



The value of our volunteers

The study focusing on a value of the young volunteers working in refugees camp in South Sudanese in White Nile State

Sudanese Red Crescent Society

by

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of Red Cross and Red Crescent Societies
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Strategy 2020 voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
 2. Enable healthy and safe living
 3. Promote social inclusion and a culture of non-violence and peace
-

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Executive summary

The value of volunteers study focuses on the key role played by volunteers of Sudanese Red Crescent Society (SRCS) – White Nile state branch (186 volunteers) for managing 8 refugee camps and 3 Border crossing points for South Sudanese refugee in White Nile State. The project of (South Sudanese Refugee) has implemented by the SRCS volunteers across the White Nile state. More than 82,000 people and 23 thousand families have fled due to internal conflict in South Sudan since December 2013 and have crossed the borders seeking safety and protection in the White Nile state of Sudan.

Key findings

Key findings

- 83697 individual beneficiaries reached in 2016.
- Total number of Volunteers mobilized (core volunteers managing the camps): 118
- Total number of additional volunteer mobilized for temporary activities inside Refugee Camps: 68
- Total number of Refugee Camps leading by volunteers: 8
- Total number of Border Crossing Points leading by volunteers: 3
- Total Number of Water point leading by volunteers: 3
- Total number of volunteer hours: 923,328.0
- Equivalent full time staff for total number of volunteer hours: 481
- Total volunteer value: 2,268,396.0 CHF.
- Investment: 1,031,400 SDG/161,763 CHF.
- VIVA ratio: 1: 14

At a glance!

- 83,697 individual beneficiaries reached in 2016.
- Total number of volunteer hours: 923,328.0
- Equivalent full time staff for total number of volunteer hours: 481
- Total volunteer value: 2,268,396.0
- Investment: 1,031,400 SDG/161,763 CHF.
- VIVA ratio: 1:14

Recommendations

1. Advanced Training Opportunities on volunteer management and Camp management.
2. Strengthening volunteer's capacity by providing Courses on English language & computer.
3. Providing the volunteers with psychosocial support.
4. Initiating Creative entertainment programs and activities for the volunteers.
5. Provide the volunteers with the necessary personal protective equipment and work's supplies (rain coat, etc.)

For full list of recommendations, turn to page 19.

1. Introduction

This study is considered as the first Study conducted by the Volunteering Development office HQ- SRCS for showing the Economic and social value of our volunteers, It focus on the White Nile Branch volunteer's contribution in managing the South Sudanese refugee camp.

Youth on the project

The youth volunteers working on the South Sudanese refugees support project represents 75% while the senior represents 25% Based on the results of the survey, which was conducted in the refugee camps, these results confirmed the important role played by the youth volunteers in the management of refugee camps.

The objective of this study

1. To determine the economic & social value brought by the SRCS volunteers.
2. To identify the good practices and lessons learnt of the volunteer camp management.
3. To documented successful stories for volunteers on refugee Camps.

Scope and limitation

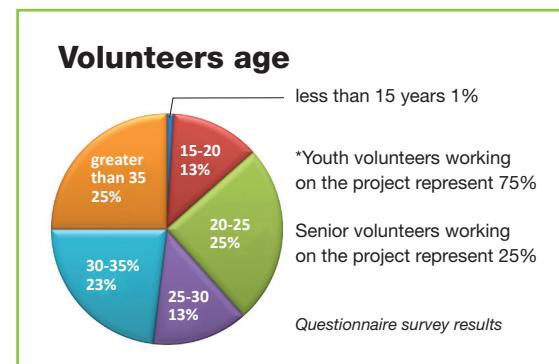
This Study focused on the volunteers who are managing and leading the refugee camps (186 volunteers working through 8 refugee camps). The limitation of this study didn't covered the whole period of the South Sudanese refugee support project rather it has only considered the period between 1 Jan 2015 to 31 Aug 2016 (18 months).

Methodology of the study

We have examined and reviewed Volunteer's records, project plans, reports, budgets, and other documents related to volunteering work for relevant period. Different methods have been applied for collecting the data related total number of volunteers working on the project and the total number of hours rendered by those volunteers,



Volunteer supervisors of Refugee Camps: SWOT analysis



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and also the total investment (all the expenditures on the volunteers and their activities), and as well as the social value of volunteering.

The Methods were used

1. For Economic Value Calculation:

- 1.1. Questionnaire survey: Questionnaire survey was conducted with the 104 volunteers (working on the refugee camps) to get volunteering hours, in addition to that it also collected information related to the training received by the respective volunteers for managing camp.
- 1.2. Group Discussion: 8 group's discussions were organized with 5 volunteers from each refugee camp. This group discussion was conducted to know volunteers experience on Camp Management and also get some recommendation for the study.

2. Social value

- 2.1 SWOT Analysis: this process was conducted to analyze the Strengthens & weaknesses (internal environment); Opportunities & Threats (external environment) for the Refugee Camps managements by the SRCS-White Nile Volunteers, A group of 16 volunteers (8 Camps supervisors & Block officers). Did the SWOT analysis. Came up with important volunteers' recommendations.
- 2.2 Listening sessions: Conducted for 18 people (8 Camp management volunteers), one Staff (The Director of SRCS- White Nile Branch) and 9 South Sudanese Refugees (the beneficiaries of the camps). This process documented the best practices & success stories for the SRCS volunteers on the Refugee Camps Management.



Registration team

Sudanese Red Crescent Society (SRCS)

The Sudanese Red Crescent society (SRCS) is considered as the most senior and experienced in the humanitarian work in Sudan. Volunteering history in the SRCS started in 1923 as branch of the British Red Cross Society, and it was recognized by the international Movement in 1957 after the independence from the canalization of England, and also recognized as a member of the International Federation of the Red Cross and Red Crescent Societies. SRCS has plenty of human resources. The volunteers represent the core of this resources base of 376,500 and 10% estimated to be active (53,000), in addition to (664) staff.



For more information about the SRCS and its services go to <http://web.srcs.sd/>

Vision

The lead society in providing quality humanitarian services that brings change for strong and peaceful communities.

Mission

Improve the situation of the most vulnerable and promote human dignity and peace culture.

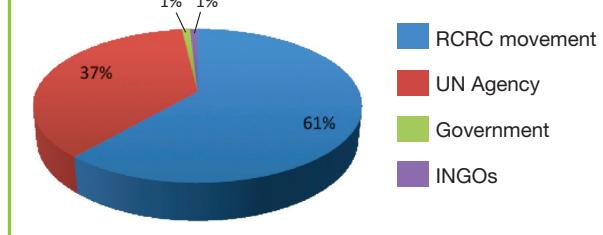
The Strategic Goals

- To promote the principles of the humanitarian values and support spirit of volunteerism.
- To upgrade humanitarian/health services and disaster risk reduction techniques.
- To Disseminate Humanitarian Values, peace culture and consolidate for safe life.

Field of work

- ✓ Disseminate humanitarian values and International Humanitarian Law.
- ✓ Health and reduction of health risks.
- ✓ Disaster Management and Disaster Risk Reduction.
- ✓ Organizational development and Resources Mobilization.

SRCS partners contribution



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Volunteering Development HQ

Volunteering development office in the head quarter is concerned with the administration for all the SRCS volunteers in the branches. The volunteers representing all the Sudanese communities; SRCS volunteers network continuously and effectively participate in the delivery of humanitarian assistance to the vulnerable communities in different parts of the country. Aiming at contributing to disasters risk reduction and mitigation, recovery and development of the disaster affected or prone communities.



The Second Camp for the volunteering development 2013



“We as volunteers completely faithful to the fundamental principles of international movement of Red Cross and Red Crescent and we love these emblems in order to offer our humanity services.”

Hisham Mustafa Abd Allah-Supervisor of Al-Raids Camp

SRCS-White Nile Branch

Sudanese Red Crescent White Nile branch has been founded in 1994. SRCS white Nile branch worked at different areas including the development, rehabilitation and disaster management, health, women's development and orphanages. The First Aid is considered as the most important activities carried out by the branch to services the community which has provides by qualified trainers, SRCS White Nile has gained the trust of the donors, partners and United Nations Agencies which are involved in humanitarian emergency aid and development program. Furthermore and also has a good contribution in all State-level humanitarian activities in coordination with its partners such as:

1. Ambulatory coverage especially during national events such as the referendum and elections.
2. Participation in immunization campaigns in collaboration with the broad immunization management.
3. Tracing services and restoring family links (RFL).
4. Traffic safety.
5. Basic health care.
6. Water and environmental sanitation services
7. Health and therapeutic centers.
8. National program to combat tuberculosis.
9. National Community Health Volunteers Program (NCHVP)
10. Disaster preparedness and response.
11. Southern Sudanese refugee's camps management.
12. Sheltering.
13. Nutrition.
14. Psychosocial support.
15. Child friendly spaces.
16. Orphanages supported by the UAE Red Crescent.
17. Food distribution for the South Sudanese refugees supported by the world food program.



SRCS White Nile Supervisors – Camp of Al-Redis 1



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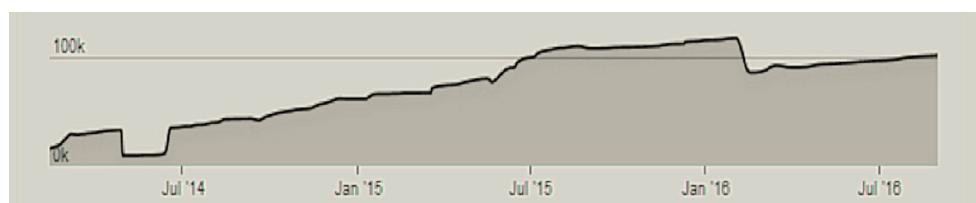
South Sudanese Refugee Support Projects

Since December 2013 the situation in South Sudan has deteriorated according to the conflicts and political tensions. Over 82 thousand people have fled the fighting seeking refuge within Sudan (White Nile State) as the result.

At the end of 2013 flocked 23,000 families from South Sudan to the White Nile State¹. According to that influx Sudanese Red Crescent Society (SRCS) mobilized Volunteers for helping and the South Sudanese people crossing the Sudanese borders. The SRCS Volunteers received the refugees and provide them with the necessary emergency services, such as First Aid, psychosocial support. They also organized temporary Shelter (waiting Point) for them On Kilo10 Area in Al-Salam Locality².

By 2014 SRCS volunteers moved the South Sudan Refugees from Kilo10 Area in Al-Salam Locality to the refugees Camps which was established for them at different places³ in White Nile State. The total No of refugee Camps reached 8 with 3 Border Crossing point throughout the White Nile State. The actual number of refugees till now reached 101,621.

For more details <http://data.unhcr.org/SouthSudan/region.php?id=52&country=204>



This diagram shows the Refugee influx since 2013-2016.



Refugee Camps

¹ Sudanese Boarder State.

² This locality belongs to White Nile State.

³ This area of land belonged to some Sudanese tribes has donated it for refugee Camps.

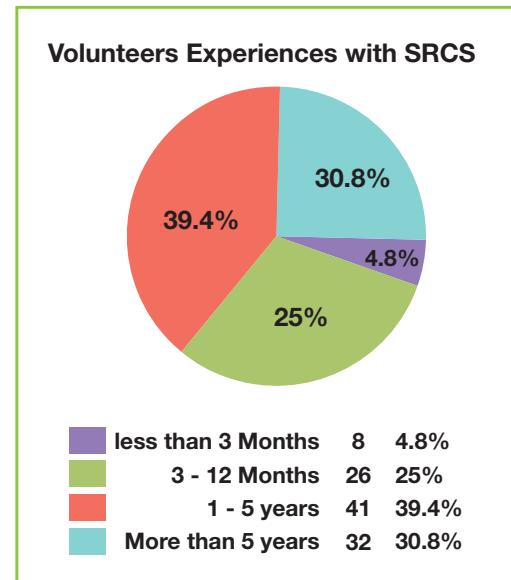


Management of Refugee Camps

SRCS Volunteers lead and manage all these Camps and Border crossing Points since the beginning. They have different roles performed on the refugee Camps and also working alongside with other organizations and Government inside the camps. They have strong cooperation and coordination with each other at all the levels.

Their roles and responsibilities in the Refugee camps are stated as below:

1. Refugee Camp Office administration.
2. Supervision of the Blocks.
3. Housing and sheltering.
4. Tracing services.
5. Relief Services.
6. WASH
7. First Aid services, Home Nursing and Training.
8. Patient services in the clinic.
9. Individual's psychological support.
10. Nutrition Screening.
11. Home visits.
12. Health services
13. the refugee's services



“(One day when we were distributing bimonthly relief in Jury refugee's camp, I got attention for a woman stand crying beside me, I asked her Merry what is happened; did you get your ration? She looked at me for a moment and nodded her head slowly: yes I did! Then I asked her again kindly: what is wrong with you? She was whispering to me with confusion and great pain: I need supplementary feeding! I look at her wondering! I know she have not kids; why she needs supplementary feeding. She disappeared quickly.

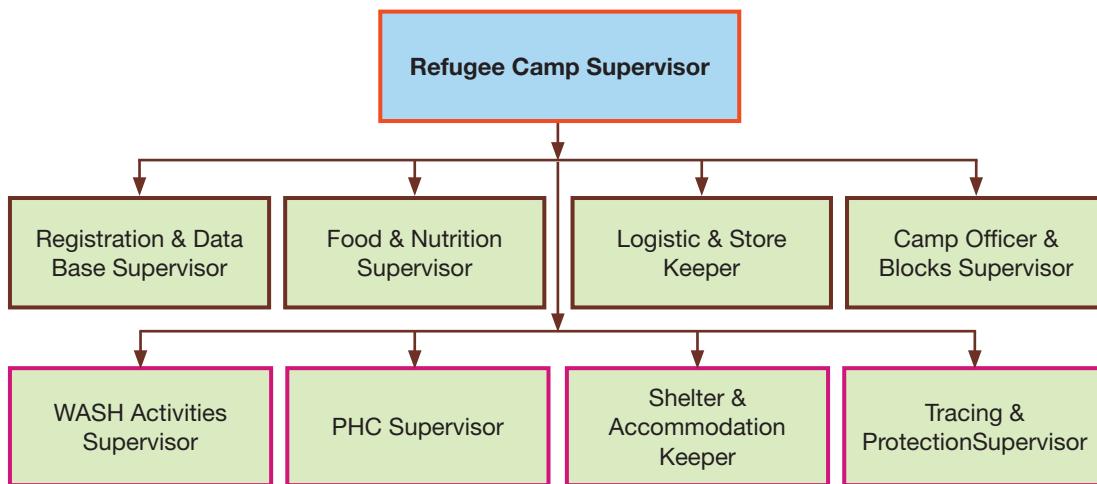
Suddenly I realized she remembered her dead Kids in the fighting, I looked for her, she was still crying, I tried make her calm down and I provided psychosocial support to her.) **”**

By Amera Yonis Mulwak- volunteer in Refugee Camps

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Administrative Structure of Refugee Camps



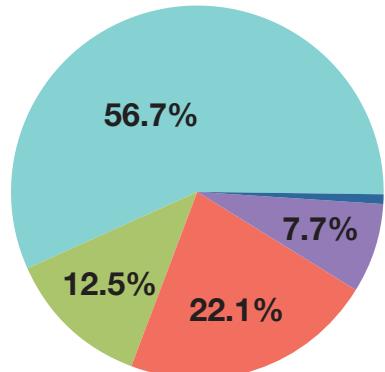
Volunteer's administrative system

They have rotation system for the volunteers who are working on the Refugee camps, shifting them every three months, and also they have a program for exchange experiences between them.

Volunteer protection

All the volunteers have Insurance (Health, Social and Accidents).

How many hours you've spent on the refugees camps per day?



less than 4 hours	1	1%
4 -8 hr	8	7.7%
8 - 12 hr	23	22.1%
12 - 16 hr	13	12.5%
more than 16 hr	59	56.7%

SRCS and Partners Missions at Refugee Camps

	Organization	Responsible
1	SRCS	Camps management & Supervision by Volunteers, Water &Environmental Sanitation, Clinic. Implementation.
2	UNCHR	Sheltering, Supported some projects.
3	WFP	Food
4	SAIDO	Environmental sanitation
5	Environmental Health Administration	Environmental sanitation, Spray campaigns
6	Plan Sudan – Ether	Child-friendly spaces.
7	UNICEF	Education
8	Social Welfare	Child & women protection Activities.
9	JASMAR	Women Activities.
10	Voluntary Aid Program	Projects of Increasing income
11	Pace Friends	Projects of Increasing income
12	Ministry of Health	Nutrition Department - The immunization
13	UNFPA	Care of women on reproductive age
14	WHO	Support other clinics and drugs



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2. The economic value of our volunteers

A. Total number of volunteer hours

Table 1. Total number of hours rendered by volunteers

Total Number of volunteers	186
Total number of volunteers hours rendered	923,328.0

As the presented in the table, 186 volunteers rendered volunteering services for the South Sudanese refugees support project in White Nile State throughout the study period.

B. Full-time staff equivalent of total number of volunteering hours

In order to carry out of the 186 volunteers, the Branch would need the equivalent of 480 full time personnel. This was computed as follows:

$$\begin{aligned}
 \text{Equivalent full time staff} &= \frac{\text{Total volunteer hours}/40 \text{ hours per week}}{48 \text{ weeks per year}} \\
 &= \frac{923,328.0/40}{48} \\
 &= 481 \text{ Staff}
 \end{aligned}$$



Relief Services

SRCS

C. Total volunteers investment

The total volunteer investment shows all the expenses associated with having volunteers. It emphasized that these expenses were incurred by the SRCS-White Nile Branch because of the presence of the South Sudanese refugees support Projects. if there were no Refugee camps management volunteers, White Nile Branch will not be incurring these expenses.

Table 2. Total volunteer investment in 2015

Category of Expenditure	Cost details	Amount (currency)		%
		SDG	CHF	
Food & incentive	Expenses on meals & Snacks provided for volunteers	156,000	24,467	15%
Transportation	Expenses on transportation for volunteers to fulfill their duties	23000	3,607	12 %
Equipment	Equipment provide to volunteers	95,300	14,947	9%
Training	Expenses on workshops, Training courses for the volunteers. (Internal & external)	186,700	29,282	18%
Insurance	Expenses on insurance for the volunteers.	542,000	85,006	53%
Accommodation	Accommodation for volunteer when they are mobilized	28,400	4,454	3%
TOTAL		1,031,400	161,763	100%

This table does not include the full budget of the south Sudanese refugees support project expenses; however, it is only focuses on the volunteers' expenses that run the camps. SRCS-White Nile Branch had its own finance team track all expenses covered per activity of the volunteers who worked on the Refugee Camps.

Food expenses include the costs spent in catering for training, refresher training, and refreshment when volunteers were deployed in the field and other sorts of items that were classified as food used by volunteer during their work on the refugee Camps. In addition to the expenses on transportation, equipment, training, insurance and accommodation for the volunteers who are working in the refugee Camps.



Alagaya field clinic



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D. Total volunteer value

This study analyzed the functions carried out by volunteers and time spent on each activity, and matches it to the equivalent paid work at the market wage. This produces an estimated amount- what the national society would need to pay if it were hiring staff to carry out the same work. The table below presents the equivalent positions or paid works a volunteer is doing during the course of their duties.

Equivalent paid job	Volunteers role (and total time rendered volunteering for these)	Equivalent staff	Estimate salary per months/ CHF	Number of months	Total volunteer value (2015-2016) 18 month
Camp manager	Supervisor & Officer of Refugee Camp	481	262	18	2,268,396.0



Child friendly space

E. The VIVA ratio

The VIVA ratio is computed using the formula:

$$\text{VIVA ratio} = \frac{\text{Total volunteer value}}{\text{Total volunteer investment}}$$

Using the values obtained during the VIVA exercise, it could be reached the following calculation:

$$\begin{aligned} \text{VIVA ratio} &= \frac{2,268,396.0}{161,763} \\ &= \mathbf{1 : 14} \end{aligned}$$

The VIVA ratio calculation means that for every one CHF spent on the volunteers, the branch receives 14 CHF worth of value from services rendered by the volunteer.

F. Per capita costs and contributions

The per capita contribution will refer to the “volunteers mobilized in 2015-2016) calculation on the hours, value and expenditure for each refugee camp management.

Per capita hours	=	$\frac{\text{Total number of volunteer hours}}{\text{Total number of volunteers}}$
	=	$\frac{923,328.0}{186}$
	=	4,964.12 hours per volunteer

Per capita expenditure	=	$\frac{\text{Total volunteer investment}}{\text{Total number of volunteers}}$
	=	$\frac{161,763}{186}$
	=	0.87 CHF

Per capita value	=	$\frac{\text{Total volunteer value}}{\text{Total number of volunteers}}$
	=	$\frac{2,268.396.00}{186}$
	=	12,125.68 CHF



Volunteer's administration office Al-Redis Camp



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3. The social value of volunteering

The South Sudanese Refugees:

1. Get safety and security.
2. Sheltering and food.
3. Raising the health awareness and reduce the spread of diseases and epidemics.
4. Family reunions.
5. Restoring family links
6. Promote the culture of peaceful coexistence.

The host community

1. Raising the health awareness
2. Promoting the culture of coexistence and tolerance in the society.

SRCS

1. SRCS gain more trust and respects from the government authorities, community organizations, and partners.
2. SRCS become more prevalent.
3. Gain new volunteers from both communities.

Volunteers

1. The volunteers get better understanding and respect to their role from the community.
2. Gain new skills and knowledge.
3. Get new friends.
4. Learned how to cope and interact with the issues and problems of refugees.
5. Learned how to living in different culture, habit, customs, language.



SRCS volunteers are planting trees in the camp



“ Volunteers are essential torch for the success of the South Sudanese refugees support project, devoted their time and souls to help the others, we were surprised at the first time when we found out that our volunteers were providing services for arrival of the refugees and accounting them. They were considered as the first source of information about refugee camps.

They started working without any orders or directing from us (SRCS)... working with great efforts more than 18 hour even in the dark night and heavy rains trying to solve the refugees problems and issues... they also have high committed spirit and commitment to providing services for the

refugees. They play great role in serving and mapping the needs in the camps. During 6 days they are moved 26,000 refugees to the other new camps (Al-Redis – Al-Kashafa – Al-Alagaya). I appeal to all those higher authorities (SRCS) to support the volunteers training camps that we used to hold it yearly since 2007 so far... I consider the succession of volunteers on the camp management come as the results of earlier volunteers training camps. **”**

D. Osama Othman Talha

Branch Director of SRCS White Nile



Volunteer Training camps – Evacuation Training



4. What other values does volunteering bring?

1. The volunteers learned how to adapt in the different culture and diversity.
2. The volunteers get knowledge on the Camp management.
3. The volunteers gain new skills on mapping and surveying the land of the camp.
4. The volunteers earned skills on the communication, networking and how to create the social relationship with the communities.
5. The volunteers get new knowledge from the both communities.
6. The volunteer has learned the flexibility and patience to handle the problems.

5. Conclusion

- The results of this study shows the Economic and social Value of the Volunteers who are leading the South Sudanese refugees support project in the SRCS White Nile branch. The volunteers played important role and proved their skills of managing the refugee camps. The study reveals that 481 full time staff required doing the same work that done by 186 volunteers. The VIVA ratio show that every 1 CHF invested in volunteers, the Sudanese Red Crescent Society receives 14 CHF worth of services by the volunteers.
- The volunteers' effort in the refugee camp has not only help mitigating the trauma and vulnerability of the South Sudanese refugees but also helped SRCS earing trust and respect from the community, Government and other partners.
- This Viva study will help the SRCS to develop and promote the volunteers work.

“we came from WadiKona South Sudan, we are crossing Sudanese borders on foot, we met the volunteers of Sudanese Red Crescent on the south Quack, they providing us water and food, thank you SRCS for helping and saving. ”

Steven Michal Sholl

South Sudanese refugee leader



Volunteer Training camps – Training for building shelter



6. Recommendations

1. Advanced Training Opportunities on volunteer management and Camp management recommended.
2. Strengthening volunteer's capacity by providing Courses on English language & computer.
3. Providing the volunteers with psychosocial support.
4. Initiating Creative entertainment programs and activities for the volunteers.
5. Provide the volunteers with the necessary personal protective equipment and work's supplies (rain coat, etc.).
6. Volunteers need Motivation and recognition from the Headquarter through the Visits and appreciation letters.
7. Availability of emergency stocks of food in camps for the waiting refugees.
8. Provide ambulances for transfer emergency cases in the camps.
9. Enhance infrastructures for the refugee camps and volunteers offices (using Bricks instead of wood straw).
10. SRCS should raise the coordination and cooperation with the partners to understanding the role of volunteers.
11. Provide security and fire safety equipment for in the camps.



“We are wondering and feel confused when we touch this deep love that volunteers agreed, often varied their thoughts, attitudes, cultures, intellectual, educational levels, and even the age and experience, but they do not differ in their love for the SRCS... really there is no more proud of being a volunteer... to be a part of contribution to build a strong cohesive society and cooperative In order to achieve security and peace for the brother of yesterday and neighbors for today the South Sudanese refugees. **”**

Sharf Al-den Ali Ahmed
SRCS White Nile - VD Volunteer



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I would like to express my deepest appreciation to all those who provided me the possibility to complete this study. A special gratitude I give to my Resource person, Md. karmul Hasan, whose contribution in stimulating suggestions, encouragement, comment and advices, that helped me to coordinate this study especially in the writing .Furthermore I would also like to acknowledge with much appreciation the crucial role of the volunteers of the SRCS White Nile branch, who devoted their time and knowledge in the implementation of this project, and the staff who gave the permission to use all required equipment and the necessary materials to complete the task “VIVA collection data”. Special thanks go to my team mate; Sharf El-Den Ali SRCS White Nile branch – volunteering development vocal person, Khalifa Hammad Ali SRCS White Nile branch – M&E officer and Omer Sedig Abusn – SRCS White Nile branch Information media officer who help me in the flied (gathering information in the camps). Last but not least, many thanks go to the Director of the SRCS White Nile Branch, D. Osama Othman Talha whose have invested his full effort in guiding the Volunteers and Staff in achieving the SRCS goals through these projects. I have to appreciate the guidance given by Coordinator of SRCS Volunteering Development HQ Tarig Isaac; thanks to his comment and advices and inspiring me to select these projects for conducted this VIVA study .I also grateful to Hassan Omer the Head of HR – SRCS for provision of expertise, and technical support, and Special thanks to all SRCS staff and volunteers.

About the authors



Elbadawie Hussin Konona Hussin

Elbadawie Hussin Konona Hussin has joined the SRCS since 2005 in Omdurman locality-Khartoum branch.2010-2011 represented the SRCS as the Delegate of youth on the program of Youth Delegate Exchange experience (YDEP) between Sudanese Red Crescent and Norwegian Red Cross. Working as a volunteer within SRCS Volunteering Development office – HQ since a 2013, December 2014 has attended the Global Volunteering Forum in Bangkok, Thailand.



The Fundamental Principles of the International Red Cross and Red Crescent Movement

Humanity The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



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