



Public Auditorium, Maúa, June 2015

Eduardo Assane Ali, district administrator of Muembe district: “At first we accepted the project but with many reservations because we had no idea about how this thing of social accountability works in practice. But after two years of joint work between the government and the civic group we learned this project brought an innovation – new tool for achieving the government main objective - participatory district governance. Today we can say that the project helped us to strengthen the ongoing communication between health workers and communities as well as to understand what we need to improve. Health auditoriums are new to us and have proved to be an important space the government, civil society and district development partners sit at the same table for a joint reflection and take some corrective actions”.

Aurélio Meperule, head of Administrative post of Marranjira in Marrupa district believes that the presence of SAKSAN project is an opportunity for communities to stop being mere passive users of health services and to take the active oversight role in monitoring the performance of the health professionals. “We as local government, we have to ensure that the dialogue between communities and professionals has a spirit of equality, knowing that the population is well informed about their rights and duties. I personally have no doubt that the project will help promote this engagement and help overcome some chronic problems of poor health care in our hospitals.”



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SAKSAN — PROVINCES OF NIASSA AND ZAMBEZIA, MOZAMBIQUE
Photography and Editing: Esvenia Viola and Domingos Vidal



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(Social Accountability Knowledge, Skills, Action and Networking)

Community Voices During Public Auditorium and Success And Personal Stories

type 2 centres and that nurses also work in the evenings and nights and it is difficult for the technical hospital staff to be in charge of cleaning as well. SAKSAN has taught us how to dialogue with the government and we will present our concern to government in constructive way, as we learned during the training in social accountability.”



Albertina Arthur Luis, member of NIKOW-ANE from Mocuba district says "I think that the social accountability approach is a way forward. In this training I learned what it takes to reconcile the strategic plans, I learned about budget allocation, budget execution and it will help me monitor and supervise the government plans and reports. I see myself as a health sector collaborator and I would like to contribute to creating enabling environment that will boost the performance of the health personnel. Regarding the analysis of the health sector activities and budgets it is necessary that the monitoring agents have access to the health sector business plan and reports. During the

training we analysed the performance report of Mocuba district and we noticed many gaps, unclear information and lack of concerted indicators. In this training I learned how to give opinions and suggestions to the health sector officials in order to improve their performance and provide better services to the patients.



Teresa Quilele, Member of Health Civic Group of Administrative Post Nungo says "I read in newspapers and hear on radio and television the health officials saying that our greatest value is life. For us population of Nungo and patients of the health centre, it is somehow difficult to understand the true meaning of these messages. Us women, we are afraid of going to the maternity ward due to the poor service. As a member of the civic group and the participant in the training I have learned about my rights and duties as a citizen and as a user. I encourage women in my village to approach the midwives and give them advice on how to better receive women who seek the assistance in the health centre."

Inácio Chaibo Ndala, Director of District Health department of Muembe, "I look forward to Public Auditorium event in my district; it will help communities to approach the hospital and the health care professionals to improve behaviour. I believe that through working together with civic groups and communities we can develop strategies that will bring change for a better, for all of us..."



Bibiana Bernardo Rotxua, District Health Director of Maúa explained that "this auditorium opened room for a great interaction, information exchange, knowledge sharing and mutual learning about our reality. The communities are demanding their rights. Some things do not depend on us and other we can address, we know we have to improve and these meetings help us to reflect to introduce changes. We will continue working for our higher values and life..."



Success and Personal Stories from SAKSAN

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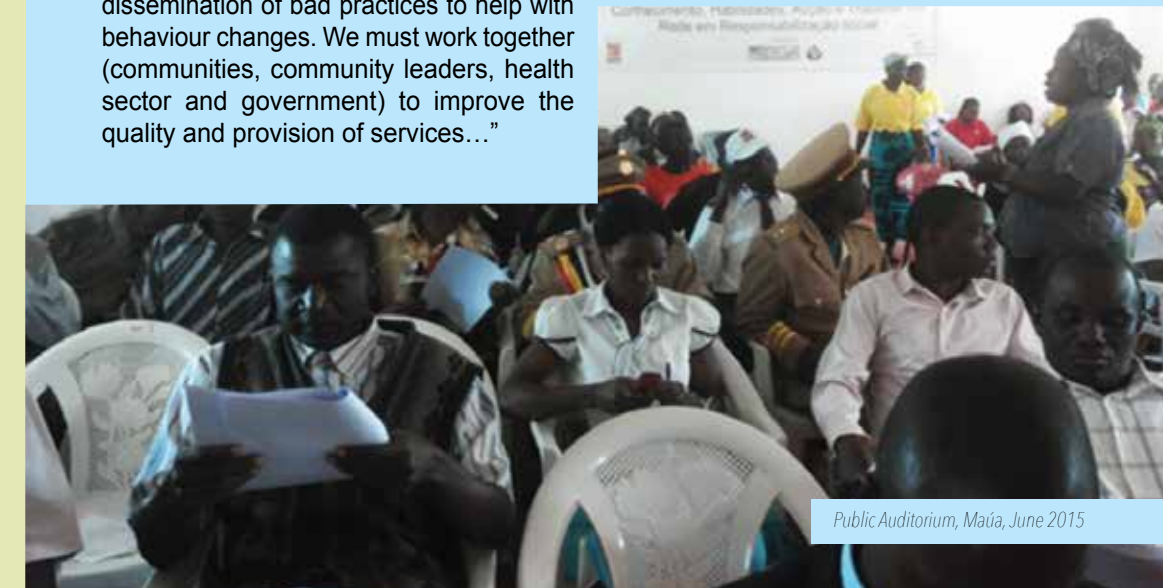
"My name is **Américo Abilio** and I am president of Maoponda community Association, based in Chiuanjota community in Muembe district. We recognize that the government and health technicians are doing a lot for the good functioning of Chiuanjota hospital; however there are still many aspects that need improvement. We are asking for explanation and justification from the government about the laying off of the hospital servant leaving in that way the hospital with only the technical staff and a midwife. Perhaps those who decided to make redundant the servant position forgot that Chiuanjota Health Center is

Community voices during Public Auditorium:

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João Júlio Manguinja, district administrator of Maúa district, after the first auditorium in Maúa said that "the report presented during Public Auditorium brings about the real concerns of our communities. The civic group is the link, is the lobby group that is reminding government that it has to fulfil its promises. We commit ourselves to do everything we can to improve the health of communities. This event was a big learning process for us and we want to appeal to health professionals to accept the recommendations, appeal to civil society to continue to sensitize communities about their rights and responsibilities, with emphases on constructive collaboration mechanisms with the sector and dissemination of bad practices to help with behaviour changes. We must work together (communities, community leaders, health sector and government) to improve the quality and provision of services..."

Stivem Mabira, Journalist of community radio of Cuamba said that "this meeting exceed the expectations of all: civic groups, communities and government. We expect to see some immediate changes. The government has shown openness to dialogue and most importantly, agreed to deal with the issues raised and accepted the recommendations. One of the issues that civic groups raised was the distance that separates them from reference health facilities. I found very positive the government's response and commitment to a construction of a health unit closer to communities. We should be more aware of the values and responsibilities that each of us have and make joint efforts to achieve satisfactory results in health care. We, the media, have an important role in dissemination of strategies, mechanisms and relevant information of the health sector..."



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