



Rapid Response Fund

Approval

Project Code RRF 20/2026

Project Name Receiving returnees from South Africa through the Njube Centre Transit Hub.

The ACT Secretariat has approved the use of **USD 49,999** from its Global Rapid Response Fund (GRRF26).

Reporting Deadlines	
SitRep (<i>one month after approval</i>)	1 Sept 2026
Final Reports (narrative and financial)	31 Dec 2026
Audit Report (<i>for projects >USD50,000</i>)	N/A

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Approved By the RRF review Panel
31.Jul.26

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Rapid Response Fund

Project Proposal

Do you have an EPRP	Yes
When was the last update?	28.07.2026
Assessment for this response?	Yes

Please submit this form to the Humanitarian Coordinators in your region

Date submitted to ACT Secretariat

29 Jul 2026

Section 1 Project Data

Project Information

Project Name	Hospitality as Radical Discipleship: Receiving returnees from South Africa through the Njube Centre Transit Hub.
Project Code	RRF 20/2026
Country Forum	Zimbabwe
ACT Requesting Member	Ecumenical Church Leaders Forum (ECLF)
Name of person leading the project	Rev. Dr Sindiso Jele
Job Title	Executive Director
Email	sindiso.jele@eclfz.org
Location(s) of project (city / province)	Bulawayo
Project start date (dd/mm/yyyy)	1 Aug 2026
Project end date (dd/mm/yyyy)	30 Nov 2026

Which sectors your response activities most relate to
(please indicate number of planned beneficiaries per organisation in each sector where you plan to give assistance)

Sectors	Member 1: Ecumenical Church Leaders Forum (ECLF)		Member 2 (please write the name of your organisation)		Member 3 (please write the name of your organisation)	
	Male	Female	Male	Female	Male	Female
Cash Vouchers	100	300				
Food and Nutrition	50	150				
Water and Sanitation and Hygiene (WASH)	30	70				
Shelter	50	100				
Mental Health and Psychosocial Support	15	45				

Section 2 Project Description

2.1 Context

1. CHS Commitment 1. Summarize the crisis event and how it is likely to develop over the duration of the project (extend rows 43, 44 and 45 if more space is needed)

Zimbabwe is increasingly confronted with the prospect of a large-scale return of its citizens from South Africa following heightened anti-immigrant sentiments, intensified law enforcement operations, and changing immigration policies. Many Zimbabweans are likely to return involuntarily, having lost employment, accommodation, documentation, and community support networks. Upon arrival, many will require immediate humanitarian assistance, psychosocial support, protection services, and assistance with reintegration into their communities. Bulawayo serves as the principal entry point for returnees destined for Bulawayo Metropolitan Province, Matabeleland North, and Matabeleland South. Despite its strategic importance, the Njube Centre remains the only church-based Transit Sanctuary within Zimbabwe specifically positioned to provide temporary reception, shelter, and accompaniment for returnees. Consequently, the Centre occupies a unique and indispensable role within the country's humanitarian response architecture.

Recognising both the scale of the emerging humanitarian challenge and the Church's biblical mandate to welcome the stranger, the Bishops Forum (Bulawayo Chapter) resolved to strengthen the Njube Centre as a Ministry of Hospitality and Transit Sanctuary. This decision builds upon decades of faithful service during previous national emergencies, affirming the Church's commitment to accompany vulnerable people during periods of displacement and transition. Nevertheless, the anticipated number of returnees and the complexity of their needs

people during periods of displacement and transition. Nevertheless, the anticipated number of returnees and the complexity of their needs exceed the Centre's current capacity. Existing infrastructure and resources are insufficient to respond adequately to a sustained influx of displaced persons. Critical gaps include:

- Limited emergency accommodation and reception space.
- Inadequate food stocks and nutritional support.
- Insufficient bedding, blankets, clothing, and hygiene supplies.
- Limited water, sanitation, and hygiene (WASH) facilities.
- Inadequate psychosocial, pastoral, and trauma counselling services.
- Weak protection systems for women, children, older persons, and persons with disabilities.
- Limited capacity for family tracing, documentation support, referral services, and reintegration planning.
- Inadequate resources for onward transportation to home communities.

Without immediate investment, many returnees will remain exposed to homelessness, hunger, exploitation, gender-based violence, family separation and social exclusion, undermining their dignity and increasing their vulnerability during an already traumatic transition.

This proposal is grounded in the Christian understanding of hospitality as radical discipleship. Hospitality is not simply charitable assistance; it is participation in the *Missio Dei*—God's mission of reconciliation, restoration and justice. Scripture repeatedly calls God's people to welcome the stranger, protect the vulnerable and embody Christ's compassion in practical ways (Matthew 25:35; Hebrews 13:2; Leviticus 19:33–34). Receiving returnees with dignity therefore becomes both a humanitarian obligation and a profound expression of Christian witness.

By strengthening the Njube Centre as a Transit Sanctuary, the Church seeks to transform temporary shelter into a ministry of welcome, protection, healing, accompaniment and restoration. The Centre will not merely provide emergency assistance; it will become a space where displaced people recover their dignity, reconnect with their families, access essential services and begin the journey towards sustainable reintegration into their communities.

2. CHS Commitment 1,2,3,4. Explain the impact of the crisis specific to the people you want to help. Why did you choose to give aid to them and what makes them vulnerable?

The anticipated return of Zimbabwean nationals from South Africa as a result of xenophobic violence, restrictive immigration policies, and loss of livelihoods presents a significant humanitarian and protection crisis. Many returnees are expected to arrive in Bulawayo without food, shelter, income, personal belongings, documentation, or family support. Having experienced displacement, violence, trauma, and social exclusion, they will require immediate humanitarian assistance, protection, psychosocial support, and coordinated referrals to facilitate safe and dignified reintegration.

Preliminary assessments undertaken by the Government of Zimbabwe, churches, humanitarian actors and members of the ACT Zimbabwe Forum's Justice, Peace and Reconciliation Community of Practice indicate that the anticipated return of Zimbabwean nationals from South Africa represents a medium-scale displacement emergency, with the potential to escalate as repatriation numbers increase. Bulawayo Metropolitan Province has been designated as the primary reception and transit hub for returnees destined for Bulawayo, Matabeleland North and Matabeleland South Provinces, placing significant pressure on existing reception, protection and humanitarian support systems. Many returnees are expected to arrive with limited or no financial resources, food, shelter, personal belongings or identity documents after experiencing xenophobic violence, forced displacement, loss of livelihoods and prolonged psychosocial stress. During transit and upon arrival, they are likely to face heightened risks of homelessness, food insecurity, family separation, exploitation, Gender-Based Violence (GBV), child protection concerns, psychosocial distress and exclusion from essential services. Women, children, older persons, persons with disabilities, people living with chronic illnesses and unaccompanied or separated individuals are particularly vulnerable due to their increased protection needs and reduced access to support networks.

ECLF has prioritised these vulnerable returnees because they require immediate, life-saving and protection-sensitive assistance to ensure their safety, dignity and well-being. The response will strengthen the Njube Centre as a church-based Transit Sanctuary to provide a safe reception point offering temporary accommodation, hot meals, essential non-food items, psychosocial and pastoral care, protection services, information on available assistance, and referrals to Government departments and specialised humanitarian agencies, and Beitbridge as our transit depot for receiving the returnees in collaboration with churches and institutions at the Beitbridge Transit Hub. The response has been designed in consultation with Government authorities, churches and humanitarian partners to ensure that assistance is relevant, timely and responsive to the expressed needs of affected people. ECLF will actively engage returnees in identifying priority needs, provide clear information on available services and selection criteria, and establish accessible feedback and complaints mechanisms to strengthen accountability. By working collaboratively with local churches, community volunteers, Government departments and humanitarian actors, the project will build on existing local capacities while ensuring that humanitarian assistance is delivered safely, impartially, with dignity and in accordance with the Core Humanitarian Standard.

Through strengthening the Njube Centre as a church-based Transit Sanctuary, ECLF and its consortium partners will provide coordinated reception, temporary shelter, essential humanitarian assistance, protection-sensitive services, psychosocial and pastoral support, and referrals to Government and specialised humanitarian agencies. This response is guided by the principles of human dignity, safeguarding, inclusion, accountability, and radical Christian hospitality, ensuring that returnees receive a "soft landing" that is timely, dignified, and coordinated support while promoting healing, resilience, and sustainable reintegration into their families and communities.

3. CHS Commitment 9. Explain the availability of funding each of your organisation can access for this crisis.

The Ecumenical Church Leaders Forum (ECLF), working in partnership with other ecumenical bodies will mobilise resources through a combination of national, regional, and international humanitarian funding mechanisms to support the response to the anticipated return of Zimbabwean nationals from South Africa. ECLF will pursue support from the ACT Alliance Rapid Response Fund for immediate humanitarian needs and, should the scale of the crisis warrant, an ACT Alliance Appeal for a larger, coordinated response.

In addition, the consortium will leverage contributions from member churches, ecumenical networks, faith-based partners, philanthropic organisations, institutional donors, and private sector partners. Churches will also mobilise local resources through congregational giving, in-kind donations (such as food, clothing, blankets, and hygiene items), volunteer support, and community fundraising initiatives.

ECLF will work closely with Government departments, United Nations agencies, and humanitarian organisations to align resources, avoid duplication, and strengthen coordinated service delivery. While available funding may not meet all anticipated needs, the consortium is committed to continuous resource mobilisation to ensure that vulnerable returnees receive timely, dignified, and protection-sensitive humanitarian assistance, psychosocial support, and reintegration services.

2.2 Activity Summary

1. CHS Commitment 1, 2, 4. Explain your proposed project and why you have selected this particular response to the crisis and the length of time needed to respond. *If multiple members are responding, please explain the role of each member in the coordinated response as indicated in your EPRP Contingency Plan.*

Preliminary assessments undertaken by Government of Zimbabwe authorities, churches, humanitarian actors, and members of the ACT Zimbabwe Forum's Justice, Peace and Reconciliation Community of Practice indicate that the situation currently represents a medium-scale displacement emergency, with the potential to escalate should repatriation numbers continue to increase. The assessment identified an urgent humanitarian gap in food security, shelter, and psychosocial support. The lack of these services may affect the survival, dignity, and protection of the affected returnee population.

The project will run for four months, providing coordinated humanitarian assistance and protection services to 2,600 of the most vulnerable Zimbabwean returnees passing through the Beitbridge Reception Centre and the Njube Transit Hub in Bulawayo. The project will deliver an integrated package of humanitarian assistance combining food and nutrition, emergency shelter and non-food items (NFIs), protection and psychosocial support, and referral and reintegration services as below:

1. Cash/vouchers: 400 returnees will be assisted with \$20 each to reach their final destinations

2. Food and Nutrition: 200 vulnerable individuals will receive emergency food assistance. 200 x 3 people per household = 600 beneficiaries.

The food items that will be distributed are as follows:

- 25 kg Maize Meal X 200 HH
- 10 kg beans X 200 HH.
- 2 Liters cooking oil X 200 HH.
- 2 packets of salt X 200HH
- 4 kg corn soya X 200 HH

3. Water, Sanitation and Hygiene: 100 packs of bottled water are distributed. 100 HH X 3 = 300 beneficiaries

4. Emergency Shelter and Non-Food Items: 150 individuals and households will receive shelter assistance through the distribution of packs consisting of 1 Mattress, 1 blanket, bedding set and 1 dignity kit, ensuring safe, dignified and protection-sensitive care for vulnerable returnees. These will be distributed based on vulnerability and needs assessment and recorded accordingly.

2. CHS Commitment 2. Explain how you will start your activities promptly. *Project implementation should start within two weeks. The project should be a maximum of 6 months.*

ECLF commits to starting activities promptly in line with the Core Humanitarian Standard (CHS) Commitment 2, ensuring that vulnerable Zimbabwean returnees from South Africa receive timely, coordinated, and effective humanitarian assistance. Guided by the principles of humanity, impartiality, neutrality, and accountability, ECLF will commence implementation within two weeks of project activation, with the project running for a maximum of six months.

To achieve this:

- **Orientation and Planning Workshop:** Within the first two weeks, ECLF will convene a 2 Day Orientation Workshop for 50 participants drawn from churches, volunteers, and community committees. This workshop will cover safeguarding, protection, PSEA (Prevention of Sexual Exploitation and Abuse), complaints handling, and CHS/Sphere Standards. It will also serve as a planning meeting to establish a working plan and clear referral pathways to be used consistently by all volunteers and churches.
- **Rapid mobilisation:** Activate the Emergency Response Team (ERT), implement contingency plans, mobilise staff and volunteers, and coordinate with the Department of Civil Protection, the Department of Social Development, local authorities, churches, and humanitarian partners.
- **Reception and registration:** Establish reception and case management systems at the Njube Centre, conduct vulnerability screening, and identify individuals requiring urgent protection and humanitarian assistance.
- **Immediate humanitarian assistance:** Prioritise temporary shelter, food, safe drinking water, essential non-food items, psychosocial and pastoral support, protection services, and referrals to specialised Government and humanitarian services.
- **Coordination and accountability:** Activate referral pathways, information management, and community feedback and complaints mechanisms to ensure a coordinated, accountable, and protection-sensitive response.

This approach ensures that ECLF begins with a strong foundation of orientation, planning, and coordination, enabling a timely, dignified, and needs-based response while supporting the safe reception and reintegration of vulnerable returnees.

3. CHS Commitment 6. How are you co-ordinating and with whom? Coordination ensures complementarity of interventions within forum members and other humanitarian actors to maximise the use of our resources and will address all unmet needs

In the first two weeks of implementation, ECLF will conduct a 2 Day Orientation Workshop for 50 participants drawn from churches, volunteers, and community committees. The workshop will cover safeguarding, protection, PSEA (Prevention of Sexual Exploitation and Abuse), complaints handling, and the Core Humanitarian Standard (CHS) and Sphere Standards. During this orientation, participants will also work together to develop a practical working plan and establish clear referral pathways to be used consistently by all volunteers and churches. This ensures that protection-sensitive mechanisms are embedded from the outset and that accountability systems are understood and owned by local actors. Coordination is central to CHS Commitment 6. ECLF will coordinate closely with Government departments, churches, humanitarian agencies, and community structures to ensure a complementary, efficient, and accountable response that avoids duplication and addresses unmet humanitarian needs. Key coordination partners include the Department of Civil Protection, Department of Social Development, Ministry of Health and Child Care, Department of Immigration, Civil Registry, local authorities, the Bishops Forum (Bulawayo Chapter), the Njube Centre Management Secretariat, local churches, ACT Alliance members, humanitarian agencies, community volunteers, and other civil society organisations. Coordination will be achieved through regular coordination meetings, joint assessments, information sharing, referral and case management systems, resource mobilisation, joint monitoring visits, and active participation in Government-led humanitarian coordination structures.

ECLF's Emergency Response Team (ERT) will oversee coordination to ensure that assistance is timely, protection-sensitive, accountable, and responsive to the needs of returnees, while maximising the effective use of available resources.

4. CHS Commitment 3, 9. Where are you planning to procure your goods or services? Please tick boxes that apply.

Goods and services procured locally supports and revitalises economic activity either as livelihood for people or income for small businesses.

Locally or within the affected areas	☒	Nationally	☒	Regionally or neighbouring countries		Internationally	
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Do you have a procurement policy? What factors did you consider when you made this decision?

Yes. ECLF has an established Procurement Policy that guides the transparent, competitive, ethical, and accountable procurement of goods and services in line with donor requirements and organisational procedures.

Factors considered in this decision include:

- Supporting local businesses and livelihoods to stimulate economic recovery.
- Ensuring timely availability and delivery of relief supplies.
- Achieving value for money while maintaining quality standards.
- Reducing transport costs and procurement lead times.
- Promoting accountability, transparency, and fair competition.
- Procuring goods that meet humanitarian quality standards and the needs of affected populations.
- Procuring locally where markets are functional, while sourcing nationally when items are unavailable or insufficient within the affected area.

2.3 Description of Target Population

1. CHS Commitment 1, 9. How do you calculate the participants of this project? *For example, food and hygiene kits given to 2500 families, and 1 family = x beneficiaries.*

The project's target population of 2,600 beneficiaries will be calculated through registration and vulnerability screening at Beitbridge Reception Centre and the Njube Transit Centre in Bulawayo. ECLF will be guided by the Returnee Vulnerability Assessment and Scoring Tool, which ensures that selection is objective, transparent, and based on need.

The figure of 2,600 reflects the higher proportion of women, girls, and children identified as vulnerable in preliminary assessments. This will be based on actual registration data and projections from Government and humanitarian partners.

To make the calculation clear:

- Families/households are registered individually. If 200 HH are assisted, and the average household size is 1.5 adults and 1 child, this equals approximately 600 beneficiaries.
- Sampling is not arbitrary. Every returnee passing through the centres is registered and screened using the tool. Vulnerability scoring then determines priority for assistance.
- Focus on women, girls, and children is not a separate sampling method but a prioritisation approach, since they consistently score higher on vulnerability criteria (GBV risks, child-headed households, single caregivers, etc.).

Link to CHS Commitments

- CHS Commitment 1 (Appropriateness and relevance): Beneficiary numbers will be calculated by linking assistance (e.g., kits, meals, shelter) to household size and vulnerability scores, ensuring services match actual needs.
- CHS Commitment 9 (Resources are managed responsibly): By using household registration data and disaggregated figures, we avoid duplication, ensure transparency, and can report exactly how many individuals benefit from each distribution.

3. CHS Commitment 4. Explain how the target population is involved in the planning of your proposed intervention? How will they be involved in the implementation and the rest of the project cycle?

The proposed intervention is informed by ongoing engagement with churches, community leaders, Government departments, humanitarian partners, and lessons from previous humanitarian responses. Upon arrival at the Njube Centre, returnees will participate in registration, vulnerability assessments, and needs identification, ensuring that assistance is tailored to their priorities and specific protection needs.

Throughout the project, affected populations will be actively involved through beneficiary consultations, community meetings, feedback and complaints mechanisms, the ECLF Toll-Free Line, and regular satisfaction surveys. Their feedback will be used to improve service delivery, strengthen accountability, and adapt interventions as needs evolve. Returnees will also participate in planning their reintegration through case management, referral, and follow-up processes, ensuring that the response remains people-centred, inclusive, and responsive throughout the project cycle.

2.4 Expected Results

1. What will this project's success look like based on your time frame? *Please write your activities milestones including dates.*

By the end of the project, the Njube Centre will be functioning as a coordinated, church-based Transit Sanctuary, providing safe reception, protection, humanitarian assistance, psychosocial support, and referral services for vulnerable Zimbabwean returnees. Returnees will have received timely assistance, strengthened protection, and support for safe and dignified reintegration into their families and communities.

Timeline and Key Milestones

Weeks 1–2: Conduct a 2 Day Orientation and Planning Workshop with 50 participants (government stakeholders, churches, volunteers, and community committees) to establish safeguarding, protection, PSEA, complaints handling, and CHS/Sphere standards. Develop a working plan and referral pathways to be used consistently by all volunteers and churches. Activate the Emergency Response Team (ERT), coordinate with Government and humanitarian partners, prepare the Njube Centre, mobilise staff and volunteers, and procure essential relief supplies.

Month 1

Reception, registration, vulnerability screening, case management, and immediate humanitarian assistance (food, shelter, WASH, clothing, bedding, dignity kits, and health referrals) operational.

Months 1–3

Psychosocial support, pastoral care, trauma healing, safeguarding, child protection, GBV referrals, and family tracing services fully implemented.

Months 1-3

Documentation support, referrals to Government and humanitarian services, transport assistance, community dialogue, and reintegration support strengthened.

Month 3

Reintegration follow-up completed for vulnerable cases.

Project monitoring and evaluation conducted.

Lessons learned documented and final report submitted.

Expected Results

- Njube Centre established as a functional and well-equipped Transit Sanctuary.
- Orientation and planning workshop completed, with referral pathways and safeguarding systems in place.
- Vulnerable returnees receive timely humanitarian assistance and protection services.
- Returnees experience improved physical, emotional, and psychosocial well-being.
- Women, children, older persons, and persons with disabilities are protected through effective safeguarding and referral mechanisms.
- Families are reunited where possible, and returnees are supported to reintegrate into their communities.
- Churches, Government, and humanitarian partners coordinate effectively to deliver a dignified and accountable humanitarian response

2. What are the factors that may stop you from achieving the targets of this project? How will you manage them?

ECLF acknowledges that several factors may affect the achievement of the project targets. Trisection highlights the challenges and measures: A sudden increase in the number of returnees may exceed the reception capacity at Beitbridge and the Njube Centre in Bulawayo. To address this, ECLF will activate its Emergency Preparedness and Response Plan (EPRP), prioritise the most vulnerable, expand reception capacity through church networks where feasible, and coordinate closely with Government and humanitarian partners.

Limited funding, shortages of relief supplies, and transport or logistics challenges could affect the timely delivery of assistance.

ECLF will prioritise life-saving interventions, pre-position essential supplies where possible, mobilise additional resources, strengthen logistics and referral systems, and work with partners to minimise service gaps and avoid duplication.

Protection concerns, including family separation, Gender-Based Violence (GBV), child protection risks, exploitation, and high levels of psychosocial distress among returnees, may also impact the response. ECLF will implement safeguarding and Protection from Sexual Exploitation and Abuse (PSEA) measures, conduct vulnerability screening, provide Psychological First Aid, psychosocial and pastoral care, strengthen case management, family tracing and reunification, and refer complex cases to specialised Government and humanitarian services.

The project may also face challenges related to limited livelihood opportunities, difficult reintegration, and stigma or discrimination within receiving communities. These risks will be mitigated through community dialogue, mediation, church accompaniment, and referrals to Government social protection programmes, livelihood initiatives and specialised humanitarian partners to promote peaceful and sustainable reintegration.

To address operational risks such as weak coordination, limited surge capacity, information management, security concerns and staff wellbeing, ECLF will work through its Emergency Response Team in close collaboration with Government departments, Civil Protection, churches and humanitarian partners. Regular coordination meetings, effective information sharing, contingency planning, staff and volunteer support, and accessible community feedback and complaints mechanisms will help

contingency planning, staff and volunteer support, and accessible community feedback and complaints mechanisms will help ensure that the response remains timely, accountable, conflict-sensitive and responsive to the needs of affected people.

2.5 Monitoring, Accountability & Learning

1. CHS Commitment 7. Describe how you will monitor the project. What monitoring tools and process will you use? How will you gather lessons from the project?

ECLF will implement a results-based monitoring system to ensure that assistance is timely, accountable, and responsive to the needs of returnees. Monitoring will be coordinated by the Monitoring and Evaluation (M&E) focal person in collaboration with the Emergency Response Team, Njube Centre staff, churches, Government departments, and humanitarian partners.

Monitoring tools and processes will include:

- Registration and beneficiary databases.
- Vulnerability assessment and case management forms.
- Distribution registers and stock records.
- Counselling, referral, and safeguarding records.
- Activity reports and partner coordination meeting minutes.
- Field monitoring visits and supervision.
- Beneficiary feedback and complaints mechanisms.
- Output tracking against project indicators and targets.

Learning and accountability

Lessons learned will be gathered through regular review meetings, beneficiary feedback, partner debriefs, field monitoring visits, and an end-of-project review. Findings will be documented and shared with project stakeholders to improve future emergency preparedness, humanitarian response, and reintegration programming.

2. CHS Commitment 8. Does your organisation have a Code of Conduct? Have all staff and volunteers signed the Code of Conduct? We may ask you to submit copies of the signed Code of Conduct. You can use ACT Alliance's Code of Conduct if your organisation does not have one.

ECLF has a Code of Conduct, although it is currently under review to strengthen its alignment with international humanitarian standards, including safeguarding and Protection from Sexual Exploitation, Abuse and Harassment (PSEAH). At present, not all staff and volunteers have signed the Code of Conduct.

Before project implementation, ECLF will ensure that all staff, volunteers, and project personnel are oriented on the Code of Conduct and sign it as a condition of participation. Where necessary, ECLF will adopt and implement the ACT Alliance Code of Conduct to ensure compliance with humanitarian standards, safeguarding, accountability, and ethical behaviour throughout the project.

3. How will you ensure you and all stakeholders will be accountable to the affected population. How will you share information. How will you collect and use feedback and complaints? CHS 4 and 5

ECLF will ensure that affected populations are informed, consulted, and able to participate in decisions affecting the assistance they receive. Project information, including selection criteria, available services, referral pathways, beneficiary rights, and safeguarding commitments, will be shared through orientation sessions at the Njube Centre, information boards, churches, community meetings, printed information materials, and the ECLF Toll-Free Line.

Feedback and complaints will be collected through confidential complaints and suggestion boxes, the ECLF Toll-Free Line, a designated focal complaints person, direct discussions with staff, community meetings, and referral mechanisms. Survivors of safeguarding or Gender-Based Violence (GBV) incidents will have access to confidential, survivor-centred reporting and referral pathways. All feedback and complaints will be recorded, investigated promptly, and responded to in a timely, confidential, and appropriate manner.

Regular beneficiary consultations, monitoring visits, satisfaction surveys, and analysis of feedback received through the ECLF Toll-Free Line will be used to assess the quality and relevance of services. Lessons learned will be shared with project stakeholders and used to continuously improve project implementation, strengthen accountability, and ensure that humanitarian assistance remains responsive, inclusive, and protection-sensitive.

Please explain what lessons learnt from previous projects will be used in this project

ECLF's humanitarian responses during Cyclone Idai, the COVID-19 pandemic, and its ongoing work with Zimbabwean returnees have informed the design of this project. Key lessons learned include the importance of timely, coordinated humanitarian

assistance, ensuring that returnees receive immediate access to food, shelter, healthcare, psychosocial support and onward transportation to preserve their dignity and reduce protection risks.

Experience has also shown that humanitarian responses are more effective when they are protection-centred and gender-responsive. Women, children, older persons, persons with disabilities and those with chronic illnesses often face multiple vulnerabilities. This project will therefore use a vulnerability assessment and scoring tool and collect sex-, age- and disability-disaggregated data to prioritise assistance based on need.

Another key lesson is the importance of strong partnerships. Collaboration with the Civil Protection Unit, government ministries, churches, health institutions and humanitarian partners has strengthened coordination, referral pathways and case management. This project will build on these partnerships to deliver an integrated, dignified and sustainable response that supports both the immediate needs and successful reintegration of returnees.

How will you select 2,600 project holders from the larger group of 100,000 affected persons? Kindly share your criteria of selection more than the elderly, disabled, female-headed households or orphans, since not all from this group are vulnerable. Which criteria will you use to select the most vulnerable from the vulnerable?

The Zimbabwean areturnees re expected to pass through the Beitbridge Reception Centre and Bulawayo Transit Hub.

Beneficiaries will be selected through a transparent, needs-based assessment conducted jointly by ECLF, the Civil Protection Unit, the Department of Social Development, local authorities, churches and community representatives.

Selection will be based on the ECLF Returnee Vulnerability Assessment and Scoring Tool, which prioritises returnees with multiple and overlapping vulnerabilities rather than social categories alone. The assessment will consider medical needs (serious illness, disability, pregnancy, chronic conditions), protection risks (unaccompanied children, survivors of violence or trafficking), household vulnerability (single caregivers, households with no support or accommodation), and socio-economic vulnerability (loss of assets, lack of food, livelihoods or onward transport). Individuals facing multiple vulnerabilities will receive the highest priority.

Beneficiaries will be ranked according to their vulnerability scores, with assistance provided to those with the highest scores until the target of 2,600 is reached. The selection process will be verified by stakeholder committees, and a complaints and feedback mechanism will ensure transparency, fairness, needs based prioritisation and accountability.



Rapid Response Fund

Consolidated Budget and Financial Report

Project Code RRF 20/2026

Project Name Receiving returnees from South Africa through the Njube Centre Transit Hub.

Budget Exchange rate (local currency to 1 USD) 1.000000000

Exchange rate for revised budget (local currency to 1 USD)

Please use exchange rate from this site: <http://www.floatrates.com/historical-exchange->

		Approved Budget				Reported Expenses				Unspent Amount	Burn Rate
Member 1: Ecumenical Church Lead		Member 1: Ecumenical Church Lead	Member 2	Member 3	Total Budget	Member 1: Ecumenical Church Lead	Member 2	Member 3	Total Expenditure		
1	Total Project Staff Costs	6'800	-	-	6'800	-	-	-	-	6'800	0%
2	Project Activities	28'700	-	-	28'700	-	-	-	-	28'700	0%
2.1	Cash/Vouchers	8'700	-	-	8'700	-	-	-	-	8'700	0%
2.2	Food/Nutrition	6'900	-	-	6'900	-	-	-	-	6'900	0%
2.3	Household items	-	-	-	-	-	-	-	-	-	0%
2.4	Water, Sanitation, and Hygiene (WASH)	1'200	-	-	1'200	-	-	-	-	1'200	0%
2.5	Shelter	10'800	-	-	10'800	-	-	-	-	10'800	0%
2.6	Disaster Risk Reduction (Max 10% of the budget)	-	-	-	-	-	-	-	-	-	0%
2.7	Mental Health and Psychosocial Support	1'100	-	-	1'100	-	-	-	-	1'100	0%
2.8		-	-	-	-	-	-	-	-	-	0%
2.9		-	-	-	-	-	-	-	-	-	0%
2.10		-	-	-	-	-	-	-	-	-	0%
3	Project Implementation	1'700	-	-	1'700	-	-	-	-	1'700	0%
4	Quality and Accountability	2'754	-	-	2'754	-	-	-	-	2'754	0%
5	Logistics	5'500	-	-	5'500	-	-	-	-	5'500	0%
6	Assets and Equipment	-	-	-	-	-	-	-	-	-	0%
Direct Costs		45'454	-	-	45'454	-	-	-	-	45'454	0%
Overhead Costs		4'545	-	-	4'545	-	-	-	-	4'545	0%
Total Budget		49'999	-	-	49'999	-	-	-	-	49'999	0%

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Requesting Member Bank Details

ACT member organisation	Ecumenical Church Leaders Forum (ECLF)		
Office Address	49 Airport Road, Bulawayo, Zimbabwe		
	Name	Email	Contact Number
Finance Contact	Xolani Donga	xolani.donga@eclfz.org	263772996928

Bank details			
Registered name of the organisation	Ecumenical Church Leaders Forum (ECLF)		
Office Address (as registered in the bank account)	49 Airport Road, Kingsdale, Bulawayo, Zimbabwe		
Bank Name	FBC Bank		
Bank address	Jason Moyo Road, Bulawayo, Zimbabwe		
Account number or IBAN	2220131160882		
Bank BIC/Swift Code	FBCPZWHA		

Please explain if the name registered in the bank is not the same as the name of your organisation

The name of the organisation is XXXX.	
Bank address	FBC Bank
Street	Jason Moyo Street Bulawayo
Building Name	FBC Bank
Building Number	Corner Jason Moyo Street & 11th Avenue, Bulawayo
District	Bulawayo
City	Bulawayo
State/Province	Bulawayo
Postal / Zip Code	ZW
Country	Zimbabwe
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