



## FOREWORD

Thusong Service Centres formerly known as Multi-Purpose Community Centres are one-stop centres providing integrated services and information from government, to communities close to where they live as part of a comprehensive strategy to better their lives. The centres are established as hubs of development communication based on Batho Pele values and principles, which put people first.

A heightened commitment to integrated service delivery and access underpins the 2006 – 2014 business plan of Thusong Service Centres and forms part of the drive by government to develop a comprehensive access strategy for citizens, allowing improved engagement with government.

The business plan outlines the way forward for continued sustainability and improvement of existing centres, as well as the extension of this service network to each of South Africa's 283 municipalities by 2014. Thusong Service Centres' service model provides a framework within which stakeholders can contribute to the Accelerated and Shared Growth Initiative for South Africa (AsgiSA), in alignment with the clear-cut objectives in the contained goals for 2015 agreed on by leaders of 191 countries. It was within this context that the plan to enhance the roll-out of Thusong Service Centres was approved by Cabinet in January 2005.

The key emphasis for the success of the programme is partnerships within government and with other sectors. Presently, South Africa is setting the pace of global commitment to reducing the divide between the developed and developing worlds. Its positive economic and social indicators can only be sustained in partnerships which are fundamental to the effective implementation of Local Economic Development. This business plan provides a strategic framework to take the lead in faster and shared growth, especially at local level.

Partnerships will enable efficient, effective, integrated and sustainable service delivery in the implementation of four strategic pillars of the business plan:

- packaging of services which informs the infrastructure model
- institutional and governance system for the co-ordination and management of centres within the three spheres of government
- integrated communication, promotion and marketing of the programme
- resources needed particularly at operations level, including capacity-building.

This business plan serves as a guide to local municipalities, the implementers of the programme, districts and provinces as the co-ordinators at their levels, partners within government and different sectors who are willing to make a change through adding more value to this programme.

We trust this plan will instil a sense of purpose in all leaders and role-players in realising the hope of a society liberated from the oppression of poverty.

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