



MEDIA RELEASE **PSA intervenes to ensure “full operations in the Gender-Based Violence Command Centre”**

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EMBARGO None

ENQUIRIES communication@psa.co.za

The Public Servants Association (PSA), representing over 245,000 government employees, is steadfast in its mission to protect the rights and interests of its members while upholding the human rights of all South African citizens. On 14 August 2024, the PSA called upon the Department of Social Development (DSD) to urgently address technical issues affecting the Gender-Based Violence Command Centre (GBVCC). This vital service provides immediate and essential support to victims of Gender-Based Violence and Femicide. The PSA is pleased to announce that the GBVCC is now fully operational.

Through its Branch Executive, the PSA engaged extensively with GBVCC management on 2 July 2024 and with the DSD on 24 July 2024 to stress the urgency of resolving the technical problems. The PSA also highlighted challenges faced by social workers within the GBVCC and emphasized the need for swift intervention. A follow-up meeting between the PSA Branch and the DSD on 18 December 2024 confirmed that the GBVCC was restored to full functionality. The resolution of issues between the DSD and Brilliantelle Company, including the appointment of a new service provider, has been instrumental in achieving this outcome.

The PSA remains committed to ensuring that social workers in the GBVCC are adequately supported as they deliver this critical service to the nation. Ongoing discussions with the DSD aim to address and resolve challenges faced by these essential workers.

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