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SERVICE EXCELLENCE

FOR PSA MEMBERS: FREE STATE DEPARTMENT OF THE PREMIER

12-07-2024

## Feedback: Free State Department of Premier - Departmental task team meeting

### Delayed salary advice

The employer acknowledged the problem of delayed salary advice and informed the PSA that the departmental emails are being set up for each Community Development Worker (CDW) in the Free State to ensure timely delivery. However, there may still be delays in the interim. The employer expressed regret for the inconvenience and committed to improving delivery, starting next month.

### Tools of trade

Discussions were held regarding the replacement of outdated laptops with smartphones equipped with email addresses and user-friendly apps. The employer responded that it would investigate deductions related to lost laptops and provide feedback in the next meeting.

### Stationery concerns

It has come to the PSA's attention that CDWs have been using personal resources for stationery since 2019. The employer apologised for this oversight and pledged to ensure the timely provision of necessary stationery moving forward.

### Free State Training and Development Institution: Applications and resources

Challenges related to resources and transportation for CDWs attending Free State Training and Development Institution (FSTDI) training centers were acknowledged. The employer will address these issues and encourage CDWs to apply for available bursaries for further education.

### Conclusion and follow-up

The employer expressed appreciation for the concerns raised and is committed to addressing these. Further engagements with relevant parties will be conducted, and feedback will be shared in subsequent meetings.

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GENERAL MANAGER