



SARCS response team conducting assessments in Northern Cape

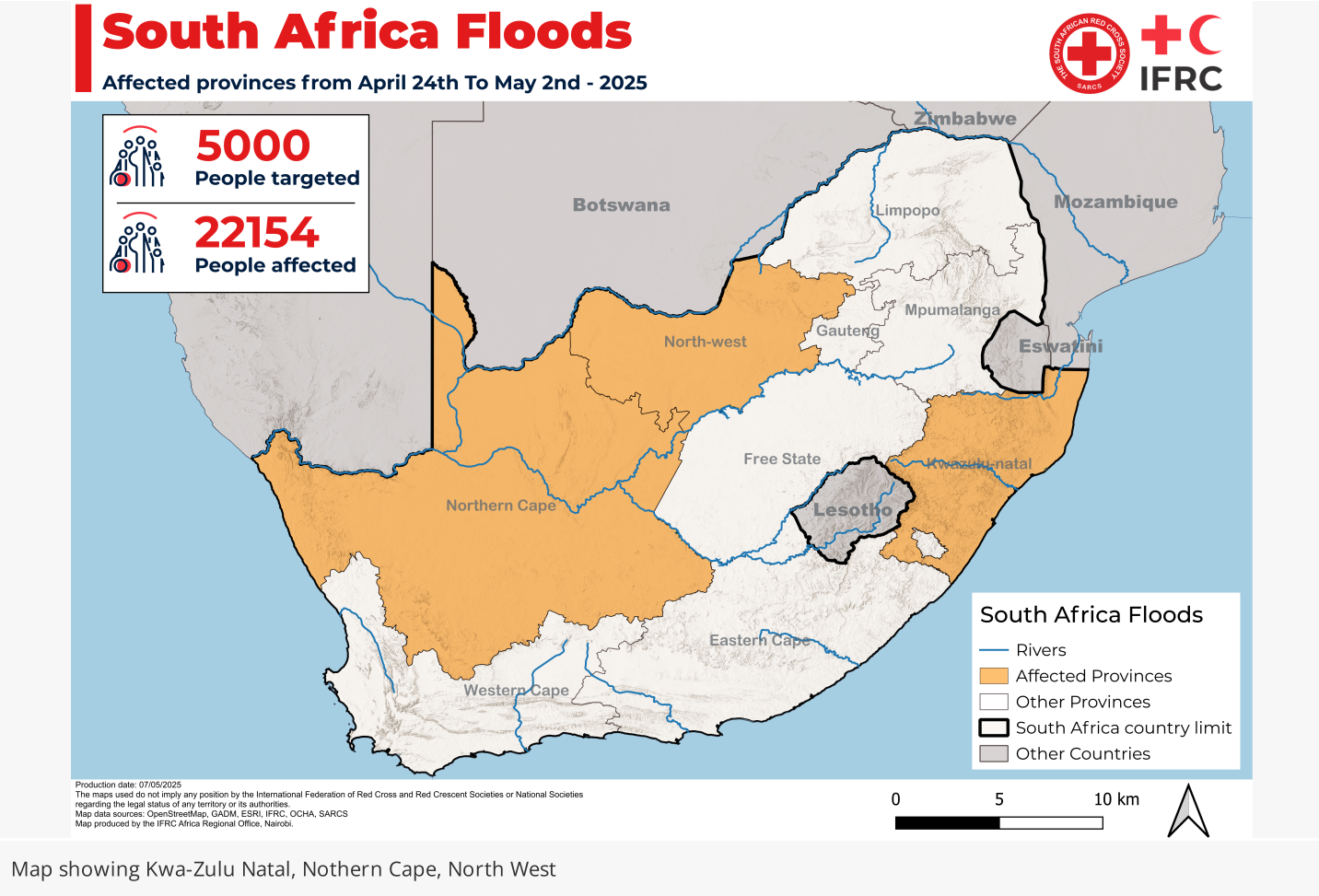
Appeal: MDRZA021	Country: South Africa	Hazard: Flood	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 362,263	
Glide Number: -	People Affected: 22,154 people	People Targeted: 5,000 people	
Operation Start Date: 16-05-2025	Operation Timeframe: 6 months	Operation End Date: 30-11-2025	DREF Published: 20-05-2025

Targeted Regions: **Kwazulu-natal, North-west, Northern Cape**

Description of the Event

Date of event

02-05-2025



What happened, where and when?

Between 30 April and 2 May 2025, there were a cascade of extreme weather events from overflow of rivers to flash floods: 18 people injured, 4,429 households (approximately 22,145 individuals) were affected within KwaZulu Natal (KZN), Northwest, Northern Cape. At least 1,000 households with impacted houses (significant damages) identified as being in urgent need of humanitarian assistance. Eighteen people were also reported injured across the affected regions.

In the Northern Cape, intense rainfall in that period triggered a historic surge in the Orange River. On 02.05.2025, Water flow at Augrabies Falls reached catastrophic levels of 4,000 cubic metres per second—nearly 80 times the seasonal average. Overall, the flooding impacted 1,139 households (5,695 individuals) in the province. Hardest hits include In Ga-Segonyana municipality, 141 households (705 individuals) were directly affected by the floods.

That event cumulate with the floods early recorded on 30 April 2025 in the Northwest province. The province experienced severe flooding due to the Vaal River breaching its banks after exceeding capacity. In total, over 1,300 households (approximately 6,500 individuals) were affected in the province. The overflow of water completely flooded 160 households In Ramotshere Moiloa municipality, while in Ngaka Modiri Molema municipality, hundreds of individuals had to be evacuated in centers.





Response team distributing food parcels in KZN



Volunteers distributing food parcels in KZN



Volunteers conducting assessments in KZN



Volunteers distributing prepositioned stock in KZN



Volunteers conducting assessments in KZN



Damaged household being assessed in Northern Cape



Volunteers conducting assessments in Northern Cape



Scope and Scale

Across the three provinces (Kwa-Zulu Natal, Northwest and Northern Cape), the floods have reached 4429 households (22145 individuals). The impact was mostly felt by those living in informal settlements, rural communities, and flood-prone peri-urban areas—often situated near rivers, low-lying land, or poorly maintained drainage systems. These populations are especially vulnerable due to a combination of factors including inadequate housing, limited access to early warning systems, insufficient infrastructure, and minimal social protection. Many residents rely on subsistence farming or informal employment, making them highly susceptible to the loss of income and food insecurity following extreme weather events. Among the most affected groups are the elderly, children, people with disabilities, and women-headed households.

In the North-West province, the rapid overflow of the Vaal River has triggered a widespread and complex flooding emergency, particularly in the Lekwa-Teemane Local Municipality and surrounding areas, including areas like Bloemhof. Despite proactive water release measures, floodwaters inundated infrastructure and stranded hundreds of houses. Over 1,300 households (~6,500 individuals) affected. Most impacted municipalities: Ramotshere Moiloa and Ngaka Modiri Molema. Ramotshere Moiloa district has reported 170 households affected, and Ngaka Modiri Molema has seen the evacuation of 118 individuals. Towns impacted included: Rakhuna and Ramotshere Moiloa. The lack of access to submerged communities, coupled with communication disruptions, has hampered assessments and delayed the delivery of aid. Community appeals for urgent humanitarian relief have grown increasingly urgent as water levels persist and conditions worsen. Photographic documentation remains unavailable due to hazardous access conditions and the prioritization of rescue and evacuation operations. SARCS assessments reveal that 298 (approximately 1490 individuals) are in urgent need of humanitarian assistance for the province.

In the Northern Cape, continued heavy rainfall and upstream dam releases have caused record-breaking flow levels in the Orange River, with volumes at Augrabies Falls surging to nearly 4,000 cubic metres per second—far exceeding the seasonal norm of 30–50 m³/s. This surge has raised serious concerns about downstream flooding and its implications for rural communities, agricultural land, and infrastructure. The province's sparse population and vast distances between settlements complicate response coordination, necessitating targeted support to isolated areas where traditional supply chains have been disrupted. Assessments reveal that 141 (approximately 705 individuals) are in urgent need of humanitarian assistance in Ga-Segonyana municipality in the province even though, at ~1139 households are reported to have been impacted by the floods.

In KwaZulu-Natal (KZN), SARCS assessment give an estimation of 2000 households affected by floods only in the period of 30 April to 02 May 2025. The municipalities mainly affected in that period included Umkhanyakude, Zululand, and King Cetshwayo. Key towns/cities: eJozini, Nongoma, uMhlathuze, Eshowe. 561 households (~2,805 individuals) were identified as in urgent need of which at least 331 households (1,655 individuals) were displaced by the time of the assessment. 11 people injured: 3 in eJozini, 4 in uMhlathuze, and 4 in Eshowe.

The disruption of essential services—such as access to clean water, electricity, healthcare, and education—will likely lead to a rise in communicable diseases, food insecurity, school dropouts, and long-term socioeconomic hardship. For many households, especially those dependent on informal employment, small-scale agriculture, or daily wage labor, the loss of shelter and income sources could lead to deeper cycles of poverty and prolonged recovery. The families the most affected by these hazards and are living in low-lying, flood-prone rural areas and informal settlements, particularly in the districts of Umkhanyakude, Zululand, King Cetshwayo, and eThekweni. These regions are characterized by a high concentration of households with limited access to durable housing, piped water, healthcare, and other critical infrastructure. The vulnerability of these populations is exacerbated by pre-existing inequalities, limited mobility, and lack of insurance or financial resilience. Among the most at-risk groups are the elderly, children—especially those attending schools now used as emergency shelters—pregnant women, persons with disabilities, and internally displaced persons (IDPs). Migrants, many of whom reside in informal dwellings or are undocumented, also face heightened risks due to limited access to state support systems and social protection. The collapse of sanitation systems further increases their exposure to disease, particularly in overcrowded shelters where personal hygiene and healthcare access are minimal.

The above events happened after previous impacts of March-April, include some relatively severe ones between 23 to 25 April 2025. SARCS has been responding to some of these events, overstressing their resources and overwhelming the South African Red Cross Society (SARCS). The recent series of extreme weather events across KwaZulu-Natal (KZN) is expected to have severe and far-reaching negative impacts on lives, livelihoods, well-being, and infrastructure, particularly in already vulnerable rural and peri-urban communities. Prolonged and intense rainfall, accompanied by flash floods and strong winds, has not only destroyed homes and displaced families but also damaged critical infrastructure such as schools, roads, water supply systems, and sanitation facilities. Repeated disasters across KwaZulu-Natal, North-West, and the Western Cape are eroding community resilience, limiting recovery time, and disrupting sustained humanitarian support. Without increased and coordinated assistance, both affected populations and the response system face growing risks from future climate-related shocks. These vulnerabilities observed in Kwa-Zulu Natal, Northwest and Northern Cape are also applicable to the other flood prone areas in the country. It is estimated from various SARCS assessment that the 2024-2025 floods season has affected cumulatively 22,339 households countrywide, including 19,900 households in KZN (99500 individuals).



Source Information

Source Name	Source Link
1. Eyewitness News	https://www.ewn.co.za/2025/04/26/kzn-flooding-human-settlements-dept-provides-temporary-shelter-to-affected-families
2. The Citizen	https://www.citizen.co.za/news/south-africa/weather/weather-forecast-wednesday-23-april-2025/
3. East Coast Radio	https://www.ecr.co.za/news/news/human-settlements-counting-damage-costs-after-rain/#:~:text=KwaZulu-Natal%20Human%20Settlements%20said%20it%20has%20been%20given,around%2016%20families%20were%20moved%20to%20temporary%20shelters.
4. Briefly	https://briefly.co.za/south-africa/214913-hundreds-north-west-residents-affected-by-vaal-river-flooding/
5. Briefly	https://briefly.co.za/south-africa/214913-hundreds-north-west-residents-affected-by-vaal-river-flooding/

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)	Yes
If yes, please specify which operation	MDRZA012, MDRZA014, MDRZA015,

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:

While KwaZulu-Natal has a long history of flooding, the current event is exceptional in both severity and geographic scale, simultaneously affecting multiple provinces and triggering cascading humanitarian consequences. The sudden onset and widespread impact have depleted pre-positioned stocks and overwhelmed the response capacity of the South African Red Cross Society (SARCS), which had already been engaged in responding to earlier flood events in February and March. This has severely limited the ability of the National Society to sustain emergency operations and support recovery in the face of growing needs.

Furthermore, across KwaZulu-Natal, North-West, and the Western Cape, the increasing frequency and intensity of floods are compounding community vulnerabilities. Each successive disaster shortens the recovery window, disrupts continuity of humanitarian support, and prevents communities from regaining basic stability. The repeated shocks not only erode household resilience but also strain the ability of SARCS and other partners to mobilize resources and deliver sustained interventions. Without scaled-up and coordinated support, both the affected populations and the response system remain at risk of being overwhelmed by future climate-related events.

Lessons learned:

SARCS continues to apply critical lessons learned from previous disaster operations to enhance its response strategies, with a strong emphasis on CEA. Past experiences have reinforced that when communities are genuinely involved in shaping interventions, the results are more sustainable and effective. By fostering local ownership and including community input in planning and decision-making, SARCS ensures that response activities are grounded in real needs and realities. This participatory approach has become a cornerstone of SARCS’s operational model, particularly in disaster-prone areas like KwaZulu-Natal, where community trust and engagement are vital to effective humanitarian action.

One of the key lessons learned from the Thunderstorms DREF operation was the challenge of beneficiaries frequently changing their contact numbers, which significantly disrupted the Cash and Voucher Assistance (CVA) process. In response, SARCS has re-evaluated its CVA strategy for the current operation. Partnering with a mobile network provider has proven instrumental in improving the



efficiency and reliability of cash transfers. This collaboration has enabled SARCS to verify contact details more accurately, reduce transaction failures, and streamline communication with beneficiaries

SARCS has also made significant strides in strengthening internal systems for accountability, real-time reporting, and coordination. Drawing from past operations involving storm surges, and floods, the National Society has expanded training for staff and volunteers in disaster preparedness, health, WASH, and DRR. Regular simulations by Provincial Response Teams (PRTs) have improved readiness and response capacity. Partnerships with suppliers now allow relief items to be delivered within 48 hours of funding confirmation, addressing previous delays in aid distribution. SARCS has also enhanced collaboration with local leadership and government structures through Provincial and National Joint Operations Committees (JOCs), ensuring improved coordination and communication throughout operations. These collective insights and operational refinements have positioned SARCS to respond more effectively, inclusively, and sustainably to the complex and evolving humanitarian needs in KwaZulu-Natal.

From past experiences, the NS has also learned that timely and accurate reconciliations are crucial to avoid discrepancies in financial reporting. In this operation, a more rigorous reconciliation process will be implemented, with regular checks at key stages of the operation. These checks will include daily cash reconciliation and frequent monitoring of expenditures against budget lines to ensure all figures are aligned and accounted for promptly. The NS has identified that inadequate tracking of expenses against budget lines has led to reporting inconsistencies. In response, we are adopting a more detailed and structured financial tracking system. This will include real-time expense reporting and tighter documentation practices, ensuring that every transaction is properly recorded and can be easily cross-referenced during financial reconciliations. To prevent delays in financial reporting and ensure greater accuracy, we will conduct regular financial reviews throughout the operation. These reviews will allow for early identification of any financial discrepancies, enabling quick corrective action. Moreover, a dedicated team will be assigned to ensure that all financial reports, including reconciliations, are completed in a timely manner, allowing for a clearer picture of the operation's financial health.

Did you complete the Child Safeguarding Risk Analysis in previous operations, what was risk level?	Yes
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What was the risk level for Child Safeguarding Risk Analysis?:	Medium
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Current National Society Actions

Start date of National Society actions

23-04-2025

Livelihoods And Basic Needs

Given the scale of displacement, loss of assets, and interruption of income-generating activities, SARCS has prioritized the provision of basic needs support to the most affected families. Emergency relief kits—including blankets, clothing, hygiene items, and water purification kits—have been distributed to families in temporary shelters across eThekweni, Umkhanyakude, and Zululand districts. Food parcels are being provided through both direct distribution and coordination with local food banks and community kitchens. The collapse of local economies and subsistence farming activities has made it essential for SARCS to initiate market assessments to determine feasibility and plans to roll out multi-purpose cash assistance in selected areas, subject to donor support.

Recognizing the secondary impacts of the floods on livelihoods, SARCS is exploring early recovery interventions, including tools and seeds for replanting, support to micro-entrepreneurs, and linkages to government social protection schemes such as the Social Relief of Distress (SRD) grant. Engagements with the Department of Social Development (DSD) and Department of Agriculture are ongoing to coordinate livelihood recovery and ensure affected families are included in longer-term resilience programming.

Community Engagement And Accountability

SARCS has embedded CEA as a core component of its disaster response, ensuring that affected individuals are not only recipients of aid but are actively involved in shaping the response. CEA mechanisms were activated as soon as early warnings were disseminated, with volunteers using door-to-door outreach, community loudhailers, and radio messaging to inform communities about the risks, evacuation procedures, and safety protocols.

In temporary shelters and host communities, feedback mechanisms have been established through hotlines, suggestion boxes, and direct engagement with community leaders to collect real-time feedback, address misinformation, and identify priority



	needs. Messages related to health (especially cholera prevention and hygiene), child protection, and food safety are being circulated in local languages. SARCS is also working closely with faith-based organizations, local NGOs, and traditional authorities to ensure cultural sensitivity and community ownership of the response.
Assessment	Rapid needs assessments were launched immediately following the first wave of floods, and have since been expanded as the situation worsened. SARCS deployed trained teams to conduct multi-sectoral assessments across affected districts, focusing on identifying needs related to shelter, food, water and sanitation, protection, and health. These assessments were conducted in close coordination with local disaster management authorities and drew on household interviews, focus group discussions, and direct observation in both formal and informal settlements. Findings have been consolidated into internal situation reports to inform operational planning and external appeals. As of the 2nd of May 2025, assessment data has confirmed that over 5,000 households have been affected, with 1,000 households (5,000 individuals) in urgent need of humanitarian assistance. These numbers are expected to increase as assessments in remote and newly accessible areas continue. SARCS is also utilizing digital tools such as Kob Collect for data collection and is in the process of mapping vulnerable groups, including elderly-headed households, people with disabilities, and unaccompanied minors, to ensure targeted support.
Resource Mobilization	SARCS initiated comprehensive resource mobilization efforts, recognizing that pre-positioned stocks being depleted. The National Society and Province launched a Call for Support to various partners, requesting financial and in-kind support to replenish essential supplies. Coordination with the International Federation of Red Cross and Red Crescent Societies (IFRC) was immediately escalated. SARCS has also engaged with key local partners, including the private sector, government departments, and media platforms, to raise awareness and solicit donations. In addition, corporate partners have been approached to contribute non-food items such as hygiene kits, temporary shelter materials, and water containers. Internally, SARCS has reallocated operational funds and redeployed vehicles, equipment, and staff from other provinces to support frontline operations in the 3 provinces.

IFRC Network Actions Related To The Current Event

Secretariat	In this response, the IFRC, through its Pretoria Cluster Office, provides SARCS with technical support as part of its Secretariat responsibilities to the National Society. IFRC offers operational guidance to SARCS teams, such as PMER, Finance, DM, and Programs, with SARCS joining biweekly calls to exchange information with IFRC technical experts. These calls also function as a forum for making essential operational decisions and for providing action points
Participating National Societies	There is no PNS supporting.

ICRC Actions Related To The Current Event

The ICRC continually supports the NS on Restoring of Family Links (RFL) as well as the implementation of the Safer Access Framework for staff, volunteers and the affected communities to ensure that they are protected from further harm and enhanced vulnerabilities.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	No
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National authorities	In response to the escalating disaster across Northern Cape, KwaZulu-Natal, and North West, national authorities have taken several critical actions to address immediate humanitarian needs and stabilize affected communities. The South African Weather Service (SAWS) issued early warnings for 30 April 2025, alerting these provinces to the high risk of disruptive rainfall, severe weather conditions, and rising water levels from the Vaal and Orange Rivers. This early alert prompted the activation of provincial and municipal disaster management structures—particularly in KwaZulu-Natal under the leadership of the Provincial Disaster Management Centre (PDMC)—and led to the pre-positioning of relief supplies, deployment of emergency response teams, and establishment of temporary shelters in high-risk areas. The Department of Human Settlements has played a lead role in providing temporary shelter solutions for displaced families, especially in hard-hit areas such as the eThekweni Metropolitan Municipality. Emergency accommodation has been established in schools and community halls, while efforts are ongoing to assess structural damage to homes and begin planning for housing recovery and reconstruction. Simultaneously, the Department of Social Development (DSD) has begun deploying social workers and psychosocial support teams and providing emergency food assistance to vulnerable households. At a broader level, coordination mechanisms have been activated between key government departments—including Health, Water and Sanitation, Education, and Cooperative Governance and Traditional Affairs (COGTA)—to support service continuity and ensure integrated response planning. Local municipalities, in coordination with national structures, are conducting joint damage assessments and mobilizing public works teams to clear debris, restore access roads, and stabilize critical infrastructure. These actions are being coordinated under the Provincial Disaster Management Centre (PDMC), which continues to monitor the evolving situation and facilitate cross-government support.
UN or other actors	The South African Weather Service (SAWS) and Provincial Disaster Management Centres are consistently issuing weather updates and early warning messages, allowing government bodies and humanitarian groups like SARCS to strengthen communication efforts with communities, especially those in vulnerable areas.

Are there major coordination mechanism in place?

Yes. Joint Operation Committees (JOCs), activated by the Disaster Management Centre (DMC) at national, provincial, district, and local municipal levels, coordinate disaster response, with SARCS actively participating at each level to reinforce its auxiliary role. The Department of Social Development (DSD) leads the coordination of relief efforts from both the government and other partners, ensuring streamlined assistance and preventing overlap. DSD provides essential psychosocial support (PSS) in affected areas and oversees contributions from various humanitarian organizations to maintain a well-coordinated, effective response for those impacted.

Needs (Gaps) Identified



Shelter Housing And Settlements

The 3 provinces are faced with a disaster event impacting 4429 households (22145 individuals) assessments reveal that 1000 households (5000 individuals) have been severely affected by the disaster event are in critical need of humanitarian assistance.

In the Northern Cape, 1,139 households (5,695 individuals) have been affected, with the needs of 141 households (705 individuals) in Ga-Segonyana municipality particularly needing humanitarian intervention from the National Society. The situation has been aggravated by cumulative rainfall and emergency discharges from the Vaal and Gariep dams, which have increased the threat of widespread flooding, infrastructure failure, and displacement. The South African Red Cross Society (SARCS) has responded by providing pre-positioned emergency relief items and deploying volunteers to support early warning dissemination and evacuation processes in high-risk areas. Initial household assessments have been carried out to identify urgent needs, and local branch teams are engaging with municipal disaster coordination structures to support a localized and informed response.



In the North West province, 1,300 households (6,500 individuals) have been impacted, with 298 households (1,490 individuals) requiring urgent assistance. The Ramotshere Moiloa municipality has been particularly hard hit, with infrastructure damage leading to the isolation of communities and disruption of emergency services. In Ngaka Modiri Molema municipality, 118 individuals were evacuated as rising water levels posed imminent risk to life and property. In Broxbee village, the temporary closure of schools—which also serve as key community service points—has interrupted access to psychosocial support and health screenings. In response, SARCS volunteers have supported evacuation efforts and provided Psychological First Aid (PFA) and basic relief items to displaced families. Branch teams have begun gathering feedback from communities to guide response planning and are supporting outreach to vulnerable groups in schools and other public facilities.

KwaZulu-Natal has seen 1,990 households (9,950 individuals) affected, with 561 households (2,805 individuals) identified as needing immediate humanitarian intervention. The shelter sector has emerged as a major gap in the response, particularly in eThekweni, Umkhanyakude, Zululand, and King Cetshwayo districts, where many families have lost their homes or are staying in structurally unsafe buildings. Over 180 individuals have been relocated to overcrowded temporary shelters such as schools and community halls, which lack privacy and adequate protection from the elements. SARCS has been supporting the Provincial Disaster Management Centre (PDMC) in coordinating shelter needs assessments and contributing to inter-agency planning. Volunteers have been deployed to distribute hygiene kits, conduct sensitization sessions, and support community engagement activities in the shelters. SARCS teams have also activated feedback mechanisms to better understand and respond to the evolving needs of affected populations, while health personnel are providing psychosocial support to particularly vulnerable individuals



Livelihoods And Basic Needs

In all three provinces, the floods and storm damage have severely impacted livelihoods, destroying critical income-generating assets such as small businesses, informal trading stalls, farming tools, and crops. In the Northern Cape, approximately 130 households have reported total or partial loss of farming tools, livestock, or stored produce, particularly in the rural parts of Ga-Segonyana and Frances Baard districts. Many of these families depend on subsistence agriculture or seasonal labor and now face an income gap of at least ZAR 1,500 to ZAR 3,000 per month. The remoteness of these areas and poor road conditions have slowed the delivery of aid, and disruptions to local markets have further compounded the situation. SARCS has distributed food parcels and basic items to about 120 households, but the scale of need far exceeds available resources.

In Northwest, an estimated 290 households across Ramotshere Moiloa and Ngaka Modiri Molema municipalities consist of informal workers and traders among the hardest hit. Roadside stalls and mobile vending equipment were swept away by floodwaters, and the loss of tools and inventory has left many families with no way to generate income. Daily wage earners in sectors like agriculture, construction, and domestic work report average income losses of up to ZAR 2,000 per month, with little to no alternative income sources due to the floods. While around 180 households have received basic relief support from SARCS, there is currently no active cash and voucher assistance (CVA) in place due to pending feasibility assessments and funding limitations. Access challenges in certain wards have also delayed full assessment coverage.

In KwaZulu-Natal, where informal economic activity is a key survival strategy for low-income communities, the economic toll has been particularly severe. More than 1,000 households in eThekweni, Zululand, and King Cetshwayo have reported destruction or severe damage to home-based businesses, market stalls, and agricultural plots. Informal traders—especially women operating from township markets—have lost stock and tools, halting daily income generation. Many of these households earned between ZAR 1,500 and ZAR 3,500 monthly, and now rely heavily on food parcels and shelter assistance. SARCS has reached about 450 households with emergency relief, but many communities in peri-urban and informal settlement areas remain underserved, due to the depletion of pre-positioned stock.



Health

Access to healthcare services has been significantly disrupted across flood-affected districts, including John Taolo Gaetsewe (Northern Cape), Ngaka Modiri Molema and Ramotshere Moiloa (North West), and King Cetshwayo, Zululand, and Umkhanyakude (KwaZulu-Natal). In these areas, at least 9 primary healthcare clinics have reported partial damage or inaccessibility due to flooding, leaving more than 16,000 people without regular access to health services. In some cases, roads to clinics have been washed away, and mobile health services—previously relied upon by rural communities—have not been fully restored due to limited fleet availability and safety concerns. There is an urgent requirement to train and deploy at least 10 additional volunteers and staff per province to strengthen MHPSS outreach, facilitate group sessions in shelters and schools, and support referral systems to formal healthcare facilities.

The breakdown of sanitation systems, combined with overcrowded shelters that lack proper hygiene facilities, has created high-risk conditions for communicable disease outbreaks. Waterborne diseases such as cholera, typhoid, and diarrheal illnesses are of particular concern in KwaZulu-Natal, where recent assessments noted that more than 400 individuals across 10 temporary shelters are using shared sanitation facilities without regular water supply or proper waste disposal. Communities in Zululand and Umkhanyakude are especially vulnerable due to poor water infrastructure and limited health surveillance mechanisms. There is an urgent requirement to train and deploy at least 10 additional volunteers and staff per province to strengthen MHPSS outreach, facilitate group sessions in shelters and



schools, and support referral systems to formal healthcare facilities.

Mental health and psychosocial support (MHPSS) needs are growing, particularly among displaced families, children, and individuals who have experienced loss of homes, livelihoods, or family members. Across the three provinces, it is estimated that over 2,500 individuals may require some form of psychosocial first aid or ongoing support. However, current coverage remains inadequate. SARCS has deployed a team of 8 trained psychosocial support volunteers and 4 social workers to rotate across districts, which has proven insufficient to meet the scale of need. There is an urgent requirement to train and deploy at least 10 additional volunteers and staff per province to strengthen MHPSS outreach, facilitate group sessions in shelters and schools, and support referral systems to formal healthcare facilities.



Water, Sanitation And Hygiene

In KZN, the flooding has caused severe disruption to the water supply systems, with many communities relying on unsafe water sources such as rivers, stagnant pools, and unprotected wells. Approximately 1,200 households are consuming untreated water, which greatly increases the risk of waterborne diseases like cholera, dysentery, and diarrhea. Public sanitation facilities in shelters are either overwhelmed, non-functional, or entirely absent, which has led to open defecation, exacerbating health risks, especially in overcrowded shelters in eThekweni and Zululand. Over 500 displaced individuals in KZN are living in such conditions. In response, SARCS has been actively distributing water purification kits and hygiene kits to approximately 210 households in eThekweni and Umkhanyakude. Volunteers have assisted in setting up temporary handwashing stations and have conducted small-scale hygiene promotion sessions within some shelters. However, despite these efforts, logistical limitations and a shortage of resources have prevented SARCS from scaling up its activities to meet the full extent of the need. There is still a significant gap in the number of shelters with access to proper sanitation, and hygiene promotion has not reached all affected communities.

In North West, particularly in the Ngaka Modiri Molema and Ramotshere Moiloa municipalities, communities are heavily reliant on unsafe water sources due to the collapse of local water treatment systems. Approximately 800 households are currently consuming untreated water, putting them at high risk for waterborne diseases. Public sanitation facilities are limited or non-functional in many shelters, leading to open defecation and a high risk of disease transmission. SARCS has been actively engaged in distributing water purification tablets and hygiene kits to affected households in Ngaka Modiri Molema and Ramotshere Moiloa, helping mitigate the risk of waterborne illnesses. The National Society has also carried out small-scale hygiene promotion sessions in some shelters. Volunteers have been deployed to assist with the distribution of kits and support sanitation activities. However, the need for more hygiene products, sanitation facilities, and handwashing stations remains critical. SARCS lacks the resources to conduct large-scale hygiene promotion campaigns and has not been able to meet the needs of all affected communities.

In Northern Cape, the flooding has disrupted water infrastructure, forcing communities to rely on unsafe water sources. Around 733 households are consuming untreated water, exposing them to waterborne diseases. Additionally, sanitation in shelters is a major concern, with many evacuation centers lacking functional toilets, leading to open defecation. In response, SARCS has distributed water purification kits and hygiene kits to affected communities in Ga-Segonyana and other parts of Northern Cape. The National Society has worked to establish temporary sanitation facilities in some shelters with local authorities and has engaged volunteers to support hygiene promotion efforts. However, with the large number of households affected, SARCS' efforts remain insufficient to address the full need. There is a pressing requirement for more hygiene items, additional handwashing stations, and mobile toilets, which the current response cannot fully cover.



Protection, Gender And Inclusion

In the Northern Cape, displacement caused by the floods is characterized by reliance on temporary shelter arrangements, including community halls, schools, and informal structures. These settings, currently hosting at least 227 individuals, often lack basic protection measures, accessibility features, and privacy—particularly affecting women, children, the elderly, and persons with disabilities. There have been reports of overcrowded shelters with no partitions, inadequate lighting, and limited supervision, creating conditions that increase the risk of sexual and gender-based violence (SGBV) and reduce the sense of safety, especially for vulnerable groups. In response, SARCS has deployed branch-level volunteers to conduct basic protection monitoring and distribute dignity kits to vulnerable women and girls, although stock limitations and lack of trained staff have constrained the scale of this effort.

In North West, particularly in Ramotshere Moiloa and Ngaka Modiri Molema, at least 300 displaced individuals, including single-headed households and unaccompanied children, are residing in under-resourced public buildings with minimal protection considerations. The absence of designated safe spaces for women and children and limited female staffing have raised concerns about the lack of preventive measures against exploitation and abuse. People with mobility impairments also face challenges accessing sanitation facilities and communal services. To address this, SARCS has facilitated small-scale Psychological First Aid (PFA) sessions in shelters and deployed volunteers to engage directly with affected individuals to identify urgent protection needs. Furthermore, SARCS branches have begun

informal coordination with local social development departments to improve referrals for high-risk cases.

In KwaZulu-Natal, where over 180 people have been relocated to temporary shelters in districts like eThekweni, King Cetshwayo, and Zululand, protection risks remain high due to poor shelter conditions and the absence of PGI-integrated response planning. Initial assessments found that none of the shelters currently have safe or private areas for women and children, and lighting is insufficient to ensure safety at night. Additionally, undocumented migrants and persons with disabilities are often excluded from needs assessments and assistance lists, limiting their access to services. SARCS has made efforts to integrate Protection, Gender, and Inclusion (PGI) considerations by using trained staff from its social services and health departments to conduct sensitization and community engagement sessions. The National Society has also worked with local partners to promote awareness on Protection from Sexual Exploitation and Abuse (PSEA) and child safeguarding, although these interventions remain small in scale due to limited resources and personnel.



Education

The flood's impact has highlighted a significant gap in disaster preparedness and early warning systems for both communities and schools. Many schools were unable to properly prepare for or respond to the flood, exacerbating the educational setbacks for students. In some areas, there is a lack of knowledge about how to prepare for extreme weather events, and educational materials on disaster risk reduction (DRR) are limited. In KZN, SARCS has engaged in community-based education efforts, distributing DRR materials and conducting small-scale awareness sessions in some of the most affected areas. Volunteers have been trained in basic Community-Based Health (CBH) skills to help disseminate information about health and disaster preparedness. However, these efforts are still insufficient in addressing the wider gaps, especially in schools that continue to lack access to educational resources focused on disaster preparedness. To address these gaps, there is a need to integrate disaster preparedness and increase awareness in communities, particularly in rural and flood-prone areas.

In North West, particularly in the Ngaka Modiri Molema and Ramotshere Moiloa municipalities, the lack of early warning systems and preparedness measures has left many communities unprotected from the floods. Schools in these areas were unprepared for such extreme weather events, and the lack of flood-risk education has left many vulnerable populations without a clear understanding of how to prepare or respond to future disasters. SARCS has been actively distributing DRR information to affected communities and schools. Volunteers have conducted small community-based health (CBH) awareness sessions, and information on how to prevent and respond to waterborne diseases has been shared. Despite these efforts, the community-based surveillance (CBS) and disaster preparedness programs remain underdeveloped. There is a clear need for larger-scale educational initiatives, integrating disaster preparedness into the social fabric of these communities and improving early warning systems to ensure that communities and schools are better equipped to handle future emergencies.

In Northern Cape, the province's vulnerability to disasters, especially floods, has underscored the need for better disaster risk reduction (DRR) education. The flood also exposed the lack of early warning information for communities, especially in more remote areas, leaving people unprepared for the severity of the floods. SARCS has been providing DRR materials and raising awareness through community health sessions in the most affected districts, like Ga-Segonyana. Volunteers have also been trained in Community-Based Health (CBH) initiatives to help communities manage the health and safety risks associated with floods. However, these activities are currently limited in scope and have not been able to reach all affected areas. To build long-term resilience, there is an urgent need to strengthen community outreach and disaster preparedness education in schools, particularly in rural areas where access to such information is limited.



Risk Reduction, Climate Adaptation And Recovery

Floods in KwaZulu-Natal, North West, and the Western Cape have become increasingly frequent and severe, continuously threatening lives and livelihoods. Their recurrent nature not only deepens community vulnerabilities but also significantly reduces the recovery window between disasters, making it difficult for affected populations to rebuild. This persistent cycle of shocks undermines resilience, overstretches local capacities, and disrupts the continuity of humanitarian interventions. From SARCS perspective, the described situation is making it harder to sustain the most basic support services and to mobilize the resources needed for all these emergencies and recovery needs somehow inter-connected.

Recurring floods across KwaZulu-Natal, North West, and Northern Cape continue to endanger lives, displace communities, and strain infrastructure. The increasing frequency and severity of these events—highlight growing vulnerabilities driven by rapid urbanization, inadequate infrastructure, and climate change. Among the key vulnerability and risk information across the years, we can highlight that:

- In KwaZulu-Natal, Most notable catastrophic events include April 2022 floods in KZN, which displaced over 40,000 people and claimed 430 lives. Recent disasters in 2023 and 2024 further damaged thousands of homes, schools, and public services, eroding the resilience of already marginalized communities and reducing the recovery window between shocks. Areas like eThekweni and Uthukela remain at high risk, yet still lack comprehensive hazard mapping, risk assessments, and fully functional early warning systems. While SARCS has initiated



community awareness campaigns on flood preparedness and climate adaptation, these efforts are constrained by limited resources and have not been scaled into long-term planning.

- In the North West, communities in Ngaka Modiri Molema and Ramotshere Moiloa municipalities face similar gaps. Early warning systems are inadequate or absent, and community preparedness remains reactive rather than proactive. SARCS has supported basic DRR training and distributed preparedness materials, but deeper investment is needed in climate-resilient infrastructure and local risk planning.
- In the Northern Cape, particularly in Ga-Segonyana and Pixley Ka Seme, the absence of risk assessments, hazard mapping, and early warning systems has left communities highly exposed. Recovery efforts are hampered by underinvestment in climate-adaptive infrastructure, and DRR education remains limited in scale.

Across all three provinces, there is an urgent need to scale up DRR interventions, integrate climate risk management into local development plans, and strengthen early warning systems. SARCS, in collaboration with government and partners, must work to embed long-term climate adaptation and preparedness strategies to reduce future humanitarian impact and support sustainable community resilience.

The recurrence of multi-sectoral impact following floods events has highlighted the importance of strengthened a coordinated Disaster management with key government stakeholders. Particularly the Department of Cooperative Governance and Traditional Affairs (CoGTA) and the Department of Health (DoH). There is a clear need to leverage these partnerships to align immediate humanitarian actions with long-term disaster risk reduction (DRR) strategies. Enhanced coordination would support integrated efforts in disease surveillance, hygiene promotion, and the delivery of essential health services, particularly in high-risk and underserved communities. Additionally, closer collaboration with government structures is essential to mobilize local resources, improve alignment with national disaster management frameworks, and facilitate a cohesive, multi-sectoral response at both provincial and district levels. Strengthening these institutional linkages is not only critical for the current response but also for building sustainable, community-centered resilience against future climate-induced shocks.

Any identified gaps/limitations in the assessment

SARCS is actively striving to meet the urgent needs of affected communities; however, the scale and severity of the recent floods continues to pose significant operational challenges. Widespread power outages across all impacted provinces have disrupted communication networks, making coordination between teams and volunteers extremely difficult due to the loss of internet and electricity access. Logistical capacity also remains limited.

Material shortages are further compounding the crisis—many families are facing acute food insecurity after losing their supplies to storm damage, yet current resources are insufficient to meet the scale of immediate need. Access to some of the hardest-hit areas remains a major obstacle, as damaged and impassable roads prevent SARCS from deploying aid or personnel where volunteers are not already present.

[Assessment Report](#)

Operational Strategy

Overall objective of the operation

The primary objective of this DREF operation is to support 5,000 people (1,000 households) impacted by the flooding in the Northern Cape, North-West and KwaZulu-Natal over the next six months. The operation will deliver a comprehensive response that addresses key humanitarian priorities, including Shelter, Health, WASH, CVA, PGI, DRR, Building Back Better and CBH Campaigning and CEA. This approach is designed to alleviate the immediate effects of the disaster while enhancing the well-being of the affected populations, ensuring their essential needs are met, and providing a dignified, holistic response. By addressing these core needs, the operation aims to foster stability, resilience, and recovery in the most vulnerable communities in Northern Cape, Northwest and KwaZulu-Natal.

Operation strategy rationale

As part of its operational strategy, SARCS prioritizes delivering emergency assistance to the communities impacted by the recent severe flooding events in Northern Cape, Northwest and KwaZulu-Natal by focusing on key areas such as emergency shelter, livelihoods, health, WASH, CVA, PGI, and CEA.

Cash Voucher Assistance:

The National Society will provide ZAR 2500 to 1000 households through an unrestricted, multipurpose CVA, empowering them with the autonomy to address their specific needs and restoring their dignity through direct assistance.



Shelter:

The Department of Human Settlements is legally responsible for providing more permanent shelter solutions, but SARCS' immediate role is to ensure that affected families have the basic materials for survival and dignity during the emergency phase, and recovery. Other than the CVA, SARCS is providing essential shelter items, including 1000 mattresses and blankets, to the households identified during assessments across the 3 provinces.

Livelihoods:

In terms of livelihoods, SARCS is currently providing hot meals (2 meals a day for 1 month) with plans to secure 1 mobile kitchen for Northern Cape to ensure the continued delivery of fresh hot meals. The health needs are equally critical, with many individuals facing mental health distress following the loss of homes and belongings. SARCS has resumed Health in Emergency services, including Psychological First Aid (PFA) and Psychosocial Support (PSS), working in collaboration with government social workers to provide comprehensive support. SARCS will also implement a series of activities to ensure effective and accountable cash assistance. This includes household profiling and beneficiary verification, carried out by 30 trained volunteers over a period of 5 days. Refresher training on Cash and Voucher Assistance (CVA) will be conducted for both volunteers and staff across KwaZulu-Natal, North West, and Northern Cape provinces to strengthen capacity and ensure consistency in delivery. Following verification, volunteers will be deployed to support and monitor the cash transfer process to the identified beneficiaries over 5 days. To assess the effectiveness and impact of the intervention, SARCS will also conduct Post-Distribution Monitoring (PDM), engaging 30 volunteers for 3 days.

WaSH:

For WASH, SARCS is distributing water purification kits and hygiene supplies, while also providing mobile toilets in evacuation centres. Awareness campaigns on hygiene practices are being urgently implemented to reduce the risk of disease outbreaks. Given the ongoing health crises, especially with diarrheal diseases, these WASH interventions aim to mitigate public health risks and improve sanitation conditions. SARCS will implement targeted activities to improve access to safe water, sanitation, and hygiene in affected communities. This will include the procurement and distribution of 708 water purification kits and 1000 hygiene kits to the identified vulnerable households. Health and hygiene sensitization sessions will be conducted to promote safe practices and reduce the risk of waterborne diseases. To address immediate sanitation needs, mobile toilets will be provided at evacuation centres. In addition, 30 volunteers will receive refresher training on health and hygiene promotion, eCBHFA and ECV to enhance their ability to support community outreach and behavior change efforts.

Health:

SARCS will prioritize First aid support, mental health and psychosocial support (PSS) for individuals affected by the disaster through the provision of PFA and other MPHSS services including the identification and referral of people in distress, led by four trained social workers over a period of 20 days per month for two months. To ensure sustained support and promote responder well-being, regular psychosocial briefings and engagement sessions will be conducted with Response Teams in all three targeted provinces, with two sessions planned per province. Activities will be focused on the most vulnerable groups such as the pregnant, lactating mothers and elderly. Due to localised flooding, the likely prevalence of waterborne diseases, communities must be equipped with knowledge to address growing health threats, capacity building utilising ECV and eCBHFA in these flood environments will also be prioritized focusing on vector control & environmental health. These interventions aim to strengthen emotional resilience and ensure timely support for both affected individuals and frontline responders.

Protection of Gender and Inclusion:

In line with its commitment to protecting vulnerable populations, SARCS continues to prioritize the inclusion of marginalized groups, such as women, children, people with disabilities, and the elderly, in all aspects of its response. The capacity of volunteers and staff will be enhanced through targeted training on Protection, Gender, and Inclusion (PGI). In each province, SARCS will provide 1 PGI briefing on Minimum Standards for PGI in emergencies to staff and volunteers in response team for 1 day

Community Engagement and Accountability:

The CEA approach will be employed to ensure active and meaningful engagement with affected communities, ensuring that their voices are heard and their needs are prioritized throughout the operation. SARCS will re-train 10 volunteers in each province (30 in total) on CEA to strengthen its ability to respond effectively and inclusively to the needs of those affected in KZN, NW and NC. SARCS will ensure that affected communities are informed, consulted, and actively involved throughout the response. 1 orientation session for KZN, NW and NC will be conducted for volunteers and staff to strengthen their understanding of CEA principles and practices. 1 Regular communication channels will be established in each province to facilitate two-way dialogue, including community meetings, information sessions, and social media updates. In addition, each province will have 1 dialogue platforms will be created to leverage local knowledge and promote inclusive decision-making. To support accountability and learning, 30 volunteers will be engaged to collect community feedback on the flood response over a 3-day period, ensuring that community voices inform ongoing and future activities.



Targeting Strategy

Who will be targeted through this operation?

Through this operation, SARCS aims to reach an overall direct target of 1000 households (5000 people) affected by the thunderstorms in KwaZulu-Natal.

A total of 1,000 vulnerable households will receive unrestricted cash assistance to address their immediate needs. All 1,000 households will also be supported with water purification kits and hygiene kits, with a strong focus on preventing waterborne diseases—identified as a key health risk following the floods. In addition, 1,000 households will receive basic shelter items, such as mattresses and blankets. The NS will continue implementing unrestricted multipurpose CVA to severely affected households at ZAR 2,500 provided in previous DREFs. This adjustment reflects the rising cost of living and aims to give affected households greater flexibility, dignity, and autonomy in meeting their most urgent recovery needs. Investments have also been enhanced in WASH interventions to help mitigate the increasing risk of waterborne illnesses in flood-affected communities.

SARCS aims to reach an indirect target of 12,000 people with awareness campaigns to safe hygiene behaviors, CEA, Sexual and Gender-Based Violence (SGBV), PSEA, and Child Safeguarding within affected communities.

Explain the selection criteria for the targeted population

The selection process will prioritize individuals and households that have suffered significant impacts from the disaster, including the loss of homes, livelihoods, or access to essential services. This targeted approach aims to ensure that those most critically affected receive timely and appropriate support to address their immediate needs. Special consideration will also be given to vulnerable and socially marginalized groups, such as pregnant women, the elderly, persons with disabilities, and child-headed households, recognizing their increased risk and unique challenges during emergencies.

By focusing on these groups, the response aims to uphold their safety, dignity, and specific needs throughout the intervention. The selection criteria have been designed to be inclusive, fair, and culturally sensitive, ensuring equitable access to assistance while reinforcing the protection and rights of all affected individuals—particularly those who are most at risk.

Total Targeted Population

Women	1,344	Rural	-
Girls (under 18)	1,230	Urban	-
Men	1,218	People with disabilities (estimated)	-
Boys (under 18)	1,208		
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
Women, children, and other vulnerable groups may face heightened protection risks, including gender-based violence and exploitation, especially in overcrowded evacuation centers and unstable shelter conditions.	Establish child-friendly spaces with trained staff to support children with disabilities and other children such as those who are out of school. Ensure feedback is collected and acted on to support children in the response. Utilize the child safeguarding policy, risk analysis, plan and toolkit to better ensure safeguarding of children who are being reached to directly and indirectly. The NS developed an Action Plan, utilize it. Ensure safe referral pathways for GBV and child protection cases are mapped and known to staff
Damaged roads, compromised bridges, and the challenging rural terrain in KwaZulu-Natal continue to limit access to remote communities that are among the hardest-hit.	Establish alternative transportation routes in collaboration with provincial disaster management structures and explore options for aerial or boat transport to ensure timely delivery of life-saving assistance and prepositioned supplies. Work with municipal authorities and the Department of Transport to prioritize road clearance and infrastructure repair to facilitate safe access for humanitarian teams.
Limited resources, including funding, relief stock, and personnel, are severely restricting the scale and pace of response efforts across affected districts in KZN.	Increase resource mobilization through targeted donor engagement and appeals for both financial and in-kind contributions. Strengthen partnerships with humanitarian agencies and the private sector to pool capacity and extend outreach. Coordinate with non-affected provinces for surge support and maximize available resources by prioritizing high-impact interventions that address urgent needs.
Widespread infrastructure damage and intermittent power outages have disrupted communication channels, posing a major challenge to timely information flow and coordination.	Train response teams in alternative communication protocols, including radio and offline systems, to maintain operational continuity in the field. – Actively involve community leaders and local volunteers in information dissemination, rumour tracking, and feedback collection to ensure accurate two-way communication with affected populations.
In the current KwaZulu-Natal (KZN) response, SARCS is placing renewed emphasis on protection, access, and coordination—areas shaped by both past experiences and the acute realities on the ground. Women, children, and other vulnerable groups continue to face heightened risks, including gender-based violence and child protection concerns, particularly in the wake of displacement and shelter instability. Previous operations in KZN saw SARCS response teams intimidated and forced to temporarily withdraw from certain communities due to civil unrest and localized tensions	In this operation, SARCS is working to establish safe spaces and strengthen community protection networks while running awareness campaigns focused on the prevention of sexual and gender-based violence (SGBV). Specialized services, including referral pathways and survivor-centred psychosocial support, are being prioritized to support individuals who may have experienced violence or exploitation.

Please indicate any security and safety concerns for this operation:

In the current KwaZulu-Natal (KZN) response, SARCS is placing renewed emphasis on protection, access, and coordination—areas shaped by both past experiences and the acute realities on the ground. Women, children, and other vulnerable groups continue to face heightened risks, including gender-based violence and child protection concerns, particularly in the wake of displacement and shelter instability. In past operations, SARCS response teams faced intimidation and were forced to temporarily withdraw from certain communities due to civil unrest and local tensions. These challenges were compounded by underlying ethnic tensions, particularly resistance from some local communities toward individuals and responders perceived as outsiders. This dynamic has at times posed serious risks to SARCS personnel who are not originally from the area, hindering their ability to safely access and assist affected populations.

These experiences have underscored the urgent need for protective measures that ensure both community safety and the security of

humanitarian responders. In response, SARCS is working closely with trusted local leaders, community-based organizations, and traditional authorities to rebuild trust, promote social cohesion, and create an enabling environment for inclusive humanitarian action. The National Society is also strengthening its approach to community protection by establishing safe spaces, supporting local protection networks, and running awareness campaigns focused on the prevention of sexual and gender-based violence (SGBV). Referral mechanisms for survivor support services, including psychosocial care, have been activated to assist those who have experienced violence, exploitation, or trauma.

Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 47,148

Targeted Persons: 5,000

Indicators

Title	Target
# of people reached with safe shelter awareness on building back better	5,000
# of households reached with blanket distribution	1,000
# detailed assessment conducted	3
# of households reached with mattresses distribution	1,000

Priority Actions

- Conduct 1 Detailed Need assessment per province in 3 provinces for needs and vulnerabilities of affected households.
- Distribution of mattresses, blankets to 1000 Households each receiving two blankets and mattresses per households
- Raise awareness on safe shelter on building 5000 people



Livelihoods And Basic Needs

Budget: CHF 12,616

Targeted Persons: 7,875

Indicators

Title	Target
#of people supported with hot meals	5,000
# of mobile kitchens to be procured	2

Priority Actions

- Provide 5000 people with hot meals for 4 weeks
- Procure mobile kitchens for provision of hot meals for 3 provinces



Multi Purpose Cash

Budget: CHF 128,176

Targeted Persons: 1,000

Indicators

Title	Target
# of staff and volunteers provided with CVA refreshers training session	30
#households verified and successfully receive cash vouchers after being identified and processed for support.	1,000
% of target beneficiaries expressing satisfaction after cash distribution	90

Priority Actions

- Household profiling and beneficiary verification
- Refresher training of volunteers
- Deployment of volunteers to support and monitor cash intervention process.
- Conduct Post Distribution Monitoring (PDM) of operations.
- Distribution of multi-purpose cash voucher assistance to 1000 households.



Health

Budget: CHF 13,780

Targeted Persons: 2,000

Indicators

Title	Target
# of Identified people in distress.	2,000
# of people reached through coordination of PFA, PSS and PFL	2,000
# of people reached with referral of distress	2,000

Priority Actions

- Identification of people in distress.
- Coordination of PFA, PSS and PFL.



Water, Sanitation And Hygiene

Budget: CHF 69,145

Targeted Persons: 2,000

Indicators

Title	Target
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# of refresher training on WASH in Emergencies for volunteers and staff	30
# of people reached through awareness/sensitization sessions to communities	2,000
# of household hygiene packs distributed	2,000
# of water purification kits procured and distributed	1,000

Priority Actions

- Provide hygiene packs to the 1,000 affected households. The hygiene packs comprised of sanitary pads, bleach, toothbrush set, bath soap, body lotions, washing powder, roll on and towels.
- Conduct sensitization sessions on hygiene/sanitation and public and environmental health.
- CBHFA and WASH in Emergencies Training
- Provide clean and safe drinking water to the affected community.
- Promote hand washing and hygiene promotion utilizing the ECV toolkits focusing on likely disease outbreaks.
- Procure and distribute water purification kits
- Procure and set up mobile toilets at evacuation centres



Protection, Gender And Inclusion

Budget: CHF 583

Targeted Persons: 5,000

Indicators

Title	Target
#of people reached with PGI interventions	5,000
#staff and volunteers briefed to implement PGI minimum standards in emergencies	30
# of children reached through child-friendly spaces with trained staff to support children with disabilities and other children such as those who are out of school	2,438
# of children reached through safeguarding policy, risk analysis, plan and toolkit to better ensure safeguarding of children	2,438
# of people reached with safe referral pathways for GBV and child protection cases are mapped and known to staff.	5,000

Priority Actions

- PGI briefing on the minimum standards for PGI in emergencies.
- Establish child-friendly spaces with trained staff to support children with disabilities and other children such as those who are out of school.
- Utilize the child safeguarding policy, risk analysis, plan and toolkit to better ensure safeguarding of children
- Ensure safe referral pathways for GBV and child protection cases are mapped and known to staff.



Community Engagement And Accountability

Budget: CHF 1,385

Targeted Persons: 5,000

Indicators

Title	Target
# of refresher training on CEA	30
#of people reached directly through collection of community feedback	5,000
# of CEA Orientation refresher for volunteers	5,000
# of key stakeholders, including supported communities, actively participate in information-sharing forums and decision-making processes related to building community resilience and reducing vulnerability.	5,000

Priority Actions

- CEA Orientation refresher for volunteers.
- Engage volunteers and staff to collect community feedback
- Ensure active engagement of all stakeholders, including the supported communities, to facilitate the exchange of relevant information, ultimately leading to the creation of resilient, less vulnerable communities



Secretariat Services

Budget: CHF 32,962

Targeted Persons: 4

Indicators

Title	Target
# of monitoring visits conducted by IFRC	3
# of surge personnel deployed	1

Priority Actions

- IFRC field monitoring visits with operations, logistics, communications finance and PMER.
- Support the technical aspect of the intervention where required by the NS
- Ensure accountability and compliance to the applicable quality in the implementation, the processes and requirement of the activated emergency tool.
- Deployment of surge personnel.



National Society Strengthening

Budget: CHF 56,467

Targeted Persons: 1

Indicators

Title	Target
# of field visits conducted by HQ	3
# of lessons learnt workshops conducted	3



Priority Actions

The budgeted activities include:

- Support to coordination, humanitarian stakeholder engagement and Humanitarian diplomacy through adequate communication and public relation facilitated by the Secretariat.
 - Public relations and coordination with stakeholders through meetings and different platforms
- Communications profiling and field support.
- Team structure to support operational requirement, quality monitoring and reporting for the coming 6 months: DM Officer, Finance Officer, PMER Officer.
 - Two level monitoring:
HQ technical supervision through monthly monitoring mission and remote regular meetings and exchanges.
Branches weekly supervision organized through the logistic and human resources mobilized under this intervention.
 - NS administration support to handle the intervention.
 - Volunteer duty of care ensured by volunteers insurance, safety and skills development.
 - Conduct lessons learnt workshops in the provinces.
 - NS response capacity is reinforced with a particular gap in Northern Cape, North-West provinces where resources are more overstretched.

About Support Services

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

This operation will engage a total of 10 volunteers in each province as they have already been activated by Provincial Response Teams. These volunteers will be crucial in providing direct support to affected communities, conducting assessments, distributing relief items, assisting with shelter and as well as Health & WASH initiatives, and supporting community engagement efforts. At the National Office, 7 staff members will coordinate the overall operation, offering vital support in program management, health & WASH, IT, finance, supply chain & procurement, logistics, communications, and National Society Development (NSD). This team will play a key role in guiding and managing the operational response, ensuring that resources are effectively utilized and that communication remains clear and responsive throughout the operation.

Will surge personnel be deployed? Please provide the role profile needed.

A surge personnel to assist the NS with overall coordination for the operations will be deployed for 3 months.

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

Procurement for this operation will be done and coordinated by the National Society. NS has an active database of suppliers managed by the Procurement Committee who are always engaged to provide services and supply relief stock in emergency response within 48 hours of engagement as they are aware that SARCS is involved in providing immediate response during emergencies. This will ensure timely response during the operation of relief items which include blankets, mattresses, hygiene packs and visibility materials that are needed for this response.

How will this operation be monitored?

The monitoring of this operation will be overseen by the IFRC through its Cluster Office in Pretoria, working in close coordination with the National Society and supported by the IFRC Regional Office. The IFRC will collaborate with key stakeholders to coordinate monitoring efforts and provide technical support, particularly in areas such as logistics. Monitoring will focus on ensuring compliance with minimum humanitarian standards, upholding the fundamental principles of the Movement, and promoting efficient delivery of supplies and services to affected communities. The operation will also be monitored for the proper management of relief items in storage, as well as to ensure reporting is accurate, complete, and timely.



Please briefly explain the National Societies communication strategy for this operation

The communication strategy for this operation emphasizes the use of social media platforms, traditional media (radio and TV), and regular website updates as essential tools for real-time information sharing, community outreach, and resource mobilization. These platforms will play a critical role in engaging the public, delivering timely situational updates, and garnering support for ongoing relief efforts. Oversight of these activities will be led by the Communications, Marketing, and Resource Mobilization Task Team, which will support both the emergency response and the National Society's broader operational communications.

To further strengthen this effort, the National Society has recently appointed a new Through the Task Team, a dedicated National Communications and Marketing Officer, who will guide the strategic direction of all communication initiatives and ensure alignment with humanitarian messaging standards.

The IFRC will provide key support in implementing this strategy, working closely with the National Communications Officer to enhance digital engagement, particularly through platforms like Facebook, Twitter, TikTok, YouTube and Instagram. This includes developing impactful content, sharing regular updates on relief operations, and responding to community feedback in a timely and transparent manner as well as providing on-field communications support to the staff and volunteers wherever necessary.

In addition, IFRC will assist with maintaining and upgrading the National Society's website to ensure it remains a reliable source of up-to-date information, including situational reports, impact stories, and calls for public support. The site will feature a user-friendly interface to make critical information easily accessible to affected communities, donors, and partners.



Budget Overview



DREF OPERATION

MDRZA021 - The South African Red Cross Society South Africa Floods 2025 - KZN, NC, NW

Operating Budget

Planned Operations	272,834
Shelter and Basic Household Items	47,148
Livelihoods	12,616
Multi-purpose Cash	128,176
Health	13,780
Water, Sanitation & Hygiene	69,145
Protection, Gender and Inclusion	583
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	1,385
Environmental Sustainability	0
Enabling Approaches	89,429
Coordination and Partnerships	0
Secretariat Services	32,962
National Society Strengthening	56,467
TOTAL BUDGET	362,263

all amounts in Swiss Francs (CHF)



Contact Information

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

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IFRC Project Manager: Bongeka Mpinke, Senior Disaster Management Officer, bongeka.mpinke@ifrc.org

IFRC focal point for the emergency: Bongeka Mpinke, Senior Disaster Management Officer, bongeka.mpinke@ifrc.org.za

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[Click here for the reference](#)

