



THANDIWE

**Female-headed
household caregiver,
34 years old.**



Raises three children alone; works as a domestic worker three days a week and has to travel far to get to work; manages water collection, cooking, and childcare. Active in local savings groups and well trusted by neighbours, but has never been invited to participate in a planning committee.



GESI IN ACTION

CHARACTER

JOHN

**Elderly resident with
mobility constraints,
72 years old.**



Has lived in the settlement for over 40 years and remembers every major flood since the 1970s. Walks with difficulty after a stroke. Relies on a grandchild to fetch water and relay information, since loudspeaker announcements are often too fast or too far away for him to hear clearly.



SIPHO

**Young unemployed man,
22 years old.**



Finished school but has not found steady work. Spends much of his time helping with informal clean-ups and rescue after floods or fires. Valued by neighbours for his strength and local knowledge, but rarely consulted in formal planning. Struggles with the expectation that men should 'manage' without asking for help.



AMELIA

**Mother of a child
with a disability,
29 years old.**



Her son uses a wheelchair. She is usually the only person responsible for his safety during evacuations and rarely has time to attend daytime community meetings. Deeply knowledgeable about which routes and shelters are actually accessible, though no one has asked her.

GESI IN ACTION



CHARACTER

MR KHUMALO

**Ward committee
member, 50 years old.**



Elected community leader who liaises with the municipality. Respected and experienced, but used to making decisions with a small group of mostly male committee members. Under pressure from the municipality to move quickly, which sometimes means skipping wider consultation with community members.

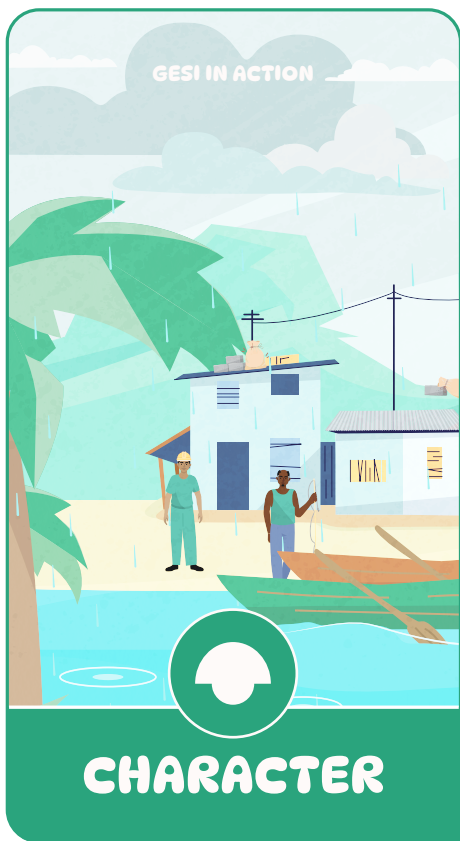


DUDU

**Informal trader,
45 years old.**

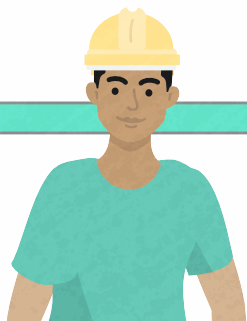


Sells vegetables and snacks at a stall near the settlement entrance (her only income). Floods and heat destroy her stock and stop her trade for weeks at a time. Well connected and hears news early through her customers, but is considered 'informal' and often left out of official communication.



CARLOS

**Male migrant resident,
38 years old.**



Moved from a rural province for work and speaks a different home language from the one used in most official communications. Works night shifts at a warehouse and is often asleep or away when daytime meetings or warnings happen. Uncertain of his rights to support, since he has no formal documentation for his home.



THATO

**Adolescent girl,
15 years old.**

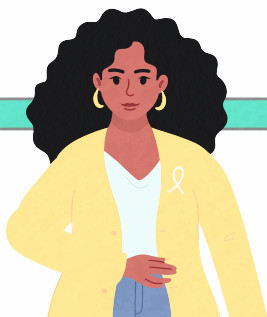


Still in school. Responsible for collecting water and helping care for younger siblings. Worried about safety at shared toilets and shelters, especially at night. Has clear ideas about what would make her feel safer, but has never been asked by an adult.



FATIMA

**Community health worker,
40 years old.**



Walks door-to-door checking on residents' health, especially during and after disasters. One of the few people who regularly enters people's homes and hears about problems before they become public. Not part of any official decision-making structure despite this knowledge.



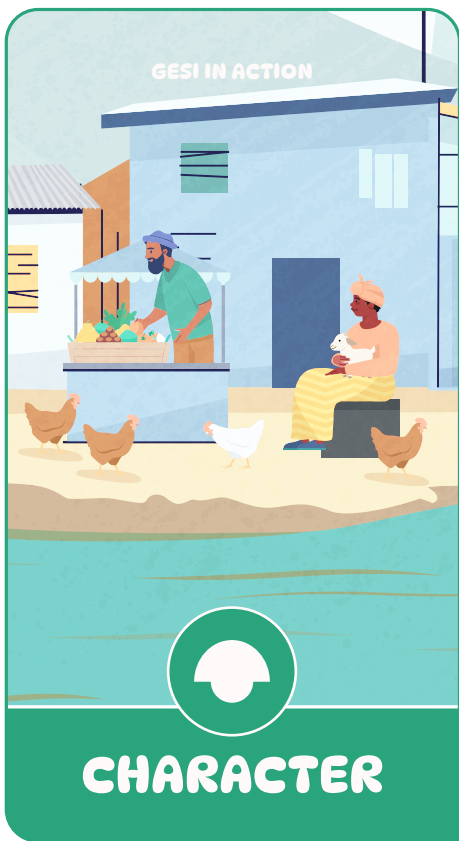
ZANELE

**Pregnant woman,
24 years old.**



Due to give birth within weeks.
Anxious about access to the clinic if
roads flood. Relies on neighbours for
support since her own family lives far
away. Her needs are easy to overlook
because pregnancy is treated as a
private, individual matter rather than
a planning consideration.

GESI IN ACTION



CHARACTER

NOMSA

**Small-scale farmer
and livestock keeper,
52 years old.**



Grows vegetables and keeps a few goats, relying entirely on a shared borehole and seasonal rain. As the dry season lengthens, she walks further each year to find water for her animals and crops. Deeply experienced in reading changing weather patterns, but water-rationing decisions are made by a committee that rarely includes women farmers like her.

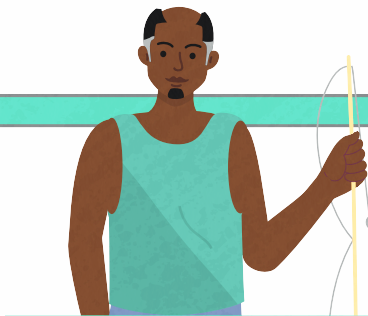
GESI IN ACTION



CHARACTER

JOSEPH

**Small-scale fisherman,
47 years old.**



Fishes daily from a small boat launched from the beach near the settlement; this is his family's only income. Coastal erosion has moved the safe launch point twice in five years, and he has not been consulted on any coastal protection or relocation planning. His home sits on customary land without formal title, which makes him anxious about being left off any future resettlement list.



MX DLAMINI

**Municipal Disaster
Risk Officer, 41 years old.**



Responsible for disaster response planning across several wards, with a small team and a thin budget. Wants to do right by residents, but senior officials often treat community consultation as a delay. Relies on Ward Committees, so they mainly reach residents who are already connected to them. Under real pressure to show results quickly, and rarely has time to visit settlements directly.