

THUSONG SERVICE CENTRES DIRECTORY:

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EASTERN CAPE Thusong Service Centres

- CENTANE
- COFIMVABA
- JANSENVILLE
- KWANOPHOYI
- QUNU
- STERKSPRUIT
- TOMBO
- VIEDGIESVILLE

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FREE STATE Thusong Service Centres

- KOPANONG
- MOHOKARE (ZASTRON)
- NAMAHADE
- PHIRITONA

BACKGROUND

South Africa's post-apartheid administration has since 1994 embarked on a project to transform public-service delivery to redress the imbalances of the past, in terms of the *White Paper on Transforming Public Service Delivery (Batho Pele)* of 1997.

The Constitution of the Republic of South Africa of 1996 and Batho Pele principles form part of the reforms that were crafted to transform the Public Service.

The plan to reinforce ethics, principles and values seeks to foster a professional and development-oriented Public Service.

It is against this background that the Thusong Service Centre Programme was initiated in 1999 in compliance with legislation governing service delivery to extend government services in an integrated manner closer to where people live, with the main focus on rural and under-served communities to address the imbalances of the past.

This involved the the Development Communication paradigm of putting the information needs of citizens first by, among others, facilitating face-to-face interaction between citizens and government.



Biyela Food Security Garden feeds the needy

The one-stop Thusong Service Centres coordinate programmes aimed at empowering communities to become self-reliant and sustainable. Economic opportunities are promoted, including skills development and training for young South Africans. Thusong Service Centres enhance the fight for a green society, and promote responsible and active citizenship.

South Africa is in the midst of a food insecurity crisis, which causes many people to go to bed hungry. A lack of dietary diversity leads to detrimental health outcomes such as diabetes and obesity, and micronutrient deficiencies cause stunting in children, which compromises their future academic performance.

Food security is at the core of human survival, yet it is increasingly becoming one of the most difficult human needs to fulfil. It is an aspect of well-being that relates to the economic capability of human beings to cater for their consumption and nutritional needs. Food is important for our survival, growth and development, and it enables us to lead healthy, decent, fulfilling and longer lives.

The global economic and financial dynamics, climate change and unsustainable government interventions have culminated in unpredictable increases in food prices both globally and locally. The extremely life-threatening situation in South Africa in terms of food availability and accessibility is affecting the poor in both rural and peri-urban areas.

High food prices have affected many low-income South Africans as they spend most of their income on food.

This is the reason the Biyela Thusong Service Centre in Umlalazi Municipality in KwaZulu-Natal started a food garden project to assist poor and vulnerable households in the area. This initiative was made successful through the stakeholder partnership between the centre and community healthcare workers, who identify the needy households.

"Thusong Service Centres, taking services and information closer to the people"

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GAUTENG

Thusong Service Centres

- ATTERIDGEVILLE
- GA-RANKUWA
- HAMMANSKRAAL
- KAGISO
- KHUTSONG
- MAFATSANE
- MAMELODI
- MAPONYA URBAN MALL
- MULDRSDRIFT
- ORANGE FARM
- RATANDA
- SEBOKENG
- SOSHANGUVE
- TARLTON

Umfolozi Municipality Thusong Service Centre embarks on education to enhance skills development

Education and continuous skills development are the means for increasing productivity, social participation and inclusive growth in any society. This is particularly true for countries with deeply entrenched inequality and poverty, such as South Africa. Public policy recognises education as a priority, as shown by high government expenditure and the emphasis on education in the National Development Plan.

Many of South Africa's challenges in education and skills development stem from the legacy of the past, which entrenched deep racialised inequalities in the provision and quality of education and training across the country.

High rates of youth unemployment have become a structural problem in South Africa, which deny millions of youth opportunities to make their creative contributions to society. The weak labour market integration of youth is a loss to economic development as a whole.

A persistent challenge for education and skills development policies is to assist youth with learning skills for the successful transitions between learning and work. A partnership between companies and colleges on learning programmes contributes to a supply of relevant high quality skills and helps to respond better to the socio-economic needs of the country.

On 28 May 2021, Umfolozi Thusong Service Centre, in partnership with the Moses Kotane Institute, held a graduation ceremony for capacity-development programmes on Computer Science and Digital Literacy. These programmes are aimed at capacitating youth and small, medium and micro enterprises, and to further enhance economic growth opportunities and participation in the digital economic opportunities.

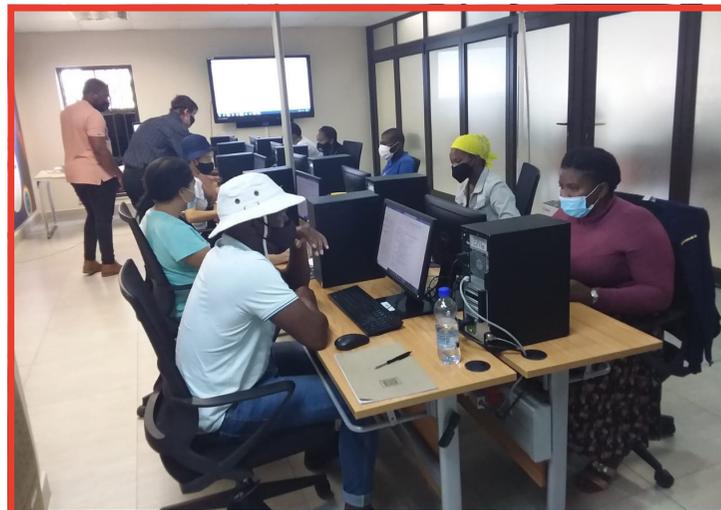
With a skilled citizenry, South Africa can build more, process more and do much more things. It can develop and manufacture more products; become more efficient, more resourceful; inventive and achieve great things. Skills grow the economy and create jobs. They tend to raise the standard of living and reduce inequality. Education and skills development are the most effective means at our disposal to end poverty and reduce inequality.

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NORTHERN CAPE

Thusong Service Centres

- AUGRABIES
- COLESBERG
- KGOMOTSEGO (VANZYLSRUS)
- MANNE DIPICO





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KWAZULU-NATAL Thusong Service Centres

- ARCHIE GUMEDE
- BAMSHELA
- BELGRADE
- BHOMELA
- BULWER
- DRIEFONTEIN
- DUDUDU
- DUKUZA
- EKUVUKENI
- EMONDLO
- HIGHFLATS
- IMBABAZANE
- IMPENDLE
- INHLAZUKA
- JOZINI
- KWAMADLALA
- KWAMDAKANE
- KWANZIMAKWE
- KWAXOLO
- LINDELA
- LUWAMBA
- MALANGENI
- MAPUMULO
- MBAZWANA
- PORT DUNFORD
- SONKOMBE
- TUGELA FERRY
- UMNINI
- UMSHWATHI

Thusong Service Centre managers' training in the Western Cape

The dissemination of government information and provision of services from both government and the private sector in the Thusong Service Centres form the basis for community empowerment to ensure a better life for all. Generally, to measure the effectiveness of the provision of services in Thusong Service Centres require programme coordinators to implement proper systems for effective monitoring and evaluation of the implementation of the Thusong Programme.

To render improved and efficient services at Thusong Service Centres, it is imperative to equip centre managers with the necessary skills and knowledge to manage these centres effectively, in line with the prescribed public service delivery standards and Batho Pele principles, and as part of participatory democracy.

Such training took place at the Bredasdorp Thusong Service Centre in the Overberg District Municipality in the Western Cape from 6 to 7 May 2021. It was attended by Thusong Service Centre managers, municipal representatives responsible for Thusong, stakeholder departments in the programme and GCIS regional coordinators responsible for Thusong Service Centres.

The training was facilitated through the following learning areas:

- Customer Care;
- Communication;
- Art of Public Speaking;
- Corporate Identity; and
- Project Management.



Thusong Service Centre managers' training in Limpopo

Skills development training for centre managers is critical for the sustenance of operations and day-to-day activities in the Thusong Service Centres, to ensure maximum performance and the realisation of service-delivery targets.

The envisioned outcome is to capacitate centre managers with skills to communicate government programmes and policies, and continuously promote two-way communication between government and the people, in line with the new Public Participation approach.

A training session of Limpopo Thusong Service Centre managers took place on 20 and 21 May 2021. Limpopo is one of the provinces with vast distances to facilities where government services are provided. Since the inception of the Thusong programme, Thusong Service Centres have bridged that gap where previously people from Mokwakwaila village and other surrounding areas had to travel over 50 km to Tzaneen or Giyani to access basic government services.

Today they have services at their doorstep. The dignity of the people has been restored through the provision of basic services such as identity documents, birth certificates and social-grant payments.





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LIMPOPO

Thusong Service Centres

- BABIRWA
- BOTLOKWA
- ELDORADO
- FETAKGOMO-ATOK
- MABATLANE
(VAALWATER)
- MADIMBO
- MAKHUVA
- MAKUYA
- MAPELA
- MAPODILE
- MARULENG
- MOKWAKWAILA
- MOLETJIE
- MTITITI
- RELELA
- SELWANE

Thusong mall and taxi activation in Giyani

The GCIS's interventions to improve the functioning of Thusong Service Centres is the Customer Care training that is aimed at capacitating all Thusong Service Centre managers to manage their centres effectively and efficiently. One such training took place in Limpopo from 20 to 21 May 2021.

As the development communication platforms of government, the Thusong Service Centres distributed information on the Coronavirus Disease (COVID-19) at the local mall and taxi rank in Giyani.

This initiative was discussed at Provincial Intersectoral Steering committee (PISCC) during the training preparations. All trainees participated in distributing government information leaflets on COVID-19, and also went to the Giyani Community Radio Station to promote awareness on the Thusong Programme and services available in the different districts of Limpopo.



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MPUMALANGA

Thusong Service Centres

- BREYTEN
- CASTEEL
- DAGGAKRAAL
- LOUISVILLE
- MARAPYANE
- MATSAMO
- MBANGWANE
- MPULUZI
- PHOLA
- SAKHILE
- SIYATHEMBA
- THOLULWAZI
- VERENA
- WONDERFONTEIN





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WESTERN CAPE

Thusong Service Centres

- BEAUFORT WEST
- BITTERFONTEIN
- BREDASDORP
- CERES / BELLA VISTA
- CITRUSDAL
- CLANWILLIAM
- GRABOUW
- HAWSTON
- HOPEFIELD
- ILINGELETHU
- LADISMITH
- LAINGSBURG
- LANGEBAAN
- MBEKWENI
- PAARL EAST
- PLETTENBERG BAY
- MOSSEL BAY
- MURRAYSBURG
- OUDTSHOORN
- PRINCE ALBERT
- RIVERSDALE
- ROBERTSON
- SWELLENDAM
- THEMBALETHU
- UNOBUNTU
- VAN RHYNSDORP
- VREDENDAL
- WABOOMSKRAAL

Bergville Thusong Service Centre – A model of excellence

Bergville Thusong Service Centre is situated in Okahlamba District Municipality in a small town of Bergville in the foothills of the Drakensberg Mountains bordering KwaZulu-Natal and Lesotho. The area is affected by high volumes of livestock theft between the two countries. Bergville Thusong Service Centre is the one-stop shop centre complemented by the Sukuma Sakhe operation, a provincial programme founded to take government to the people in a coordinated manner.



“Sukuma Sakhe” is a Zulu phrase which means ‘stand up and build’. Collectively, the Bergville Thusong Service Centre and Sukuma Sakhe operation ensures that government information and services are taken to the people and that strategic interventions are implemented through stakeholder partnerships, to update the community on government programmes and issues affecting them.



Moletsi Thusong Service Centre

Public and private partnerships benefit locals

Mobile network provider MTN, in partnership with Moletsi Thusong Service Centre in Limpopo, is taking service delivery to the next level. On 24 June 2021, Mmakgoshi Mmanare Foundation, a non-governmental organisation based in the centre, introduced the partnership with MTN, working with U-Bank, on MTN’s Mobile Money (MoMo) services, which allows subscribers to receive and send money via their cellphones. This business venture is expected to create employment to newly hired agents from the 15 local villages.

According to Mr Alson Makaringe, MTN Senior Manager: Sales and Distribution, the project will bring additional income, bridge the digital divide, broaden financial inclusion and other spinoffs in the Moletsi villagers. Some of the services that the locals can access from

MoMo include paying DStv bills, buying airtime and data across all local and international networks, buying electricity, renewing a car licence disk, playing Lotto and betting. MTN provides their agents with support not limited to kiosks, point-of-sale devices, branding, training and promotional items.

MoMo will also benefit local communities and economies, and has the ripple effect of providing those without bank accounts or credit profiles an opportunity to manage their money digitally. The Moletsi Traditional Authority said that MTN’s immense contribution in the village and the centre was noticeable and appreciated. Matsiri Mr Mokgokong, Acting Manager for Moletsi Thusong Service Centre, shared their sentiment.





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NORTH WEST

Thusong Service Centres

- BOKAMOSO / JERICO
- KGETLENG RIVER
- KGOKGOJANE
- LERETLHABETSE
- LOSASANENG
- MONAKATO
- TLAKGAMENG
- TSHIDILAMOLOMO
- VICTOR TONG

Limpopo – the best practice model

The Limpopo Thusong Service Centre coordinating team recently held a Provincial Intersectoral Steering Committee (PISCC) meeting to discuss various issues relating to the programme. The meeting was aligned to the official launch of the MoMo in Moletsi Thusong Service Centre to enable all centre managers in the province to map and benchmark from other centres performing optimally in terms of coordination and new innovations aimed at developing and assisting their communities.

Limpopo is regarded as one of the most progressive provinces in terms of coordinating the Thusong Programme. Members of the Local Intersectoral Steering Committee and PISSC supported the launch by engaging the local communities from June 22 to 24 in various activities. These included a COVID-19 vaccination awareness campaign, registrations for set-top boxes, and door-to-door distribution of government publications and information.

Mr Josias Ramajela from Maruleng Thusong Service Centre commended the public-private partnership. “Thanks you Moletsi Thusong Service Centre for putting the province on the map,” he said.



Bergville Thusong Service Centre serves as vaccination point

Public and private school educators across the country have received their COVID-19 vaccines amid the third wave. Basic Education Minister Angie Motshekga launched the start of the vaccination programme in the sector in Tembisa, Gauteng, on Wednesday, 23 June 2021.

The Minister said she was confident that over half a million teachers would receive their Johnson & Johnson (J&J) vaccine before the end of the second term. She was optimistic that all public, private and school governing body-appointed teachers and support staff would be vaccinated.

“We said we need two weeks because we don’t want to disrupt schooling and when we close on the 8th of July, we want to be done so that when we come back in the next term, we are done with vaccination,” she said.

Meanwhile, the Bergville Thusong Service Centre was one of the service points for the vaccination of educators and support staff. As platforms to transform the lives of people for the better, Thusong Service Centres help to bring government services closer to communities.



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