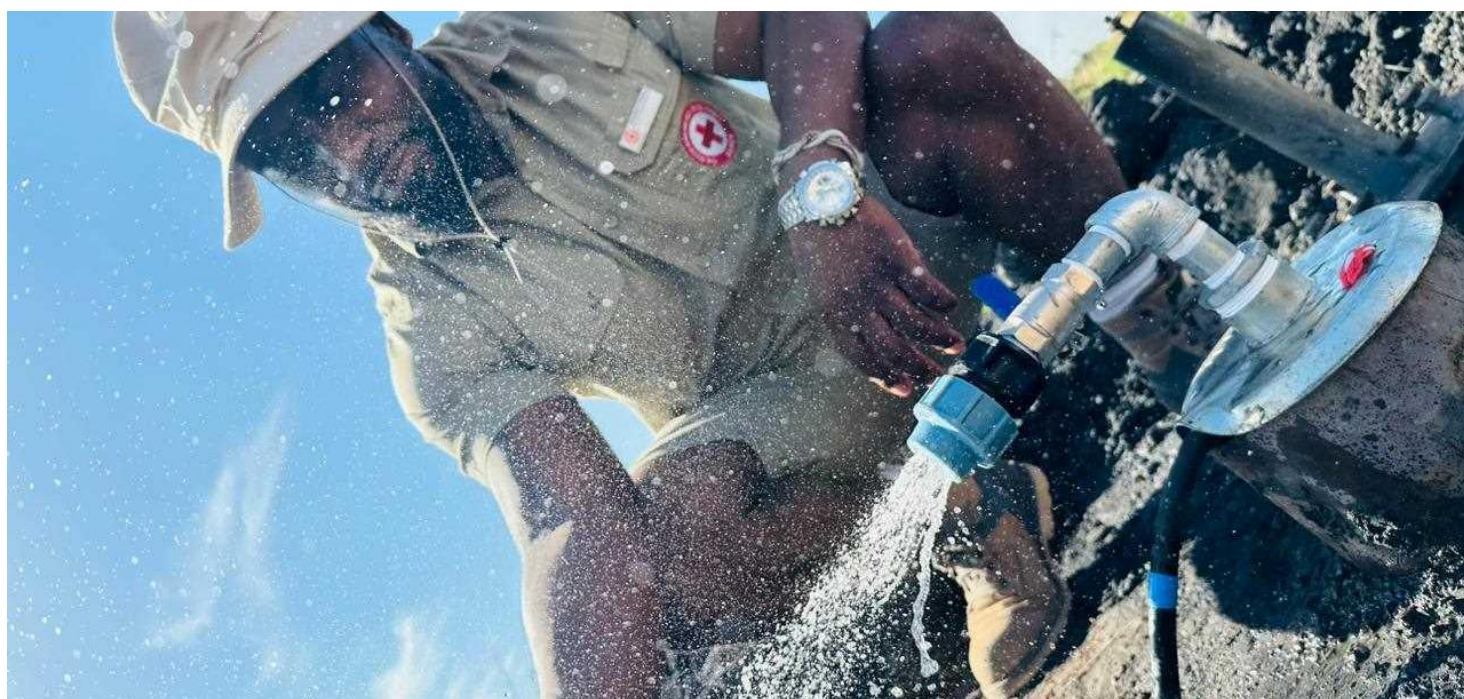


Emergency appeal №: MDRZA012 First launched on: 21/04/2022.	Glide №: FL-2022-000201-ZAF
Final report issued on: 04/30/2025	Timeframe covered by final report: From 21/04/2022 to 31/03/2024
Number of people targeted: 37,000 people	Number of people assisted: 74,099 people
Funding coverage (CHF): 7 million CHF through the IFRC Secretariat 8 million CHF Federation-wide	DREF amount initially allocated: 332,000 CHF



SARCS Staff showcasing the drilled solar water pump that is funded under the emergency Appeal in Kwa Zulu Natal.

A. SITUATION ANALYSIS

Description of the crisis

Between 8 April to 12 April 2022, record-breaking rains inundated the region around the port city of Durban in KwaZulu-Natal Province, South Africa. The floods washed away infrastructure, land, houses and livelihoods. Sadly, 435 people lost their lives and 80 were reported missing. A total of 19,113 households with 128,743 people were affected by the disaster.

On the night of 18 April 2022, the president of South Africa, declared the KZN floods as a **national state of disaster**¹ to maximize national and provincial coordination to respond to the urgent crisis in affected communities. The hardest-hit areas were informal settlements built close to the rivers, below flood lines, and rural areas especially on steep hillsides with little or no infrastructure to protect them. Many of the houses were made of basic materials, tin sheets, wood (often salvaged) and mud hence most of these homes were completely washed away. The rains and floods occurred at night when everyone was sleeping, making the event even more frightening and deadly. Critical infrastructure such as major roads, water treatment and supply, communication, and electrical systems were also damaged by the floods. Extensive damage to community infrastructure included 600 schools and 84 health facilities.

As the Province was grappling with the aftermath of the April floods, the South Africa Weather Service (SAWS) issued an early warning LEVEL 10 Alert of disruptive rainfall in different municipal areas. On 21st May 2022, the storm affected the districts of EThekweni, King Cetshwayo and uMkhanyakude which resulted in damaging roads, human settlements, and properties. Some of the already displaced people were further displaced as their evacuation centres got flooded as well. The Tenuis hostel, one of the evacuation centres in Umlazi, Durban, was flooded and **190 people** were evacuated to the Wema Hall on the other side of Umlazi, Durban. Additionally, 44 units at the Waterways Retirement village in Tongaat collapsed and 40 people were evacuated to St Catherine in ILembe district. The second floods caused significant damage to the King Cetshwayo, ILembe and Zululand districts. Table 1 below gives a holistic picture of the number of people affected by the floods per district.



SARCS live on SABC news

Table 1: Cumulative summary of flood impacts per district

Municipalities	Households Affected	Houses Destroyed		Homeless	People Affected	Fatalities	Injuries	Missing Person
		Totally Destroyed	Partially Damaged					
uMkhanyakude	86	78	08	10	430	00	01	00
uThukela	2,180	1,692	1,731	221	10,900	02	13	00
uMzinyathi	206	153	124	21	1,030	03	01	02
UMgungundlovu	687	242	796	97	3,435	02	04	08
Zululand	360	171	264	00	1,800	00	00	00
EThekweni	17,158	3,000	7,200	5,423	85,790	404	01	71
ILembe	3,000	1,442	1,406	399	15,000	31	21	00
Harry Gwala	650	297	252	250	3,250	03	02	00
King Cetshwayo	755	349	688	172	3,775	04	03	06
UGu	1,769	1,049	910	288	8,845	07	04	01
Amajuba	218	111	157	14	1,090	00	00	00
TOTAL	27,069	8,584	13,536	6,895	135,345	456	50	88

¹ <https://www.gov.za/news/speeches/president-cyril-ramaphosa-declaration-national-state-disaster-respond-widespread>

During the second week of February 2023, the Province encountered the impacts of El Niño climate phenomenon, forecasting extreme weather conditions ranging from heatwaves to floods. This was followed by heavy rains that continued to hit the recovering province.

The impacts of the disasters led to the increased number of people requiring humanitarian assistance while living in the evacuation centres. In total, there were 36,121 people living in the shelters however the trends have been reducing as some of them have been going back to rebuild in different areas. Currently, nearly 400 families are still living in the shelters. The table below shows the trends of shelter occupants.

Table 2: Trends of shelter occupants

Date	1-Apr-22	15-May-22	11-Jul-22	30-Jul-22	18-Aug-22	24-Dec-22
Shelter occupants	8,400	7,919	6,551	5,315	5,281	2,655

Summary of response

South African Red Cross Society (SARCS) Response Action

The actions implemented by the SARCS built upon the National Society's history of Disaster Response actions that foster community resilience, including responding to different types of emergencies. The NS is known for its capacities as a First Responders, acting in coordination with the Government's Disaster Management Committee. Some of the notable capacities of the NS include disaster response, conducting needs assessments, provision of first aid, PSS, health in emergencies, WASH, coordination and PMER to enable effective and efficient disaster response. As a result, the SARCS earned the trust of the communities with whom it works with, enabling its continued access to these and particularly to reach the population groups in situations of vulnerability. The NS works with local authorities and other humanitarian partners in line with the Movement Fundamental Principles of Neutrality, Impartiality, and Independence and this gives room for the sustainability of the interventions.

The ARCS deployed the Disaster Management Manager to KZN to provide technical support to the Provincial team. The operation engaged and activated 35 volunteers including 25 NS staff to assist in the emergency response. The Finance and PMER team were also involved in working with the provincial teams to set up system for finance support, coordination, monitoring and evaluation. The PMER supported in development of the necessary tools needed for continued monitoring and reporting of the operation. Additionally, SARCS adopted an integrated response approach which comprised various sectors in line with the needs assessment report (annexed below) that was undertaken to inform the response operation.

The National Society worked with different stakeholders such as the Government, Humanitarian Agencies, corporate organizations, and the private sector assisting the flood affected people. The actors provided the people with immediate humanitarian relief materials (such as blankets, mattresses, hygiene packs, water purifiers, hot meals, soap, etc) to enable them to acquire basic needs for early recovery.

On the path of recovery and resilience building, the SARCS, with the support of this EA, implemented interventions such as cash transfers, WASH activities, health care and livelihoods meant to restore livelihoods and respond to the food security situation. SARCS continued to actively participate in Joint Operational Committee (JOC) which is spearheaded by both the province and district municipalities

to ensure well-coordinated recovery intervention with minimised duplications. In its overall response, SARCS embarked on an integrated response and recovery intervention with funding from different donors and partners such as ICRC, IFRC (through this EA), UNICEF, UNDP, American Embassy, Hulett's sugar company, Heineken, and many other companies, Swiss foundation, Risk Guard, Doing Good SA, Santam, Ithuba Holding, and L'Oréal, Food Forward SA.



SARCS Launching CVA in KZN

As the implementation was going on, [Operations Update](#) was released to request for the extension of the Emergency Appeal until 1 December 2023. This extension was requested in November 2023 as part of the planned transition of the activities from the [Emergency Appeal](#) timeframe into a Unified Plan. The Unified Planning modality helped to complete the outstanding activities. Nonetheless, it was important to note that all financial mechanisms remained in place until the response was finalized to ensure accountable use of funds and reporting. In December 2023, a revised [Operational Strategy](#) was released to reflect how final activities under the EA were to be implemented and later transitioned to the Unified Plan. The [2023 Unified Plan](#) as also released detailing the plan of action for the activities to be transitioned from the EA.

Red Cross Red Crescent Movement Response Action

The IFRC continued to provide technical support to SARCS team in different capacities such as coordination, PMER, communication, Finance, and operations. SARCS held bi-weekly coordination meetings as a platform for information exchange and critical operational decision making with the IFRC technical leads.

As part of the Federation-wide approach, partnering national societies (PNS) such as Belgium RC, American RC, Qatar RC, Japanese RC, Canadian RC, Netherlands RC and Red Cross of Monaco provided bilateral support to the SARCS covering areas of First Aid skills, and cash assistance, as well medical relief items to ensure that the communities were supported in a holistic approach and were able to bounce back to their pre floods livelihood and economic status.

ICRC on the other hand continued to provide Protecting of Family Links (PFL) support during the operation. PFL training was conducted to ensure that all volunteers deliver quality service where and when required.

Response by Government and other humanitarian organizations

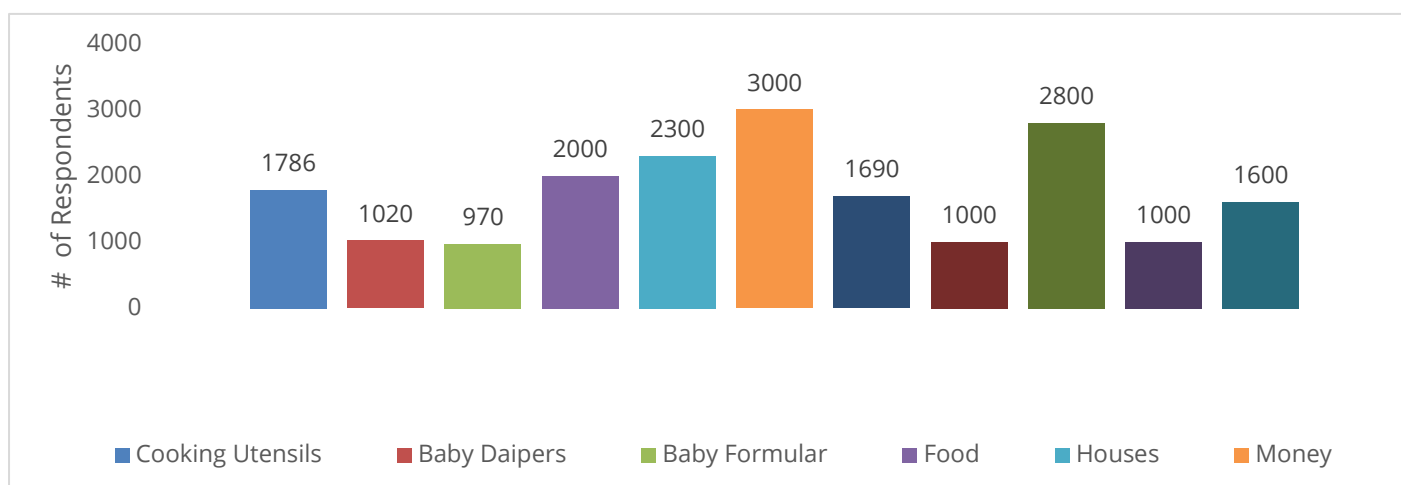
The Government of South Africa through the National Disaster Management Centre (NDMC) and other departments continued to coordinate humanitarian efforts in response to the impacts of the KZN floods. At a provincial level, weekly JOC meetings were conducted where SARCS actively participated. Through these meetings, there was efforts to share and complement with the different humanitarian actors to reduce duplication of efforts. In addition, the response was assisted by corporate agencies, private service providers and other well-wishers who provided assistance in various forms (like relief items, cash, groceries, food supplies etc). The table below highlights the support given to the KZN Community in response to floods.

Table 3: Supporting Organizations for the KZN Floods

Organization	Support offered
Government	
Dept. of Social Development	Provided Psychosocial support to affected populations
Dept. of Roads and Transport	Helped to restore and rehabilitate damaged roads and bridges
Dept. of Infrastructure and Human Settlement	Provided 24 community halls in the 11 affected districts
Dept. of Health	Provided health care services
Dept. of Education	Assisted the damaged schools
Humanitarian Actors	
Gift of the Givers	Promoted WASH and health and care initiatives, Search and Rescue, food parcels
UNDP	Provided shelter support
UNICEF	Supported with prevention of mental health, sexual and gender-based violence, cash assistance and recreational activities that increase mental health wellness
MSF	Promoted WASH and health and care initiatives
Volunteer Medical Corps	Provided medical services and Psychological First Aid (PFA).
The Domino Foundation	Blankets at evacuation centres
City Hill Church	Provided Hot meals in Howick
DG- ECHO and KOICA (Korean Government)	Provided cash donations to support the operation
Ali-Imdaad	Mattresses in Ladysmith
Pick and Pay	Provided food parcels

Needs analysis

The SARCS and the IFRC continued to monitor the evolving needs in the country since the launch of the Emergency Appeal. The following section provides an overview of the central needs that were identified in relation to the areas of the operation. The SARCS and IFRC coordinated with other humanitarian actors in order to avoid overlap of response but also complement the efforts of the Government and other agencies.



Community identified needs.

The table below highlights the main needs identified:

- Cash to support immediate basic needs.
- WASH needs especially around toilet and hygiene facilities as they were damaged during the floods
- Shelter needs came third due to washed and damaged houses.
- Food supplies were heavily affected; this included the loss or damage of household cooking utensils.

TABLE 4 - Detailed analysis of the identified and prioritized needs

 Livelihoods and Basic needs	<i>KwaZulu-Natal's economy contributes more than 16% of South Africa's Gross Domestic Product (GDP). Unfortunately, 5.7 million individuals in the country live below the poverty line. As of 2022, KwaZulu-Natal is most notable for its impressive manufacturing capabilities and export businesses. The most significant economic industries in KwaZulu-Natal are manufacturing and exporting natural resources. However, KwaZulu-Natal's floods destroyed the port city of Durban, the Department of Trade, Industry and Compet revealed that at least 826 companies were affected by the floods, with the cost of damage estimated at R7 billion, whilst eThekweni Municipality alone accounts for 68% of the 31,220 affected jobs. Based on the surveys and focus group discussions, the community's most immediate needs were food; shelter; money; water; clothes, cooking equipment; blankets; hygiene materials.</i>
 Health and Care	<i>The displaced people lost all their possessions including chronic medications, especially for HIV, TB, diabetes, and hypertension. The patients struggled to access health services because of the scale of infrastructural damage, and the steep challenges of daily survivals.</i> <i>Due to the trauma experienced by the affected families, several people were left distressed and worried about the loss of their assets, hence needing health care and psychosocial support.</i>
	<i>The devastating floods caused damage to key water storage and distribution infrastructure leaving people with unsafe sources of water. WASH facilities are very important for lactating women, babies, and toddlers and they also need to</i>

WASH	<i>be easily accessible to people with disabilities or mobility challenges, for whom special considerations must be made.</i> <i>The provision of relief WASH materials like hygiene and dignity packs (including baby diapers and menstrual hygiene management packs) were key to promote safer hygiene practices and prevention of waterborne diseases in evacuation camps and hosting households. Local government at municipality levels played a crucial role to ensure that there was water supply in evacuation camps, but the challenge was limited hygiene materials among affected people.</i>
 Protection, Gender and Inclusion	<i>The floods led to the risk of family separation, severe distress for children due to the shock and loss of homes and disruption in daily life, as well as a potential increase in gender-based violence (GBV). This was the case because of a breakdown in community structures, law and order, and a lack of physical protection.</i> <i>The need for protection were considered, especially for population groups that had challenges coping with the aftermath of the floods like Children, Women, Older persons without support, Persons with disabilities, Unaccompanied children, Female- or child-headed households, Pregnant and lactating women/girls and mentally or chronically ill individuals. Toys for child protection programs were amongst the immediate needs of children in evacuation centers.</i>

In responding to the identified needs, the SARCS implemented some of the following activities and strategies.

- Ensured that targeting of humanitarian assistance was done in line with the humanitarian principles, identifying the most vulnerable and potentially invisible individuals.
- Communicated clearly to the communities the reasons for providing assistance or services to the affected people, authorities, and all other stakeholders.
- Ensured that staff and volunteers were aware of protection services (GBV, CP, etc.) and how to provide a referral if for example, a GBV survivor needed support, there was appropriate pathway to be followed to ensure safety.
- Engaged directly with the local communities, through the established committees and leaders.
- Ensured that important information (e.g. about CVA explanations or distribution timings and notifications) was shared and understood by the people who needed it, including the extra vulnerable people
- Identified the existing coping mechanisms and community-based protection mechanisms to ensure any intervention is built on and/or reinforces these.

Trained staff and volunteers involved in assessments, assistance, and distributions on a Code of Conduct (fraud, PSEA, Child Safeguarding, etc.) agreed to ensure that all staff signed the agreement prior to implementing activities.

Operational risk assessment

Kwa Zulu Natal Province remains prone to the recurrent and devastating floods, which posed a significant operational risk for this Emergency appeal. The province also experienced tornadoes and thunderstorms early this year which exacerbated the vulnerabilities of people who were affected by initial floods of April 2022. More so, the province experienced sporadic incidents of social unrest especially related to delays by the government to provide sustainable shelter solutions to affected people. Some of the main risks have been highlighted below, for which the National Society had mitigation measures in place to ensure targeted communities receive the needed support.

Risk	Likelihood	Impact	Mitigating actions
Delay in borehole drilling	High	High	The National Society continued to work with various companies to fasten the drilling of boreholes and installation of water pumps to be able to reach the target and finalize the activities.

Beneficiaries not redeeming their cash	Medium	High	The SARCS discussed with FSP to Include a 'Red Cross Relief' statement as part of the notification sent to beneficiaries to avoid confusion but also continuous sending reminder messages to those people that fail to redeem cash on time.
Makeshift evacuation centers	High	Medium	The SARCS continued to engage with existing community structures including SARCS Staff and volunteers to ensure that the most vulnerable people are the ones getting support
Anticipated forecasted impact of El Nino	Medium	High	Continued DRR awareness campaigns but also developed a contingency plan to be more prepared.
Sexual and Gender Based Violence (SGBV)	Medium	High	Continued awareness messages of the Movement Code of conduct and the 'Do no harm' principle amongst by staff and volunteers. In addition, ongoing sensitization sessions on SGBV in affected communities and map referral pathways for survivors.
Limited funds to support the operations	Medium	High	The SARCS forged response collaborations with IFRC and other donors to ensure that all interventions are restored to curb the challenges caused by the disasters.
Security threats	Medium	High	Law enforcement departments were approached, and they started patrolling the informal settlements and shelters.
High Unemployment	Medium	High	Supported people with capacity building and provided support to engage in livelihoods such as small businesses, gardens, poultry, bakery etc

B. OPERATIONAL STRATEGY

Key updates on the strategy

Needs assessment

The SARCS team continued to undertake needs assessment in the affected areas as a way of ensuring that we are meeting the people's needs through our interventions. In this operation, SARCS ensured that Community Engagement and Accountability (CEA) and Protection, Gender, and Inclusion (PGI) aspects were integrated into the response interventions. The community was put at the centre by making them continuously involved and engaged in this response and decision making at different stages. The SARCS in collaboration with the local authorities and communities coordinated meetings which discussed the progress of the operation. There were also deliberate efforts to use the existing community structures to implement the activities while ensuring that people with special needs are prioritized.

CEA

Through the regular coordination meetings, the operational plan was shared with the communities and other stakeholders in order to guide the operation. The plan was developed with specific activities, targets and timelines so that every sector takes active roles to implement the operation. The community feedback sessions were also coordinated so that there was ongoing sharing of information which further informed decision making and necessary changes.

SARCS volunteers were constantly on the ground monitoring the situation and availed themselves to support the communities where need be. A Community feedback mechanism was set up to listen to community concerns and feedback on matters related to the operation. Ahead of the cash distribution coming up monitoring tools like the beneficiary satisfaction survey and the PDM survey tools have been developed to help capture beneficiary and community sentiments.

Multi-purpose cash

SARCS ensured that the 3028HH of the most vulnerable families with limited or no savings were provided with unconditional multipurpose cash grants to address their basic needs. The majority of beneficiaries used the cash transfer to purchase shelter material, food, pay for labour of rebuilding houses, buy school uniforms and pay their

children school transportation. The selection criteria for the target population were households that were severely damaged with priority given to child-headed households, people living with a disability, and those with very low or no income.

In previous operations, SARCS faced challenges in the procurement of groceries, food parcels, as well as shelter-related relief items. Through the use of the multipurpose cash grant, the target populations were enabled the flexibility to purchase their immediate basic needs. Beneficiary Satisfaction Survey showed that 93% of the respondents were very happy with this response modality.

Coordination

There were continued engagements with the Government relevant departments as the NS advocated for transitioning into long-term resilience programmes. There was gradual transition from response into recovery in order to build the capacity of the affected people. For example, there was a cut-off point for supporting people in the shelters in order to promote early recovery.

The NS participated at different coordination platforms with various stakeholders. The JOC meetings were also coordinated where the Government and other Humanitarian Agencies were involved to avoid duplication of efforts. There was also regular sharing of information among partners in order to complement each other.

Disaster risk management

SARCS supported communities to increase their resilience to evolving multiple shocks and hazards by ensuring that communities at-risk are empowered on disaster preparedness and actionable risk information to reduce their vulnerability and exposure. The NS trained community-based response teams on disaster preparedness and response mechanisms.

Livelihoods

With the support of the IFRC Emergency Appeal, SARCS initiated interventions meant to restore the livelihoods of the affected people by providing the communities with multipurpose cash, drilling of boreholes including community water tap systems, provided community food security garden assets, supported baking projects, sewing project, and up scaled several small-scale businesses.

C. DETAILED OPERATIONAL REPORT

 Shelter, Housing and Settlements		Female > 18: 4,355	Female < 18: 6,269
		Male > 18: 2,380	Male < 18: 4,012
		Total targeted	37,000 people
Objective:	<i>Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</i>		
Key indicators:	Indicator Shelter and settlements and basic household items assistance is provided to the affected families.	Target	Actual
	# of people provided with basic emergency shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity	500HH (2,500 people)	3,404 HHs (17,016 people)
	# of people (and households) provided with durable / sustainable shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity.	500HH (2,500 people)	3,404 HHs (17,016 people)

# of people who attended training / awareness raising sessions on safe shelter.	500HH (2,500 people)	1,057HHs (5,285 People)
# of displaced households in evacuation centers	500HH (2,500 people)	1,057HHs (5,285 People)

Narrative description of achievements

On shelter, the government established evacuation centers for displaced people to be hosted in order to ease response support and coordination. The NS supported people only in 28 evacuation centers which accommodated households the displaced people. More people **(17,016)** were reached out of the planned target of 2,500 because there was a growing number of people being affected by the floods hence increased demand for services. People received basic emergency shelter (blankets, mattresses) that were safe and essential to the affected households.

A total of **5,285 people**, against the planned target of 2,500, were trained but also reached with awareness messages on safe shelter. More were reached because there were more people affected by the floods. The same number of people were supported in the evacuation centers.



SARCS volunteers distributing Blankets in KZN

Challenges:

SARCS faced the following challenges:

- The shelters were overcrowded with affected people such that people's privacy and dignity were compromised. The affected people complained that the community halls were not conducive for them because women and men were sharing same room.
- There was inadequate shelter materials and utensils to give the affected people sheltered in the evacuation centers.
- SARCS did not have shelter materials for rebuilding their homes but was rather relying on other organizations and the government to help with the building materials.

Lessons learned: As lessons learned, the NS explored the following avenues:

- Prepositioned shelter materials to be made available in future emergencies. SARCS continued to collaborate with the government to allocate centers/places that would accommodate displaced people.
- Sensitize the communities living in disaster prone areas on safer shelter construction.

 Livelihoods		Female > 18: 2,213	Female < 18: 1,749
		Male > 18: 1,921	Male < 18: 1,342
		Total target	12,000 people
Objective:	<i>Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</i>		
Key indicators:	Indicator	Target	Actual
	# of targeted households (and people) reached with food (in-kind)	12,000	1,445HH (7,225 people)

% of households (and people) receiving essential on-farm, off-farm and non-farm inputs/materials/tools from RCRC are satisfied with the types of items received	100	85%
# of targeted households (people) reached with essential on-farm, off-farm and non-farm inputs/materials/tools for livelihoods activities	12,000	120HHs (6,041 people)
#of targeted people who have completed practical and real-time training /awareness-raising sessions on improved income-generation risk management practices		600 people
# of people participating in community projects assisted with early recovery livelihoods funds assistance such as market gardening, bakeries, clothes making, livestock replacement	140	138

Narrative description of achievements

The livelihoods of many people were affected as some companies were closed; some people had to relocate to stay in areas far from where they used to work which affected their lifestyles. Those who had gardens also lost their source of income and food supply, yet these posed a need to the vulnerable families not being able to meet their basic needs. SARCS ensured that households were empowered to effectively protect themselves, recover from crises and disasters, and grow their livelihoods to meet their basic needs. This was prioritised in the Emergency Appeal to strengthen food security and livelihoods initiatives. SARCS ensured people had food through the provision of food parcels which was provided to **1,445 household (7,225 people)** with support from Heineken and Pick 'n Pay. With support from Pick 'n Pay and other funders, **5,273 people** were reached with hot meals throughout the 28 evacuation centres the NS was supporting. With Support from UNDP, and through CVA, SARCS in supporting early recovery supported 28 community projects which were 6 food gardens, 1 poultry project and 20 small-scale businesses (bakery, clothes making (Sewing project)). The notable activities implemented on livelihoods included:

uMzimkhulu Bakery Project: In the uMzimkhulu Community, bread was a sought-after commodity. People used to spend approximately R90 for a return trip to town just to buy a loaf of bread. To address this challenge, a group of eight women received support for a bakery project business. Their goal was to provide bread to the community, especially since the bakery truck only came once a week due to the distance from town and poor road conditions. SARCS assisted the group in purchasing a portable oven capable of producing up to 32 loaves of bread. The profits from bread sales helped sustain their business. To date, the group has earned over 40,000 rands. They supply freshly baked bread and cakes to small business owners and the wider community daily. Additionally, volunteers bake cakes for local parties and funerals.



SARCS and IFRC staff at uMzimkhulu bakery project

Sibusiso Mahlangu food garden

The SARCS strives to improve vulnerable communities on food security and livelihood initiatives targeting those families with low-income. A total of **120 people participated** in the project. SARCS volunteers in collaboration with the Obanjani community in Umlazi worked on resuscitating the Sibusiso Mahlangu Food Gardening project that was severely affected by the April Floods to contribute to food security. The food gardens produce fresh vegetables which reached a total of **200 Orphaned and Vulnerable Children (OVC)** people from vulnerable backgrounds, and the community at large including income source for the group.



SARCS volunteers tending to their gardens at Sibusiso Mahlangu garden

Sewing project:



Due to high levels of unemployment among women, SARCS initiated a Sewing Project for a group of 8 women in Itshelimnyama. Training on sewing was provided by local dressmakers to equip the ladies with basic sewing skills whilst the NS procured some sewing machines. The ladies sew and sell bed linen, tracksuits, work uniforms, chair backs, and tablecloths which are then hired out for functions. This project created employment opportunities and enhanced ladies' skills in the area. The income generated from the business assist to sustain the project and helps them to buy fabric materials, but also extra income is used in their homes. The team hope that one day they will be providing their products to firms and big companies.

SARCS handing over sewing equipment to the Itshelimnyama sewing

Small businesses: The NS initiated support for people to invest in businesses such as Carpentry (building tools, plumbing tools and welding tools) and Salon.

Carpentry business

Among the people who lost their belongings some were small-scale business owners who were relying on those businesses to help their families. As now the communities are rebuilding their homes, and the artisans are of significant relevance. To bridge this gap, SARCS supported Mr Mboniseni who comes from iLembe whose business equipment was washed away by the floods and lost his source of income. With this support, Mboniseni has been able to resume his business of helping community members with their carpentry needs and restoring his family's livelihood.



A community Carpenter showcasing some carpentry equipment to a SARCS representative

Salon Business



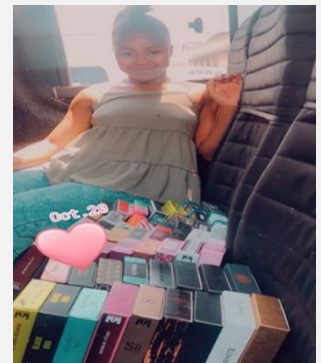
Mbali was among the affected people. She lost her home, mobile salon, and other personal belongings. Her primary source of income had been her mobile salon. In an attempt to restore her livelihood, she began operating her hairdressing business in the evacuation center and slowly built a clientele. Unfortunately, she could not meet the increasing demands due to limited stock and was eventually no longer permitted to operate at the evacuation centers. The National Society provided assistance to revive her livelihood by providing Cash with which she bought salon equipment and a gazebo to replace her mobile salon.

A happy hairdresser having salon equipment from SARCS CVA

Cosmetics business

Two aspiring Tourism and Hospitality students from a local Technical and Vocational Education and Training Centre (TVET) in Pinetown had a small cosmetics business that was helping them to fund their studies. Unfortunately, due to the floods, they lost their house, personal belongings, and cosmetics products for their business. The two students together with their families were moved to an evacuation center. SARCS assisted them by replenishing their cosmetics business to continue funding their studies and supporting their family.

A happy student showcasing her Cosmetics stock brought from SARCS CVA



Spaza shop business



Sibongile receiving stock to re-open her Spaza shop

Tuck shops commonly known as 'Spaza shops' in South Africa are a common business, especially in the townships where shopping centers are not easily accessible, normally due to a significant walking distance and costly transportations. Therefore, these Spaza shops are a very lucrative business and lifesaving to the community members who rely on them for their food and household supplies. Sibongile who lived in Umhlasini had his business stock washed away for her a spaza shop hence it became very difficult for her to support her two disabled children. The SARCS team provided Sibongile with some basic stock to replace her lost items such as food items and a gazebo. In addition, The National Society was able to provide hot meals to ensure people were not sleeping on an empty stomach. SARCS had installed 8 boreholes that use solar to pumps which 2 of them were

drilled in SARCS's two most productive food gardens which is Empangeni and Sibusiso Mahlangu which would be used for irrigation and assist the surrounding community who do not have clean and safe water for drinking. Lastly the outstanding livelihoods that were not assisted such poultry project, support of 5 remaining small traders' businesses and 3 community gardens which will be assisted with gardening assets, will be implemented under the IFRC unified plan.

Lessons learnt

Most of the assisted or restored project through the emergency appeal were led by women, as the most affected people in the Kwa Zulu Natal floods were women and children.



Multi-purpose Cash

Female > 18:
2,990

Female < 18:
6,850

Male > 18:
2,263

Male < 18:
3,037

Objective:

Households are provided with unconditional/multipurpose cash grants to address their basic needs

Key indicators:

Indicator

Target

Actual

of people (and households) who successfully received cash vouchers after being identified and processed for support

1,500 HH

3,028HH (15,140 People)

% of beneficiaries reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable and participatory manner

100

100%

% of targeted households reached with multipurpose cash transfers (MPCT) funding that is support appropriate to meet their emergency needs

100

100%

Narrative description of achievements

SARCS ensured that the most vulnerable families with limited or no savings were provided with unconditional multipurpose cash grants to address their basic needs. SARCS distributed multipurpose cash vouchers grant to **2,102 households**. This unrestricted cash transfer allowed families the flexibility to use the money based on their specific needs. Through the emergency appeal SARCS was able to support an additional **926HHs** with multi-purpose cash with support from other donors like American Red cross. The targeted families were provided with R2 250 one-off multi-purpose cash, which all the beneficiaries managed to redeem their cash. The amount was calculated based on a month's worth of basic food basket and household items. The Most of the CVA beneficiaries used the cash transfer to purchase shelter materials, food, pay for labour of rebuilding houses, buy school uniforms and pay their children school transportation. The selection criteria for the target population, were people from households that were severely damaged with priority given to child-headed households, people living with a disability, and those with very low or no income.

In previous operations, SARCS faced challenges in the procurement of groceries, food parcels, as well as shelter-related relief items. Through the use of the multipurpose cash grant, the target populations were enabled to gain flexibility to purchase their immediate basic needs. Beneficiary Satisfaction Survey showed that 100% of the respondents were very happy with this response modality. Those who responded highlighted their gratitude to the NS for supporting them and their families to meet their most immediate needs, and they further commended the NS for the participatory, safe and respectful manner in which they were involved by the NS throughout the implementation.



SARCS volunteers conducting beneficiary verification for CVA

Challenges

SARCS efforts to achieve a 100% cash-out rate came with several challenges which almost impacted the redemption process. These challenges included beneficiaries losing their phones, failure to redeem within stipulated time frames, incorrect contact information, and instances of phone theft.

Amongst the challenges that the NS observed was that the mobile money notification that people received did not include the name 'South Africa Red Cross' and as a result, some people dismissed the messages as spam. The NS addressed this concern with Nedbank as the Financial service provider who agreed to include the name of the South African Red Cross Society in the mobile money notification.

Lessons learned

Volunteers need to be more engaged in supporting the beneficiaries in order to be able to redeem cash timely, and mostly the elderly because sometimes they could not realize they received the SMS alerts on their phones which caused the money to end up being returned to the FSP account.

NS need to strengthen plan for sustainability by integrating cash assistance with other development initiatives to provide long-term support and promote self-reliance.

	Health & Care <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	Female > 18: 9,739	Female < 18: 12,761
		Male > 18: 8,830	Male < 18: 11,591
		Total targeted	100,000
Objective:	<i>Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening</i>		
Key indicators:	Indicator	Target	Actual
	#of people reached by other NS health service delivery in emergencies	100,000	42,921
	# of people reached with first aid services	On need basis	50
	# of people reached with health promotion as a response to an emergency by community-based volunteers	100,000	38,347
	# of people who receive mental health and psychosocial services in emergency situations from RCRC	100,000	18,782
	# of people referred for further services on mental health and psychosocial services in emergency		500
	of PSS kits delivered for children, teenagers, and adults		0

Narrative description of achievements

SARCS provided first aid support to 50 people who suffered injuries with support from Belgian Red Cross and referred others to clinics and hospital for more professional assistance. The health of affected people is a priority for SARCS as we have been engaging in Mental Health and Psychosocial support (MHPSS) services provided to affected populations.

The NS staff and volunteers offered PFA support to individuals and families in distress to ensure calm and rebuild hope whilst identifying people with severe medical and psychological needs for referral to specialized services. Follow ups were done to find out how families are coping, and feedback was shared with livelihoods and WASH teams on emerging needs at family and community level. SARCS through health services reached **42,921 people (12,794 males and 30,127 females)**.

In collaboration with Department of Social Development (DSD) that provides support in the areas of MHPSS the NS was able to provide **18,782 people (8,225 males and 10,557 females)** one on one sessions and other serious cases were referred directly to DSD to offer specialized services. However, it is important to note that Provision of MHPSS/PFA sessions was not limited to the affected populations, the NS staff and volunteers were also getting PSS.

Challenges:

- Limited resource during emergencies to deal with people who are on chronic medication because some of them were unable to receive treatment due loss of personal identification document such as ID or clinic cards.
- In the indicator table, some targets were not achieved because SARCS over targeted and were transitioned to the unified plan, which they will be addressed under unified plan.

Lessons learnt

- SARCS needs to strengthen their PSS unit through sourcing services that ensure that its staff and volunteers are provided with adequate services to deal with mental health vulnerability.

Working in collaboration with DSD ensured that the NS was able to support more people unlike if the NS was going to work alone, the NS will ensure that it collaborates with other stakeholders to ensure communities are given necessary support to bounce back from disasters.

	Water, Sanitation and Hygiene	Female > 18: 9,672	Female < 18: 5,483
		Male > 18: 6,405	Male < 18: 4,845
		Total targeted	100,000 people
Objective:	<i>Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions</i>		
Key indicators:	Indicator	Target	Actual
	# of people reached by WASH assistance.	100,000	26,405 People (5,281HH)
	% of people (and households) that have access to sufficient safe water which meets Sphere and WHO standards in terms of quantity and quality in the response period.	100 %	48%

% of people (and households) that have an improved sanitation facility within 50 meters of their home during the response phase (source inspection plus spatial analysis of proportion of households within 50-meter radius).	100%	27%
# of people (and households) reached by hygiene promotion activities in the response period.	100,000	26,405 People (5,281HH)
# and % of people (and households) that have access to sufficient safe water which meets Sphere and WHO standards in terms of quantity and quality in the recovery period	100%	48 %
% of people (and households) that have an improved sanitation facility within 50 meters of their home during the recovery phase.	100,000	27%

Narrative description of achievements

With support from IFRC EA, 35 volunteers went through a Hygiene and Health refresher training ahead of the 6 Hygiene and Health sensitization sessions that were conducted where SARCS was able to reach **26,405 people (17,291 females and 9,114 Males)**. Water, sanitation, and hygiene promotion services were ensured, including



Water tank supplying clean water to a community in Ethekewini

the distribution of essential hygiene-related materials such as hygiene kits. SARCS provided **5,267 hygiene kits** to the affected population targeting women, children, pregnant women, lactating women, the elderly, and people with disability with support from Qatar Red Crescent. Safe and clean water was provided in evacuation shelters by 8 water tanks and distributing household water treatment products and safe storage items as part of Qatar Red Crescent supporting 8 evacuation centers.

With support from the MSF, the NS was able to provide to the 14 emergency toilets (5 for men and 9 for women) in consultation with the community for proper waste management. In addition, SARCS drilled 8 boreholes and 5 community water system or tap stands, which includes water tanks to assist affected communities have increased access to affordable, appropriate and environmentally sustainable water, sanitation and hygiene services (WASH). Furthermore, 2 hygiene sensitizations were conducted to empower communities with knowledge and best practice on treatment and reuse of waste-water in

emergencies. The outstanding 2 boreholes, 5 community water systems and 5 tanks will be transitioned to the IFRC unified plan as the emergency appeal is closing.

Challenges

- Delay in drilling boreholes due to some heavy rains delayed the completion of borehole drilling.
- Affected people were placed in accommodations that did not have adequate water supply and no proper latrines

- Due to limited resources NS was unable to reach the rest of the affected community only those who were staying near the evacuation shelters benefited from the water truck that supplied water in shelters.
- In the indicator table, some targets were not achieved because some of the activities were transitioned to the unified plan, which will be addressed under unified plan.

Lesson learnt

- Advocating for adequate funding and support for WASH interventions is crucial in emergencies to ensure the timely and effective delivery of assistance.
- Building the capacity of local communities and response teams before emergencies occur helps in rapid and efficient WASH response during crises.

 Protection, Gender and Inclusion		Female > 18: 11,429	Female < 18: 7,251
		Male > 18: 9,840	Male < 18: 6,839
		Total targeted	100,000
Objective:	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs</i>		
Key indicators:	Indicator	Target	Actual
	#people reached by protection, gender, and inclusion services	100,000	35,359
	# referrals made (SGBV, Child Protection or other) via a common referral pathway	On need basis	250
	#of and % of RCRC staff and volunteers trained on Minimum Standards for Child Protection in Humanitarian Response	100%	60%
	#of Programme has completed the IFRC Child Safeguarding Risk Analysis	10	6 sessions

Narrative description of achievements

35 volunteers and 25 staff members participated in a PGI briefing session on Minimum Standards for PGI in emergencies to equip them with the necessary skills to support affected communities. SARCS ensured that PGI was integrated into all programs by providing SGBV, PSEA, and Child Safeguarding awareness-raising campaigns in evacuation centers, in addition 6 sessions were conducted on Child Safeguarding Risk Analysis to ensure children's rights and well-being is protected given the unfortunate circumstances they found themselves in. 250 cases of GBV and Child Protection have been referred to relevant authorities to give the victims the support they need to thrive and recover. It is fair to mention that the NS was very efficient in case management through referrals and psychosocial support to ensure that everyone understood and avoided GBV. Women and girls were additionally provided dignity kits, targeting mothers, caregivers, and SGBV survivors on a need basis.

SARCS recognized Child-Friendly Spaces as of utmost importance to improve children's psychosocial well-being by strengthening and nurturing their cognitive, emotional, and social development. These spaces could strengthen children's internal and external support systems by offering socializing and structured play activities with peers, which are crucial, especially in an emergency. To ensure that children's needs were well catered for, SARCS donated toys to children at the evacuation centers with support from UNICEF and, as part of the Movement response, established jungle gym play areas for children.

SARCS played a pivotal role in coordinating with local stakeholders to establish referral pathways for child protection and sexual- and gender-based violence (SGBV), with support from UNICEF the NS was able to carry out child protection awareness raising sessions at the **20 shelters**, with community leaders and community members to increase male engagement on SGBV prevention and response. With support from **ICRC 3,430 people** were supported with protection of family links (PFL) services (free phone calls, charging, internet connection, RC messaging and referral system for further services. SARCS collaborates closely with the Department of Social Development (DSD), which helps in the areas of MHPSS and PSEA. In cases when Individuals requiring further intervention are referred to DSD.



SARCS installed outdoor game set through UNICEF funding in Itshelimnyama evacuation shelter

Challenges:

The mass displacement and migration of affected due to flooding in some shelters lead to overcrowding in the other evacuation shelters putting vulnerable populations at risk of further marginalization and exploitation as a result fewer people were reached by PGI because others completely relocated to other areas. As a result, the number of staff and volunteers participating in the Appeal reduced as well, and this included the people who were trained on Child protection in Humanitarian response. However, there were continuous GBV awareness campaigns for staff, volunteers, and affected populations.

In the indicator table, some targets were not achieved because some of the activities were transitioned to the unified plan.

Lessons learnt

Ensuring the safety of vulnerable population such as women, children, elderly and people with disabilities can be difficult in a chaotic and unstable situation. It is of utmost importance to analyze past emergencies to identify areas of improvement and adapt strategies based on lessons learned.



Community Engagement and Accountability

Objective:			
Key indicators:	Indicator	Target	Actual
	# Community feedback tools	1	1
	# of satisfaction surveys completed	4	4
	% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation	n/a	0
	# of people surveyed who report receiving useful and actionable information through different trusted channels	2,000	2,200
	#of staff, volunteers and leadership trained on community engagement and accountability (disaggregated by staff / volunteers / sex)	50	60 Volunteers

Narrative description of achievements

35 volunteers participated in a CEA orientation session to equip them with the necessary skills to support the intervention. SARCS, through CEA approaches, ensured the engagement and involvement of all stakeholders, including the affected communities, throughout the response. The National Society managed to conduct some field supervision and engaged in field missions, providing technical support to the team actively involved in the operations. This strengthened implementation actions to make the operation effective.

To sustain the operation, three methods of community engagement were used: direct contact with the affected community, engagement through meetings, and loud hailing within communities to provide early warnings, including during assessments. A post-distribution surveys were conducted with **2,200 people (1,305 females and 895 males)** to capture the beneficiaries' and communities' sentiments regarding the multi-purpose cash distributed to assist the affected population in restoring their lives.

Challenges

Repeated ongoing crises which lead to community fatigue, where residents became less responsive to engagement efforts due to ongoing stress.

In some areas, safety and security issues posed as risks to both National society and affected community members, complicated engagement efforts and the delivery of aid.

In the indicator table, some targets were not achieved because some of the activities were transitioned to the unified plan.

Lessons Learned

SARCS acknowledged the psychological impact of repeated crises and incorporate mental health support into response plans through Providing access to mental health resources, counseling services in cooperation with other relevant stakeholders, and community support groups to help residents cope with ongoing stress.

SARCS adjusted response strategies based on feedback and changing community needs, through establish mechanisms for regular community feedback and adapting plans accordingly to address emerging challenges and priorities.



Risk Reduction, climate adaptation and Recovery

Female > 18:
1,696

Female < 18:
768

Male > 18:
1,027

Male < 18: 531

Objective:

Key indicators:

Indicator

Target

Actual

#people reached with DRR/CCA key messages

7,000

4,022

#people trained in DRR/CCA and disaster response skills

400

250

Narrative description of achievements

NS ensured that community response teams were well capacitated on DRR and disaster response skills, to intensify community awareness on DRR and Climate Adaptation through dissemination on key messages and capacitation of community members on disaster response. NS managed to capacitate **250 people**, aimed to focus on recovery interventions, through sharing key messages on DRR and climate adaptation within the affected communities so that they can prevent themselves and prepare for future disaster to avoid being affected in future, through this initiative NS reached **4,022 people**. Some of the DRR activities were transitioned and will be implemented under the unified plan as the emergency appeal has closed.

Challenges

Addressing the environmental impact of floods on ecosystems and biodiversity through Supporting the economic recovery of affected areas to restore livelihoods and community stability. Some people affected by the floods relocated to other areas and others who were unable to benefit from the early recovery initiative had to find other sources of income which resulted in a reduced number of people who got training on DRR/CCA and disaster response skills and who could even confirm to have received DRR/CCA messages.

Lessons Learned

In Addressing the environmental impact of floods on ecosystems and biodiversity was considered a crucial matter, but NS had to balance the economic recovery of affected communities through restoring livelihoods and community stability, especially given limited funding. Sustainable practices were incorporated into recovery and rebuilding efforts to enhance both ecological health and economic resilience. Priority was given to projects that created green jobs, used environmentally friendly materials, and implemented nature-based solutions to mitigate future flood risks. This approach aimed to ensure long-term sustainability and community well-being despite the financial constraints

Enabling approaches



National Society Strengthening

Objective:

Key indicators:

Indicator

Target

Actual

National Society has successfully articulated short-term emergency and NSD objectives with long-term NSD ones

Yes

	National Society has improved their preparedness, contingency, and response plans as a result of the recommendations and evidence of the operation		Yes
	National Society has in place the capacities to conduct Emergency Needs Assessment		Yes
	National Society is engaged in structured preparedness for response initiatives that inform/complement the NS operational priorities.		yes
	# of volunteers involved in the response operation that have increased their skills in response and management of operations		35
	#Of staff trained on Disaster response		25

Narrative description of achievements

Through the emergency appeal NS successfully conducted Preparedness for Effective Response (PER) full assessment which was facilitated by the region and cluster delegation. The assessment engaged key disaster management focal people from the field, technical teams from the national office, Senior Management Team (SMT) and members of the governing board. Thorough reflection on NS both short term and long term NSD objectives using different benchmarks was done and a Plan of Action was developed which continues to guide the NS in their operations, to evaluate NS capacity to respond emergency crisis effectively.

In addition, the NS also enhanced its preparedness, contingency and response plans through capacity building workshops and trainings which were facilitated by cluster delegation and co-facilitated by the NS technical team. The SARCS contingency plans were updated drawing some lessons learnt from the ongoing operation. The results of Post Distribution Monitoring (PDM) and Lessons Learnt workshop complement NS priorities during this operation.

Challenges

SARCS needed to harmonize and integrate efforts across different entities (such as the NS staff and volunteers' capacitation, cluster delegation, and NS technical team) involved in enhancing preparedness, contingency, and response plans. Achieving effective coordination and alignment while drawing lessons from ongoing operations can be complex due to varying perspectives, priorities, and communication channels, but in the end the NS was able to develop a well-coordinated structure for ease of implementation of activities.

Lessons Learned

SARCS in achieving effective coordination and alignment among different entities (such as the National Society, cluster delegation, and SARCS technical team) had to overcome challenges related to varying perspectives, priorities, and communication channels. Harmonizing efforts and integrating plans that are complex, such as enhancing its preparedness, contingency, and response strategies.



Coordination and Partnerships

Objective:			
	Indicator	Target	Actual

Key indicators:	# Of Movement coordination meetings organized, and updates are provided to the Movement partners	On need basis	209
Through the appeal, the NS advocated relevant decision makers, donors, and other stakeholders to take appropriate steps to rebuild KZN communities in a safe and dignified manner. To strengthen coordination and partnerships in the response, the NS participated in a total of 209 meetings hosted by the Red Cross Red Crescent Movement and other relevant external entities, including the government, UN agencies, and private sectors. The IFRC Pretoria Cluster office established a platform for biweekly coordination meetings where information was exchanged and updates on the emergency appeal progress were provided. Noting that the Emergency Appeal had concluded, other outstanding activities implemented under the Emergency Appeal were transitioned and integrated into the IFRC Unified Plan. The coordination structure remained the same to monitor and track the progress of the ongoing outstanding activities being implemented, such as the coordination meetings established by the IFRC Cluster office for technical support and information exchange, which were happening biweekly. Challenges Ensuring effective communication between various government departments, NGOs, and international aid organizations was challenging due to differing protocols and communication systems, it reduced the rate of implementation but ensured great collaboration and coordination. Lessons Learned NS learned that coordination and collaboration among diverse entities require overcoming communication barriers. By understanding and adapting to varying protocols and systems, which assisted NS to enhance their effectiveness in disaster response and humanitarian efforts.			



**Secretariat
Services**

Objective:			
Key indicators:	Indicator	Target	Actual
	#DREF / Appeal procedures applied during the implementation of the operation	n/a	3
	#Rapid response personnel support the operation	n/a	60

Narrative description of achievements

SARCS had initially applied for a DREF, but due to the intensity of the disaster, it evolved into an Emergency Appeal. The Cluster Delegation taskforce team supported the NS with the implementation of the Appeal. A roving operations manager from the IFRC Africa Regional Office was deployed to assist SARCS in the transition and scale up from the DREF to the Emergency Appeal. Additionally, the Pretoria Country Cluster Delegation, Senior DM Officer, worked closely with the SARCS' team and other IFRC colleagues to ensure coordination of the operation and its implementation. The Pretoria CCD and SARCS PMER also collaborated closely in developing the necessary monitoring and reporting tools for the operation. Furthermore, the Pretoria CCD Senior Finance Officer supported the NS Finance team with all the necessary technical assistance to ensure that the financial systems for the operation were set up and implemented effectively. The NS activated 25 staff and 35 volunteers for the operation response with expertise in Operations, PMER, Finance, Communications and Logistics who ensure smooth operation and profiling of the EA.

Challenges

There were delays in funding and Payment obligations as the logistics protocols tend to be tedious but in the end, all went and the implementation was great, the people who needed the support were able to get the support they needed.

Lessons Learned

Delayed funding disrupted the project's cash flow, affecting timely execution of activities, procurement of necessary resources and impacting project overall progress.

A. FINANCIAL REPORT

A detailed donor response and the detailed financial report is shown below. The overall amount allocated for this operation remained unchanged (8 million CHF) as indicated in the [MDRZA012ea](#) for a 12-months implementation period (from 21/04/2022 to 31/03/2024). The budget coverage by end of the operation was CHF 1,174,735 (15%) of the Appeal coverage. In addition, the IFRC DREF was granted CHF332 222 to this operation and in-Kind donations giving a total income of CHF 1,506,957 against the funding requirement.

The total expenditure reported for this operation amounts to CHF 1,172,625, with no income exceeding budget amount. The variances of +/-10% in the implementation of the budget are mainly due to the constant readjustment of activities in response to changing operational needs.

Donor response

MDRZA012 - South Africa - Floods and Landslides

APPEAL LAUNCH DATE: 23-Apr-2022

TIMEFRAME: 19-Apr-2022 to 31-Mar-2024

LOCATION: South Africa

Selected Parameters		
Appeal Code	MDRZA012	Year / Range
		1900-2100
Refreshed on 27-May-2024 at 09:39		
FUNDING REQUIREMENTS:	8,000,000	
RECEIVED TO DATE:	1,174,735	
APPEAL COVERAGE TO DATE:	15%	

	Cash contributions	Inkind Goods & Transport	Inkind Personnel	Other Income	Total
	CHF	CHF	CHF	CHF	CHF
FUNDING REQUIREMENTS					8,000,000
FUNDING					
<u>Opening Balance</u>					
<u>Income</u>					
American Red Cross	420,516				420,516
European Commission - DG ECHO	205,772				205,772
German Red Cross	51,611				51,611
Japanese Red Cross Society	35,112				35,112
On Line donations	1,225				1,225
Red Cross of Monaco	9,727				9,727
Republic of Korea Government (from Korea Intern. Coop. Agency (KOICA)*)	97,920				97,920
The Canadian Red Cross Society (from Canadian Government*)	186,186				186,186
The Netherlands Red Cross (from Netherlands Government*)	166,096				166,096
Unidentified donor	571				571
Total Income	1,174,735				1,174,735
TOTAL FUNDING					1,174,735
COVERAGE					15%

Contact information

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

In the South Africa Red Cross National Society

- **Secretary General** Molefi Takalo; Email: TakaloMJ@redcross.org.za Phone: +27836683776
- **Operational coordination:** Ireen Mutombwa, Email: Imutombwa@redcross.org.za Phone: +27719360221

In the IFRC

- **IFRC Appeal Manager:** Kopano Masilo, Head of Pretoria Cluster Delegation, kopano.masilo@ifrc.org +254727911975
- **IFRC Project Manager:** Bongeka Mpinke, Disaster Management Coordinator, bongeka.mpinke@ifrc.org +27747920279

For IFRC Resource Mobilization and Pledges support:

- **IFRC Africa Regional Office:** Louise Daintrey-Hall, Head of Unit, Partnerships & Resource Dev: louise.daintrey@ifrc.org phone: +254 110 843978

For In-Kind donations and Mobilization table support:

- **IFRC Africa Regional Office for Logistics Unit:** Allan Kilaka Masavah, Head, Global Humanitarian Services & Supply Chain Management; Email: allan.masavah@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation, and reporting enquiries)

- **IFRC Regional Office for Africa:** Beatrice Atieno OKEYO, Head of PMER & QA, beatrice.okeyo@ifrc.org, Phone: +254 721 486953

Reference documents



Click here for:

- [MDRZA012ea](#)
- [MDRZA012eu1](#)
- [Operational Strategy](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	*	Operation	MDRZA012
Budget Timeframe	*	Budget	APPROVED

Prepared on 17 Apr 2025

All figures are in Swiss Francs (CHF)

MDRZA012 - South Africa - Floods and Landslides

Operating Timeframe: 19 Apr 2022 to 31 Mar 2024; appeal launch date: 23 Apr 2022

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	275,000
AOF2 - Shelter	2,104,000
AOF3 - Livelihoods and basic needs	3,352,000
AOF4 - Health	108,000
AOF5 - Water, sanitation and hygiene	464,000
AOF6 - Protection, Gender & Inclusion	201,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	264,000
SFI2 - Effective international disaster management	6,000
SFI3 - Influence others as leading strategic partners	11,000
SFI4 - Ensure a strong IFRC	215,000
Total Funding Requirements	7,000,000
Donor Response* as per 17 Apr 2025	1,174,735
Appeal Coverage	16.78%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	332,394	333,180	-786
AOF2 - Shelter	71,330	101,636	-30,306
AOF3 - Livelihoods and basic needs	485,207	452,185	33,023
AOF4 - Health	6,690	6,690	0
AOF5 - Water, sanitation and hygiene	20,484	22,703	-2,219
AOF6 - Protection, Gender & Inclusion	49	49	0
AOF7 - Migration	5,266	5,266	0
SFI1 - Strengthen National Societies	16,830	16,830	1
SFI2 - Effective international disaster management	206,541	206,114	427
SFI3 - Influence others as leading strategic partners	1,891	1,891	0
SFI4 - Ensure a strong IFRC	25,840	26,082	-242
Grand Total	1,172,523	1,172,625	-103

III. Operating Movement & Closing Balance per 2100/9999

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,174,735
Expenditure	-1,172,625
Closing Balance	2,110
Deferred Income	0
Funds Available	2,110

IV. DREF Loan

* not included in Donor Response	Loan :	332,222	Reimbursed :	332,222	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	*	Operation	MDRZA012
Budget Timeframe	*	Budget	APPROVED

Prepared on 17 Apr 2025

All figures are in Swiss Francs (CHF)

MDRZA012 - South Africa - Floods and Landslides

Operating Timeframe: 19 Apr 2022 to 31 Mar 2024; appeal launch date: 23 Apr 2022

V. Contributions by Donor and Other Income

Opening Balance						0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
American Red Cross	420,516				420,516	
European Commission - DG ECHO	205,772				205,772	
German Red Cross	51,611				51,611	
Japanese Red Cross Society	35,112				35,112	
On Line donations	1,225				1,225	
Other	571				571	
Red Cross of Monaco	9,727				9,727	
Republic of Korea Government (from **DO NOT USE-I	97,920				97,920	
The Canadian Red Cross Society (from Canadian Gov	186,186				186,186	
The Netherlands Red Cross (from Netherlands Govern	166,096				166,096	
Total Contributions and Other Income	1,174,735	0	0	0	1,174,735	0
Total Income and Deferred Income					1,174,735	0