



THUSONG SERVICE CENTRES DIRECTORY:

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EASTERN CAPE Thusong Service Centres

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

4

FREE STATE Thusong Service Centres

- KOPANONG
- MOHOKARE (ZASTRON)
- NAMAHAADI
- PHIRITONA

Thusong Third Quarterly Bulletin: 2021/22 financial year

Eastern Cape – Thusong Service Centre Managers Training

The Thusong Service Centres in the Eastern Cape hosted a two-day customer care training at uMthatha, OR Tambo District Municipality from 18 – 19 November 2021 aimed at ensuring better and improved service provision. The sessions touched on the aspects of customer care and leadership management techniques to better improve the level of coordination in the centres. They were held with the content provided during training facilitation on day one, then put into practicality in context of Thusong communication through the GCIS's provincial office facilitated Unitra Radio Station. The delegates elaborated further on the purpose of the training and the broader Thusong programme during live interviews.

The training continued on the second day, 19 November 2021, where delegates were engaged on aspects of thusong marketing and communication, art of public speaking, leadership management and techniques. Telephonic radio interviews were conducted with the Tombo Community Radio Station making awareness about the programme, wherein Tombo Thusong Service Centre was the first centre to be established in the province as first generation of Thusong Service Centre in 2008.



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

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GAUTENG

Thusong Service Centres

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

Mpumalanga – Thusong Service Centre Managers Training

The dissemination of government’s information and provision of services from both government and private sectors in the Thusong Service Centres, form the basis for community empowerment and ensures a better life for all. To measure the effectiveness of the provision of services in Thusong Service Centres, programme coordinators need to put in place proper systems for effective monitoring and evaluation of the implementation of the programme. Centre managers need to be equipped with 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.

Mpumalanga held its two-day Thusong Customer Care Training from 14 to 15 October 2021 addressing aspects of Thusong Coordination and Leadership. The session was well represented by centre managers from other districts of Mpumalanga, Thusong Service Centres coordinators, GCIS employees responsible for Thusong Service Centres and community development workers in the province.



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NORTHERN CAPE

Thusong Service Centres

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

Mossel Bay Thusong Service Centre – Western Cape

Gender-Based Violence (GBV) drive

As part of the 16 Days of Activism for No Violence against Women and Children campaign, Mossel Bay Thusong Service Centre in collaboration with stakeholders in the centre and other GBV activists, joined hands on demonstration to stand against the scourge.

The demonstration kicked off at the centre, KwaNonqaba Township to Extension 23 around Asla Park Stadium. During the demonstration, pictures of victims of gender-based violence in Mossel Bay were displayed through placards to further reiterate and encourage community members to unite against GBV and say “No”.





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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
- BIYELA
- uMFOLOZI

A model of excellence

Mossel Bay Thusong Service Centre outreach took place from 15 to 19 November 2021 targeting persons from various outskirts of Mossel Bay to get access to much-needed services from the centre. In a desire to see and make change to transform lives of citizens, it takes teamwork, dedication and passion for what you do. This initiative has been made possible by the collaboration of Municipal Support Structures, Centre Manager, by sharing the same vision and ensuring that services are accessible to the people. Mossel Bay Thusong Service Centre ensured that those from disadvantaged surrounding areas are transported to

and from the centre for the duration of the outreach to access government services and others.

The week-long service delivery outreach ended with an award giving ceremony aimed at recognizing the efforts of Excellent Partnership by different stakeholders playing a role in service provision at the centre. The event was graced by the presence of Mayor of Mossel Bay Municipality, Councilor Alderman Dirk Kotzé, and other principals. The Mayor elaborated more on the importance of service provision to the people during a live interview with Eden FM.



Phiritona Thusong Service Centre: Free State – Services on wheels

The Department of Employment and Labour in the Free State commissioned a mobile office to administer the Unemployment Insurance Fund (UIF) and COVID-19 TERS from 18 to 21 October across selected towns in Fezile Dabi District, Sasolburg, Parys, Vredfort and Heilbron respectively themed “Taking UIF services to the people”. The programme saw success in reaching scores of its targeted audience across these towns. The programme was strategically hosted at Phiritona Thusong Service Centre where approximately 378 people received UIF services and swiftly cleared from departmental system for COVID-19 TERS eligibility through South African Social Security Agency. This is one of the effective ways in which government is meeting people’s needs of accessing services closer to where they are.





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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

KwaZulu-Natal – Official Launch Of Amatimatolo Csc/ Thusong Service Centre

Cooperative Governance and Traditional Affairs (CoGTA) MEC Siphon Hlomuka officially launched Matimatolo Thusong Service Centre on 27 October 2021. In his presence, was Mayor of uMvoti Municipality, Councillor Thamsanqa Ngubane, Municipal Manager of uMvoti Municipality, Sphindile Ngubane, Inkosi of the Area, members of the KwaZulu-Natal's Legislature and Government officials. Matimatolo Thusong will be servicing communities from ward 1, 2, 3, 4 and 6 of the area. The development comes at a time where government is heading towards the local government elections. Community of Matimatolo appreciated opening of the centre and that services are brought close to where they are.

The walkabout was led and conducted by the CoGTA giving insight on the expected occupants or service providers in the centre. The MEC of CoGTA Siphon Hlomuka started by officially cutting the ribbon at the entrance gate of the Centre, the entourage further moved to officially unveil the plaque at the main entrance door of the centre. He also emphasized on the importance of government's response to the needs of the people by

bringing services closer to them, bridging the imbalances of the past. He further encouraged community members to use services brought to them and ensure that they do not destroy infrastructure that is aimed at improving their lives.

The Mayor engaged with vendors who are part of the LED programme coordinated by uMvoti municipality. While the MEC of CoGTA, Department of Agriculture handed over starter packs such as seedling, watering cans, spades and other equipment to 10 identified families from different wards of Matimatolo promoting agricultural programme called Phezukokoma. The COVID-19 vaccinations were also conducted at the event by the Greytown Department of Health COVID-19 response team.

The GCIS was part of the team who displayed and shared information on Thusong programme.

The Department of Social Development provided information through the exhibition stall and food parcels to 10 families who were identified through ward councillors.





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Tombo Thusong Service Centre: Eastern Cape – Skills empowerment and social cohesion

Tombo Thusong Service Centre under Port St Johns Local Municipality in partnership with the National Youth Development Agency facilitated skills development programme for youth in the surrounding areas of Tombo. This initiative was through intervention strategies by the coordinator of Thusong Service Centre programme in OR Tambo District, Nontle Sapepa, to ensure that through these centres people’s needs are addressed. Certificates of completion were handed over to the trainees after the training to assist them in further expanding their chances of employability. Other than the skills programme, also social relief programme driven by Port St Johns Local Municipality working with ward committees took place at the centre. The main aim of this social relief was to identify the poor of the poorest households in Tombo whereby they do not have means of electricity connections to provide them with gas stoves and cylinders in order to better their living conditions, as they are not affording electricity connectivity. Together, transforming lives for better.





Western Cape Forum Meeting

The Department of Local Government in the Western Cape under service delivery division convened its third quarter Thusong Forum Meeting in Kranshoek Community Hall, Plettenberg Bay in Garden Route District. The forum serves to reflect and report on the progress made by the province in terms of coordinating Thusong Service Centre programme, and detailing plans for the next financial year 2022/23.

This forum seeks for strategic interventions in terms of coordinating programme in different municipalities in the province as well as standardising procedures in assisting to unlock the bottlenecks that are hindering service provision. It also emphasises and encourages different centres to look at value additional projects to complement the work that is done through service provision in Thusong Service Centres and addressing other needs within various communities.

Together, we move South Africa forward.

