

# Annual Results Report

**2024**

**Zimbabwe**

## Acknowledgements

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### **Note:**

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

The political landscape in Zimbabwe remained tense, with continued repression of opposition parties and civil society organizations in 2024. The government passed several controversial laws, including the Private Voluntary Organizations (PVO) Amendment Bill and the "Patriotic Bill," which are perceived to be restrictive to NGOs and civil society groups. The post-election violence in Mozambique created a volatile situation that could pose a security threat to neighbouring countries, including Zimbabwe. The unrest following the disputed October 2024 elections has led to significant violence. One of the most concerning developments was the escape of over 6,000 inmates from a high-security prison in Maputo which could potentially lead to cross-border criminal activities, increasing security risks for Zimbabwe. Additionally, the instability in Mozambique has already caused thousands of Mozambicans to flee to neighbouring countries.

In 2024, Zimbabwe's socio-economic landscape was influenced by a combination of factors such as macroeconomic instability, climate-related shocks, and regional political developments. Economically, Zimbabwe continued to struggle with high inflation, unemployment, and poverty. These economic challenges have strained the country's social services and infrastructure, making it difficult to meet the needs of both the local population and refugees. The economic downturn has limited resources available for refugee assistance programs. The 2025 National Budget for Zimbabwe, themed "Building Resilience for Sustained Economic Transformation," outlines a cautiously optimistic economic outlook for the country with the economy projected to grow by 6.0% in 2025. This growth is expected to be driven by improvements in agriculture, mining, and manufacturing sectors. After a challenging year in 2024, the agricultural sector is expected to rebound with a growth rate of 12.8% in 2025.

The final 2024 ASR statistics reports 23,444 refugees and asylum seekers recorded. This was a decrease from 24,588 individuals from 2023. A total of 16,898 individuals, representing 72% of the total population; were individually registered in proGres, comprising 7,843 Females and 9,055 males. In the registered population, 76% was from DRC, 11% from Mozambique, 5% from Burundi, 4% from Rwanda, and 4% from other nationalities including 0.8% Zimbabwean spouses and children born from these unions.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**By 2026 the government of Zimbabwe safeguards the principles of protection, access to territory and asylum, and the rights and dignity of forcibly displaced, IDPs and stateless persons**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>1.1 Proportion of people seeking international protection who are able to access asylum procedures</b>		
Refugees and Asylum-seekers	100.00%	100.00%
<b>1.2 Proportion of people who are able to move freely within the country of habitual residence</b>		
Refugees and Asylum-seekers	5.86%	5.17%

The Government of Zimbabwe has steadfastly ensured access to registration and asylum procedures in alignment with international standards. Through persistent advocacy and collaboration with border management authorities, including the Department of Immigration, the Department of Social Development, the Zimbabwe Republic Police, and the International Organisation for Migration, asylum seekers have been effectively channelled through the referral pathway, enabling them to access territory and seek asylum in Zimbabwe. In 2024, the operation received 882 new arrivals (420 females and 462 males). A total of 100 cases (255 individuals) appeared before the Zimbabwe Refugee Committee for Refugee Status Determination (RSD) processing, encompassing arrivals from 2022 and 2023.

Despite the Government of Zimbabwe's policy shift from camp to settlement, the encampment policy remains in place. Forcibly displaced persons (FDPs) are permitted to leave the settlement for formal employment with a work permit, medical reasons, and study for limited periods. UNHCR continues to advocate for the removal of movement restrictions, as freedom of movement is a critical benchmark for a settlement. However, the government maintains that the encampment policy and related requirements, such as temporary permits and gate passes, are necessary security measures to monitor FDPs.

In 2024, there were no reported cases of refoulement resulting from any form of removal or return within Zimbabwe's territory, nor from non-admission or interception at border entry points. The Government of Zimbabwe has consistently upheld the fundamental principle of refugee protection as enshrined in international and regional refugee and human rights law.

### 2. Impact Area: Realizing Rights in Safe Environments

**By 2026 forcibly displaced, IDPs and stateless persons and their host communities are fully included in the national socio-economic programmes, enjoy basic rights**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities</b>		
Refugees and Asylum-seekers	6.21%	100.00%
<b>2.3 Proportion of people with access to health services</b>		
Refugees and Asylum-seekers	88.62%	100.00%

According to the National Statistics Office (ZimStat), the Food Poverty Line for one person in November 2024 was ZWG 770.84, equivalent to US\$24.80 at the official exchange rate. This amount exceeds the

WFP food consumption basket allocation of \$15 per individual per month (\$7 in cash and \$8 in kind). The 2024 Joint Assessment Mission (JAM) revealed that over 87% of households in the settlement fall into the extremely and highly vulnerable categories based on household food consumption (FCS), livelihood coping strategies (LCS), and refugees' economic capacity to meet essential needs (ECMEN). Only 9% were deemed moderately vulnerable, leaving a mere 2% in the "not vulnerable" category.

In terms of basic facilities, the settlement community had access to essential services such as shelter, healthcare, education, domestic water, and food. Local shops and mobile traders provided additional food items beyond the standard food basket through purchase or barter.

In 2024, only 6.2% of refugees and asylum seekers in Zimbabwe resided in physically safe and secure settlements with access to basic facilities. The Tongogara refugee settlement, the designated area for refugees, is prone to flooding due to its proximity to the Save River, putting households at risk of flash flooding. The settlement remains unconnected to the national electricity grid, with limited use of clean energy. However, all residents have access to free potable water and primary healthcare services. The primary healthcare clinic is reachable within 30 minutes from all sections and has standby nursing staff for emergencies. Two ambulances are available for patient transport to the local clinic or evacuation to a district hospital for complex healthcare needs. Communal water taps are accessible within 200 meters of any house in the settlement.

The 2023 RMS revealed that urban-based refugees have access to safe shelter, drinking water, energy (electricity), and health services. The settlement, being the main residence for refugees in Zimbabwe, is secure and located within an agricultural zone, free from landmines but prone to flooding and potential human-wildlife conflict due to its proximity to the Save conservancy area.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**By 2026, forcibly displaced, IDPs and stateless persons and their host communities have increased access to self-reliance in a protective environment**

Indicator		
Population Type	Baseline	Actual (2024)
3.1 Proportion of people who have the right to decent work		
Refugees and Asylum-seekers	18.66%	13.04%
3.2a Proportion of children and young people enrolled in primary education		
Refugees and Asylum-seekers	69.97%	69.63%
3.2b Proportion of children and young people enrolled in secondary education		
Refugees and Asylum-seekers	47.03%	33.95%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark		
Refugees and Asylum-seekers	58.63%	63.00%

Opportunities for decent work for forcibly displaced persons (FDPs) in Zimbabwe remain limited due to restrictions on both the right to work and freedom of movement. The number of refugees with valid work permits issued by the Department of Immigration remains low at 232 individuals. UNHCR has been actively leveraging multistakeholder forums to advocate for freedom of movement and reduce reliance on temporary residence permits as a control and compliance mechanism, which hinders efforts towards self-reliance. Despite these challenges, 845 individuals are engaged in self-reliance and income-generating activities within the settlement, supported by the government's allocation of agricultural land and commercially zoned spaces.

UNHCR continues to support the education of refugees and asylum seekers by covering school fees. The enrolment rate for primary school remained at 70% in 2024, consistent with 2023, while secondary school

enrolment declined to 34%. The primary and secondary schools, run by the Ministry of Primary and Secondary Education, allow forcibly displaced children to sit for national exams and acquire certificates as proof of education. UNHCR also covers examination fees, stationery, and uniform support for learners.

The settlement boasts strong refugee-led organizations (RLOs) in innovation, education, climate action, and sports, reflecting community empowerment with a strong youth bias. However, there is a need to strengthen women-led organizations to ensure gender equality and further community empowerment.

In 2024, the community was actively included in various activities, including decision-making opportunities in country planning meetings. Six representatives from the refugee community, including youth, persons with disabilities, and female-headed households, participated in the SMR workshop in Mutare. This inclusion ensured that their specific concerns were incorporated into planning, empowering communities and promoting gender equality.

Although there was no formal survey to identify the proportion of people who feel safe walking alone in their neighborhood after dark, there were no reports of arbitrary violence brought to UNHCR, suggesting a general sense of safety. The situation of forcibly displaced persons improved due to greater action from RLOs promoting a clean environment and after-school study groups for learners. This reflected community empowerment, although the participation of women requires further strengthening.

4. Impact Area: Securing Solutions

By 2026 engagements on responses and solutions for forcibly displaced, IDPs and stateless persons and their host communities are strengthened through humanitarian-development peace alliances

Population Type	Indicator	
	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	0	0
4.2a Number of people who departed on resettlement		
Refugees and Asylum-seekers	746	1,482
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	5	3
4.3a Number of stateless people for whom nationality is granted or confirmed		
Stateless Persons	0	0

In 2024, the UNHCR Zimbabwe operation achieved significant milestones in the Solve impact area. Two students (one female, one male) were awarded the UNICORE (Italy) 6.0 Scholarships to pursue their Masters degrees in Italy, while another male student benefitted from the Duolingo scholarship and departed to the USA. Additionally, a total of 1,482 individuals were resettled, with 1,322 going to the USA, 75 to Canada, and 85 to Australia. This sharp increase in departures was due to the higher resettlement quotas allocated to the operation in 2023 and 2024.

Although there were no voluntary repatriations in 2024, and no stateless persons were granted or confirmed nationality, UNHCR made significant strides in addressing statelessness. The organization supported the Embassy of Malawi in reaching persons of Malawian origin at risk of statelessness through consular clinics. These clinics are a vital outreach program that brings consular services closer to people of Malawian origin, facilitating access to information on nationality, dual citizenship, and documentation acquisition. The consular clinics reached 205 individuals in Gweru and Bulawayo, including a 93-year-old woman, Fatima Kamanga, who obtained Malawian documentation for the first time in Bulawayo, Zimbabwe.

## 1.3 Challenges to Achieving Impacts

The severe El Niño-induced drought in 2024 led to widespread crop failure and water shortages, exacerbating food insecurity and increasing the vulnerability of most locals. This situation strained the government's capacity to safeguard protection principles hence relied on UNHCR support. The economic instability and high levels of food insecurity made it difficult to fully include forcibly displaced persons and their host communities in national socio-economic programs. The humanitarian response had to prioritize immediate needs, such as food and health services, over long-term socio-economic inclusion. Efforts that were being put in the inclusion of refugee children in the Basic Education Assistance Module (BEAM) had to be suspended following indications that the fund was not sufficiently funded to include refugees as they were trying to address the outstanding school fees payments. The complex humanitarian landscape, marked by food insecurity, public health threats, and economic instability, posed significant challenges to strengthening engagements on responses and solutions. Coordination among humanitarian, development, and peace actors was crucial but difficult to achieve in such a strained environment.

## 1.4 Collaboration and Partnerships

UNHCR Zimbabwe collaborated with the Ministry of Public Services labour and Social Welfare in engaging with various line ministries such as Ministries of Health and Childcare, Ministry of Lands, Agriculture, Fisheries, Water and Rural Development, Ministry of Environment, Climate, Tourism and Hospitality Industry, Ministry of Environment, Water and Climate, Ministry of Women Affairs, Community, Small and Medium Enterprises Development, and the Ministry of Primary and Secondary Education, Sports, Recreation, Arts and Culture as well as other operational partners such as COPAZ and REPPSI, who played a key role and contributed to the achievements realized in 2024.

The operation successfully liaised with the Civil Registry Department to facilitate the issuance of United Nations Convention travel documents to 8 students (2F; 6M) who had travelled out of the country to pursue tertiary studies on laissez-passers and boarding foils or whose travel documents had expired. The operation scored a first as, the Civil Registry exceptionally issued the documents remotely to ensure that the students could continue to pursue their studies with adequate documentation, following UNHCR advocacy. UNHCR also successfully advocated for extending the validity period of refugee national identity cards from two years to five years. This change aligns with the sustainable response strategy and significantly enhances refugees' access to financial services. With a longer validity period, refugees can more easily obtain loans and other financial services.

The Department of Social Development partnered with National Sporting Associations and private sporting entities to promote sport for peace in Tongogara Settlement. As such, the Zimbabwe Olympic Committee, Judo Association and Tambai Zimbabwe collaborated with refugees to promote sport for development. Moreover, the operation continued to collaborate with the Ministry of Women Affairs, Community, Small and Medium Enterprises Development in gender-based violence programming, and the district Child Protection Working Group promoting inclusion of child protection issues.

To foster economic inclusion and strengthen partnerships, UNHCR is also collaborating with the Ministry of Lands, Agriculture, Fisheries, Water and Rural development. Relevant key departments under the Ministry have been engaged including department of irrigation (for settlement irrigation development and management), Agritex (providing agriculture technical, extension, advisory, regulatory and administrative services), Division of Veterinary Field Services (assisting to prevent entry, spread, establishment and resurgence of animal diseases and pests of major economic and public health importance in the settlement while mainstreaming animal welfare standards). The Zimbabwe operation has also been collaborating with Chinhoyi University of Science and Technology receiving technical support on insect farming.



An MoU has been drafted which will guide collaboration between Agriculture Marketing Authority (AMA) a parastatal and UNHCR and reviewed and approved by LAS and is now at signing stage. Strong collaboration also exists between the Pig Industry Board of Zimbabwe (PIB) which is also a parastatal for promotion of genetic improvement, research, promotion of production and marketing of pigs in the settlement. They have since provided standard structural plans for pig sties which are now under construction in the settlement, trained 31 refugees on pig health and management and proffered technical advice on construction new and renovation of existing pig sties.

In an effort to socially and economically empower women in the settlement, UNHCR has been collaborating with Ministry of Women Affairs, Community, Small and Medium Enterprises Development to open bank accounts for registered entities, create a vibrant, conducive and enabling environment that promotes the establishment, registration, development and growth of forcibly displaced persons micro, small and medium enterprises (MSMEs) and cooperatives.

Under environment management, the operation played pivotal role in facilitating collaboration between Refugee Coalition for Climate Action (RCCA), a refugee led organisation and the Forestry Commission, a parastatal under the Ministry of Environment, Climate, Tourism and Hospitality Industry through assisting forcibly displaced persons with trainings and forest re-generation in the settlement. Forestry commission has since supplied more than 5000 trees for RCCA to establish woodlot and orchard within the settlement. The Environmental Management Agency which is a statutory body under the Ministry of Environment, Water and Climate has been engaged to ensure the sustainable utilization of natural resources and protection of the settlement environment. The agency has assisted in feasibility and environment assessments in the settlement and came up with plans to prevent pollution and environmental degradation.

UNHCR in collaboration with World Vision the livelihoods partner, engaged with private sector to enable ease of access to agro-inputs, with seed companies (Seedco, Avanos, Stark Ayres, Valley seeds, Mukushi and ARDA) and fertilizer companies (ZFC and Windmill) committing to support group purchase of inputs and establishment of agro-dealership within the settlement. Discussions to facilitate contract farming arrangements with SeedCo for 60ha sugar beans seed production, and Chilli pepper company for 25ha chilli for export were initiated in 2024.

UNHCR also collaborated with the Statelessness taskforce [an inter-ministerial committee led by the Civil Registry Department] to resuscitate discussions on Census data analysis, which will be pursued in 2025. The Task-force agreed to assign the task of data analysis to the national statistics agency, ZIMSTAT. UNHCR also maintained its key partnership with the embassy of Malawi, which was supported to undertake 2 consular outreach clinics in Gweru and Bulawayo.

To foster more data driven decisions and solutions, UNHCR also successfully advocated with the national statistics office for the inclusion of the forcibly displaced and stateless persons in national surveys. In this regard an MOU was drafted with help from the regional DIMA and is currently under LAS review.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

**By 2026 GoZ provides friendly reception procedures and conditions ensuring asylum-seekers are able to enter the country without being returned**

**By 2026 there is improved Government and partner capacities to provide joint individual assistance for acquisition or confirmation of nationality**

**By 2026, forcibly displaced persons have access to efficient registration processes**

**Comprehensive Solutions strategy is developed/ strengthened or updated for IDPs by 2026**

#### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>1.1 Proportion of refugees and asylum seekers registered on an individual basis</b>			
Refugees and Asylum-seekers	72.25%	72.00%	72.08%
<b>1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority</b>			
Refugees and Asylum-seekers	88.92%	40.00%	50.30%
<b>1.3 Proportion of people with legally recognized identity documents or credentials</b>			
Refugees and Asylum-seekers	87.57%	70.00%	72.08%

#### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>01.1.1 Number of people registered on an individual basis</b>	
Refugees and Asylum-seekers	1,301
<b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b>	
Refugees and Asylum-seekers	5,470

### Progress Against the Desired Outcome

In 2024, a total of 1,268 (826 new arrivals and 442 new births) FDPs were newly registered. Among the new arrivals, 745 from DRC, 43 from Burundi, 14 from Rwanda and the rest from different parts of Africa. The total number of FDPs now stands at 23,444 (16,898 registered in proGres and 6,546 profiled by Civil Protection Unit) as at 31st December 2024.

New arrivals are registered within a week of arrival and given photo slip which is a recognized document for their documentation, the registration team collaborates with the reception centre efficiently and effectively to ensure that new arrivals are registered and documented as soon as they arrive. Registration responsibilities are shared with the Government of Zimbabwe.

UNHCR supported the Civil Registry Department with funding to conduct its civil registration mission in the

settlement where refugees were being issued with civil documentation in the form of birth certificates, national IDs as well as death certificates. A total of 2,439 national IDs were issued to individuals aged 16 and above, 464 birth certificates and 15 death certificates. Among these, 339 (171M:168F) birth certificates were issued to children below the age of 5 years. As a result of sustained UNHCR advocacy, the validity of the national ID card was extended from 2 years to 5 years. The extension of the validity of the refugee ID card to 5 years will improve their access to financial institutions through opening bank accounts, accessing loans where available and overall contribute to the sustainability of their planning and access to such services which was previously limited. The extension of the refugee ID card validity to 5 years contributes to the operation's sustainable responses, as there are cost savings where the refugee I.D card was issued/renewed every 2 years. Refugees also benefit directly as they incur the cost of renewal once in 5 years and not every 2 years.

## 2. Outcome Area: Status Determination

**By 2024 there is improved access by asylum seekers and implementation of RSD procedures in line with refugee act and its regulations**

**By 2026 there is improved access by asylum seekers and implementation of RSD procedures in line with refugee act and its regulations**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>2.1 Average processing time (in days) from registration to first instance asylum decision</b>			
Refugees and Asylum-seekers	90.00	90.00	365.00
<b>2.2 Proportion of people undergoing asylum procedures who have access to legal representation</b>			
Refugees and Asylum-seekers	50.00%	100.00%	0.00%
<b>2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim</b>			
Refugees and Asylum-seekers	16.67%	100.00%	35.73%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards</b>	
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

UNHCR continues to appeal to the Government of Zimbabwe to guarantee asylum seekers the right to access territory and seek asylum, as the cornerstone of international protection. The Government of Zimbabwe pledged to improve the asylum process at the Global Refugee Forum. During the period under review, a total of 826 new arrivals (437 males and 389 females) were received in Zimbabwe. Notably, in 2024 to promote consistency and quality decision making, the Government of Zimbabwe appointed designated officials to serve in the eligibility committee. To capitalize on the government's efforts UNHCR partnered with the Office of the Commissioner for Refugees to capacitate members of the Zimbabwean Refugee Committee. As such, two (2) trainings focusing on principles of Refugee Status determination and

operationalization of the RSD Module on Progress by Government. A total of 21 participants received training. Owing to the delay in the appointment of panel members, two ZRC sessions were conducted in 2024. Cumulatively, 100 asylum seekers appeared before the committee. Among these 56 were granted, 26 rejected, 5 deferred, 12 absconded and 13 cases were reviewed by the committee with an average processing time of 365 days (about 12 months). Resultantly, the average processing timeline was also affected by the delay in the adjudication of cases by the ZRC committee. Comparatively, in 2023, 46 were granted, 79 rejected, 51 deferred, 14 absconded and 8 cases were reviewed by the committee. A total of 176 asylum seekers who appeared before the eligibility committee in 2023 received their first initial rejection. Eighty-six (86) derivative refugee statuses were issued to children and dependents of refugees who turned the age of the majority. UNHCR also received 46 appeal application from the Office of the Commissioner for consideration. Of these UNHCR submitted elected to submit written submissions for 22 appeal cases, while UNHCR could not submit written submissions for 24 cases. Asylum seekers were sensitized on RSD, service delivery, referral pathways and registration procedures. A total of 12 orientation sessions were conducted by the Department of Social Development and implementing partners.

### 3. Outcome Area: Protection Policy and Law

**By 2026, forcibly displaced persons have access to protection services through reformed national protection framework**

#### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol</b>			
None	Broadly aligned	Broadly aligned	Progressing toward alignment
<b>3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness</b>			
None	Not yet aligned	Broadly aligned	Not yet aligned

#### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness</b>	
Refugees and Asylum-seekers	Yes
Stateless Persons	No

### Progress Against the Desired Outcome

In 2019, the Government of Zimbabwe (GoZ) made a pledge at the Global Refugee Forum to amend the 1983 Refugee Act [Chapter 4:03] to align it with international refugee and human rights laws, and to update the 1985 Regulations in light of contemporary refugee and migratory flows. To achieve this, the GoZ initiated a review process of the Refugee Act in 2023. UNHCR participated in stakeholder consultations on the proposed review and submitted written recommendations on the same to ensure that the proposed reforms would be compliant with international standards. As of December 2024, Cabinet received and approved the Principles of the Refugees (Amendment) Bill. The objectives of this Bill include aligning the

Act with the 2013 Zimbabwe Constitution and incorporating changes and developments in international refugee protection instruments that have occurred over the years. UNHCR remains actively engaged with the government throughout this process in order strengthen laws and policies for the protection of refugees in the country.

UNHCR successfully advocated for extending the validity period of refugee identity cards from two years to five years. This change aligns with the sustainable response strategy and significantly enhances refugees' access to financial services. With a longer validity period, refugees can more easily obtain loans and other financial services.

In order to improve the quality of refugee status determination in the county and strengthen RSD procedures and mitigate against the risk of fraud two trainings focusing on principles of Refugee Status determination and operationalization of the RSD Module in proGres were conducted in 2024. In addition, it was agreed that prior to each RSD session a refresher training will be conducted for Zimbabwe Refugee Committee members on salient themes related to RSD and COI. Furthermore, during the RSD training safeguards such as sharing ZRC session minutes within 14 days of the session were agreed in order to reduce the risk of fraud. The use of proGres throughout the RSD life cycle will also contribute to greater transparency and efficiency in RSD processes.

UNHCR also collaborated with the Statelessness taskforce [an inter-ministerial committee led by the Civil Registry Department] to resuscitate discussions on Census data analysis, which will be pursued in 2025. The Taskforce agreed to assign the task of data analysis to the national statistics office, ZIMSTAT. UNHCR also maintained its key partnership with the embassy of Malawi, which was supported to undertake 2 consular outreach clinics in Gweru and Bulawayo.

## 4. Outcome Area: Gender-based Violence

**By 2026 Tongogara Camp provides an integrated referral pathway supporting safe and survivor centered GBV procedures and coordination mechanism**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>4.1 Proportion of people who know where to access available GBV services</b>			
Refugees and Asylum-seekers	88.43%	100.00%	100.00%
<b>4.2 Proportion of people who do not accept violence against women</b>			
Refugees and Asylum-seekers	78.53%	100.00%	92.59%
<b>4.3 Proportion of survivors who are satisfied with GBV case management services</b>			
Refugees and Asylum-seekers	100.00%	100.00%	97.14%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>04.1.1 Number of people who benefitted from specialized GBV programmes</b>	
Refugees and Asylum-seekers	35

## Progress Against the Desired Outcome

Collaborative efforts, with the GBV working group including the Ministry of Women's Affairs and the Zimbabwe Republic Police continued in 2024. However, Gender-based violence remains of concern in the refugee settlement where in 2024, a total of 143 (125 females; 18 males) cases were recorded and supported. Three GBV cases being persons below the age of 18 years. Twenty-nine cases required medical attention and were supported accordingly. Of the supported cases client satisfaction survey indicated 91% stated that they were satisfied with the assistance that they received, 3% were not satisfied and 6% were neutral. To reduce the incidents of GBV in the refugee settlement, the community became collaborators with programmes such as Girls Shine working with 280 mentors and peer educators to work through the Girl Shine curriculum which aims to instil gender sensitive behaviors in the community from a young age. The EMAP (engaging men in accountable practices) programme ensured that boys and men participated in GBV programmes as solution holders. The two programmes reached out to more than 2,927 people with information on GBV ensuring the community know what GBV is, see it as unacceptable vice and know where to report incidents and seek help. Community awareness campaigns such as the 16 Days of Activism against GBV reached more than 1,500 people with GBV information.

In total there are six community complaints and feedback mechanisms in the settlement that were functional throughout the year. The most preferred feedback mechanism remains the community structures specifically the community leaders and GBV focal persons. These thus require continued expansion and capacity building to make them fully effective. Four GBV focal points from the refugee community spearheaded community discussions on GBV and provided psychosocial support to willing survivors of GBV by way of follow-ups and emotional support. A cultural workshop saw 22 men and 5 women discussing harmful cultural practices which increase GBV found in the communities in the refugee settlement and how these can be eradicated. The aim is to continue the discussion on causes and solutions to GBV.

A literacy class was set up to ensure women are literate and can access written information which may improve their access to other basic rights including health, livelihoods and GBV information. For the safety of the community 50 UNHCR and partner staff and 25 schoolteachers were trained on GBV and how they can identify, report and support GBV survivors. In the same vein 84 (54 males; 30 females) UNHCR and partner staff were trained in PSEA to reduce the incidents of sexual exploitation and abuse committed by humanitarian workers.

During a GBV discussion in the community, the participants, reported that they do not accept violence against women. However, some members of the community still believe that there are acceptable reasons for beating one's spouse. This is reflective of the GBV statistics which show that less than 5% of the households in the refugee settlement experienced gender-based violence.

## 5. Outcome Area: Child Protection

**By 2026 refugee children benefit from strengthened protection mechanism and risk of violence, exploitation and abuse is timely identified.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>			
Refugees and Asylum-seekers	81.23%	100.00%	68.39%
<b>5.2 Proportion of children who participate in community-based child protection programmes</b>			
Refugees and Asylum-seekers	55.89%	60.00%	57.38%
<b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
Refugees and Asylum-seekers	470

## Progress Against the Desired Outcome

In 2024, UNHCR's child protection strategy in Zimbabwe focused on strengthening community-based structures for forcibly displaced children, mainstreaming gender equality and child protection across all sectors, and building upon the capacities, strengths, and skills of forcibly displaced persons. The Child Protection Working Group, chaired by the Department of Social Development, continued to govern child protection issues in Tongogara Settlement, which is home to 7,919 children (3,892 girls and 4,027 boys) aged 0-17 years as of 31 December 2024. Among these, 268 children (149 girls and 119 boys) are unaccompanied minors and separated children (UASC), all of whom were placed under foster care arrangements by the Department of Social Development.

In 2024, there was a slight increase in child protection cases, with a total of 179 cases reported (101 girls and 78 boys). These included 9 cases of sexual assault (7 girls and 2 boys), 2 cases of rape (both girls), 1 case of physical assault (a girl), 11 cases of forced marriage/teenage pregnancy (all girls), 1 case of child trafficking (a girl), 10 cases of emotional abuse (6 girls and 4 boys), 36 cases of neglect (20 girls and 16 boys), 5 cases of risk of abuse (all girls), 36 cases involving UASC (13 girls and 23 boys), and 68 children in need of care (35 girls and 33 boys). In comparison, 2023 saw 80 child protection cases (50 girls and 30 boys), indicating an increase in reported incidents. To address these cases, targeted interventions were provided, including placement in alternative care arrangements, psychosocial support, legal services, and access to healthcare. Approximately 305 Best Interest Assessments (BIAs) were conducted by UNHCR and partners, with 4 interagency Best Interest Determination (BID) panels held in the settlement.

To promote child participation and strengthen community-based child protection structures, UNHCR and partners enhanced child-led committees, child protection committees, and comprehensive sexuality education sessions for adolescents and youth. Programmes such as the Girl Shine Life Skills & Early Marriages Curriculum, girl-led organizations training, commemorations, and climate change activities were also implemented. In total, 3,540 children participated in community-based protection programmes, including two girl-led training sessions targeting 40 participants, Girl Shine sessions targeting 300 adolescent girls and youth, five Girl Shine facilitator sessions targeting 25 participants, commemorations involving approximately 1,600 children, mobile child protection sensitizations at distributions reaching around 1,400 children, bimonthly child-led committee meetings targeting 25 participants, and climate change activities involving 150 children.

## 6. Outcome Area: Safety and Access to Justice

**By 2026 risks related to detention is reduced and freedom of movement increased for forcibly displaced persons**

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>06.1.1 Number of people who received legal assistance</b>	
Refugees and Asylum-seekers	0



## Progress Against the Desired Outcome

The Zimbabwe Republic Police have ensured the safety and security of forcibly displaced persons (FDPs) in Zimbabwe. Refugees are now included in district and provincial disaster and contingency plans, and they continue to have access to justice through the courts. The Department of Immigration maintains control and compliance by using temporary permits and gate passes. FDPs who left the settlement without gate passes have been detained in Harare and Mutare, awaiting transfer to Tongogara. Additionally, two refugees were detained by the Department of Immigration for violating the Refugees Act: one for obtaining a national passport from their country of origin, and the other for acquiring fake Zimbabwean documentation. UNHCR conducted 4 prison visits in Harare and Mutare identifying 25 FDPs who were detained related immigration control and legal status. Subsequently with 22 were released after advocacy from UNHCR and DSD.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**By 2026 forcibly displaced Community groups and outreach volunteers become more self-sufficient, organized and increased accountability to people with and for whom UNHCR works**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b>			
Refugees and Asylum-seekers		Extensive	Extensive
<b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>			
Refugees and Asylum-seekers	92.94%	100.00%	100.00%
<b>7.3 Proportion of women participating in leadership/management structures</b>			
Refugees and Asylum-seekers	39.13%	50.00%	52.94%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
Refugees and Asylum-seekers	250
<b>07.2.1 Number of people who used UNHCR- supported feedback &amp; response mechanisms to voice their needs/ concerns/feedback</b>	
Refugees and Asylum-seekers	487
<b>07.3.1 Number of people who received protection services</b>	
Refugees and Asylum-seekers	16,025

## Progress Against the Desired Outcome

In 2024, the settlement saw remarkable progress in community engagement and women's empowerment.



Six community representatives, including persons with disabilities, youth, and women, participated in the SMR workshop at Golden Peacock, Mutare. This inclusive approach ensured that diverse voices were involved in leadership and management. Weekly protection counselling sessions with UNHCR and partners provided a platform for community members to express their concerns, which were promptly addressed.

Community campaigns played a crucial role in raising awareness, reaching over 3,500 people with information on available services. Monthly orientation sessions for new arrivals facilitated their integration into the settlement, ensuring they knew how to access essential services, including those for GBV and child protection. The active participation of community leaders in monthly meetings allowed them to share concerns and influence programme design and delivery. These meetings were instrumental in identifying and resolving programme challenges.

Various committees and community assistants ensured that the community was involved in all stages of the project cycle. These included agricultural, water, health, and child protection committees, which spearheaded work in their respective areas. Paid refugee assistants, such as community health workers, GBV focal persons, childcare workers, health promoters, mental health cadres, and community-based rehabilitation assistants, played vital roles in supporting their community.

Women's empowerment was a key focus, with efforts to achieve nearly 50% representation in various committees. Adolescent girls' programmes benefited 280 girls through weekly empowerment discussions. Adult literacy classes empowered women to participate in everyday activities and access healthcare information. Equal access to education and the provision of sanitary pads ensured that girls did not miss school due to period poverty. Through a series of discussions and meetings, women were encouraged to identify areas of interest and take action to help their communities.

Economic empowerment and leadership development were also prioritized. Training on women and girl-led organizations targeted 85 (55 women: 45 adolescent girls and youths), fostering confidence, resource mobilization, and leadership skills. Women pledged to establish organizations such as the Girl Shine Network, Women for Development, and Women Protection Committee. Computer literacy courses, offered by a youth-led community-based organization, helped bridge the digital gap. Gender parity was promoted in youth leadership structures, with a female youth leader.

These initiatives not only addressed immediate needs but also laid the foundation for sustainable development and self-reliance within the settlement. The active engagement of the community and the empowerment of women and girls were pivotal in driving these positive outcomes.

## 8. Outcome Area: Well-Being and Basic Needs

**By 2026 forcibly displaced persons including persons with specific needs can meet their basic needs in food /CRIs/ assistive devices.**

**By 2026 IDPs benefit from strengthened protection mechanisms and risk of violence, exploitation and abuse is timely identified.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>			
Refugees and Asylum-seekers	77.26%	100.00%	78.73%
<b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b>			
Refugees and Asylum-seekers	23.15%	70.00%	0.26%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>08.1.1 Number of people who received cash assistance</b>	
Refugees and Asylum-seekers	162
<b>08.2.1 Number of people who received non-food items</b>	
Refugees and Asylum-seekers	12,616

## Progress Against the Desired Outcome

In 2024, UNHCR, in collaboration with the World Food Programme, the Government's Department of Social Development, and TDH, successfully provided core relief items (CRI), food, and cash assistance to all registered asylum seekers and refugees. Monthly distributions ensured that each individual received a monthly allocation of 13kg of maize meal from the government and USD 7.00 from WFP for food. Throughout the year, the Cash-Based Initiative Protection Officer was present at the Help Desk during all 12 distributions to resolve any issues that arose.

To support new arrivals, UNHCR distributed core relief items, including 2 blankets, 3 semi-collapsible jerry cans, 1 kitchen set, 1 mosquito net, 7 items of clothing, and 1 plastic tarpaulin per person for alternative shelter. The implementation of UNHCR's biometric verification system, the Global Distribution Tool (GDT), significantly enhanced the efficiency of the distribution process and mitigated the risk of assistance fraud. Despite these efforts, households in the settlement continued to rely on allocated firewood and illegally produced charcoal for cooking, as less than 15 households had their homes or businesses connected to the national grid. Consequently, the uptake of clean energy remained minimal. These initiatives were crucial in addressing the immediate wellbeing and basic needs of asylum seekers and refugees, ensuring they had access to essential supplies and support.

## 9. Outcome Area: Sustainable Housing and Settlements

**By 2026 Shelter and infrastructure established, improved and maintained.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>9.1 Proportion of people living in habitable and affordable housing</b>			
Refugees and Asylum-seekers	14.11%	100.00%	6.00%
<b>9.2 Proportion of people that have energy to ensure lighting</b>			
Refugees and Asylum-seekers	96.91%	30.00%	28.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>09.1.1 Number of people who received shelter and housing assistance</b>	
Refugees and Asylum-seekers	826

## Progress Against the Desired Outcome

In 2024, the refugee settlement continued to provide shelter and basic services to its residents, utilizing 800 hectares of land for residential and farming purposes, allowing for future expansion. In collaboration with the government, efforts were made to relocate families from congested areas to newer sections of the settlement. Here, households were allocated space for suitable shelters, outdoor kitchens, washrooms, and kitchen gardens, thereby improving community wellbeing and aiding in the control and management of communicable diseases.

The settlement areas where forcibly displaced persons reside are not connected to the national electricity grid. As a result, families rely on solar lights, candles, or oil burners for nighttime lighting. The solar lamps provided to households have a lifespan of two years, with the last settlement-wide distribution occurring in 2023. Additionally, some new arrivals received solar lamps as part of their core relief item (CRI) kits. Public street lighting, funded by the African Development Bank (AfDB), was installed in public spaces to enhance the protection of residents, particularly women and girls.

Although no new shelters were constructed in 2024, the steady flow of households departing for resettlement allowed for wise allocation of existing shelters, ensuring that all new arrivals had access to housing. New arrivals were temporarily housed at the reception centre before being allocated permanent housing.

## 10. Outcome Area: Healthy Lives

**By 2026 forcibly displaced persons and their host communities have access to public health services (including primary, secondary, and tertiary care; HIV and reproductive health; and mental health)**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>10.1 Proportion of children aged 9 months to five years who have received measles vaccination</b>			
Refugees and Asylum-seekers	48.49%	100.00%	66.39%
<b>10.2. Proportion of births attended by skilled health personnel</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>	
Refugees and Asylum-seekers	28,513
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>	
Refugees and Asylum-seekers	650

## Progress Against the Desired Outcome

In 2024, the health sector provided primary healthcare services to over 16,927 refugees and asylum seekers in the settlement. Including repeat cases, there were 28,513 consultations, with 1,138 referrals made for secondary and tertiary care. Despite minimal Mpox and cholera cases recorded nationally, none were reported in the refugee settlement.

The procurement of medicines and medical supplies involved both local and international sources. International procurement faced delays due to import procedures, but support from the Commissioner of Refugees Office expedited customs clearance. The Ministry of Health and Childcare provided technical, supervisory, and material support, including regular visits, health information systems support, and supplies. However, the quantities of medicines and supplies remained limited, necessitating additional support from the refugee programme to keep the clinic fully functional.

A health centre committee, comprising various groups from the refugee community, was established to ensure community participation and address health sector concerns. Community health workers (21 males; 11 females) supported the clinic with client follow-ups, daily education sessions, and national campaigns.

To promote infant and young child feeding (IYCF), WFP provided high-nutrition porridge under the blanket supplementary food program for under-fives, pregnant and lactating mothers, and the chronically ill. This intervention reduced malnutrition incidents to 12 cases, all of which were successfully managed.

Sexual and reproductive health services were provided in collaboration with the Ministry of Health and Childcare and UNAIDS. A health intern and 10 peer educators were recruited to reach adolescents and young people aged 10-24 years regarding their sexual and reproductive health. The initiative saw 309 individuals (227 females; 82 males) below the age of 18 tested for HIV, with no positive cases. Efforts to prevent mother-to-child transmission (eMTCT) of HIV and syphilis included mentorship programs for health workers. By December 2024, 405 of 408 pregnant women had been screened for HIV during antenatal care (ANC), with four testing positive and commencing ART. A significant achievement was the delivery of a healthy baby by an HIV-positive mother, ensuring no infants tested positive for HIV. In total, 105 individuals, including six under the age of 18, received uninterrupted access to ART.

The recruitment of a mental health nurse and two mental health cadres led to increased community screening, with 650 individuals screened for mental health conditions. Of these, 59% had mild depression, 7.4% had moderately severe depression, and the remainder fell between minimal and moderate depression. Following training from HQ, health staff began using the integrated refugee health information system (iRHIS) in the fourth quarter of the year.

## 11. Outcome Area: Education

**Improved socio-economic opportunities for forcibly displaced persons and host community learners by 2026.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>11.1 Proportion of young people enrolled in tertiary and higher education</b>			
Refugees and Asylum-seekers	3.38%	28.00%	3.20%
<b>11.2 Proportion of children and young people enrolled in the national education system</b>			
Refugees and Asylum-seekers	50.06%	60.00%	56.49%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>11.1.1 Number of people who benefitted from education programming</b>	
Refugees and Asylum-seekers	3,648

## Progress Against the Desired Outcome

In 2024, the education sector in the refugee settlement saw notable improvements. The Grade 7 pass rate increased to 37%, an 11% rise from 2023, while the secondary school ordinary level results improved by 3% to 13%. These achievements reflect the ongoing efforts to enhance educational outcomes for refugees and asylum seekers.

Digital learning initiatives also progressed significantly. Under the ProFuturo project, two coaches provided technical support to Tongogara, Musapingura, Maronga, and Sabi Valley Primary Schools. A total of 113 teachers (40 males; 73 females) were trained on the ProFuturo Maths platform, covering installation and usage. Additionally, 15 lead teachers (7 males; 8 females) were trained to create curriculum-aligned content. By the end of the year, 3,265 learners were using ProFuturo digital tools. Usage of the ProFuturo Ebro platform increased from 98% in June to 100% in December, while the ProFuturo Maths application saw a 50% usage rate as users adapted to the new platform. The project also successfully supervised the completion of a 1x3 classroom block at the infant school in December 2024.

Education was available from early childhood development (ECD) to tertiary level, incorporating 3,237 children, including those in the accelerated education programme (AEP). Quarterly education campaigns, in collaboration with education partners, continued to encourage the enrolment of children and young people in both primary and secondary schools. Data on reading proficiency highlighted that 68% of children at pre-primary school had adequate reading proficiency, while secondary level proficiency was at 70%. These indicators are crucial for future academic success.

Despite these advancements, challenges remain. The proportion of young people enrolled in tertiary and higher education was 3% (79 out of 2,467), falling short of the 25% target. Additionally, 56.5% (3,116 out of 6,575) of children and young people were enrolled in the national education system, slightly below the baseline of 56.88% and far from the 100% target.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

**By 2026 refugees and asylum seekers in TRS access safe water, sanitation and hygiene facilities.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>12.1 Proportion of people using at least basic drinking water services</b>			
Refugees and Asylum-seekers	77.79%	95.00%	96.80%
<b>12.2 Proportion of people with access to a safe household toilet</b>			
Refugees and Asylum-seekers	93.93%	80.00%	81.00%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>12.1.1 Number of people supported with access to water and/or sanitation services</b>	
Host Community	761
Refugees and Asylum-seekers	15,513

## Progress Against the Desired Outcome

In 2024, the El Niño-induced drought of the 2023-2024 rainfall season significantly impacted groundwater recharge for the Tongogara aquifers, presenting challenges in providing safe water to refugees, the host community, and staff. The combined water production for the settlement averaged 35 litres per person per day, covering both domestic and livelihood needs. While all individuals in the settlement had access to clean basic drinking water services, defined as water from an improved source with a collection time of no more than 30 minutes for a round trip, including queuing, only 89.7% of the population used these services. This marked an improvement from the previous year but still fell short of the 100% target due to longer queuing times at tap-stands and bush pumps caused by decreased water pressure. Planned water scheduling, increased tap stands, and timely repair of key water infrastructure helped mitigate these issues.

The proportion of people with access to household toilets nearly reached the planned target of 80%. However, community uptake in building their own latrines was low, with only two households constructing latrines without aid due to budget constraints. Approximately 79.6% of the population had access to household toilets, and 95.2% used toilets for defecation, leaving about 4.8% likely practicing open defecation or using communal latrines in public places. This poses a serious health threat, as water-related diseases like cholera can be transmitted through open defecation.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

**By 2026 forcibly displaced persons and their host communities participate in sustainable self-reliance initiatives and local value chains (agro and non-agro-based)**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b>			
Refugees and Asylum-seekers	24.05%	90.00%	74.66%
<b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>			
Refugees and Asylum-seekers	5.24%	7.00%	10.05%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b>	
Refugees and Asylum-seekers	846

## Progress Against the Desired Outcome

In 2024, UNHCR continued the collaboration with Chinhoyi University of Science and Technology, receiving technical support on insect farming. Efforts to include forcibly displaced persons (FDPs) in national development resulted in the government donating an additional 25 hectares to the 100 hectares availed in 2023 for irrigation scheme expansion, increasing land under irrigation from 50 hectares to 175 hectares. The government retained the seconded Agriculture and Technical Extension (AGRITEX) officer to the settlement, enhancing extension reach for crops and livestock production. Engagements with the Reserve Bank of Zimbabwe (RBZ) to advocate for the inclusion of FDPs in the National Financial Inclusion Strategy were initiated in 2024. The operation was invited to the Annual Financial Inclusion Workshop for 2024, where the diagnostic survey and the development of a financial inclusion roadmap for FDPs was identified as an actionable point. The Ministry of Local Government and Public Works and the Department of Civil Protection included Tongogara refugee settlement in the Chipinge District Master Plan for improving disaster risk adaptiveness and capital budgeting.

To promote sustainable utilization of natural resources and self-reliance, the operation initiated weaning-off strategies, including developing comprehensive business plans, linking participants to high-value contract farming arrangements, organizing commodity groups, setting up private sector-led agro-dealerships, and training participants on transitioning from subsistence to commercial enterprises. Private companies were engaged to support the off-take of agro-produce from the irrigation scheme, providing skills, technology, and financing through contract arrangements. Seed companies and fertilizer companies committed to partnering with refugees for group purchases of inputs and establishing agro-dealerships within the settlement. Discussions for potential engagements with companies to support chili production were also initiated.

Irrigation scheme farmers reported positive changes in access to output markets and income due to increased production and productivity of sugar beans. Linkages with Seedco resulted in lucrative prices for delivered produce and commitments to support future seed production. Efforts to increase land allocation per farmer aimed to enhance income and self-reliance. However, livestock interventions saw little positive change due to market limitations, prompting a shift to a market-led approach.

Employment opportunities for refugees and asylum seekers remain limited, primarily to informal livelihoods and small enterprises within the settlement. The Zimbabwean economy's high unemployment rates and inflation pose additional barriers to formal employment. The operation is advocating for amendments to the Refugees Act to allow greater flexibility in employment and financial services access. Collaborations with Ministry of Women Affairs, Community, Small and Medium Enterprises Development to facilitate the opening bank accounts for refugees registered as cooperatives and small to medium enterprises, with two banks Ecobank and CABS expressing interest was also initiated.

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

By 2026, potential for Voluntary Repatriation is realized

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	0



## Progress Against the Desired Outcome

A planned Go and See Visit to Mozambique in anticipation of the return of approximately 21% of the Households consisting of 317 individual Mozambican asylum seekers who had expressed interest in return to Mozambique was postponed due to the 2024 post-election instability in Mozambique. UNHCR Zimbabwe continues to engage with the operation in Mozambique and government counterparts in both to monitor the political, socio-economic situation in Mozambique in preparation for the Volrep exercise. There is limited uptake for Volrep amongst the other population of refugees from the Great Lakes region due to ongoing violence in the region particularly in Eastern DRC.

## 15. Outcome Area: Resettlement and Complementary Pathways

By 2026, potential for resettlement is realized

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>15.1 Number of refugees submitted by UNHCR for resettlement</b>			
Refugees and Asylum-seekers	1,363	1,300	1,160

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>15.1.1 Country issues machine-readable travel documents</b>	
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

In 2024, resettlement continued to be a vital protection tool for the operation, focusing on categories such as survivors of violence and torture, women and girls at risk, and those lacking alternative durable solutions. The operation hosted four pre-screening circuit rides, during which the Refugee Support Center (RSC) pre-screened 128 cases involving 413 individuals. Additionally, 153 cases comprising 383 individuals were accepted by the United States Citizenship and Immigration Services (USCIS) mission. Three Cultural Orientation circuit rides engaged 382 cases involving 1,328 individuals.

Protection Needs Assessments were conducted for 194 cases involving 557 individuals. Although the allocated resettlement quotas were partially met, significant progress was made: 887 individuals were submitted to the USA against a target of 1,000; 69 individuals were submitted to Canada against a target of 100; and 131 individuals were submitted to Australia against a target of 200. In total, 1,482 individuals departed through resettlement, with an additional five individuals utilizing complementary pathways. To facilitate these processes, a logistics company called Toll was contracted by the Australian government's Department of Home Affairs to handle refugees' pre-departure formalities. The International Organization



for Migration (IOM) conducted medical assessments for cases undergoing out-processing and facilitated pre-departure formalities. The Zimbabwean government supported these efforts by providing gate passes for refugee movement during missions.

## 16. Outcome Area: Integration and other Local Solutions

**By 2026 forcibly displaced persons have increased access to local integration and other local solutions**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>16.1 Proportion of people with secure tenure rights to housing and/or land</b>			
Refugees and Asylum-seekers	74.79%	100.00%	94.83%
<b>16.2 Proportion of people covered by national social protection systems</b>			
Refugees and Asylum-seekers	100.00%	100.00%	78.73%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people</b>	
Refugees and Asylum-seekers	Partially

## Progress Against the Desired Outcome

Regarding tenure rights, the refugee settlement is a legally gazetted designated area for refugees and asylum seekers. The Settlement Administrator's office is responsible for camp coordination and management, including the formal allocation of land for residential and income-generating projects. Each household is allocated a residential space of 20m x 20m to establish their homes, with records and registers of all allocations maintained by the Settlement Administrator's office. In 2024, 95% of refugees and asylum seekers had secure tenure rights to housing and/or land, up from a baseline of 74.79%.

Currently, Zimbabwe does not implement local and other solutions for the refugee situation. However, given the protracted nature of the refugee situation, the government has initiated discussions about transforming the settlement into a service centre. Residents are allocated living spaces, and those engaged in livelihoods have assigned plots and working spaces for their ventures.

In terms of social protection, particularly food security, all refugees residing at Tongogara Settlement benefited from the WFP-Government food deficit mitigation program in 2024. Each eligible individual received a monthly allocation of 13kg of maize meal from the government, complementing the USD 7.00 monthly food amount provided by WFP. In the area of health, all forcibly displaced persons (FDPs) had access to primary health services at the Tongogara clinic, including childcare, immunizations, and sexual and reproductive health services. Additionally, some individuals benefited from referrals to state hospitals for further medical care. By the end of 2024, 78.7% of refugees and asylum seekers were covered by national social protection systems, an increase from the baseline of 74.79%.

## 2.2. Age, Gender and Diversity

The UNHCR Zimbabwe operation has made significant progress in implementing AGD inclusive programming. One key achievement is the collection of disaggregated data by age, gender, and other diversity factors, crucial for designing programs that address the specific needs of different demographic groups within the refugee population. Efforts to include persons with disabilities have also been notable, with accessible facilities and tailored support services enhancing their quality of life.

In terms of accountability to affected people (AAP), the UNHCR Zimbabwe operation has actively involved refugees and asylum-seekers in decision-making processes, including consultations and participatory assessments during the Joint Assessment Mission (JAM) to ensure their voices are heard and their needs are met. Multichannel feedback and response mechanisms have been established, allowing refugees to provide input and receive timely responses, which helps in continuously improving the services and support provided.

Regarding gender equality and UNHCR's commitment to women and girls, the operation has promoted gender equality by ensuring that women hold leadership and management positions within the refugee community. This empowers women and promotes their active participation in community governance. Significant efforts have also been made to prevent and respond to gender-based violence, including providing safe spaces, access to justice, and support services for women and girls. Additionally, programs have been implemented through the Safe from the Start projects and livelihoods initiatives to enhance their understanding of GBV, gender equity, and economic empowerment.

UNHCR Zimbabwe has also participated in the UNCT Gender Thematic Working Group and benefited from gender mainstreaming trainings facilitated by the UN Women East and Southern Africa Regional Office (ESA-RO) and the Resident Coordinator's office. These trainings aimed to enhance capacities in generating gender data to effectively impact policy, programming, and decision-making. Participants received a refresher course on gender equality concepts and frameworks, strategies to address unconscious bias and gender stereotypes, and the importance of gender mainstreaming across the four pillars of the UNSDCF. The training emphasized the need for an evidence base for all gender-related interventions and activities, equipping participants with skills to obtain and use data for developing gender-related interventions and reporting.

To ensure the inclusion of AGD in livelihoods programming, a refugee-led beneficiary selection committee was formed, comprising leaders from different groups such as widows, persons with disabilities, youths, minority countries, and women representatives. This committee identifies project participants who have registered and shown interest in new projects within the settlement. The operation has made concerted efforts under livelihood activities to deliberately target the youth, encourage women to take up decision-making positions in projects, and encourage persons with disabilities to play an active role. A fishery and poultry project has been specifically devoted to benefit 11 youths (8 females and 3 males) in the settlement.

## Section 3: Resources

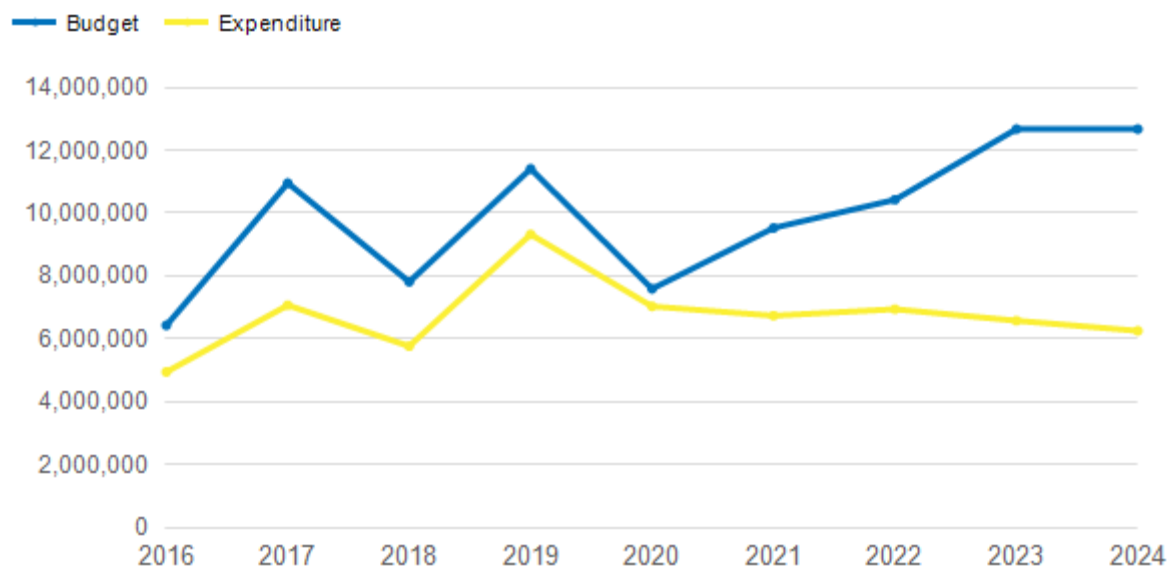
### 3.1 Financial Data

(Financial figures in USD)

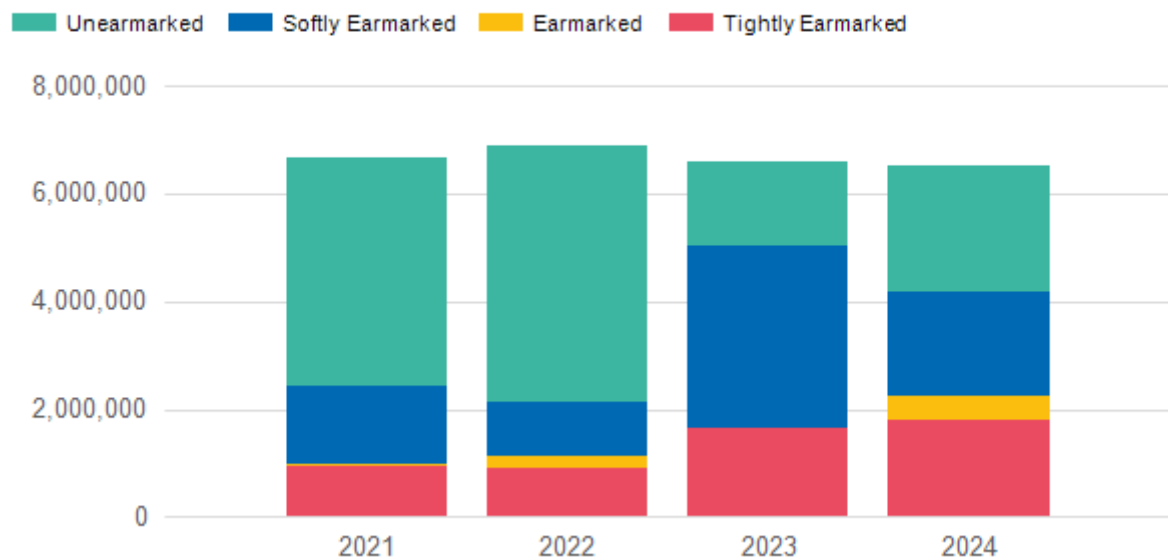
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA2: Assist	9,632,508	4,793,373	49.76%	4,793,373	100.00%
IA3: Empower	3,041,477	1,532,943	50.40%	1,468,107	95.77%
All Impact Areas		31,597			
<b>Total</b>	<b>12,673,985</b>	<b>6,357,913</b>	<b>50.17%</b>	<b>6,261,480</b>	<b>98.48%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	1,824,520	1,004,541	55.06%	1,004,541	100.00%
OA2: Status	296,196	194,730	65.74%	194,730	100.00%
OA3: Policy/Law	252,002	101,112	40.12%	101,112	100.00%
OA4: GBV	332,625	173,389	52.13%	173,389	100.00%
OA5: Children	712,828	221,620	31.09%	221,620	100.00%
OA6: Justice	464,191	119,059	25.65%	119,059	100.00%
OA7: Community	74,651	43,611	58.42%	43,611	100.00%
OA8: Well-being	1,177,714	912,086	77.45%	912,086	100.00%
OA9: Housing	560,559	31,328	5.59%	31,328	100.00%
OA10: Health	1,457,438	660,400	45.31%	660,400	100.00%
OA11: Education	1,259,110	741,176	58.87%	676,340	91.25%
OA12: WASH	1,353,554	232,130	17.15%	232,130	100.00%
OA13: Livelihood	1,707,717	748,156	43.81%	748,156	100.00%
OA14: Return	788,907	99,208	12.58%	99,208	100.00%
OA15: Resettle	411,972	1,043,769	253.36%	1,043,769	100.00%
All Outcome Areas		31,597			
<b>Total</b>	<b>12,673,985</b>	<b>6,357,913</b>	<b>50.17%</b>	<b>6,261,480</b>	<b>98.48%</b>

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

In 2024, the UNHCR operation in Zimbabwe faced significant funding gaps, with an operational planning level of US\$12.67 million but an actual operational level of only US\$6.77 million. Despite efforts to transition towards sustainable responses by increasing government involvement and collaborating with various stakeholders, the allocated resources were inadequate to meet the ever-increasing needs. Several factors influenced the use of resources and prioritization of activities.

Earmarked contributions supported activities such as HIV/AIDS-UNAIDS, connected education through ProFuturo, Safe from the Start, and PRM Solutions for livelihoods. These funds, received in preceding

years, led to incremental gains in affected outcome areas. Additionally, the operation received US\$200,000 from DRS to promote insect farming.

The fulfillment of pledges by the Government of Zimbabwe created an enabling environment to improve livelihoods and self-reliance. The availability of additional land for irrigation provided an opportunity to scale up interventions and address the need for sustainable plot sizes. In 2022, interventions towards land clearance were initiated, and DRS continued supporting livelihoods interventions, which form the mainstay of the operation's strategy.

The hyperinflationary environment in Zimbabwe presented risks to project management, resulting in increased costs. To ensure value-for-money procurement, the operation pursued international procurement, especially for essential medicines. The operation alternated between direct implementation and implementation through partners based on competitive advantage, optimizing the use of available resources.

Despite these efforts, the funding gaps significantly impacted the operation's ability to meet the needs of refugees and asylum seekers. The shortfall in funding necessitated careful prioritization and resource allocation to ensure the most critical services and support were maintained.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

The Zimbabwe 2024 Joint Assessment Mission (JAM) report and the Strategic Moment of Reflection workshop highlighted several key lessons including:

- Ensuring active participation of refugees and asylum-seekers in decision-making processes is crucial, as it helps to better understand their needs and priorities.
- The importance of collecting disaggregated data by age, gender, and other diversity factors is emphasized, as this data is essential for designing targeted interventions.
- Effective resource allocation and prioritization are vital, especially in the face of funding gaps, to address the most critical needs efficiently.
- Strengthening partnerships with government agencies, NGOs, and other stakeholders can enhance the effectiveness of interventions, leading to more comprehensive and sustainable solutions.
- Investing in capacity building for both staff and community members is important, including training on protection from sexual exploitation and abuse (PSEA), gender equality, and other relevant topics.

The ability to adapt to changing circumstances, such as shifts in funding or policy changes, remains crucial, requiring continuous monitoring and readiness to adjust strategies. Promoting sustainable responses, such as transitioning from refugee camps to settlements, can create long-term benefits for both refugees and host communities by fostering economic opportunities and improving access to services. The same sentiments came out strongly during the strategic moment of reflection workshop which also underscored the importance of a holistic and inclusive approach to refugee support and protection, ensuring that the needs of all individuals are met effectively.

Advocacy needs to be sustained even in the face of resistance in some quarters of government, as some issues take years before results are achieved. During the 2024 implementation period the introduction of sustainable responses approach, the operation has also learnt that:

- Meaningful financial resources are essential for achieving certain results, especially where the government lacks funds or does not prioritize issues important to UNHCR, such as statelessness.
- Continuous involvement and inclusion of local stakeholders from government ministries, departments, and agencies should be pursued to ensure burden sharing and inclusion of refugee issues on the government side.
- Encouraging the Department of Social Development (DSD) to cooperate with self-funded operational partners can attract resources to areas not covered by UNHCR funds.
- Despite notable interventions targeting the reduction of gender-based violence (GBV), cultural norms and perceptions remain, necessitating continued efforts, especially those engaging men and boys as solution bearers.
- Refugee-led organizations (RLOs) are a sustainable approach to programming, and more support should be given to community groups covering various thematic areas to strengthen their capacity to help their communities.



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