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Breaking Digital Barriers in Africa

A Digital Rights and Incusion Learning Lab Report

A Digital Rights and Inclusion Learning Lab Report (2023)

The Digital Rights and Inclusion Learning Lab Report (2023) is a compilation of policy briefs on digital rights and inclusion and presents recommendations for achieving a rights-respecting and inclusive digital environment. The Reports are written by Paradigm Initiative's 2023 Digital Rights and Inclusion Learning Lab Fellows. This edition was written by Ameni Saidani from Tunisia.

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Breaking Digital Barriers in Africa

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Breaking Digital Barriers in Africa

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Summary

Digital technology has become an integral part of modern society, shaping various aspects of our lives, from education and employment to social interactions and civic engagement.[1] However, amidst this rapid digital transformation, persons with disabilities (PWDs) who constitute 80 million individuals of the African population are being left behind. Despite the tremendous potential of the digital space to promote inclusivity, accessibility challenges persist, hindering the participation of African PWDs in the digital world.[2] This policy brief addresses the urgent need to advocate for the rights of African PWDs in the digital space, ensuring their equal access, opportunities, and participation in the digital revolution.

Introduction

Africa, a continent known for its rich cultural diversity and resilience, is home to 80 million PWDs according to United Nations (UN) statistics, ranging from physical impairments to sensory and cognitive disabilities.[3] As digital technologies continue to advance, it is imperative to recognize that these advancements must be inclusive, ensuring that no one is left behind. However, numerous barriers such as inaccessible websites, applications, and online content, as well as limited awareness about assistive technologies, hinder the full participation of PWDs in the digital sphere.[4]

Digital inclusion is not just a matter of convenience; it is a fundamental human right as emphasized in The African Union (AU) Agenda 2063, which was envisioned in 2015 and it outlines a transformative vision for Africa. A pivotal aspect of this vision is articulated in Goal 6 in the Improvements in living standards section, which explicitly calls for the

1. K Facer & N Selwyn "Digital technology and the futures of education — towards 'non-stupid' optimism" (2021) https://unesdoc.unesco.org/ark:/48223/pf0000377071 (accessed on 6 November 2023)
2. F Kanobe & al. "An Assessment of Digital Inclusion among Vulnerable Persons in Developing Economies" (2022) https://www.itu.int/itu-d/sites/connect2recover/wp-content/uploads/sites/31/2022/11/C2R_RC_9_An-Assessment-of-Digital-Inclusion-among-the-Vulnerable-Persons-in-Developing-Economies-221122-1.pdf (accessed on 6 November 2023)
3. F Toesland "A Double Challenge for the Disabled: Stigma Prevents Many People with Disabilities from Entering the Workforce" (2019) https://www.un.org/africarenewal/magazine/december-2018-march-2019/double-challenge-disabled#:~:text=More%20than%2080%20million%20Africans,defects%20and%20other%20physical%20impairments.
4. Pollicy & National Union of Disabled Persons of Uganda (NUDIPU) "disabled but not disqualified" (2021) https://pollicy.org/wp-content/uploads/2021/09/PWDs-report-Final_Version_all_logos_included..pdf (accessed on 9 November 2023)

advancement of universal access to and utilization of Information and Communication Technologies (ICTs) by the year 2030.[5] Furthermore, the importance of digital inclusion is underscored in 2018 by The African Continental Free Trade Area (AfCFTA) Agreement, which aims to establish a unified market for goods and services throughout Africa that also incorporates provisions that actively foster digital inclusion, facilitating the seamless cross-border flow of data and promoting e-commerce.[6] That's why the ability to access information, communicate, learn, work, and engage in society through digital means is essential for social, economic, and educational development. The same is true for PWDs; digital inclusion is crucial as it empowers them, enhances their independence, and enables them to contribute meaningfully to their communities.[7]

In the following sections, this brief explores various policy options, recommendations, and implementation strategies that can pave the way for a more inclusive digital future for African PWDs.

Current State of Digital Accessibility in Africa

Statistics from the World Bank in 2022 reveal a disconcerting reality. Access to the internet remains out of reach for most people in Africa, with only 36% reporting having access in Africa.[8] In 2021, only 33% of individuals in Africa had a transaction account, limiting their ability to make and receive payments, save money, and access credit.[9]

5. African Union (AU) "Key Transformational Outcomes of Agenda 2063" https://au.int/agenda2063/outcomes (accessed on 29 November 2023)
6. West Africa Brief "The African Continental Free Trade Area (AfCFTA)" http://www.west-africa-brief.org/content/en/african-continental-free-trade-area-afcfta (accessed on 29 November 2023)
7. International Labour Organization (ILO) "question on disability and work key issues on promoting employment of persons with disabilities" https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_741706.pdf (accessed on 10 November 2023)
8. The world bank "From Connectivity to Services: Digital Transformation in Africa" https://www.worldbank.org/en/results/2023/06/26/from-connectivity-to-services-digital-transformation-in-africa#:~:text=Through%20the%20initiative%2C%20the%20World,to%2036%20percent%20in%202022 (accessed on 24 January 2024)
9. The world bank "Account ownership at a financial institution or with a mobile-money-service provider (% of population ages 15+)"https://data.worldbank.org/indicator/FX.OWN.TOTL.ZS (accessed on 29 November 2023)

Locking them out of access to critical services and e-commerce there is a lack of basic accessibility features, rendering them inaccessible to PWDs.[10] The internet penetration rates across the continent vary with some countries having significantly higher rates than others. According to the International Telecommunications Union (ITU), internet penetration in Africa varies from 82% in Seychelles to 22% in Burundi.[11] This increases the digital divide by making it harder for PWDs to access online information and services in remote areas due to poor connectivity and technological infrastructure.

1. Challenges Faced by Persons with Disabilities

Case studies from countries such as Tanzania, Kenya, and Uganda shed light on the specific challenges faced by PWDs in Africa's digital landscape. The case studies show that PWDs in Tanzania experience obstacles when accessing information and using the internet. Unenacted laws and policies, such as the National Telecommunication Policy (NTP)[12] and The National Information and Communication Technologies (ICT) Act[13], hinder digital inclusion for PWDs in Tanzania. These policies lack explicit provisions for PWDs, failing to consider their needs in the planning and implementation of ICT initiatives.[14] Similarly, in Kenya, the lack of accessible government websites through the absence of essential accessibility features, such as alt text for images, screen reader compatibility, and keyboard navigation support, renders government websites and online services inaccessible to people with visual, auditory, and motor impairments.[15]

10. The world bank "The digital economy for Africa initiative" https://www.worldbank.org/en/programs/all-africa-digital-transformation (accessed on 10 November 2023)
11. The world bank "Individuals using the Internet (% of population)" https://data.worldbank.org/indicator/IT.NET.USER.ZS (accessed on 29 November 2023)
12. United Republic of Tanzania "National Telecommunication Policy"https://ictpolicyafrica.org/es/document/hmwg4qk189k#:~:text=The%20NTP%20aims%20at%20ensuring,and%20segments%20of%20the%20population. (accessed on 29 November 2023)
13. Ministry of works Transport and communication "National Information and Communication Technology Policy" https://www.ega.go.tz/uploads/publications/sw-1574848612-SERA%202016.pdf (accessed on 29 November 2023)
14. Collaboration on International ICT Policy for East and Southern Africa (CIPESA) "Assessing the Barriers to Accessing ICT by Persons With Disabilities in Tanzania" (2021) https://cipesa.org/wp-content/files/publications/Assessing-the-Barriers-to-Accessing-ICT-by-Persons-With-Disabilities-in-Tanzania.pdf (accessed on 10 November 2023)
15. Collaboration on International ICT Policy for East and Southern Africa (CIPESA) "Assessing the Barriers to Accessing ICT by Persons With Disabilities in Kenya" (2021) https://cipesa.org/wp-content/files/publications/Assessing-the-Brriers-to-Accessing-ICT-by-Persons-With-Disabilities-in-Kenya.pdf (accessed on 10 November 2023)

2. Relevant International and Regional Frameworks

Acknowledging the pressing need for digital inclusion, international and regional organisations have formulated frameworks and conventions to uphold the rights of PWDs in the digital space. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) in Article 9 explicitly recognizes the right to access information and communication technologies, emphasizing the importance of accessible digital content and assistive technologies, stating that "State Parties shall take appropriate measures to ensure that persons with disabilities have equal access to transportation, the physical environment, information and communications, including information and communications technologies and systems, and any other information".[16]

At the regional level, the African Charter on Human and Peoples' Rights, in Article 18, recognises the rights of PWDs, including their right to access information and participate in all aspects of life, including the digital sphere.[17] Additionally, the African Union's Agenda 2063 in the aspiration number 6, titled "Integrated, Prosperous, and Peaceful Africa" includes a commitment to ensuring universal access to information and communication technologies, with a focus on bridging the digital divide for marginalised groups, including PWDs.[18]

Even with these frameworks in place, there is limited implementation since there is a lack of awareness, insufficient financing, and no enforcement mechanisms. Therefore, to turn these promises into real advancements in digital accessibility for PWDs in Africa, coordinated initiatives are needed at the national and regional levels.

Recommendations

In light of the challenges African PWDs face in the digital space, the following recommendations are proposed. These recommendations, grounded in inclusivity and innovation,

16. United Nations (UN) "Convention on the Rights of Persons with Disabilities." https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html (accessed on 11 November 2023)
17. African Union (AU) "African Charter on Human and Peoples' Rights" https://au.int/en/treaties/african-charter-human-and-peoples-rights (accessed on 12 November 2023)
18. African Union (AU) "Agenda 2063: The Africa We Want" https://au.int/en/agenda2063/overview (accessed on 12 November 2023)

aim to empower PWDs, foster digital equality, and create a transformative impact on their lives. Addressing the multifaceted challenges they face in the digital space necessitates a strategic approach that combines legal frameworks, skill development, collaborative efforts, inclusive design principles, and awareness initiatives.

1. Policy options

- Enacting Comprehensive Legislation and Regulations: Breaking down barriers requires enforcing digital accessibility standards through specialised laws and regulations. A comprehensive legal framework ensuring accessible websites, applications, and online services can significantly enhance the digital experience for PWDs. Countries like Canada, through the Accessible Canada Act, have set a precedent in this regard, emphasising the importance of legal enforcement of digital accessibility.[19] It is essential that comprehensive laws and regulations requiring digital accessibility standards be passed and implemented. Governments should collaborate with disability rights organisations and tech industry experts to develop and implement laws ensuring that websites, applications, and online services are universally accessible.[20]
- Strengthening Capacity Building Initiatives: It is essential to equip PWDs with digital skills. The knowledge gap can be closed by advocating for specialised training programmes designed to improve digital literacy among PWDs.[21] Initiatives such as the "Digital Literacy for Persons with Disabilities" program in India have showcased the transformative impact of tailored digital education.[22] The enhancement of digital skills among PWDs necessitates the investment in focused capacity-building efforts. People can be empowered to follow a variety of job routes by creating training programs that cover a wide range of digital competencies, such as coding, digital marketing, and using assistive technology.[23] Collaborative efforts between government bodies, NGOs, and educational institutions can facilitate the delivery of these programs, bridging the digital skills gap.
- Promoting Public-Private Partnerships: Collaboration between governments, non-governmental organisations (NGOs), and private sector entities is indispensable in promoting accessible technology.[24] Partnerships can facilitate the development and purchase of assistive technologies and devices and applications. Initiatives like Microsoft's AI for Accessibility exemplify the potential of public-private collaboration in empowering persons with disabilities through technology.[25] Encouraging robust public-private partnerships is pivotal to advancing digital accessibility. These entities should collaborate to develop assistive technologies, accessible devices, and inclusive applications. Financial incentives, tax benefits, and research grants can motivate businesses to invest in accessible technology solutions, ensuring the creation of products that cater to diverse user needs.
- Embedding Inclusive Design Principles: Encouraging the adoption of universal design principles in the development of digital platforms is essential. Designing technology that is inherently accessible to all users especially for those with disabilities ensures inclusivity from the ground up.[26] The Web Content Accessibility Guidelines (WCAG) developed by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C) serve as a comprehensive resource for developers striving to create universally accessible digital content.[27] Digital development procedures must to be integrated with inclusive design concepts. Digital products and services can be made to accommodate a broad range of abilities and preferences by putting the user experience of PWDs first from the beginning. User testing involving individuals with disabilities should be a standard practice, ensuring that the end products are genuinely accessible and user-friendly.[28]

19. Gouverment of Canada "The Accessible Canada Act" (2022) https://www.canada.ca/en/employment-social-development/programs/accessible-canada/act-summary.html (accessed on 12 November 2023)
20. A Akinyemi "International Web Accessibility Laws and Policies" (2023) https://www.whoisaccessible.com/guidelines/international-web-accessibility-laws-and-policies/ (accessed on 5 November 2023)
21. F Nambogo "Empowering Persons with Disabilities in Digital Skills" (2023) https://8technologies.net/empowering-persons-with-disabilities-building-digital-skills-for-an-inclusive-future/ (accessed on 12 November 2023)
22. Samarthyam "Accessible India Campaign" https://www.samarthyam.com/india-camp.html (accessed on 10 November 2023)
23. United States Agency for International Development (USAID) "DIGITAL LITERACY PRIMER How to Build Digital Literacy into USAID Programming" (2022) https://www.usaid.gov/sites/default/files/2022-05/USAID_Digital_Literacy_Primer.pdf (accessed on 11 November 2023)
24. Word Bank Group "Technological Transformation for Jobs" (2023) https://www.worldbank.org/en/region/afr/publication/digital-africa (accessed on 10 November 2023
25. Microsoft "AI for Accessibility." https://www.microsoft.com/en-us/ai/ai-for-accessibility (accessed on 11 November 2023)
26. World Wide Web Consortium (W3C) " WCAG 2 Overview" https://www.w3.org/WAI/standards-guidelines/wcag/ (accessed on 11 November 2023)
27. Web Accessibility Initiative "How to Meet WCAG" https://www.w3.org/WAI/WCAG21/quickref (accessed on 10 November 2023)
28. University of Cambridge "Inclusive Design Toolkit" (2021) https://www.inclusivedesigntoolkit.com/VBA_bulletin_issue_6/#Exclusion (accessed on 11 November 2023)

- Launching Targeted Awareness Campaigns: Increasing public understanding of the value of digital accessibility is essential to bringing about societal change. Governments in Africa should conduct Targeted awareness campaigns that can inform the public and private sector about the advantages of inclusive digital practices as well as the difficulties experienced by PWDs. Every year, “Global Accessibility Awareness Day” (GAAD) raises awareness of the importance of digital accessibility and encourages global conversations and activities.[29] Raising awareness about digital accessibility is essential to fostering a culture of inclusion. These campaigns can utilise various mediums, including social media, television, and community workshops, to reach a broad audience, dispelling myths and promoting understanding.

  In addition, they should carry out an impact assessment, taking into account the possible influence on the lives of PWDs, in order to prioritize these proposals. The implementation order should be guided by feasibility studies, cost-benefit evaluations, and talks with disability advocacy organisations to ensure that the most significant and achievable activities are carried out first.

2. Implementation Strategies

A planned and coordinated effort involving several stakeholders is needed to put the recommendations for improving digital accessibility and inclusion for African PWDs into practice. Businesses, individuals, NGOs, and governments all have important responsibilities to play in this process of transformation.

- Governments, NGOs, volunteers and businesses: A crucial aspect of addressing challenges in the digital space for PWDs involves the rigorous enforcement of legislation by government agencies. This entails ensuring the strict implementation of digital accessibility laws and regulations, including the conduct of regular audits to assess compliance levels among websites and applications.[30] Simultaneously, the creation of government-run digital literacy initiatives designed for PWDs should increase students’ knowledge of assistive technologies.[31]

29. Global Accessibility Awareness Day “Global Accessibility Awareness Day.” https://globalaccessibilityawarenessday.org (accessed on 11 November 2023)
30. World Wide Web Consortium (W3C) “Evaluating Websites for Accessibility” https://www.w3.org/WAI/test-evaluate/ (accessed on 11 November 2023)
31. European Network for Technology Enhanced Learning in an Inclusive Society (Entelis+) “Fact Sheet on Digital Skills for People with Disabilities and Older Adults” https://entelisplus.entelis.net/wp-content/uploads/2021/05/D.1.01-EN-TELIS-Factsheets-ENG1.pdf (accessed on 11 November 2023)

To promote the adoption of accessible technology, governments should provide incentives for businesses by providing tax breaks to businesses that actively invest in technology solutions and integrate inclusive design principles into their digital goods. Such initiatives will promote a corporate culture that elevates digital inclusion.[32] To guarantee that the finished products satisfy a variety of accessibility criteria, this entails actively including people with impairments in the user testing process. Furthermore, fostering a culture of accessibility within the organisation is crucial, and businesses are encouraged to provide comprehensive training to employees on digital accessibility and the significance of inclusive design.[33] Governments play a pivotal role in advancing digital accessibility by allocating grants to NGOs and businesses engaged in relevant projects, providing crucial financial support to bolster their initiatives. Businesses can leverage their Corporate Social Responsibility (CSR) funds to invest in digital accessibility projects, aligning social impact goals with their overall business objectives.[34]

NGOs also play a pivotal role in advancing digital accessibility for PWD through a multifaceted approach. NGOs can engage in advocacy efforts that raise awareness about digital accessibility rights, conduct training sessions to empower PWDs with enhanced digital skills. NGOs should collaborate with businesses to develop accessibility guidelines, provide training to business employees, and implementing accessibility assessments for digital products.[35] On an individual level, proactive involvement in community-led digital literacy initiatives is paramount, where volunteers can play a crucial role in assisting PWDs in acquiring essential digital skills.[36] Volunteers can have a significant influence by actively participating in disability rights organisations, running awareness campaigns, and advocating for digital accessibility in the community.

32. Office of Disability Employment Policy “Tax Incentives for Employers” https://www.dol.gov/agencies/odep/program-areas/employers/tax-incentives-for-employers (accessed on 11 November 2023)
33. Disability:IN. “Disability Equality Index - DEI Best Places to Work.” https://disabilityin.org/what-we-do/disability-equality-index/ (accessed on 11 November 2023)
34. W3C “Presenting the Case for Web Accessibility: Social Factors “ https://www.w3.org/WAI/EO/Drafts/bcase/socnew.html (accessed on 11 November 2023)
35. Partnership on Employment & Accessible Technology (PEAT). “Providing Accessible Workplace Technology: A Guide for Employers.” https://www.peatworks.org/digital-accessibility-toolkits/telework-and-accessibility/ (accessed on 11 November 2023)
36. ONCE Foundation for Cooperation and Social Inclusion of People with Disabilities (ONCE) & International Labour Organization (ILO) “An inclusive digital economy for people with disabilities” (2019) https://www.ilo.org/wcmsp5/groups/public/---dgreports/---gender/documents/publication/wcms_769852.pdf (accessed on 12 November 2023)

3. Monitoring and Evaluation

Implementing policies and initiatives to enhance digital accessibility for PWDs in Africa necessitates a robust monitoring and evaluation framework. This framework serves as a critical tool for assessing progress, identifying challenges, and ensuring that the intended outcomes are achieved.

- Key Performance Indicators (KPIs): Evaluating the effectiveness of digital accessibility initiatives involves a comprehensive approach. One crucial metric is the measurement of website and application accessibility, quantifying the percentage of digital platforms that adhere to established accessibility standards and tracking improvements over time.[37] It is also critical to evaluate the engagement of PWDs and track their skill development advancements in order to determine the effectiveness of digital literacy initiatives. Monitoring the rise in the employment rate of PWDs in the digital technology industries and assessing workplace accessibility are critical in order to assess the wider socio-economic impact.[38] User satisfaction is a key metric as well, involving the conduct of regular surveys and feedback sessions to ascertain the satisfaction level of PWDs regarding digital services and the effectiveness of accessibility features.[39] By employing these diverse metrics, a comprehensive evaluation framework can be established to measure the holistic impact of digital accessibility initiatives on the lives of PWDs.
- Data Collection and Analysis Methods: Using a variety of assessment techniques is essential to developing a comprehensive understanding of how the digital landscape affects businesses, service providers, and most importantly PWDs. Interviews and surveys with PWDs, companies, and service providers are useful methods for acquiring qualitative information and learning about their struggles and experiences using digital platforms.[40] Additionally, conducting regular accessibility audits of websites, applications, and online services through a combination of automated tools and expert evaluations ensures ongoing compliance with accessibility standards.[41] Making use of usage Analytics, which analyses user interaction data such as paths, time spent on accessible sites, and engagement indicators, improves evaluation efforts even more. This method supports ongoing efforts to increase accessibility of digital services by enabling a thorough evaluation of their efficacy.[42] Through this multifaceted evaluation framework, stakeholders can acquire a holistic understanding of the digital landscape's impact and make informed decisions to enhance digital accessibility for all.
- Importance of Regular Reporting and Transparency: To ensure accountability and continuous improvement in digital accessibility initiatives, implementing a robust evaluation and reporting framework is essential. In order to share updates on progress, obstacles faced, and upcoming projects planned, this requires setting up a regular reporting mechanism, such as quarterly or biannual reports.[43] Transparency is a key principle in this process, necessitating the publication of reports, findings, and methodologies used for evaluation to foster trust and accountability among stakeholders.[44] Moreover, active stakeholder engagement is crucial, involving PWDs, advocacy groups, businesses, and governmental agencies. Soliciting feedback and suggestions from these diverse stakeholders ensures a collaborative approach and contributes to the ongoing refinement of digital accessibility initiatives. By integrating these elements into the evaluation and reporting framework, a comprehensive and transparent system is established, promoting accountability, trust, and continuous enhancement of digital accessibility efforts.

37. A Nuñez & Al. "Web Accessibility Evaluation Methods: A Systematic Review. In Design, User Experience, and Usability. Practice and Case Studies" (2019) https://www.researchgate.net/publication/334337388_Web_Accessibility_Evaluation_Methods_A_Systematic_Review (accessed on 11 November 2023)
38. M Manzoor & V Vimarlund "Digital technologies for social inclusion of individuals with disabilities" (2018) https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6208746/ (accessed on 12 November 2023)
39. N Hague & P Hague "Customer Satisfaction Surveys & Research: How to Measure CSAT" https://www.b2binternational.com/publications/customer-satisfaction-survey/ (accessed on 12 November 2023)
40. S Johansson & Al. "Survey methods that enhance participation among people with disabilities" (2019) https://www.diva-portal.org/smash/get/diva2:1362513/FULLTEXT01.pdf (accessed on 12 November 2023)
41. National Disability Authority "What is web accessibility auditing" https://universaldesign.ie/technology-ict/universal-design-for-ict/web-accessibility-auditing/what-is-a-web-accessibility-audit-/#:~:text=A%20web%20accessibility%20audit%20measures,Content%20Accessibility%20Guidelines%20(%20WCAG%20) (accessed on 12 November 2023)
42. Google Analytics. "About Analytics." https://support.google.com/analytics/answer/1008015?hl=en (accessed on 11 November 2023)
43. The United Nation Office for Disaster Risk Reduction (UNISDR) "Monitoring & Evaluation Framework" https://www.preventionweb.net/files/49324_unisdrmeframeworkver1.0.pdf (accessed on 11 November 2023)
44. A Schnackenberg & E Tomlinson "Organizational Transparency: A New Perspective on Managing Trust in Organization-Stakeholder Relationships" (2014) https://www.researchgate.net/publication/275441822_Organizational_Transparency_A_New_Perspective_on_Managing_Trust_in_Organization-Stakeholder_Relationships (accessed on 11 November 2023)

Conclusion

In this comprehensive policy brief, we delve into the intricate challenges confronting African PWDs within the digital sphere, offering a nuanced examination of the issues and presenting innovative approaches to foster enhanced digital accessibility and inclusivity. The document emphasises the indispensable nature of digital inclusion, positioning access to digital platforms not merely as a convenience but as an inherent right for PWDs. It elucidates how such access facilitates crucial aspects like social integration, economic participation, and educational advancement. The main ideas highlight the variety of approaches taken by the suggested remedies, which include inclusive design principles and the creation of laws and regulations that are supportive of them. The focus on these cutting-edge strategies seeks to methodically knock down current obstacles in order to make room for the development of an environment that is really inclusive of African PWDs using technology. Furthermore, the short highlights the need of multi-stakeholder cooperation, clarifying the essential functions of governments, non-governmental organisations, corporations, and individuals in jointly promoting digital accessibility and guaranteeing that no demographic is left behind. The final call to action, which challenges “policymakers, advocacy groups, businesses, and volunteers” to unite and support the implementation of the recommended policies and activities, resonates strongly with all interested parties. It emphasises that being digitally accessible is more than just a technological issue; it’s a shared social obligation. The brief argues that these varied stakeholders’ combined efforts can bring about a future in which every African, regardless of ability, can participate actively and inclusively in the digital world.

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