

**PRESENTATION TO THE**

**Joint Monitoring Committee on the  
Improvement of the Quality of Life  
and Status of Women**

**24 March 2006**

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Making South Africa a Global Leader in harnessing  
ICT's for Socio-Economic Development



**THE DoC TEAM**

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# CONTENT

1. Introduction of Department of Communications
2. Initiatives of DoC and its SOE's
3. Proposals on how ICTs could be utilised to achieve enhanced communication strategies, integrated data systems and consolidated statistics

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## 1. INTRODUCTION

### Vision

A global leader in harnessing Information Communication Technologies for Socio-economic development

### Mission

To enhance the well being of the peoples of South Africa, the African continent and the world through the creation of a sustainable and enabling Information Communication Technology environment.

### Role

To create a favourable ICT environment that ensures South Africa has capacity to advance its socio-economic development goals, support the renewal of Africa and build a better world

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## 2. INITIATIVES OF DOC AND ITS SOE'S

### 1. 112 Emergency call centre

- Established as a point of contact for emergencies - includes cases of violence against women and children
- Being piloted in the Western Cape Province - intention to roll out nationally
- Able to process calls from the different parts of the Western Cape - for the month of February 2006 alone, it was able to process 73 401 calls
- Equipped with state-of-the-art technologies: able to locate the caller and to facilitate a quick response (turn-around time) in dispatching help to the caller or victim.
- Statistics on the number of calls is being generated and can be disaggregated according to different categories - including violence against and abuse of women and children

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## 2. INITIATIVES OF DOC AND ITS SOE'S

### 2. Community Radio Stations

- Deregulation of some broadcasting policies ensured that broadcasting licenses are granted to radio stations that are owned and run by communities
- DoC has rolled out Community Radio Stations in all the provinces
- These stations serve as tools for disseminating information within the communities
- DoC has funded programme production by women for women and production by children for children

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## 2. INITIATIVES OF DOC AND ITS SOE'S

### 3. SAPO Postcard Project

- The post cards are collated, counted and pasted onto a huge Wall of Solidarity at the CSD for Socio-Economic Development



## 2. INITIATIVES OF DOC AND ITS SOE'S

- ### 3. Support of national 16 Days of Activism on No Violence

### 3. PROPOSALS

#### 1. Emergency call centres and help lines

- Need for one national emergency line where women and children can call during emergencies
- Currently different initiatives by government, the private sector and civil society - uncoordinated
- Various stakeholders from both the business community and civil society who have communications infrastructure that is strategically positioned to create a sustainable and collaborative environment to deal with emergencies resulting from violence and abuse of women.
- Different service providers in the ICT sector could run campaigns on their emergency lines so that the victims of violence and abuse can be able to call when they are in distress
- Biggest challenge - low telephone penetration in some communities.
- A process is underway to licence service providers in the under-served areas to provide telecommunications services

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### 3. PROPOSALS

#### 2. Enhanced communication strategies

- Different service providers could run awareness campaigns on their emergency lines so that the victims of violence and abuse can be able to call when they are in distress
- Utilise existing infrastructure and processes for the communication strategies – e.g. 112 Call Centre, Community Radio Stations, MPCCs (e-cadres), PiTs, SAPO Postcard Pledge

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## 3. PROPOSALS

### 3. Integrated data systems and consolidated statistics

- Creation of a portal where different levels of intervention

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## CONCLUSION



**THANK YOU**

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