GENDER BASED VIOLENCE COMMAND CENTRE:

TUNISIA CONFERENCE

03 SEPTEMBER 2019

PRESENTATION OUTLINE

- Background
- Operations
- GBVCC stakeholder partnerships
- Call statistics
- Type of cases received
- Achievements
- Conclusion
NCPS of 1996 advocated a restorative and victim centric approach to crime prevention. Victim Empowerment Programme (VEP) became of the programmes under pillar one of NCPS.

Victim Empowerment Programme is an intersectoral and interdepartmental programme that seeks to put victims at the centre of the criminal justice system.

DSD as lead and coordinating department for the VEP is responsible for monitoring and reporting on the implementation of intersectoral VEP to the JCPS Cluster.

Given the urgent need for national action to protect women and children from all forms of violence and guided by South Africa’s legal human rights obligations, the Government established an Inter-Ministerial Committee (IMC) on Violence against women and children (VAWC); which is led by the DSD and was established on the 3rd May 2012.

The IMC developed the VAWC Programme of Action (POA) 2013-2018 which was approved by Cabinet in September 2013.

The POA seeks to achieve the Elimination of all forms of violence against women and children through the operation of the three(3) main Pillars of the programme:
- Prevention and Protection
- Response
- Care and Support

The Gender Based Violence Command Centre Project forms part of the RESPONSE pillar 2 of the Programme of Action against Gender Based Violence.
BACKGROUND

PROGRAMME OF ACTION 2013–2018

- POA 2013–2018 Prevailing Concerns
  - Not known, not effectively implemented, excluded other sectors, interventions not evidence-based

- Updating the POA 2013–2015
  - A draft POA 2019–2024 was produced

- New developments
  - Drafting process complicated with a march, initial shutdown movement
  - National Gender-based Violence and Feminicides (GBVF) Summit held
  - Summit declaration signed by President & Civil Society networks
  - Two processes merged to streamline the work of government

GBVF NATIONAL STRATEGIC PLAN

- The Summit Declaration has 19 Articles
  - Interim multi-sectoral GBVF Steering Committee established to drive urgent articles:
    - Establishment of an overarching permanent multisectoral GBVF Coordinating structure
    - Development of a GBVF National Strategic Plan (NSP)

- The two articles should be delivered by October 2019
  - A draft GBVF NSP has been developed

- The drafting process is founded on widening the lens, deepening the understanding, working together and rooting the response in communities
  - Currently provincial and sector-specific (Disability, youth, elderly, HIV, Higher learning, traditional leaders and healers, LGBTQIA+) consultations on the draft are being undertaken
THE COMMAND CENTRE operates a National, 24hr/7days Call Centre facility.
The centre operates on a two 12 hour shifts schedule starting at 7am.
The facility employs social workers who are responsible for call taking and call referral.
The Centre operates an Emergency Line number - **0800 428 428**
This is supported by a USSD, “please call me” facility: *120*7867#
A Skype Line ‘Helpme GBV’ for members of the deaf community. (Add ‘Helpme GBV’ to your skype contacts)
An SMS Based Line ‘31531’ for persons with disability. (SMS help to 31531)
The Centre is able to refer calls directly to SAPS (10111) and field Social Workers who respond to victims of GBV.
The Centre presently employs 48 Social Work Agents, 8 Social Work Supervisors, 4 Quality Assurers and 1 Centre Manager to operate and offer services to victims of Gender Based Violence.
GBVCC STAKEHOLDER PARTNERSHIP

Vodacom Foundation - partnered with DSD from inception and has contributed to the promoting of the GBVCC number for accessibility of victims and contribute to the increased statistics to date.

National Emergency response Team (NERT) - The NERT was established and deployed by National DSD to provide short term psycho-social support in instances of:

- GBV or VAWC victimisation in cases of sensitive or complex nature e.g. incidences covered in media
- Medium to large scale disasters and traumatic events where people are traumatised or experienced loss and are in need of psycho-social support.
- Incidents of extreme human suffering where specialised trauma debriefing and counselling is required and situations where containment is needed to mitigate the impact of violence or disaster.

Debriefing of social workers and other frontline workers if and when necessary

The above NERT partnership makes the GBVCC project a best practice model in service delivery with sound integration, collaboration and coordination with stakeholders within the VEP Sector.

3. SAPS - partnered with GBVCC from inception in linking the centre with Gauteng 10111 and National Police Stations

4. Memeza Community Safety - partnered with GBVCC to distribute personal alarms which serves as a defence mechanism during risk situations or attacks by perpetrators.

5. USAID/ Brothers for Life/ZAZI - partnered with DSD in 2017 to promote the GBVCC through Mass Media Campaign
CALL STATISTICS


<table>
<thead>
<tr>
<th>Date</th>
<th>Telephone Calls Received</th>
<th>USSDPs Received</th>
<th>SMS’s Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - Jul 2019</td>
<td>68 434</td>
<td>7 759</td>
<td>382</td>
</tr>
<tr>
<td>Total 2018</td>
<td>88 557</td>
<td>12 481</td>
<td>848</td>
</tr>
<tr>
<td>Total 2017</td>
<td>163 682</td>
<td>17 332</td>
<td>1340</td>
</tr>
<tr>
<td>Total 2016</td>
<td>60 590</td>
<td>36 092</td>
<td>39</td>
</tr>
<tr>
<td>Total 2015</td>
<td>44 614</td>
<td>46 571</td>
<td>N/A</td>
</tr>
<tr>
<td>Total 2014</td>
<td>2384</td>
<td>1419</td>
<td>N/A</td>
</tr>
<tr>
<td>Total 2013</td>
<td>376</td>
<td>32</td>
<td>N/A</td>
</tr>
</tbody>
</table>

TYPES OF CASES RECEIVED

The Command Centre receives calls in a variety of cases, including the following types:

**GBV Cases:** Domestic Violence, Rape, Physical Abuse, Indecent Assault, Verbal Abuse/Intimidation, Abused Children, Stalking, Economic Abuse, Emotional Abuse, Sexual Harassment, Forced Marriages, Abandoned Children, Forced Prostitution, Forced Abortion, Human Trafficking, Exploitation of Domestic Workers, Abuse of Elderly, Incest and violence against foreign nationals

**Non GBV cases:** Matric related queries and attempted suicide, SASSA grants, substance abuse, request for general information, adoption, family disputes, home affairs related queries and child custody and divorce, maintenance.
ACHIEVEMENTS

The GBV Centre received Accolades for the Technological Innovation Nationally & Internationally (London & Las Vegas) since inception:

• Won Gold at the Contact Centre Management Group Annual Awards in August 2014 for Best Technology Innovation in South Africa.
• Won the Changing Lives Award at the 7th annual AfricaCom Awards in November 2014.
• Won Gold for Best Technology Innovation at the 2015 10th Annual ContactCenterWorld Top Ranking Performer Awards in June 2015 for the EMEA region.
• Won Gold for the Best Technology Innovation at the global 10th Annual Contact Centres Best in the World Awards.

CONCLUSION

The GBVCC Services have increased access to victims of violence and crime since the inception of the 24hr/7days telephonic counseling services.

The success of the project has depended entirely on sound inter-sectoral collaboration and coordination on Victim Empowerment services.

The commitment of all key role players remain critical for effective integrated service delivery.
Solution Components

An innovative combination of integrated technologies:

1. The GBV Command Centre
2. Location based services
3. Mobile application for field social workers
The GBV Command Centre

- Provides GBV victims with 24/7 telephonic counselling
- Qualified social workers

- Physical violence
- Rape
- Abandoned child
- Indecent assault
- Other type of incident

Location Based Service

- Geographically locate a caller (permission required)
- Determine the caller’s closest resources (social worker, police station, hospital, safe house)

Caller located at:
13 Mokoena Street, Ndondo, Soweto, Gauteng
Mobile Application for Field Social Workers

• Service tickets sent to field social workers
• Scheduling of consultation & updating information
• Reduces paperwork, quicker turnaround time

Advantages

• Strategic reporting on trends in specific areas and specific types of violence

• Indication to Department of Social Development of demand for social workers in specific locations
GBV Command Centre Access

1. Call – 0800 428 428 (0800 GBV GBV)
2. USSD – *120* 7867# (*120*STOP#)
3. SMS – 31531
4. SKYPE – Helpme GBV

Command Centre Information System
(CCIS)

STOP GENDER BASED VIOLENCE

Login

Username
deborahramano@gmail.com

Password
******

Login  Forgot Password
Victim Information

Victim Name: Deborah
Victim Middle Name: 
Victim Surname: Ramano
Victim ID number: 
Date of Birth: 
Victim Contact Number: 0539108826
Victim Contact Number (alt): 
Can we communicate with you on this number? 
When can we NOT contact you?

Incident Details

Location: Wepener Road, Pretoria, Gauteng

Service Points:

- Wepener Police Station: 0.4 km, 0122554111
- Lyttelton Police Station: 5.1 km, 0122548500
- Erasmia Police Station: 5.0 km, 0122570177
- Laser Park Police Station: 8.6 km, 0122574428
- Pretoria West Police Station: 2.3 km, 0122574110
- Pretoria Central Police Station: 2.4 km, 0122554233
Case Study

Gauteng Province, South Africa

“A call was received from victim reporting a case of Human Trafficking, the 21 year old sex worker from the Democratic Republic of Congo (DRC) alleged that she was sold by a man whom she worked for. She managed to escape and seek refuge at a nearby fuel station April 2019”.

GBV Command Centre

- Social Worker Contacted the South African Police Service to report the case.
- The police collected the victim at the fuel station.
- Placed in a Victim Friendly Room at the police station where she was assisted further.
- Upon follow up the victim was transferred to a safe house.
- Counselling was provided to the victim.
- The investigating officer provided her with a case number.

Outcome

- She provided information on the Perpetrators area of operation.
- The Shelter was able to accommodated her for a period of three months.
- She plans to relocate to another area where she feels safe.
- She was grateful for the assistance that was provided to her by the Command Centre.
THANK YOU