

Inter-Agency Emergency Response Plan for New South Sudanese refugees in Gambella

In Matar, Gambella, Ethiopia, South Sudanese refugee women gather outside a nutrition centre, hoping to receive critical assistance for themselves and their children.



Cover note for the *Inter-Agency Emergency Response Plan for New South Sudanese Refugees in Gambella* (July-December 2025)

October 2025 Update on the ERP

The *Inter-Agency Emergency Response Plan for New South Sudanese Refugees in Gambella* (ERP) is a six-month response plan developed collaboratively by partners responding to the urgent needs of people forcibly displaced into the Gambella region of Ethiopia since March 2025. The plan aims to contribute to their protection and basic needs through a coordinated, rights-based and community-based approach, implemented under the Refugee Coordination Model (RCM), led by the Government of Ethiopia's Refugee and Returnee Services (RRS) and co-led by UNHCR.

Partners have identified prioritized interventions requiring a total budget of \$46.1 million to support 50,000 people with protection, shelter, water and sanitation, food security, nutrition and health services for six months. Across sectors, the plan prioritizes life-saving assistance, protection of vulnerable groups and aims to contribute to safe, dignified and sustainable living conditions, while laying the foundation for durable solutions. The response strategy emphasizes complementarity with national systems, localization, and accountability to affected populations (AAP).

As of 5 October 2025:

- **20,550 refugees** have been registered (L1 registration), including 6,433 since registration resumed on 18 September 2025. 9 community-based protection committees have been established, playing a crucial role in operationalizing the response and ensuring accountability to affected people.
- **14,477 refugees** currently reside in Luakdong camp, with the relocation of registered refugees to Luakdong beginning again on 3 October. Remaining refugees are living in overcrowded or adverse conditions in Moun, Matar and Gade. 994 upgradable emergency shelters have been constructed with 611 currently under construction, as partners battle with adverse conditions and access constraints.
- **54,783 people have received food** through at least one monthly food distribution, which must be sustained. Food assistance remains a top priority for refugees with extremely limited alternative sources available. The malnutrition prevalence is 21.7% which is above the emergency threshold of <15%.
- **5,810 health consultations** have been provided through clinics and mobile outreach, heavily affected by lack of viable premises. Pre-relocation health and nutrition screening is in place for refugees being relocated to Luakdong.
- **Water supply has been improved to reach 15.52 liters per person per day** in Luakdong, while partners have worked quickly to provide water points in other areas. Currently latrines are shared by 52 people per latrine in Luakdong.

Weather-related access challenges have severely hampered necessary construction (including road construction and other site improvements, shelter and WASH infrastructure) affecting service provision and deteriorating living conditions for refugees. Partners also face significant funding shortfalls across all sectors.

As flooding and waterlogging reduces with the onset of the dry season, it will be essential to ensure that construction picks up pace so that families can access appropriate shelter conditions and improved services in 2025.

In addition to urgent funding requirements for life-saving interventions, the increasing engagement of development actors in the response will be important to ensure sustainable approaches that benefit refugees, IDPs and host community alike, in line with the Government of Ethiopia's Makatet roadmap. As the response evolves, support to underpin refugee and host community livelihoods, enhance environmental protection and ensure sustainable approaches to essential services including health, education and water and sanitation will be prioritized, with strong coordination across RRS, regional and local government and response partners and donors.

Regular response reporting dashboards (updated weekly):

	Operational Dashboard South Sudan Emergency Response October 04, 2025		Thematic Factsheet - Food & Nutrition South Sudan Emergency Response October 04, 2025
	Thematic Factsheet - Protection South Sudan Emergency Response October 04, 2025		Thematic Factsheet - Shelter South Sudan Emergency Response October 2025
	Thematic Factsheet - WASH South Sudan Emergency Response October 04, 2025		Thematic Factsheet - Health South Sudan Emergency Response October 04, 2025

In Matar, Gambella, South Sudanese refugees continue to shelter in the flooded grounds of a local school where they initially settled upon arrival. Makeshift tents offer little protection from the elements as families wait to be relocated to the new Luakdong site.



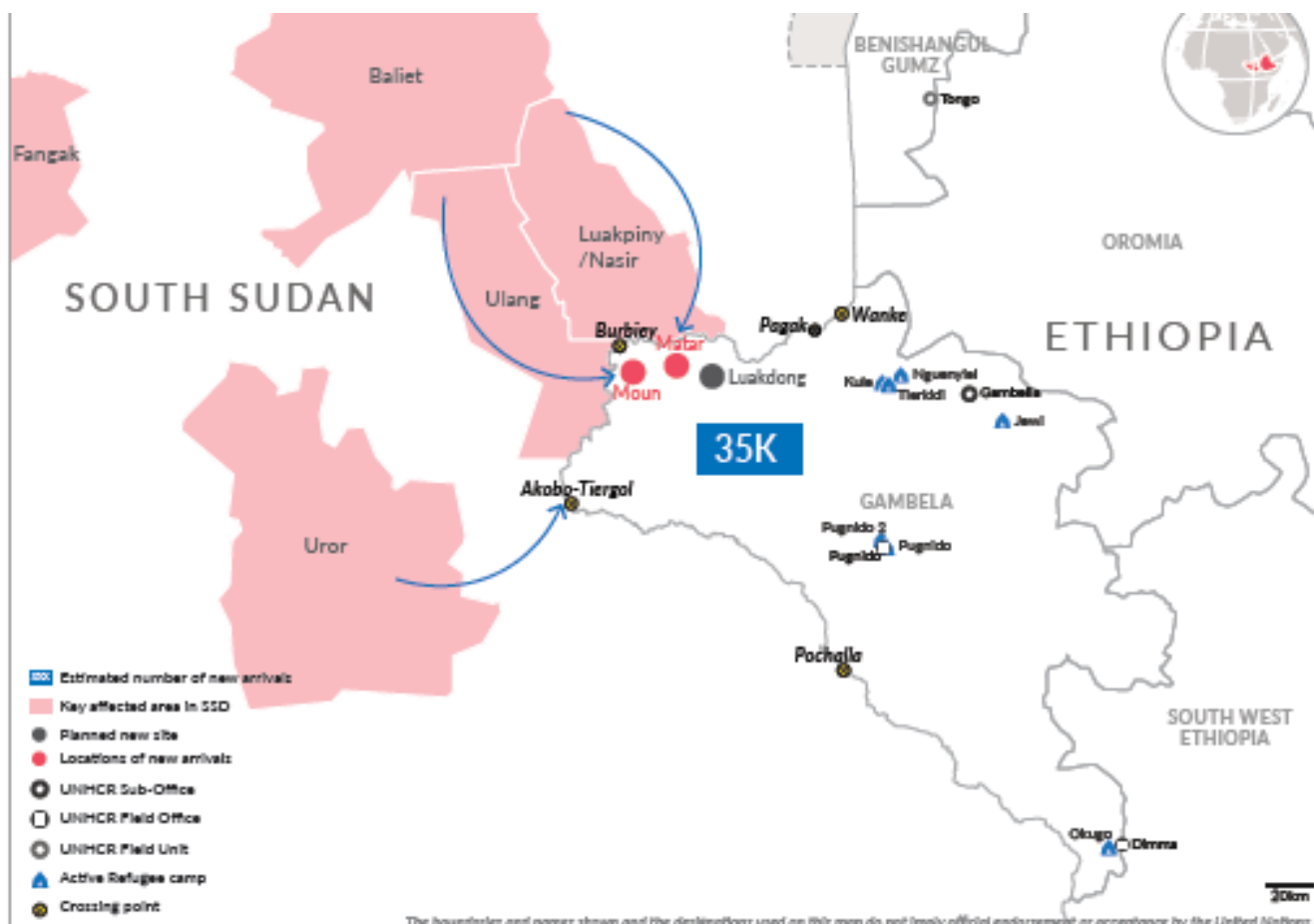
Inter-Agency Emergency Response Plan for New South Sudanese refugees in Gambella

JULY – DECEMBER 2025

50,000* new arrivals to be assisted (until the end of 2025)

\$ 48.72 million estimated resources required for the response plan

17 # of partners contributing to the response as of 01 Oct 2025



* Planning figure includes newly arriving asylum seekers since March 2025. The emergency has also triggered internal displacement in Gambella region.

1. OPERATIONAL CONTEXT

Since mid-February 2025, escalating conflict between the South Sudan People's Defense Force (SSPDF) and the White Army in Nasir County, Upper Nile State, has triggered mass displacement. The violence intensified following the failed evacuation and subsequent death of an SSPDF General, leading to indiscriminate bombings, with over 90,000 individuals displaced, including at least 35,000 who fled into Ethiopia's Gambella Region. In addition to armed violence, displacement is being driven by a deepening economic crisis, ongoing insecurity, and severe food shortages. Without a political resolution, further escalation into Jonglei State remains likely, likely resulting in increased cross-border movements. Prior to the most recent conflict, Gambella already hosted the largest refugee population in Ethiopia, which stood at 388,141 as of 31 May 2025, of which the majority were from South Sudan and had a high level of dependence on humanitarian assistance.

Local authorities recorded a substantial number of new arrivals between early March and mid-April, primarily through Burbiey border, with the majority being women and children. A joint border monitoring mission, conducted on 16 April by regional authorities and humanitarian partners, found over 800 makeshift shelters along the Baro River, accommodating an estimated 8,000 individuals in congested and precarious conditions. Some new arrivals were and are being hosted by local communities, but many remain exposed to harsh weather, the risk of cholera, and face serious protection risks.

The situation has further deteriorated since late May. Renewed clashes in South Sudan and security incidents in Burbiey border area have triggered onward movements toward Matar and Muon towns in Gambella. This group also included many elderly people and persons with specific needs. The rainy season has further worsened living conditions, with new arrivals gathered in overcrowded schools, churches, and under trees.

An estimated 45,000 individuals have received High Energy Biscuits (HEBs) through two rounds of emergency food distribution. The refugees have also received food assistance; through support with general food rations and nutrition supplementary assistance. However, as refugee movements have shifted to unofficial crossing points as well as Burbiey, this has made tracking and service provision increasingly challenging.

On 27 May, the UN High Commissioner for Refugees declared a Level 2 (L2) Emergency for Ethiopia. This declaration signals a significant escalation in humanitarian needs, requiring enhanced support and coordination. Under an L2 emergency declaration, UNHCR mobilizes additional resources and strengthens collaboration with UN agencies, humanitarian partners, and the international community to respond effectively to the situation.

The declaration is initially valid for six months and may be extended depending on evolving needs and operational context.

In response, the regional contingency plan was revised, projecting 50,000 new arrivals within three months. Assessments highlight urgent needs for emergency shelter, health care, water, sanitation and hygiene (WASH), protection, food assistance, and relocation support. With existing refugee sites under pressure, flood susceptibility, and ethnic sensitivities limiting relocation options, Luakdong in Nuer Zone has been identified as the most suitable location to establish a camp for new arrivals, ensuring more targeted assistance and service delivery within dignified living conditions.

The Emergency Response Plan 2025 (ERP) is a costed inter-agency plan developed by response partners under the leadership of Refugee and Returnee Service (RRS) and UNHCR.

2. POPULATION PLANNING FIGURES

1) Population Planning Figures

Population Group	Planned figure	Notes (e.g. population profile/ breakdown, information on specific needs)
Refugees and asylum-seekers	50,000	Around 75% are women and children, with many unaccompanied minors, elderly persons, and persons with disabilities among them.

3. RESPONSE STRATEGY

The response strategy for the newly arriving South Sudanese refugees in Ethiopia aims to ensure the protection of forcibly displaced people through a coordinated, rights-based, and community-based approach. The strategy is implemented under the Refugee Coordination Model (RCM), led by the Government of Ethiopia's Refugee and Returnee Services (RRS) and co-led by UNHCR, and emphasizes complementarity with national systems, localization, and accountability to affected populations (AAP). The response prioritizes life-saving assistance and protection of vulnerable groups, and aims for the establishment of safe, dignified, and sustainable living conditions, while laying the foundation for durable solutions. While the response strategy emphasizes complementarity with national systems wherever possible, in practice, the limited availability of adequate infrastructure and services in the host community makes it challenging to fully rely on national systems. Therefore, comprehensive development within the camp setting is required to ensure safe, dignified, and sustainable living conditions for the newly arriving refugees.

The response strategy is shaped by a complex operational environment marked by insecurity and the proximity of settlement areas to the border, which poses ongoing protection risks. The terrain is flood-prone, and infrastructure in the region remains underdeveloped, complicating access and service delivery. These challenges are further compounded by limited partner presence and funding shortfalls. To address these constraints, the strategy emphasizes relocation to safer areas, sustained advocacy for timely registration, pre-positioning of essential supplies, and the adoption of flexible implementation modalities to ensure continuity of life-saving interventions. New arrivals are currently living in precarious conditions, including makeshift shelters and overcrowded host community dwellings. In response, the strategy includes the construction of reception centres and emergency shelters in safer, flood-resilient areas, and the provision of shelter kits and materials to support transitional shelter upgrades.



An elderly South Sudanese refugee woman walks past makeshift shelters on the compound of Matar Primary School in Gambella, Ethiopia. The area, once a functioning school, is now barely recognizable.

Additionally, the repair and maintenance of access roads and communal infrastructure will be prioritized to improve mobility and service delivery. Site planning will be guided by principles of environmental sustainability, protection against risk mitigation, and accessibility.

Efforts continue to focus on ensuring access to territory for individuals fleeing conflict in South Sudan. Engagement with federal authorities is ongoing to promote the recognition of refugee status on a prima facie basis, in light of the widespread violence and lack of safe return conditions. Border monitoring is being reinforced to uphold the civilian character of asylum and prevent the infiltration of armed elements. Initial household-based registration (level 1 registration) by RRS has commenced. Registration ensures access to protection services, enable family tracing and reunification, and support targeted assistance. Population data management systems will be scaled up to support real-time tracking of new arrivals, disaggregated by age, gender, and specific needs. This will inform planning, resource allocation, and protection interventions.

Strategic Objectives

SO1: Ensure access to territory and protection for newly arrived refugees.

Support authorities in maintaining the right to seek asylum and uphold the civilian character of asylum. Strengthen protection services through border monitoring, documentation (including birth registration), and community-based protection approaches that address age, gender, and diversity needs.

SO2: Deliver life-saving assistance and essential services.

Provide timely and coordinated multi-sectoral emergency assistance including shelter, food, water, education, health, and protection to address the immediate needs of refugees and reduce vulnerabilities. Ensure access to basic services through collaboration with national systems and humanitarian partners.

SO3: Promote safe and dignified living conditions and mitigate protection risks.

Support relocation to safer areas, improve site planning, and enhance infrastructure to reduce exposure to environmental and protection risks. Strengthen psychosocial support, GBV prevention and response, and child protection mechanisms.

Enabling Objective: Strengthen coordination and accountability to affected populations.

Ensure effective coordination under the Refugee Coordination Model



Nyawech Tor, a South Sudanese refugee woman, is seen preparing a traditional South Sudanese dish on the grounds of Matar Primary School in Matar, Gambella, Ethiopia. Her older sister assists by arranging firewood nearby.

(RCM), co-led by RRS and UNHCR. Promote accountability through community engagement, feedback mechanisms, and inclusive planning that reflects the voices and needs of refugees.

Sectoral Approaches

The **protection strategy** prioritizes the identification and support of vulnerable groups, including women, children, the elderly, and persons with specific needs (PSNs). Community-based protection approaches will be strengthened through the establishment of community structures, complaint and feedback mechanisms, and engagement with refugee-led organizations. Protection monitoring will be expanded to identify risks, inform programming, and ensure accountability. Accountability to Affected Persons (AAP) will be mainstreamed across all sectors through inclusive participation, transparent communication, and accessible feedback mechanisms. Community engagement will be prioritized in the design and delivery of services. Protection from Sexual Exploitation and Abuse (PSEA) will be reinforced through targeted training, awareness-raising activities, and the establishment of safe and confidential reporting channels. Coordination with inter-agency PSEA networks will ensure a survivor-centered response.

Integrating gender-based violence (GBV) and child protection (CP) programs into the broader response plan is essential to address the heightened risks faced by women, girls, and boys. Displacement has already increased their exposure to abuse, exploitation, and neglect, underscoring the urgent need for targeted, coordinated interventions. This plan prioritizes the establishment of safe spaces, access to comprehensive psychosocial support—including trauma-informed care and mental health services—and robust reporting and referral systems. It also includes mechanisms to ensure best interest procedures for unaccompanied and separated children (UASC) and others at heightened risk, alongside strengthened community-based protection structures to deliver a sustained, rights-based response as the situation evolves. From the outset, the response will promote the inclusion of refugee populations into existing governmental and regional protection systems, enabling more coordinated service delivery, enhancing accountability, and supporting long-term integration and sustainability of protection efforts.

Key Priority Activities

Child Protection

- Conduct community awareness and behaviour change activities, including child rights sensitization for families and communities in Muon, Matar, and Luakdong.
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South Sudanese refugee Nyanchok Tan walks through the Luakdong site in Gambella, Ethiopia, using crutches. She shared that she once carried her food and cared for her baby independently, until her knees began swelling unexpectedly. Despite medical consultations, the cause remained undiagnosed, and she was left paralyzed in her left leg.

- Provide comprehensive child protection case management and individual support, including emergency assistance such as food, shoes, clothing, health services, and other essential items (Muon, Matar, Luakdong).
- Construct child-friendly spaces and cover operational costs for recreational activities (Luakdong).
- Establish community-based child protection mechanisms/structures and provide material support to members (Muon, Matar).
- Conduct child protection risk assessments (Muon, Matar).

Community Engagement & Feedback

- Establish a Community Feedback Mechanism (CFM), including installation of suggestion/complaint boxes and organizing community dialogue sessions, such as the operation of a Protection Help Desk (Luakdong).

Youth Engagement

- Construct youth centers, provide youth leadership training, and support the procurement of sports equipment (Luakdong).

Support for Persons with Specific Needs (PSN)

- Identify persons with specific needs, including people with disabilities, and provide case management and material support (Luakdong, Muon, Matar).

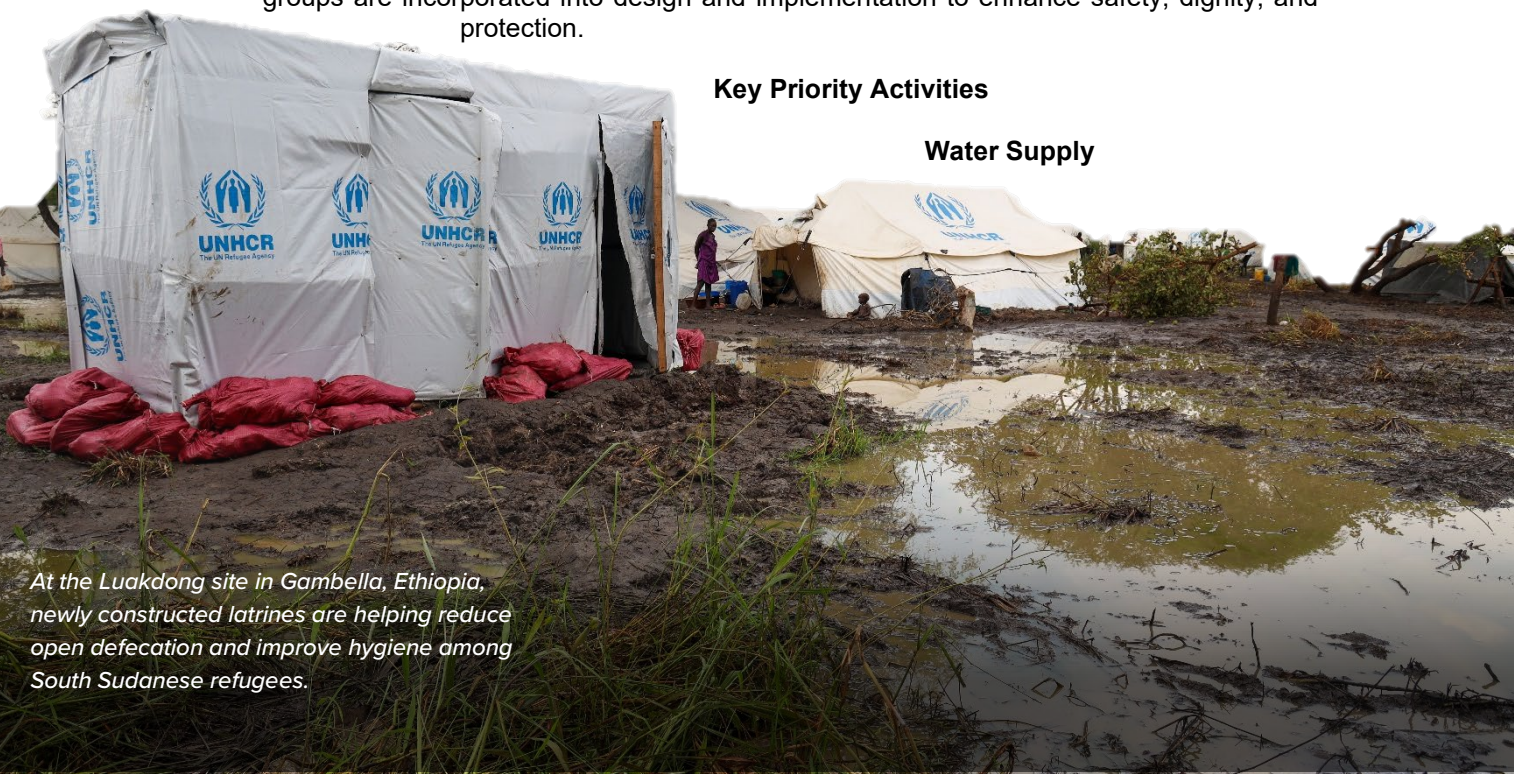
Gender-Based Violence (GBV)

- Establish GBV community-based structures, conduct capacity building, and provide supporting materials to members (Luakdong, Muon, Matar).
- Conduct community engagement and awareness-raising activities, including distribution of Information, Education, and Communication (IEC) materials (Muon, Matar, Luakdong).
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- Construct women and girls' friendly spaces and cover operational costs (Luakdong).
- Provide survivor-centred GBV case management, including material support and referrals to essential services (Muon, Matar, Luakdong).

Water, Sanitation and Hygiene (WASH) interventions will prioritize the delivery of safe water through emergency water trucking and the installation of water tanks to meet immediate needs. The construction of sex segregated latrines and bathing facilities will help reduce open defecation and improve hygiene conditions and help create safer environment. Hygiene kits and water purification supplies will be distributed to promote safe water use and personal hygiene. Cholera prevention and response measures will be implemented, including hygiene promotion campaigns, disinfection activities, and water quality monitoring to mitigate the risk of outbreaks. Throughout all WASH activities, gender-based violence (GBV) risk mitigation will be a core consideration, ensuring that facilities are safely located, well-lit, and accessible, and that the specific needs of women, girls, and other at-risk groups are incorporated into design and implementation to enhance safety, dignity, and protection.

Key Priority Activities

Water Supply



At the Luakdong site in Gambella, Ethiopia, newly constructed latrines are helping reduce open defecation and improve hygiene among South Sudanese refugees.

- Installation of emergency water points at reception centers and in the camp, including platform construction 10 m³ Roto V-Tanks, Emergency tap stands (each with 6 taps)
- Installation of emergency water distribution networks, including pipes, pumps, and storage tanks, extending to strategic locations including health centre, school and food distribution points.
- Rehabilitation of shallow wells in host communities (Matar/Muon and Luakdong).
- Drilling of three deep wells with solarization.
- Installation of electromechanical components (generators, generator houses, fencing).
- Operation and maintenance of intermediate water systems in Luakdong settlement.
- Water treatment and quality monitoring including routine disinfection/chlorination.
- Installation of permanent water supply systems, including: 4 hydrogeological surveys, Drilling of 2 deep boreholes, Construction of 2 elevated concrete reservoirs (200 m³ each), Provision of generators, 3 pump houses, pipelines, fittings, solarization, and labor

Sanitation

- Construction of 400 communal latrines, 400 communal bathing shelters, 400 handwashing stations, with support for associated sanitation campaigns and distribution of relevant materials.
- Sanitation facilities construction at reception centers and settlements.
- 10,000 family latrines to be constructed through community participation.
- Construction of 50 solid waste disposal pits.

Hygiene Promotion

- Hygiene promotion and sensitization campaigns.
- Distribution of WASH NFIs, including soap and water jerrycans.
- Recruitment of hygiene promoters and delivery of hygiene education.
- Mass mobilization for construction of makeshift bathing units.

Health services will be initiated through the deployment of mobile clinics, strengthened disease surveillance, and support to overstretched local health facilities. These efforts will gradually transition into the establishment of dedicated health structures. Nutrition screening and treatment will be prioritized for children under five years and pregnant and lactating women, with services delivered through both community-based and facility-level programs. GBV risk mitigation will be integrated across all health interventions by ensuring confidential, survivor-centered care; training health staff on safe identification and referral of GBV cases; and designing clinic spaces that promote privacy and safety, particularly for women and girls seeking care.

Key Priority Activities

Health

- Conduct emergency vaccination for children under 15 years (polio and measles).
- Carry out pre-departure medical screenings.
- Construct one health center to expand service delivery.
 - Deploy healthcare workers to provide 24/7 health services.
 - Deploy incentive workers to support health operations.

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Nyakhat Nhial, a South Sudanese refugee in the newly established Luakdong site in Gambella, Ethiopia, seeks urgent medical attention for her child after hours of waiting at the nutrition center. A doctor from UNHCR partner DPO examines the child but refers them to the nearest hospital due to lack of treatment supplies.



- Procure medicines and medical supplies.
- Procure ambulance for emergency referrals.
- Facilitate medical referrals to secondary health facilities.
- Support, rehabilitate, capacitate, and strengthen Nyinyang Primary Hospital to improve patient care.
- Implement cholera outbreak prevention and response, including Oral Cholera Vaccine (OCV) campaigns.
- Establish and operate Cholera Treatment Centers (CTCs).
- Conduct capacity building for healthcare and community health workers.
- Distribute mosquito bed nets (blanket coverage).
- Provide health education and conduct disease surveillance.
- Promote safe motherhood services, including family planning, antenatal care, obstetric care, postnatal care, post-abortion care, STD/HIV and TB prevention and control services
- Provide mental health treatment and counseling sessions for individuals and groups.
- Dignity kit distribution to women and girls.

Nutrition & Food

- General food distribution (GFD) - monthly cycle.
- Nutrition support and hot meal for new arrivals, pending availability of GFD.
- Conduct screening and early identification of malnutrition among children under five years in Muon, Matar, and Luakdong.
- Screen pregnant and lactating women (PLW) for malnutrition.
- Implement Community Management of Acute Malnutrition (CMAM) programs.
- Promote Infant and Young Child Feeding (IYCF) practices.
- Address micronutrient deficiencies through vitamin A supplementation and deworming.
- Conduct Standardized Expanded Nutrition Survey (SENS) assessments.
- Support backyard and communal gardening activities in Luakdong and promote nutrition-sensitive agriculture.
- Provide nutrition supplies for moderate acute malnutrition (MAM) cases through Targeted Supplementary Feeding Programs (TSFP).
- Construction of distribution shelters and waiting areas for the refugees.

Shelter and Logistics: Shelter interventions are being implemented in phases to support the safe and dignified settlement of new arrivals. The response includes the construction of

line

upgradable emergency shelters at the household level, in with the Luakdong camp layout. To improve access and facilitate service delivery, internal and access road networks are being developed. Given the site's

South Sudanese refugee volunteer in the food distribution area at the entrance of the Luakdong site in Gambella, Ethiopia, where South Sudanese refugees collect their food rations.



vulnerability to flooding, flood mitigation measures including the construction of dykes and drainage systems are also being prioritized in coordination with response partners.

Key Priority Activities

- Construct upgradable emergency shelters for newly arrived households to ensure safe and dignified living conditions.
- Develop and construct access and internal road networks to improve mobility and facilitate service delivery within the settlement.
- Implement flood mitigation measures, including the construction of dikes and drainage networks, to reduce environmental risks and enhance site safety.
- Provision of emergency shelters such as family tents to the most vulnerable families and construction of the communal shelters at the reception Centre
- For the purpose of protecting the forest, UNHCR will distribute 3 eucalyptus poles, 0.5kg of nails, 1 rope and 1 plastic sheeting to the family to build their own makeshift shelters as they wait for the upgradable emergency shelters to be finalized at the household plots.
- Provide (temporary) shelter kits to households relocated to Luakdong, pending construction of upgradeable shelters, alongside blanket non-food item distribution to new arrivals.
- Provide logistics support for construction of crucial facilities such as storage for food and non-food items, grinding mill, registration centres.

Education in emergencies is a critical, life-saving intervention that provides safe spaces for learning, protection, and psychosocial support. During the emergency phase, the response will prioritize access to pre-primary and primary education for refugee children through the establishment of temporary learning spaces, recruitment of incentive teachers, and distribution of scholastic materials. These efforts aim to restore a sense of normalcy, promote resilience, and reduce protection risks such as exploitation, early marriage, and recruitment into armed groups. A Joint Education Needs Assessment conducted in June 2025 identified key gaps and estimated the number of school-age children, guiding the scale and scope of the emergency education response.

Key Priority Activities

- Establish Temporary Learning Spaces (TLS) in refugee settlements and host community schools to ensure safe and immediate access to education.
- Identify and engage refugee teachers to support learning continuity.
- Provide training for teachers on psychosocial support and inclusive education practices to address the diverse needs of learners.
- Distribute teaching and learning materials to support classroom instruction.
- Integrate life skills education and protection messaging into emergency education programs to promote

At the Luakdong site in Gambella, Ethiopia, South Sudanese refugee Nyadet Dieng Jak poses for a photo with her family. The group stands together in a moment of unity and resilience, having recently relocated to higher ground to escape flooding. As the site continues to receive new arrivals fleeing conflict in South Sudan, families like Nyadet's are working to rebuild a sense of community and stability amid challenging conditions.



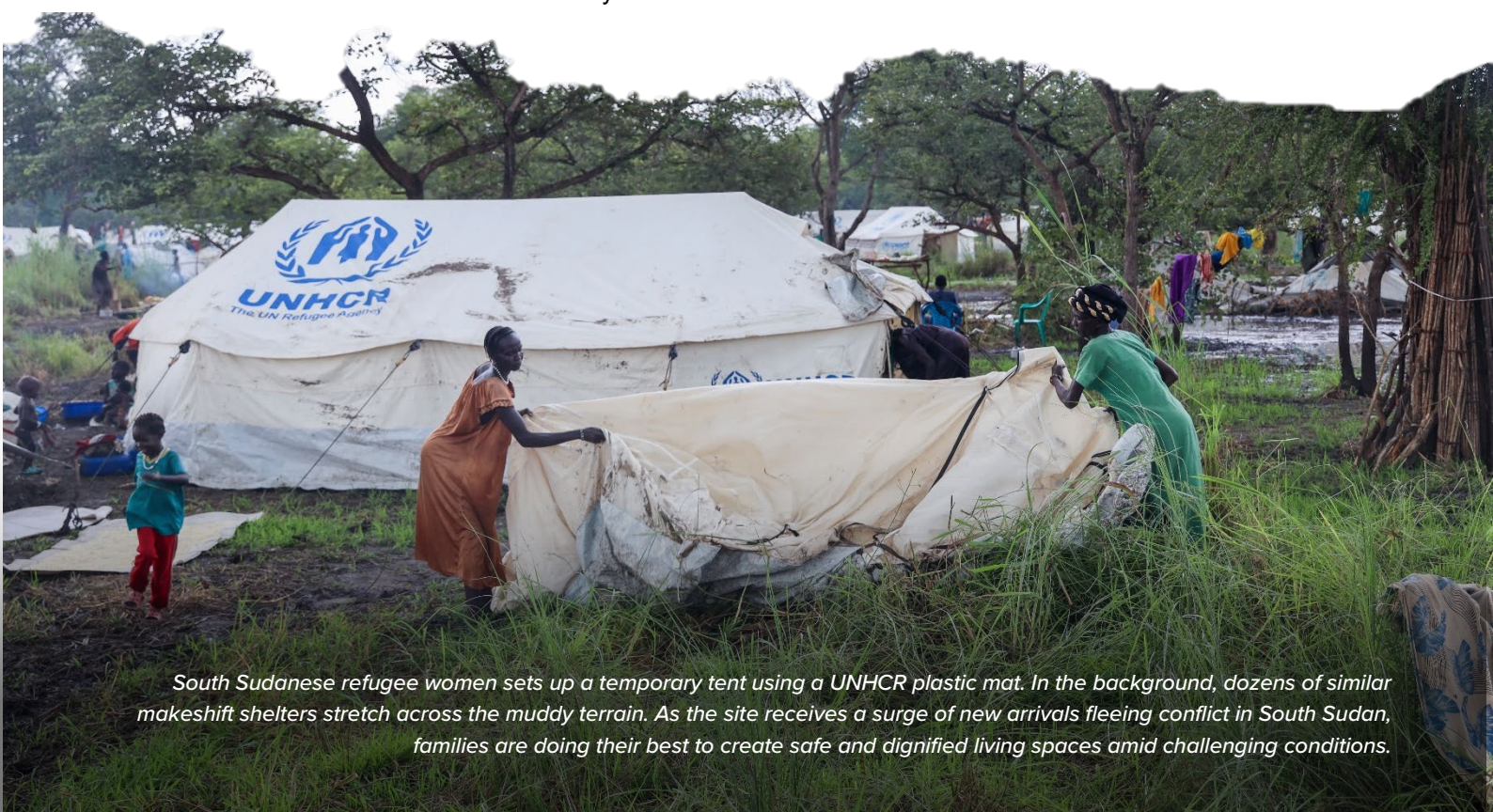
resilience and safety.

- Establish and strengthen referral systems linking education with child protection, health, and other essential services
- Implement emergency school feeding programs to support the nutritional needs of refugee children attending school.
- Rehabilitate host community schools in which refugee families have sought refuge to ensure conducive environment for learning.
- As the response evolves (beyond the initial lifespan of the July-December 2025 ERP), further investment in sustainable learning will be crucial, including through construction of education infrastructure designed to serve both refugee and host community students at all levels.

Moreover, **sustainability remains a key consideration** in the planning and implementation of all aspects of the emergency response. Efforts will be made to **mainstream environmental sustainability** across all sectors by promoting the use of eco-friendly construction materials, encouraging reforestation and soil conservation activities (including through shade and fruit tree planting during the establishment of the camp), and exploring clean energy solutions where feasible (including provision of alternative sources of energy at refugee household level to reduce reliance on firewood and unsustainable fuels). Community engagement regarding environment protection considerations will be mobilized. Waste management and water conservation practices will also be integrated into site planning and service delivery. Given the flood-prone nature of the region and the potential environmental impact of large-scale displacement, climate risk assessments will inform the selection of settlement sites and the design of infrastructure. These considerations aim to minimize the environmental footprint of the response and contribute to long-term resilience for both refugee and host communities.

While the ERP budgets for prioritized, life-saving interventions during the first six months of the emergency response, partners will seek to lay the groundwork for a continued commitment to expand refugee **livelihoods** to foster self-reliance and economic inclusion and contribute to overall local economic development benefiting the wider host community. Over the longer-term, given the availability of sufficient land and a perennial river, the area is highly suitable for both irrigation-based and rain-fed agriculture. This presents an opportunity to strengthen food security, generate income, and reduce dependency on humanitarian assistance. Complementary livelihood interventions such as vocational skills training, small business development, and access to financial services will also be prioritized to diversify income sources and build resilience.

During the lifespan of the ERP, services will be provided at key locations, including entry points, transit centres, and temporary settlements as well as the camp, ensuring that both refugees and host communities have access to essential support. Implementation will be carried out through partnerships with local authorities and community-based structures. Coordination mechanisms will be reinforced



South Sudanese refugee women sets up a temporary tent using a UNHCR plastic mat. In the background, dozens of similar makeshift shelters stretch across the muddy terrain. As the site receives a surge of new arrivals fleeing conflict in South Sudan, families are doing their best to create safe and dignified living spaces amid challenging conditions.

to ensure complementarity, avoid duplication, and promote efficient use of resources.

Information and Communication

In response to the emergency, the IT Emergency Operations Plan outlines a phased strategy to rapidly deploy critical IT infrastructure and communication services. This includes establishing secure voice and data connectivity, reliable power sources (solar, grid, and generators), and building local IT capacity to support partners in delivering essential services. The plan also covers the setup of radio rooms, satellite communication, and internet services in the field office and other response locations. These efforts aim to enhance coordination, registration, protection, and logistics, while mitigating operational risks and ensuring a smooth transition from emergency response to sustainable operations for over 50,000 individuals.

Key Priority Activities:

- Ensure installation of sufficient electrical power sources including generators, solar systems, and grid connections across field offices and other operational locations.
- Establish reliable voice and data connectivity through local internet service providers (ISPs) and satellite systems, with adequate bandwidth and backup links to meet operational demands.
- Provide cost-effective communication solutions using GSM and satellite technologies in areas where such facilities are available.
- Deploy voice and data connectivity tools such as SAT phones to ensure communication coverage across all response locations.
- Install and configure robust IT systems to support operational continuity and service delivery in the field office and other key sites.
- Set up voice, data, and radio communication infrastructure — including VHF, HF, and satellite capabilities — to enhance staff safety and ensure uninterrupted operations.

Activities and budget

Sector	Sub-Sector	Response activities	Financial requirements (USD)	Response Partners
Protection	General Protection	1. Strengthen protection monitoring. 2. Registration.	2,995,080.48	RRS, UNHCR
	GBV	3. Community-based protection, establishment of		



World vision, UNHCR and WFP's partner collects South Sudanese refugee tokens and verifies names at the entrance of the Luakdong site in Gambella, Ethiopia, where South Sudanese refugees collect their food rations.

Sector	Sub-Sector	Response activities	Financial requirements (USD)	Response Partners
	Child Protection	community structures and support to persons with specific needs. 4. GBV and child protection services, including case management and safe spaces; support unaccompanied and separated children through the implementation of BIP (Best Interest Procedures); 5. Improve data collection. 6. Coordination with local actors while ensuring refugee inclusion from the start.		RRS, UNHCR, UNICEF, PIE, DCA, ACF-US RRS, UNHCR, UNICEF, PIE
Shelter & Logistics	Shelter	Site development in Luakdong; construct and rehabilitate access roads; deploy safe communal hangars, family tents, plastic sheets, and solar lighting to support safe and dignified settlement of new arrivals.	6,614,429.58	RRS, UNHCR, DEC, AAHI, PIE
Food Security		General Food Distributions and Cash/Voucher Assistance, where feasible, to address acute food insecurity, ensure immediate nutritional support, and promote dignity and local market engagement through coordinated partner efforts.	9,681,057.67	RRS, WFP, UNHCR, WVI, PIE, DCA, ACF-US, GOAL
Health & Nutrition	Health	Scale up preventive and curative health services, including vaccinations, nutrition screening, and treatment for acute malnutrition; support maternal and child health, behaviour change communication, and infrastructure development to ensure continuity of care and early detection.	2,818,260.59	RRS, UNHCR, WHO, DPO, HI, IRC
	Nutrition		4,332,525.07	UNICEF, WFP, ACF-US, GOAL

Sector	Sub-Sector	Response activities	Financial requirements (USD)	Response Partners
WASH		Ensure access to safe water through trucking, treatment, and storage; development of semi-permanent water system - borehole drilling, pipeline distribution network storage and water distribution points development; construct emergency latrines and handwashing stations; distribute hygiene kits and disinfection supplies; promote hygiene practices and monitor water quality to prevent disease outbreaks.	8,039,719.33	UNICEF, UNHCR, RRS, OXFAM, PIE, DCA, ZOA, ACF-US, NCA
Education		Establish Temporary Learning Spaces (TLS), identify and engage refugee teachers, provide training for teachers, distribute teaching and learning, integrate life skills education and protection messaging into education programs, establish and strengthen referral systems and implement emergency school feeding programs.	2,673,391.58	PIE, UNICEF, UNHCR
CRI/CBI		Provide non-food item kits to households.	8,320,878.48	UNHCR
Energy & Environment	Energy	Distribution of cooking equipment/fuel, utilizing alternative sources of energy where possible; reforestation including tree planting during establishment of the camp.	2,000,000.00	UNHCR

Sector	Sub-Sector	Response activities	Financial requirements (USD)	Response Partners
Information and Communication		Deploy power sources (solar, grid, generators) across response locations. Establish voice and data connectivity via ISP, satellite, and GSM. Provide SAT phones and configure IT systems for field operations. Set up radio communications (VHF, HF, satellite) to support safety and continuity.	246,000	
Coordination and Information Management		Weekly IA and sectoral coordination meetings, monthly joint national and regional IA coordination meeting. Ensure field coordination including through camp coordination with refugee leadership. Strengthen information management through reporting and dashboards, assessments and protection monitoring and service mapping.	1,000,000.00	RRS and UNHCR
Total			\$ 48,721,342.77	

4. COORDINATION ARRANGEMENTS

The inter-agency emergency response is coordinated jointly by RRS and UNHCR, in line with the RCM. RRS, mandated with refugee management in Ethiopia, plays a leading role at the national, regional and field levels. Coordination mechanisms are well-established, with regular meetings and sector-specific coordination across all levels. These efforts aim to ensure coherent, complementary interventions and strengthen monitoring and accountability frameworks. All coordination meetings are co-chaired by RRS and UNHCR, reinforcing joint leadership and shared responsibility.

Since the onset of the emergency, humanitarian partners have mobilized to deliver life-saving assistance to new arrivals. To maintain a coordinated and effective response, weekly inter-agency and sectoral coordination meetings are held, bringing together UN agencies, NGOs and other stakeholders to align interventions, share updates, and address operational and cross-sectoral challenges. In

addition, a monthly joint national and regional inter-agency coordination meeting is convened to ensure strategic alignment, facilitate information sharing across levels, and strengthen collaboration among partners responding to the crisis. Sectoral Working Groups cover key areas including Protection (including Child Protection and GBV Sub-Working Groups), Health & Nutrition, Food Security, WASH and Shelter & Logistics. These coordination structures ensure the response partners work collaboratively, avoid duplication, and respond to emerging needs in a timely and targeted manner. Coordination efforts are further supported by ongoing assessments, joint monitoring and robust information-sharing that enhance transparency, complementarity, and responsiveness.

Information Management (IM) is central to the response. The response will focus on strengthening IM capacity to support data collection, analysis, and dissemination across sectors.

Key Priority Activities

- Coordinated needs assessments and protection monitoring;
- Mapping of services and gaps;
- Real-time dashboards and reporting tools;
- Support to sectoral working groups with data analysis and visualization.

Rapid needs assessments and protection monitoring will be conducted regularly to inform programmatic adjustments and ensure that interventions remain responsive to evolving needs.

ANNEX 1: COORDINATION STRUCTURE

Visual representation of the coordination structure is provided below.

ANNEX 2: Operational Dashboards & 4Ws

Access the Power BI Report here: [\[Operational Dashboards & 4Ws\]](#)

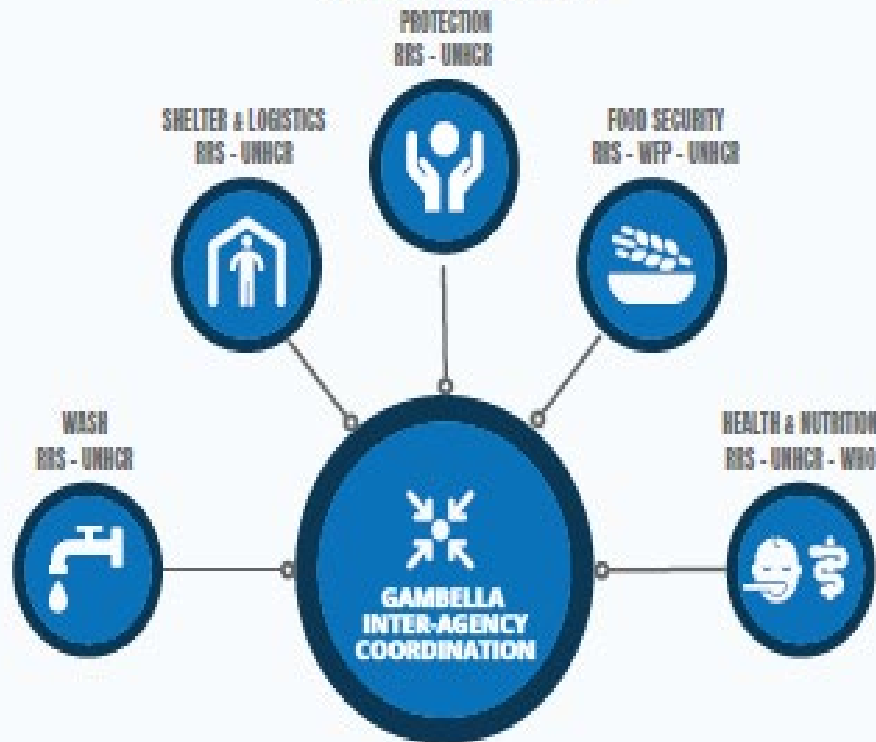
ANNEX 3: Refugee Funding Tracker – 2025 Reporting Link

Submit funding updates via: [\[Inter-Agency Fund Reporting Form for RFT in 2025\]](#)

South Sudan Emergency Response

Inter-Agency Coordination

Gambella Region



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Refugees and Returnees Service

