly Plumtree.

Needs (Gaps) Identified



Livelihoods And Basic Needs

Affected returnees may arrive with limited or no financial resources, having lost employment, income sources, personal belongings, and access to food. Immediate food security needs include access to adequate, nutritious, and culturally appropriate food to meet urgent consumption requirements during transit and upon arrival. Many households may face reduced purchasing power and depleted coping capacities, requiring cash assistance or food support to prevent negative coping strategies such as skipping meals, reducing dietary diversity, or selling remaining assets. Support is also needed to facilitate access to local markets, restore income-generating activities, and strengthen household food security during the recovery period.



Water, Sanitation And Hygiene

Sanitation facilities at Beitbridge Reception Centre are insufficient to meet the needs of increasing numbers of returnees, resulting in overcrowding of toilets and bathing facilities and pressure on water and sanitation systems during peak arrivals. This affects hygiene, dignity, and safe living conditions while migrants await onward transport. Solid waste management remains a challenge despite the provision of colour-coded bins, with ongoing littering and improper waste disposal affecting cleanliness at the centre. Misuse and overuse of mobile toilets further strain available sanitation facilities and reduce their functionality. These conditions increase public health risks and require strengthened hygiene promotion, improved waste management practices, and support to maintain safe and dignified conditions at the reception centre



Migration And Displacement

The ZRCS rapid needs assessment gathered that returnees are entering Zimbabwe after prolonged stays in South Africa, with many having lived there for several years and some travelling with children who were born in South Africa and have never been to Zimbabwe. Consequently, many are unfamiliar with current socio-economic conditions, available services, documentation processes, and transport systems in Zimbabwe. The assessment further identified significant communication and information gaps, with many returnees arriving without local SIM cards, airtime, or mobile data, limiting their ability to contact family members, arrange onward travel, or access reliable information. There is a need for accessible, multi-purpose humanitarian service points that provide integrated information, communication support, orientation, and referral services, alongside strengthened referral pathways to ensure vulnerable groups, including women, children, older persons, persons with disabilities, and people requiring specialised services can access timely assistance. The assessment also found that returnees intend to disperse across eight provinces, highlighting the need for reception and reintegration support that extends beyond Beitbridge Reception Centre into key destination areas. Many returnees have lost their livelihoods, possess



limited financial resources, and require continued access to information, referrals, protection services, and linkages to government and partner support to facilitate safe, dignified, and sustainable reintegration into their communities.

Any identified gaps/limitations in the assessment

The rapid assessment identified significant humanitarian needs across multiple sectors that exceed the current response capacity. While the Government of Zimbabwe and humanitarian partners have mobilised assistance at Beitbridge Reception Centre, increasing numbers of returnees, resource constraints, and operational challenges continue to leave critical gaps in the provision of humanitarian assistance and protection, particularly beyond the point of entry. Based on assessment findings and inter-agency coordination discussions, priority needs are ranked as follows: (1) food assistance, (2) shelter and non-food items, (3) protection and MHPSS services, (4) WASH services, (5) Restoring Family Links (RFL), and (6) transport and reintegration support. This prioritisation reflects both severity of unmet needs and the scale of service gaps observed across actors.

Shelter

The assessment identified inadequate shelter capacity at Beitbridge Reception Centre. Many returnees spend several hours, and in some cases overnight, awaiting transport to their destinations. Limited accommodation space forces some to sleep outdoors in cold winter conditions, while shortages of mattresses and blankets compromise their safety, comfort, and dignity. Beitbridge Reception Centre has insufficient shelter infrastructure to accommodate the increasing number of arriving migrants, particularly during the winter season. Although UNICEF has donated and pitched tents to accommodate migrants, there is still limited sleeping space which exposes vulnerable individuals to cold temperatures and protection risks. The provision of blankets and mattresses is essential to ensure warmth and dignified sleeping conditions, while floodlights will enhance safety, security, and protection during nighttime hours. The shelter gap is estimated at approximately 40–50% of daily arrivals during peak periods, based on reception capacity observations and congestion trends.

Food Security

Although food is being provided through government and partners, available resources remain insufficient to meet the growing number of returnees, with delays in onward transportation further increasing the need for additional meals during waiting periods and placing pressure on existing food supply systems. Assessment findings indicate that 63% of respondents reported hunger as a priority concern, while coordination updates confirm that food assistance remains inconsistent due to limited cooking capacity, staffing shortages, and logistical constraints, resulting in partial coverage of daily needs. Children, who constitute 60.3% of the assessed population, are particularly affected by these food gaps, with reports of missed meals or receiving only one meal per day, increasing their vulnerability to malnutrition and distress during transit. This creates a critical time gap between meals, with returnees often spending extended hours sometimes an entire day between one meal and the next, depending on arrival and transport schedules, significantly affecting children and other vulnerable groups. In addition, stakeholder coordination meetings have confirmed that industrial cooking stoves at the reception centre are not fully functional, requiring reliance on firewood for meal preparation, which reduces cooking efficiency, delays meal distribution, and contributes to irregular food provision, further exacerbating food insecurity among the most vulnerable groups.

Water, Sanitation and Hygiene (WASH)

The assessment highlighted inadequate sanitation facilities at the reception centre. Existing toilets and bathing facilities are insufficient for the increasing number of returnees, while additional ablution facilities and improvements to existing infrastructure are required to maintain safe and dignified conditions. Continued pressure on sanitation services is expected should arrivals increase. The government and the private sector have availed mobile toilets and handwashing stations although a gap in quantity, use and management of handwashing stations is evident. MSF is actively rehabilitating toilets, showers, septic systems, significant residual gaps remain in hygiene commodities like, diapers and PPE indicating only partial coverage of needs.

Health and Mental Health

Health services remain constrained by shortages of medical supplies, limited emergency referral capacity, and insufficient personnel, no ambulance dedicated to the reception centre in case of emergencies. Many returnees arrive with health needs and require Mental Health and Psychosocial Support (MHPSS) and Psychological First Aid (PFA) after experiencing violence, displacement, and prolonged uncertainty. SADD analysis shows women (65%) and children (60.3%) are disproportionately affected by psychosocial distress, reinforcing the need for targeted MHPSS services. Although MSF has expanded clinical services and ZRCS is providing MHPSS support, gaps remain in specialised psychosocial care and structured referral systems. Although IOM offers MHPSS, there is limited personnel deployed, as there are 2 people deployed for that.

Protection, Gender and Inclusion

The assessment found heightened protection risks among women, children, older persons, persons with disabilities, and individuals with chronic health conditions. There is a need for strengthened vulnerability screening, case management, referrals, safeguarding, and access to protection information to ensure that people with specific needs receive timely assistance. There is also a need to strengthen safe and accessible community feedback and complaints mechanisms to enable returnees to raise concerns, report misconduct or safeguarding incidents confidentially, and influence the humanitarian response. In addition, coordination updates confirm critical shortages of essential



dignity and hygiene items, including hygiene kits, with IOM reporting that available stocks have been depleted. This has resulted in a growing unmet need for dignity and hygiene support among newly arrived returnees, particularly women and girls, and increases protection risks related to inadequate personal hygiene and menstrual hygiene management during transit and stay at the reception centre.

Migration and Displacement

The rapid increase in returnees has placed significant pressure on existing migration support systems, with the ZRCS rapid needs assessment finding that many returnees arrive after prolonged stays in South Africa, often without Zimbabwean SIM cards, airtime, or mobile data, limiting their ability to contact family members, arrange onward transport, or access reliable information on available services. This is particularly acute for individuals who have lived outside Zimbabwe for many years and for families travelling with children born in South Africa who are unfamiliar with current systems, services, and local conditions. There is a significant gap in accessible, strategically located information and assistance points along key migration routes and in major transit and destination areas, meaning returnees have limited access to timely and reliable information, communication support, orientation, referrals, or protection guidance beyond Beitbridge Reception Centre. This absence of structured support along the route increases uncertainty, delays onward movement, and heightens protection risks, particularly for women, children, older persons, and persons with disabilities. Demand for migration support services, including RFL, has also increased significantly, with existing resources under pressure and insufficient to meet needs such as phone calls, charging facilities, internet connectivity, and family tracing; as a unique Red Cross Movement service, RFL plays a critical role in reducing psychosocial distress by enabling returnees to restore and maintain contact with family members. The assessment further highlights broader reintegration needs, as returnees disperse across eight provinces in Zimbabwe, with limited access to structured support beyond the reception centre continuing to expose them to information gaps, service barriers, and increased vulnerability during their transition back into communities of origin.

Onward Transportation

Transport remains a major operational challenge. While the Government has facilitated transport for State-assisted returnees, delays and resource constraints continue to affect onward movement. In addition, most receiving provinces lack reception facilities and coordinated support mechanisms similar to those at Beitbridge. Many returnees therefore become stranded upon arrival without access to immediate humanitarian assistance or resources to reach their final destinations. The absence of a structured national reintegration framework further increases their vulnerability. IOM-supported transport assistance has ceased due to funding constraints, further widening the gap in onward movement support. This has a disproportionate impact on vulnerable groups such as women, children, older persons, and persons with disabilities, who face heightened risks when stranded without onward transport. Women, particularly female-headed households, are exposed to increased protection risks including harassment, exploitation, and reduced personal safety when forced to wait in overcrowded or unsafe public spaces for extended periods. Lack of transport to final destination also limits access to essential services, including shelter, food, and health care, while increasing fatigue and psychosocial stress for those travelling with children.

Coordination

Coordination among government ministries, humanitarian partners, the Red Cross Movement, and the private sector is functioning well through established national and district coordination mechanisms. Daily update meetings have been established. However, the rapidly increasing number of returnees continues to outpace available resources, creating gaps in service coverage, particularly for sustained assistance beyond the reception centre. Coordination meetings confirm that while MSF leads on WASH and clinical care, WFP has plans to scale up food assistance, and IOM has reduced transport support, all actors are only partially covering needs due to resource and capacity constraints, resulting in residual gaps across all sectors. ZRCS interventions therefore complement existing services by focusing on protection, RFL, psychosocial support, and targeted NFIs, food ensuring non-duplication and coverage of unmet needs.

[Assessment Report](#)

Operational Strategy

Overall objective of the operation

Over a period of 6 months, the Zimbabwe Red Cross Society will assist 5000 vulnerable Zimbabwean returnees affected by violence against foreigners in South Africa to meet their immediate humanitarian needs and reduce protection risks through access to safe reception, emergency shelter, food assistance, health and psychosocial support, and restoration of family links, enabling them to return and reintegrate safely and with dignity while ensuring accountability to affected populations throughout the response.



Operation strategy rationale

The operation will implement a needs-based, protection-centred and coordinated humanitarian response to meet the immediate humanitarian and protection needs of 5,000 Zimbabwean returnees arriving through the Beitbridge Reception Centre following displacement from South Africa. The strategy is informed by Government assessments and the ZRCS rapid needs assessment, which identified critical gaps in reception services, emergency shelter, food assistance, protection, health, psychosocial support, WASH, RFL, and onward transportation of returning Zimbabwean migrants.

The response aims to ensure that returnees are received in a safe, dignified and protection-sensitive environment where their immediate needs are met, protection risks are reduced, and they are able to safely continue their onward journey to their final destinations. By complementing Government-led efforts, the operation will strengthen reception capacity while addressing humanitarian gaps that exceed existing resources.

The operation will prioritise support according to vulnerability, with particular attention given to women and girls, unaccompanied and separated children, older persons, persons with disabilities, survivors of violence, people with chronic illnesses, and households with limited coping capacity. While reception services and information will be available to all returnees passing through the Reception Centre, specialised assistance such as dignity kits, psychosocial support, safeguarding referrals and other targeted services will be provided based on assessed needs and vulnerability.

Sectoral targeting will be guided by assessed needs and vulnerability. While all returnees accessing the Beitbridge Reception Centre will benefit from reception services, information provision, provision of biscuits and juice and RFL services, targeted assistance such as dignity kits, psychosocial support, emergency shelter items and protection case management will be prioritized for individuals identified through vulnerability screening, including women and girls, unaccompanied and separated children, older persons, persons with disabilities, survivors of violence, people with chronic illnesses, and households with limited coping capacity.

The response will focus on six complementary priorities:

Safe and dignified reception: Strengthen reception capacity through the provision of emergency shelter materials, mattresses, blankets and other essential relief items to improve living conditions, protect returnees from exposure to cold weather, and ensure their immediate basic needs are met while awaiting onward transportation.

Immediate food security and basic needs: ZRCS will procure High Energy biscuits and juice. The inclusion of fruit juice alongside HEBs increases overall energy intake, helping vulnerable households meet minimum daily caloric requirements. Adequate nutrition enables affected populations to maintain health, physical strength, and productivity, reducing the need for harmful coping strategies and supporting engagement in livelihood activities while recovering from crisis-related shocks.

Water, Sanitation and Hygiene (WASH): ZRCS will support the provision of essential WASH services at Beitbridge Reception Centre through the distribution of hygiene and sanitation non-food items, including soap, gloves and bin liners, to promote safe hygiene practices and maintain a clean environment. To strengthen infection prevention and control, ZRCS will ensure the availability of functional hand-washing stations at key service points and other strategic locations where required. A routine monitoring, maintenance and replenishment system will be established to ensure a continuous supply of soap and water, maintaining the functionality and accessibility of hand-washing facilities throughout the operation.

Protection, health and well-being: Integrate protection, safeguarding and Mental Health and Psychosocial Support (MHPSS) throughout the response to identify vulnerable individuals early, provide Psychological First Aid, facilitate referrals to specialized services, and ensure women and girls receive dignity kits to support menstrual hygiene management and personal dignity. From ZRCS assessments, 65% of the returnees are women and girls and this operation will procure dignity kits to meet the 65% of 5000 people. Special attention will be given to unaccompanied and separated children, persons with disabilities, older persons, pregnant and lactating women, and other individuals with specific needs through targeted vulnerability screening, priority access to humanitarian assistance, individualized support, Psychological First Aid (PFA), family tracing and reunification support where appropriate, mobility and escort assistance, accessible information, and timely referrals to Government and partner protection services. These measures will help reduce protection risks, promote equitable access to assistance, and ensure that humanitarian support is delivered in a safe, dignified and inclusive manner.

Community Engagement and Accountability (CEA), safeguarding and Protection from Sexual Exploitation and Abuse (PSEA) will be integrated across all sectors of the operation. Returnees will receive timely, accurate and accessible information on available services, eligibility criteria and referral pathways and will be encouraged to participate in decisions affecting the response. Multiple feedback and complaints channels, including confidential safeguarding reporting mechanisms, will be available to enable affected people to safely raise concerns or provide suggestions. Feedback will be analysed regularly and used to improve programme quality and responsiveness. All staff and volunteers will adhere to the ZRCS Code of Conduct, Safeguarding Policy and PSEA standards and will receive pre-deployment briefings to ensure assistance is delivered safely, respectfully and with dignity.

Migration support and Restoring Family Links (RFL): Strengthen existing ZRCS Humanitarian Service Points (HSPs) along key migration routes and at strategic transit locations to expand migration services beyond existing RFL activities. The HSPs will provide timely information on available services, orientation, communication support, referrals to government and humanitarian partners, and facilitate access to RFL services, including free phone calls, internet connectivity, SIM cards, charging facilities and family tracing where required. This will enable returnees to safely reconnect with their families, reduce anxiety, and improve access to essential assistance throughout their journey.

Coordination and operational readiness: Support Government-led coordination, as well as RCRC Movement information sharing, operational reporting and contingency planning to strengthen preparedness for continued population movements and ensure a coordinated humanitarian response.

The operation has been designed to complement existing Government and partner interventions rather than duplicate them. ZRCS will build on its established auxiliary role and existing migration programming, including ongoing RFL services at Beitbridge and existing Humanitarian Service Points, by addressing identified humanitarian gaps in reception services, migration support, and protection.

Exit Strategy

The operation is intended to provide immediate humanitarian assistance during the current influx of returnees and will be gradually phased out as population movements stabilise and Government systems resume routine management of reception services. Throughout implementation, ZRCS will work closely with the Department of Social Development, the Department of Immigration, IOM, UN agencies and other humanitarian partners and government departments to ensure coordinated service delivery and avoid duplication. Capacity strengthened through the operation, particularly at existing Humanitarian Service Points, will continue to support migration programming beyond the DREF timeframe. Individuals with ongoing protection, health, psychosocial or social welfare needs that cannot be addressed within the DREF timeframe will be referred through established Government and partner referral pathways to ensure continuity of care and support beyond the operation.

Targeting Strategy

Who will be targeted through this operation?

The operation will target Zimbabwean returnees and undocumented migrants returning from South Africa who have been affected by deportations, immigration enforcement, and violence. Priority will be given to individuals and households with the greatest humanitarian and protection needs, identified through registration and rapid vulnerability assessments at points of entry and transit locations.

The target population of 5,000 people is based on an official request from the Government of Zimbabwe, supported by inter-ministerial coordination mechanisms and Department of Immigration reporting presented during national coordination meetings. This figure is further informed by observed arrival trends and the rapid needs assessment findings, which confirm sustained high-volume returns since late May 2026 and ongoing pressure on reception capacity. The demographic breakdown reflects the assessed population profile, where family units, women and children, and persons with disabilities constitute a significant proportion of returnees.

Particular focus will be placed on women and girls, especially pregnant and lactating women and female-headed households, who face increased protection and health risks; children, including unaccompanied and separated children, who are vulnerable to exploitation, abuse, and family separation; older persons and people with disabilities, who may experience barriers in accessing services and require tailored assistance; and individuals with chronic illnesses or other specific vulnerabilities.

The operation will adopt a needs-based and protection-sensitive targeting approach, ensuring assistance is delivered equitably regardless of legal status. Protection, Gender and Inclusion (PGI) principles will guide the response to ensure humanitarian assistance is accessible, safe, dignified, and responsive to the specific needs of vulnerable groups.

Targeting and service delivery will be informed through continuous engagement with affected communities to identify evolving needs, barriers to access and protection concerns. Information on available assistance, eligibility criteria and feedback channels will be communicated in accessible and culturally appropriate formats.

Explain the selection criteria for the targeted population

The operation will prioritise Zimbabwean returnees and undocumented migrants returning from South Africa who have been affected by deportation, immigration enforcement, violence, or other protection concerns and are unable to meet their immediate basic needs. Beneficiaries will be selected through registration, rapid needs assessments, and vulnerability screening conducted at points of entry, transit centres, and communities of return.

Priority will be given to the most vulnerable groups, including women and girls (especially pregnant and lactating women and female-headed households), children (particularly unaccompanied and separated children), older persons, people with disabilities, individuals with chronic illnesses, and survivors of violence or exploitation. The selection process will be guided by humanitarian principles and a Protection, Gender and Inclusion (PGI) approach to ensure assistance reaches those with the greatest needs in a fair, transparent, and dignified manner.

Community feedback and observations from volunteers will complement vulnerability assessments to ensure targeting remains transparent, fair and responsive to changing needs while minimising exclusion and protection risks.

Total Targeted Population

Women	1,750	Rural	-
Girls (under 18)	1,500	Urban	-
Men	250	People with disabilities (estimated)	13%
Boys (under 18)	1,500		
Total targeted population	5,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes
Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	



Risk	Mitigation action
Risk of sexual exploitation, abuse, harassment or other safeguarding incidents during service delivery. Root cause: High vulnerability of returnees, power imbalances and crowded reception environments	All staff and volunteers will sign and adhere to the Code of Conduct, receive safeguarding and PSEA briefings, display reporting information, ensure confidential reporting pathways and immediate referral of concerns.
Community mistrust or misinformation affecting access to services. Root cause: Limited information and rapidly changing circumstances.	Implement regular community engagement sessions, provide clear information on assistance and eligibility, establish feedback mechanisms and use community feedback to adapt programming.
Disease outbreaks and public health risks at reception and transit points	Promote hygiene and infection prevention measures at service points; provide handwashing facilities where possible; deploy volunteers for hygiene promotion, ensure volunteers follow health and safety protocols and refer suspected cases to health authorities
Limited funding against increasing humanitarian needs	Prioritise assistance based on vulnerability criteria; coordinate with Movement partners and humanitarian agencies to avoid duplication; mobilize additional resources if needs continue to increase.
Influx of stranded third-country nationals, particularly Malawian migrants transiting through Zimbabwe	Closely monitor population movement trends in coordination with Government, IOM and border authorities; prioritise assistance based on vulnerability; strengthen referral pathways for third-country nationals; and mobilise additional resources or advocate for complementary partner support should the caseload exceed the operation's capacity.
Please indicate any security and safety concerns for this operation: There are no major security concerns anticipated for this operation, as activities will be implemented at established reception centres and official points of entry under Government coordination. However, staff and volunteers will remain vigilant and adhere to Zimbabwe Red Cross Society (ZRCS) security procedures throughout the operation. The primary safety risks relate to public health, including exposure to communicable diseases due to close contact with large numbers of returnees and transit migrants, as well as fatigue associated with prolonged emergency response activities. Standard infection prevention and control (IPC) measures, including hand hygiene, use of appropriate personal protective equipment (PPE) where necessary, and adherence to public health guidance, will be followed. All personnel will receive security briefings, maintain regular communication with supervisors, comply with Movement security protocols, and coordinate closely with Government authorities and humanitarian partners. Volunteers and staff will also adhere to safeguarding, Protection, Gender and Inclusion (PGI), and Prevention of Sexual Exploitation and Abuse (PSEA) principles to ensure the safety and dignity of affected populations throughout the operation. Volunteers and staff will be trained to recognise and safely respond to safeguarding concerns, maintain confidentiality, apply survivor-centred referral procedures and ensure that interactions with affected people uphold dignity, inclusion and the "Do No Harm" principle.	
Has the child safeguarding risk analysis assessment been completed?	Yes

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 140,050

Targeted Persons: 5,000

Indicators

Title	Target
#of mattresses provided to improve emergency accommodation conditions for returning migrants at reception centres.	500
#of blankets distributed to support adequate warmth, dignity and well-being of returning migrants during reception and transit.	5,000
#of lighting units installed at the reception centre to improve safety, visibility and protection conditions for returning migrants.	10

Priority Actions

- Procure and distribute mattresses for use at Beitbridge Reception Centre
- Install floodlights/solar security lighting to improve safety and security within waiting and accommodation areas
- Procure and distribute blankets for returning migrants at Beitbridge Reception Centre
- Clean and disinfect mattresses used at the reception centre to maintain hygiene standards and ensure safe use by successive returnees.



Livelihoods And Basic Needs

Budget: CHF 21,513

Targeted Persons: 5,000

Indicators

Title	Target
% of targeted returning migrants who report adequate short-term food support to reduce hunger during transit and departure from the reception centre.	95
% of monitoring findings that are systematically documented and used to improve ongoing service delivery	80
# of migrants who received high-energy biscuits and juice	5,000

Priority Actions

- Procure and distribute high-energy biscuits and juice to returning migrants at Beitbridge Reception Centre
- Monitor the provision of basic assistance to ensure timely and equitable access for vulnerable migrants





Water, Sanitation And Hygiene

Budget: CHF 50,663

Targeted Persons: 5,000

Indicators

Title	Target
# of handwashing facilities procured, installed and maintained throughout the operation.	5
#of migrants reached through hygiene commodity kits/items at the reception centre	5,000
#of people reached with hygiene promotion messages.	5,000

Priority Actions

- Procure and install handwashing facilities at Beitbridge Reception Centre to strengthen infection prevention and control.
- Procure and distribute hygiene commodities, including handwashing soap, diapers, bin liners, gloves and other essential hygiene items, to support safe hygiene and sanitation practices.
- Conduct hygiene promotion sessions for returnees, volunteers and staff on key hygiene practices, including hand hygiene and waste management, to reduce the risk of communicable diseases



Protection, Gender And Inclusion

Budget: CHF 22,653

Targeted Persons: 5,000

Indicators

Title	Target
% of persons with specific needs who report that they received appropriate and timely tailored assistance and priority access to humanitarian services.	75
% of referred individuals who successfully access and receive appropriate specialised services following referral.	75
% of trained staff and volunteers demonstrating application of PGI principles in the delivery of assistance to affected people.	100
% of targeted children and caregivers reporting safe access to child-friendly spaces and improved sense of safety and protection	50
#of women and girls receiving dignity kits who report improved ability to manage hygiene and maintain dignity during transit and reception.	3,250

# of people receiving MHPSS services (which includes PFA as well as other type of MHPSS services)	60
# women and children participating in activities in safe spaces	3,250
% of unaccompanied and separated children (UASC) for whom family tracing/reunification/prevention of further separation interventions, begins within 72 hours of registration	80

Priority Actions

- Vulnerability Screening and Identification of Persons with Specific Needs (PSNs)
- Psychological First Aid (PFA) and Emotional Support
- Protection Information and Awareness Sessions
- Referral and Case Management Support
- Safe Space and Child-Friendly Corner Support establishment
- PGI and Safe Identification Training for Staff and Volunteers
- Monitoring Protection Risks and Inclusion
- Priority Assistance and Inclusion Support for Persons with Specific Needs (mobility assistance, volunteer escorts, accessible communication materials, temporary seating, identification materials and operational support)
- Procurement and distribution of hygiene and dignity kits to support menstrual hygiene management and dignity needs of targeted women and girls (same dignity kits are the ones under WASH)



Migration And Displacement

Budget: CHF 58,850

Targeted Persons: 5,000

Indicators

Title	Target
%of returning migrants with specific needs who are identified through vulnerability screening and receive appropriate support or referral at Beitbridge Reception Centre	60
%of targeted migrants who report receiving timely and understandable information on available, protection, and RFL services.	75
% of migrants requiring family contact who are able to successfully restore or maintain communication with their families through RFL services (phone calls and internet access)	75
% of trained volunteers demonstrating correct application of RFL, case management, and data protection standards during service delivery.	100
% of identified service gaps and emerging migration trends /acted upon following monitoring findings.	60
% of returning migrants able to restore or maintain contact with their families who report that reliable electricity and charging facilities at the RFL service shed supported effective communication	75

# of ZRCS migration service points strengthened, meeting the minimum standards of HSPs and operational as multi-purpose humanitarian service points.	3
% of trained staff and volunteers demonstrating the capacity to deliver integrated humanitarian services in line with agreed standards.	80
% of migrants reporting that they received timely, understandable and useful information on available services and referral pathways.	75

Priority Actions

- Conduct rapid vulnerability screening of returning migrants at Beitbridge Reception Centre
- Disseminate information on available humanitarian, protection and RFL services
- Operate an information and help desk to provide guidance, information and referrals to returning migrants
- Document and refer migrants with specific protection needs to appropriate government and partner services
- Facilitate family reunification where appropriate and in line with RFL procedures
- Coordinate tracing requests through the Red Cross Red Crescent global RFL network
- Train volunteers on Restoring Family Links, case management and data protection
- Conduct periodic monitoring to identify emerging migration trends, protection risks and service gap
- Provide transport assistance in the form of bus fares to vulnerable returnees to support safe and dignified onward travel from Beitbridge Reception Centre to their final destinations
- Fix electricity wiring at the Zimbabwe Red Cross Sed/service point
- Upgrade and equip the ZRCS service points in Beitbridge, Harare and Zaka to provide integrated humanitarian services, including RFL, information services, referrals, and basic assistance.
- Train staff and volunteers on Humanitarian Service Point (HSP) management, protection, safeguarding, Community Engagement and Accountability (CEA), Restoring Family Links (RFL), referral procedures and data protection.
- Develop and implement standard operating procedures for integrated service delivery across all service points.
- Develop and disseminate multilingual and accessible Information as Aid materials through service points, community engagement sessions and appropriate communication channels, ensuring information is available in formats accessible to women, children, persons with disabilities and other vulnerable groups
- Provide RFL services at Beitbridge reception centre and all other 3 humanitarian service points



Community Engagement And Accountability

Budget: CHF 3,786

Targeted Persons: 5,000

Indicators

Title	Target
% of targeted people who report receiving timely, accessible and understandable information on available services, assistance and referral pathways.	100
% of trained staff and volunteers demonstrating the capacity to effectively apply CEA principles during implementation.	100
% of feedback and complaints received through community feedback mechanisms that are addressed within the agreed timeframe.	75
of targeted people who report receiving timely, accurate and accessible information on available services, selection criteria and referral pathways.	75



# of people reached through CEA interventions (community information sessions)	5,000
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Priority Actions

- Community information sessions conducted daily orientation and information sessions for newly arrived returnees covering available assistance, selection criteria, safeguarding, referral pathways, RFL services, health information and onward transportation arrangements.
- Development and Printing of Information, Education and Communication (IEC) Materials to produce multilingual posters, banners and information leaflets in English, Shona and Ndebele explaining available services, complaint mechanisms, safeguarding reporting channels and key contacts.
- Establishment of a community feedback and complaints mechanisms through installation of suggestion boxes, establish and ensure people are reached with information on available services and assistance
- Establishment of a feedback desk and maintenance of a confidential feedback register for compliments, complaints, suggestions and safeguarding concerns.
- Volunteer orientation on CEA by convening a One-day refresher training for volunteers covering accountability principles, communication with communities, handling feedback, confidentiality and referral pathways.
- CEA Helpdesk and Satisfaction and Exit Interviews



Coordination And Partnerships

Budget: CHF 22,719

Targeted Persons: 30

Indicators

Title	Target
% of scheduled national and district coordination meetings in which ZRCS actively participated to support coordinated humanitarian response.	50
#of national coordination meetings supported by ZRCS that contributed to coordinated operational planning and information sharing	1
#of lessons learnt workshops conducted with recommendations documented and shared	1
#of stakeholder inception meetings conducted to establish coordinated implementation and referral pathways.	1
#of cross-border coordination and information-sharing meetings conducted with South African Red Cross Society, Malawi Red Cross Society, and relevant Movement partners	3
#of knowledge-sharing and experience exchange sessions conducted with the Malawi Red Cross Society and South African Red Cross Society	1

Priority Actions

- Support and participate in Government-led national and district coordination meetings and technical committees throughout the operation
- Conduct a lessons learnt workshop with key stakeholders to document good practices, challenges, and recommendations for future population movement responses
- Conduct an inception meeting with Government, Movement partners, UN agencies, NGOs, and other key stakeholders to present the operation, clarify roles and responsibilities, strengthen referral pathways, and promote coordinated implementation.

- Organise and/or participate in cross-border coordination and information-sharing meetings with the South African Red Cross Society, Malawi Red Cross Society, and relevant Movement partners to strengthen route monitoring, referral pathways, and coordinated humanitarian assistance for migrants and returnees
- Facilitate the exchange of operational visits, good practices, and lessons learned with the Malawi Red Cross Society and South African Red Cross Society to strengthen migration preparedness, service delivery, and cross-border case management.



Secretariat Services

Budget: CHF 14,629

Targeted Persons: 7

Indicators

Title	Target
# of IFRC CCD monitoring visits conducted and field reports shared	3
# of Kick off meeting held within 7 days of DREF approval	1

Priority Actions

- Ensure overall operational coordination in line with IFRC DREF standards and policies.
- Convene a kickoff meeting within one week of approval and conduct monthly operational coordination meetings thereafter
- Cover salary costs for essential strategic positions required for effective operation delivery. PMER Officer and Project Officer
- Provide technical and coordination support through the IFRC Country Cluster Delegation (CCD), including PMER, finance, and logistics, in compliance with DREF and IFRC policies.



National Society Strengthening

Budget: CHF 60,409

Targeted Persons: 23

Indicators

Title	Target
Support staff providing essential services	3
Volunteer Insurance	20

Priority Actions

- Cover salary costs for essential strategic positions required for effective operation delivery.

1. Project coordinator-HQ
2. PMER Officer HQ
3. Finance Assistant-HQ
4. District Field Officer -District

Vehicle costs (including fuel, insurance, maintenance)

Vehicle Leasing

ICT Costs at the Beitbridge branch including laptops and phones

ZRCS Core cost 5%



About Support Services

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

The operation will be implemented by 23 personnel, comprising 20 ZRCS volunteers and 3 staff members.

The 20 trained volunteers will support frontline activities, including beneficiary registration, vulnerability screening, protection and community engagement, Mental Health and Psychological Support, Restoring Family Links (RFL) services, distribution of humanitarian assistance, information dissemination, and referrals for specialized services.

The 3 staff members will provide overall operational leadership, technical oversight, coordination, and monitoring of the response. They will ensure effective implementation of activities, liaison with government and humanitarian partners, reporting, resource management, and quality assurance. The operation will be led by the RFL Officer, supported by technical staff responsible for protection/RFL and logistics/operations, monitoring, ensuring efficient coordination and accountability throughout the emergency response.

Prior to deployment, all staff and volunteers will receive refresher briefings on safeguarding, Prevention of Sexual Exploitation and Abuse (PSEA), Community Engagement and Accountability (CEA), Code of Conduct and referral pathways to ensure safe, accountable and people-centred service delivery.

Does your volunteer team reflect the gender, age, and cultural diversity of the people you're helping? What gaps exist in your volunteer team's gender, age, or cultural diversity, and how are you addressing them to ensure inclusive and appropriate support?

Yes. The volunteer team reflects the gender, age, and cultural diversity of the communities being served, enabling the delivery of inclusive, culturally appropriate, and gender-sensitive humanitarian assistance. The team includes both male and female volunteers with experience in working with women, children, older persons, people with disabilities, and other vulnerable groups.

At present, no significant gaps have been identified in the team's gender, age, or cultural diversity. Volunteers shall be trained on Protection, Gender and Inclusion (PGI), safeguarding, and Prevention of Sexual Exploitation and Abuse (PSEA) to ensure assistance is provided in a safe, respectful, and non-discriminatory manner to all affected populations.

Volunteers will also support community feedback collection and ensure that concerns raised by affected people are documented, analysed and addressed in a timely manner as part of continuous accountability to affected populations.

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

All procurement for this operation will be managed by the ZRCS Procurement Department in accordance with ZRCS procurement policies and IFRC procurement standards. Procurement will be undertaken locally using prequalified and competitive local suppliers to ensure timely delivery of relief items and operational supplies.

The Procurement Department will be responsible for preparing procurement plans, sourcing quotations, conducting supplier selection, issuing purchase orders, managing contracts, coordinating the delivery of goods, and ensuring quality assurance and compliance throughout the procurement process. The procured items will be for distribution to beneficiaries and operational support, and local procurement is expected to ensure a rapid procurement process with minimal delays.

How will this operation be monitored?

The operation will be monitored through routine field supervision, activity tracking, beneficiary registration records, distribution reports, and regular monitoring visits conducted by ZRCS staff. The RFL Officer, supported by technical staff and volunteers, will oversee



implementation, monitor progress against the operational plan, and ensure data quality and timely reporting.

Progress will be measured using agreed output and outcome indicators, including the number of migrants assisted with protection services, RFL services, food assistance, emergency relief items, referrals, and psychosocial support, as well as the number of volunteers trained and coordination meetings conducted. Monitoring findings will be used to identify gaps and make timely adjustments to the response.

IFRC monitoring visits may be conducted, subject to operational requirements, to provide technical support, monitor implementation, and ensure compliance with DREF and IFRC standards, working jointly with ZRCS throughout the operation.

Please briefly explain the National Societies communication strategy for this operation

The National Society's communication strategy focuses on transparency and stakeholder engagement. Information will be shared through stakeholder coordination meetings. Internally ZRCS will use emails, WhatsApp groups, and meetings to keep teams aligned. Externally, they'll leverage social media, press releases, and community meetings to inform stakeholders, partners, and the public.

To ensure effective communication with affected communities, they'll use local languages and accessible channels like radio and community leaders. The IFRC will support communication efforts, including media outreach and content sharing. Key roles include the National Society's communication officer, IFRC communication officer, and field-based teams.



Budget Overview



DREF OPERATION

MDRZW028 - Zimbabwe Red Cross Society Population Movement

Operating Budget

Planned Operations	297,515
Shelter and Basic Household Items	140,050
Livelihoods	21,513
Multi-purpose Cash	0
Health	0
Water, Sanitation & Hygiene	50,663
Protection, Gender and Inclusion	22,653
Education	0
Migration	58,850
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	3,786
Environmental Sustainability	0
Enabling Approaches	97,757
Coordination and Partnerships	22,719
Secretariat Services	14,629
National Society Strengthening	60,409
TOTAL BUDGET	395,272

all amounts in Swiss Francs (CHF)

Internal

13/07/2026

#V2022.01

[Click here to download the budget file](#)



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

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