

The guardian workshops that Fairheads held between September and November last year were hugely successful. The logistics of the exercise were a real challenge but we conclude that nothing can beat the value of face-to-face contact. Guardians had a chance to ask questions and we were able to further educate and assist them. These interactions provided the opportunity to further improve communication as well as services provided..

Key stats

- Regions visited: 11 (8 provinces, Lesotho, Mozambique and Swaziland)
- No of workshops held: 31
- Number of attendees: 4 352
- Number of Fairheads staff involved: 40
- Newspaper announcements: 15
- Notification sms's sent: 54 103

Feedback from the guardians :

- workshops were helpful, easy to understand and want more workshops
- they want regular workshops in strategic locations
- sms contact worked well and needs to continue
- more information on termination of accounts and how to counsel beneficiaries who turn 18
- more communication in their own language

Fairheads has :

- learnt to empathise on a greater level with increased humility
- gained a deeper understanding of guardian needs
- put in place plans to improve and create effective communication channels