

FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) -
JOHANNESBURG**

01-04-2025

The PSA urges SASSA to protect its employees, improve the new online system, and prioritise Occupational Health and Safety in its facilities.

Background

During a liaison visit by the PSA Provincial Organiser to SASSA facilities, several issues were identified and reported by union-affiliated members. These issues include:

- **Occupational Health and Safety (OHS) non-compliance:** Many facilities fail to meet safety standards, compromising employee well-being.
- **Insufficient working resources:** A shortage of essential materials, such as printing paper, has led SASSA Office Managers and team leaders to borrow supplies from neighbouring departments, resulting in accumulated debt.
- **Slow online application system:** Delays in processing applications have caused tension between officials and community members.
- **Unauthorised video recordings:** Community members have been recording officials and sharing these videos on social media platforms.

PSA Intervention

The PSA Johannesburg Provincial Organiser has initiated steps to address these issues:

- **OHS compliance:** The PSA has engaged the Department of Employment and Labour to conduct inspections at affected offices to ensure compliance with health and safety regulations.
- **Resource shortages and system issues:** These matters will be escalated to the bargaining forum through the PSA National Negotiator for resolution.
- **Public awareness on privacy laws:** The PSA urges SASSA to conduct awareness campaigns informing community members about the *Protection of Personal Information Act 4 of 2013*. Instead of recording officials, the public should be encouraged to report concerns through proper communication channels.

The PSA remains committed to protecting the rights and promoting the interests of its members without fear or favour. Union members experiencing ongoing challenges are encouraged to report them to the

designated PSA Office Bearer, Mosa Moloisi, at 060 542 7524/mosa.moloisi@psaftss.co.za or Provincial
Organiser, Sibusiso Ndzala, at 082 880 8964/sibusiso.ndzala@psa.co.za.

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