

THUSONG SERVICE CENTRES DIRECTORY:

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EASTERN CAPE Thusong Service Centres

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

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FREE STATE Thusong Service Centres

- KOPANONG
- MOHOKARE (ZASTRON)
- NAMAHADE
- PHIRITONA

Skills Development and Economic Opportunities

Mbangwane Thusong Service Centre Best of the best models of Thusong Centres across the country

Running a Thusong Service Centre does not come with just a title of centre manager. Within the role of centre manager, you need to wear many hats for you to be able to understand the people/community and area you are serving.

It is not only about focusing on the structure of Thusong Service Centre, but to try your best to meet the needs of the community. Develop and create opportunities through using the resources that come with centre management title, engage with different stakeholders in both the public and private sector in order to build a better society and South Africa with many possibilities. Over the years, Mbangwane Thusong Service Centre has developed a number of partnerships with locals and other stakeholders around Mpumalanga and as a result, over six different projects are taking place at the centre.

They range from youth development skills to community development projects. Early this year, we have seen journalists profiling the new initiative by Mbangwane Thusong Service Centre in trying to bridge the economic gap and alleviating poverty, and maintaining a capable society through ploughing hectares of available land behind the centre and transform it into farming opportunity for locals, thus thriving to build better economic opportunities.

Clinic Mabuza, Mbangwane centre manager, who is also a community developer, has implemented many initiatives that will alleviate poverty, crime, unemployment, bridge skills gap and contribute towards country's economic being. To date, the efforts

to better the lives of people in Mbangwane Thusong Service Centre still continues, recently the centre has housed SISANDA, a boiler repair construction company for recruitment of boiler makers, pipe fitters, welders, riggers and general workers.

This has come very handy to the community, as it will assist with the income generation. Skills will also be put into practicality more especially on the rigging that has been one of the centre projects. Rigging is a project where people are trained on how to lift equipment that is produced mostly in factories and big companies.

In 2015, through Thusong Service Centre Integrated Mobile Outreach, Matimba came into contact with Mabuza and understood the role that Thusong Service Centres are playing in the lives of communities. The centre was the potential place for them to assist with rigging training so that people stand a chance to be considered by different mines and factories.

The training is offered free of charge to any individual who has an ability to read and write. Upon completion, Matimba rigging compile CVs for the participants and are kept in their database so that when companies who they have partnership with need riggers they are able to submit their CVs for placement. The main aim the project is to assist those who are disadvantaged to be given first preference.



"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

KZN Thusong Service Centre Managers Training

The dissemination of government information and provision of services from both government and private sectors in Thusong Service Centres, form the basis for community empowerment, thus ensuring a better life for all.

Generally, to measure the effectiveness of the provision of services in Thusong Service Centres require programme coordinators to put proper systems in place for effective monitoring and evaluation of the implementation of the programme.

To improve or render efficient services in Thusong Service Centres, we need 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 as part of participatory democracy.



The training took place in KwaZulu-Natal province in uMgababa, uMnini Thusong Centre at eThekweni Municipality from 29 to 30 July 2021.



Attendees were not only Thusong centre managers but municipal representatives responsible for Thusong Service Centres, stakeholder departments in the programme and Government Communication and Information System (GCIS) regional coordinators. A total number of 28 people managed to attend the training.



The following institutions were represented during the training: the Department of Cooperative Governance and Traditional Affairs, eThekweni Municipality, uMshwati Municipality, Phongolo, Ndwedwe, GCIS Provincial Office, Mndoni, Abaqulusi (Vryheid), Umsinga, Umhlathuze, UMfolozi, Inkosi Langalibalele, Richmond, Maphumulo, GCIS National Office.

The following training areas were facilitated:

- ▶ Customer care.
- ▶ Thusong Service Centre marketing and communication.
- ▶ The art of public speaking.
- ▶ Corporate identity.
- ▶ Project management.



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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

Social Cohesion

UMnini Thusong Service Centre

The recent unrest that took place in KwaZulu-Natal left many families and households in dire situations since many are without income due to job losses because of damaged properties and other facilities such as factories where people were making their living through earning an income.

One of the most affected wards in uMgababa within the jurisdiction serviced by uMnini Thusong Service Centre is Ward 98.

Through interventions made by several structures working with centre management under eThekweni municipality, Nelson Mandela Foundation, Old Mutual, Hulamini and Industrial Development Corporation extended their helping hand to the community of Ward 98 by donating food parcels to 150 affected families.

This initiative took place at uMnini Thusong Service Centre in uMgababa on 20 August 2021.



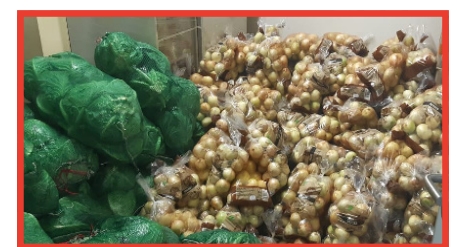
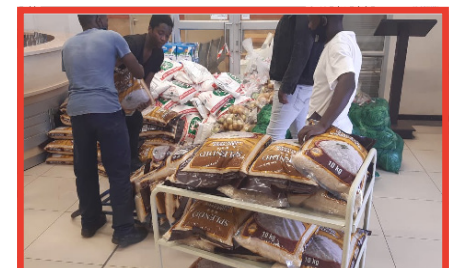
Womens Month

UMshwathi Thusong Service Centre – Women’s Month commemoration

In commemorating Women’s Month and recognising the role played by women in society, uMshwathi municipality collaborated with the Department of Social Development to identify women who lost their jobs due to the COVID-19 pandemic and those that do not have any source of income. The main aim of this collaboration was to recognise women during August, which is a month dedicated to the women of 1965 who protested against unjust laws.

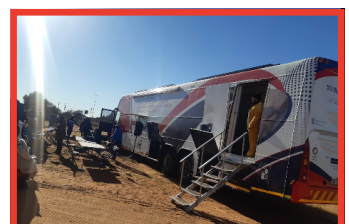
Through coordinated efforts by the municipality, working with Thusong Service Centres, 570 food hampers were collected for the identified beneficiaries in all 14 wards of uMshwathi Local Municipality.

The uMshwathi Thusong Service Centre became the focal point of coordination of registering and distribution of food parcels to intended beneficiaries.



Tlakgameng Thusong mobile outreach

One of the requirements of the Thusong Service Centre programme as stipulated on the business plan is that, where a centre is not able to house all the key government services, mobile services should be coordinated to complement the available services under the brick and mortar structure. This is driven by assessing the needs of the community to determine the most needed services. It is in the above context that the Tlakgameng Thusong Service Centre coordinated the UIF Department of Employment and Labour mobile services to come and render services from registration of claims to processing. This service delivery drive by the Thusong Service Centre is aimed to assist cutting long queues at labour centres and bringing the much-needed services to community members, thus saving them from travelling long distances.





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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

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MPUMALANGA

Thusong Service Centres

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

Annual Thusong Service Centre Week

Deputy Minister launches Thusong Service Centre Week and Public Service Month

On 13 September 2021, Limpopo hosted the launch of the national Thusong Service Centre Week and Public Service Month events. This year marks 22 years since the inception of Thusong Service Centres and the motto was: “The year of Charlotte Maxeke-building the capacity of the State through a resilient workforce that responds to the coronavirus pandemic”. Coincidentally, the event was launched in Botlokwa, formerly known as Matoks, the home village of Charlotte Maxeke, a former religious, social and political activist and the first black woman to graduate with a degree in South Africa, obtaining a Bachelor of Science from the Wilberforce University in Ohio in 1903.

The centre is located about 60km north of Polokwane and is at the crossroads of important national and provincial roads, which radiate out into the hinterland providing access to other towns. The N1 road cuts through the village and serves as a logistics hub and freight interchange between South Africa and Zimbabwe and other African countries.

The Deputy Minister in The Presidency, Pinky Kekana, launched the week by engaging local small and medium enterprises. She warned the community about the scourge of COVID-19 and urged everyone to observe all protocols. She said that the Thusong Service Centre is the best model and vehicle for service delivery. “We are motivated by the strides that Thusong Service Centres are making and we request that municipalities support the programme,” said the Deputy Minister. She also encouraged everyone to vaccinate against COVID-19 and to follow Maxeke’s example by leading from the front.

Over 40 small businesses who render services such as manufacturing, construction, agriculture and hair services were invited and addressed by various speakers and motivational speakers. Noko Manyelo from the Department of Small Business Development (DSBD) encouraged small businesses to use services offered by the department. “Relying on social grant is not sustainable. At the DSBD we offer a solution to small businesses that were hard hit by the COVID-19 pandemic and we also offer financial assistance, grants and other business support programmes,” he said. The Department of Health provided vaccination and other health related services while the Department of Home Affairs assisted with ID applications. The Department of Employment and Labour offered Unemployment Insurance Fund and other labour related issues.

Other stakeholders at the event were the South African Police Service, Independent Communications Authority of South Africa, South African Social Security Agency, Government Communication and Information System, Limpopo Economic Development, Environment and Tourism, Cooperative Governance, Human Settlements and Traditional Affairs, Capricorn District and Molemole municipalities.



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

Mnini Thusong – Annual week closing event

The event acknowledged the role played by frontline public servants at Mnini Thusong Service Centre in advancing their commitment to service delivery and Service Charter, more especially during the time of the pandemic.

This was complemented by the service delivery blitz by different stakeholders providing services and information to the public, COVID-19 vaccination was the order of the day at Mnini Thusong Service Centre registering and vaccinating people from surrounding areas.

The manager of eThekweni South Region, Victus Jama, and GCIS Provincial Director, Ndala Mngadi graced the event.

Mngadi delivered an address on the Thusong Service Centre Week, highlighting the importance of having coordinated services reaching out to the people.

The handover ceremony of certificate of appreciation to frontline public servants commenced after the address, where Mngadi and an official from the Department of Cooperative Governance and Traditional Affairs, Andile Ngqoyiya, presented the certificates.

Stakeholders were acknowledged for their role in Thusong Service Centre programme provincially and the journey they have travelled in ensuring that the programme becomes a success. A gesture through a collage of photo activities taking place in the province was presented to them. Thusong Service Centres continue to transform the lives of ordinary South Africans for the better.



Augrabies Thusong – Northern Cape

COVID-19 Vaccination drive

Community members of Augrabies in the ZF Mgcawu District in the Northern Cape responded to a call for the COVID-19 vaccination to protect themselves and save South Africa.

The two-day vaccination and registration drive took place from 6 to 7 September 2021 at the Augrabies Thusong Service Centre as government encourages all eligible citizens to get vaccinated to reduce the risk of severe disease, hospitalisation and death. Let us work together to ensure that all eligible people in the country are vaccinated.

Vaccinate and save South Africa!





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NORTH WEST

Thusong Service Centres

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

Re-Launch of Manne Dipico Thusong

The Deputy Minister in The Presidency, Thembi Siweya, and the Premier of the Northern Cape, Zamani Saul, accompanied by other government leaders, relaunched the Manne Dipico Thusong Service Centre in Kimberley in the Frances Baard District on 17 September 2021. This event happened in line with the Annual Thusong Service Centre Week where government is taking services to the people in a coordinated approach.

Deputy Minister Siweya reiterated the importance of government services reaching people, thus bridging the inequalities of the past. She further observed the role of public servants in ensuring that services are provided in a professional manner, considering the Batho Pele principles.

Manne Dipico Thusong Service Centre is one of the centres that were affected due to service delivery protests where it was burnt down. While the province was making means to refurbish the centre, work of government continued partially in the area that was not burnt where the South African Social Security Agency was able to provide services.

The newly refurbished centre was reopened for full

operation in terms of various government services.

Senior officials from different departments were also present to witness government services being back on track to assist community members not to travel far for basic services.

On the day, a vaccination site was available at the centre to help members of the public to improve their immunity and keeping the country safe.

Approaching local government elections, the Independent Electoral Commission afforded young people an opportunity to register for elections in a mobile stall that was available at the centre. Some of the services that were available on the day were social grant applications, identity document applications, municipal and library services.



For more information contact: 012 473 0338
Visit our Facebook page: @ThusongServiceCentreprogramme-GCIS