



Magazine

3/2024

FREE TO PSA MEMBERS

Read inside

South African Public Service:

**Challenges and successes
30 years into democracy**

PSA EDUCATION SPOTLIGHT

Official magazine of the PSA (Public Servants Association of SA) NPC



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VISION

Enhancing the PSA's position as a politically independent trade union that is recognised and respected in both South Africa and the global labour market for its dominance and professionalism in the broader public sector, distinguished by its organisational agility, innovation, and responsiveness to labour and socio-economic issues.

MISSION

Continue to ensure the sustainability of the PSA as a Union and employer of Choice through ensuring effective member structures, Board, and Administration, expanding value-adding partnerships to protect the rights and to promote the interests of members in the relevant communication platforms.

The following values guide the PSA's conduct aimed at achieving the Union's mission:

**Loyalty, transparency,
respect, ethical conduct,
consistency, and
service excellence**

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use the PSA QR Code by following these easy steps:

1. Open the QR Code reader or camera on your smartphone.
2. Hold your device over the QR Code so that it is clearly visible on the phone's screen.
3. Your smartphone will read the code and navigate you to the website.



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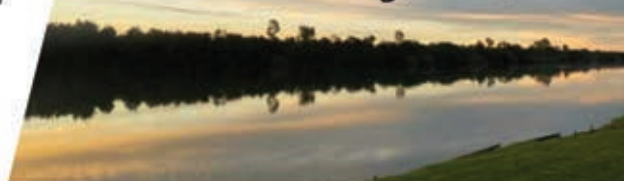


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No small **MILESTONE**

Celebrating 104 years as an organisation known for consistent service excellence is no small milestone - the PSA has done this and continues to serve its growing membership with pride. The PSA was founded with the main goal of ensuring a public service that benefits workers and the country.

The PSA recently concluded the election of member structures to steer the Union on its mission to serve members. I appeal to all PSA representatives to practice ethical leadership as the PSA begins to call for election for the Board of Directors during the September 2024 Congress. Campaigning in a manner that damages the PSA for selfish aspirations or personal gain cannot be condoned. Unity in the PSA relies on all representatives protecting the image of the Union. It is irresponsible to act otherwise. It is critical for the PSA to remain a professional and respected organisation free from attack by its own leadership, including shop stewards, branch managements, Board members, and officials.

In 2024 South Africa is commemorating 30 years of democracy during a time when the country is facing high levels of unemployment, service-delivery failures, and a decline in the economy. The general elections concluded in May presented a watershed, with the outcome being significant in showing the direction that the citizenry demands, also in respect of service delivery. The state of the public service is concerning, especially in respect of healthcare, policing, crime management, and infrastructure. The PSA urges government to focus on these issues whilst implementing stronger measures to curb wasteful expenditure and corruption.

By consistently promoting and protecting the rights and interests of public-sector employees, the PSA has played an active and impactful role in the achievements of the South African labour movement. This includes issues such as women empowerment, strengthening collective bargaining and improving workplace conditions.

In August, the PSA will celebrate the Union's female members with a special event to be hosted in KwaZulu-Natal on 9 August 2024. I take this opportunity to thank all female public-sector employees for their contributions in service of the country.

In a positive step, the Department of Public Service and Administration issued a directive aimed at providing guidance on the roll-out of the framework to professionalise the public service. This is a critical step towards enhancing the efficacy, integrity, and accountability of the public service. The PSA, as a Union representing the interests of public-sector employees, welcomes the positive impacts expected to emanate from this directive. Investing in the professional development of public servants will lead to improved governance, increased public trust, and better outcomes for citizens. By prioritising skills development, ethical conduct, and merit-based recruitment, the public service can be responsive to the needs of citizens.

Another important matter for the PSA is youth support and empowerment. The PSA has, for example, supported students by means of the Stiglingh Memorial Bursary, which provides financial support for selected tertiary studies. Read more on this on page 10.

Reuben Maleka
GENERAL MANAGER



South African Public Service: Challenges and successes 30 years into democracy

On 15 May 2024, South African President Cyril Ramaphosa signed the *National Health Insurance (NHI) Bill*, into law. The *Bill* is meant to ensure that all citizens can access quality healthcare services, despite their financial standing.

This *Bill* was signed despite protests and caution raised by several sectors, including *Business Unity South Africa*, various trade unions, including the PSA, medical-aid schemes, and medical doctors.

Experts have warned that the NHI scheme is set to have a negative impact on the country's economy. With rising unemployment, South Africa's economy can ill afford any negative growth. There was also rampant speculation that the *NHI Bill* was signed for political gain on the eve of national general elections on 29 May 2024.


One of the main concerns is that South Africa's health-care sector has been in crisis for many years in respect of, amongst others, infrastructure, staff capacity, an aging nursing workforce, the decline in quality healthcare at public facilities, and poor salaries.

PSA reacts to 2024 General Elections

The 2024 elections in South Africa have concluded, signalling a shift towards a government of national unity. The PSA acknowledges and thanks the millions of voters who participated despite technical challenges. With no party gaining an absolute mandate, negotiations began, emphasising the need for parties to prioritise the nation's interests over political agendas. The PSA advocates for transparency and fairness in government, urging parties to consider public service reforms without compromising its integrity. As an independent Union, the PSA pledges to collaborate with any democratically elected government, emphasising the importance of selfless leadership in addressing national challenges. Amidst calls for unity and economic recalibration, the PSA urges political parties to prioritise consensus-building over ideological differences, and urgently addressing poverty, inequality, and unemployment. With a focus on safeguarding members' interests, the PSA remains committed to defending existing agreements and advocating for the South African public's welfare, regardless of changes in government.

The PSA supports government's efforts to address the inequality of the healthcare system, however, the NHI in its current form will present more challenges than solutions. Universal health coverage is a noble ideal and the PSA subscribes to the World Health Organization's definition of universal health coverage whereby all people must have "access to the full range of quality health services they need, when and where they need them, without financial hardship".

The PSA, however, previously requested the President to delay signing the *NHI Bill* into law until there was clarity regarding the funding model. The PSA supports a public-private dual system for healthcare. The public sector plays a crucial role in providing essential primary healthcare services, and collaborating with the private sector can bring additional resources, expertise, and efficiency to the healthcare system. Systemic issues in the healthcare system relating to the lack of accountability and governance, poor management, and inefficiencies should be prioritised to effect meaningful reform of the sector. Without the rehabilitation of public health facilities, the NHI will fail to deliver and will offer theoretical rather than meaningful access to healthcare. In light of this, various organisations including private medical schemes, have already indicated that they will take a legal route against this *Bill*.



The NHI was signed into law as South Africa celebrated three decades of democracy in 2024. As citizens prepared to vote, it was important to reflect on the state of the public service, a critical institution that plays a fundamental role in shaping governance, service delivery, and socio-economic development.

Despite significant strides, the public service continues to grapple with capacity and skills shortages in key areas. This affects the quality and efficiency of service delivery across government departments. Corruption remains a significant challenge, undermining trust, accountability, and public confidence in the sector.

Strengthening governance and combating corruption are ongoing priorities. Persistent service delivery backlogs, particularly in rural and under-served areas, highlight the need for improved resource allocation, infrastructure development, and coordination amongst government entities.

As South Africa navigates its fourth decade of democracy, addressing the challenges facing the public service requires a multi-faceted approach that prioritises accountability, inclusivity, and sustainable development. Key areas for action include:

- Strengthening anti-corruption measures and promoting ethical leadership.
- Investing in skills development and capacity-building initiatives.
- Enhancing coordination and integration amongst government departments.
- Prioritising service delivery in under-served communities.
- Fostering a culture of innovation and continuous improvement.

The journey of the South African public service over the past 30 years reflects both achievements and ongoing challenges. By building on successes and addressing persistent issues, the public service can play a pivotal role in advancing South Africa's democratic aspirations and promoting inclusive development for all citizens.

This critical reflection underscores the importance of collective action, partnership, and commitment to realising the vision of a responsive, accountable, and effective public service that serves the interests of all South Africans.

Source

PSA Collective/Interest/Rights

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6556866/>

<https://www.spotlightnsp.co.za/2023/06/06/analysis-is-sa-on-track-to-solve-its-nursing-crisis/> https://www.dailymaverick.co.za/weekend-wrap-87/?utm_source=Saithru&utm_medium=email&utm_campaign=maverick_sports

<https://www.sanews.gov.za/features-south-africa/look-public-service-30-years-democracy>

<https://www.sanews.gov.za/features-south-africa/look-public-service-30-years-democracy>

Images: Freepik, Pexels

2025 Grade 1 and 8 registration: Navigating tips

With the 2025-school year looming, parents and guardians across South Africa are gearing up for the pivotal moment of registering their children for Grade 1 or Grade 8. This process marks the beginning of a new chapter in a child's education journey and can be overwhelming for parents, guardians, and children. However, with proper preparation and understanding of the registration process, there can be a smooth transition into the school system. Here are some tips to guide parents and guardians through the registration process:

- Understand registration period: Familiarise yourself with the registration timelines set by the Department of Education in your province. These timelines can vary from province to province, and it is crucial to stay informed about when registration opens and closes for Grade 1 and Grade 8 admissions.
- Research schools: Research and visit potential schools in your area well in advance of the registration period. Consider factors such as the school's academic reputation, extracurricular activities, facilities, and proximity to your home or workplace. This will help you make an informed decision when selecting a school for your child.
- Age requirement for registration: The age requirement for Grade 1 registration is that the child should be five, turning six, by 30 June in the year of admission.
- Gather required documentation: Ensure that you have all the necessary documentation ready for the registration process.

When completing the online process, parents or guardians **MUST** upload the following certified supporting documents:

- Immunisation card (Road to Health Chart) [Primary schools only];
- Child's last official school report card | Results of learner, for learners who have been to school;
- Identity document | Birth certificate | passport of the learner; OR
- A study permit (foreign learners); OR
- Proof of application (study permit) or a police affidavit;
- Proof of residence.

The following provinces have an online registration facility:

Gauteng (www.gdeadmissions.gov.za) - Registration period to be confirmed.

Western Cape (www.wcedonline.westerncape.gov.za/admissions) – Registration closed on 12 April 2024.

Northern Cape (www.ncdoeadmissions.org) – Registration closed on 15 May 2024.

Contact centres

Eastern Cape: Eastern Cape Department of Education
(040) 608 4200 / www.eceducation.gov.za

Free State: Free State Department of Education
(051) 404 8000 / www.education.fs.gov.za

Gauteng: Gauteng Department of Education
Toll-Free Number: 0800 000 789 / (011) 355 0000 / www.gdeadmissions.gov.za

KwaZulu-Natal: KwaZulu-Natal Department of Education
Call Centre: 0800 204 353 / (033) 846 5363 / www.kzneducation.gov.za

Limpopo: Limpopo Department of Education
(015) 290 7611 / www.edu.limpopo.gov.za

Mpumalanga: Mpumalanga Department of Education
Toll-Free Number: 0800 203 116 / www.mpumalanga.gov.za/education

Northern Cape: Northern Cape Department of Education
Call Centre: (053) 874 7012/64 / (053) 874 7161/89 / (053) 874 7239/92 / www.ncdoeadmissions.org

North West: North West Department of Education
(018) 388 2562/2564 / www.desd.nwpg.gov.za

Western Cape: Western Cape Department of Education
Call Centre: 0861 819 919 / www.wcedonline.westerncape.gov.za/admissions

Source

<https://www.education.gov.za/AboutUs/ContacttheDBE.aspx>

<https://www.gov.za/news/media-statements/mec-david-maynier-grade-1-and-8-admissions-2025-26-mar-2024>

Images: Freepik

University funding: Guide to accessing resources and support

Attaining higher education is a pivotal milestone in one's life journey, yet financial barriers often obstruct the path for aspiring students. University funding is a crucial aspect that determines accessibility and equity in education. Understanding avenues available for accessing funding, including resources such as the National Student Financial Aid Scheme (NSFAS), is vital for students aspiring to pursue higher education.

University funding encompasses various sources, including government subsidies, scholarships, grants, loans, and personal resources. The availability of these resources may differ based on factors such as institution, program of study, and individual circumstances. Here is a breakdown of common funding sources:

Government subsidies: Some governmental departments allocate funds to support higher education through subsidies to public universities. These subsidies help institutions maintain affordable tuition fees and provide financial aid to eligible students.

Scholarships and grants: Scholarships are merit-based awards given to students with outstanding academic achievements, talents, or specific criteria set by the scholarship provider. Grants are often needs-based and do not require repayment.

Student loans: Student loans are financial aids that require repayment, usually after completing studies or entering the workforce. These loans can be obtained from government agencies, private lenders, or institutional programs.

Work-study programs: Some universities offer work-study programs that allow students to work part-time whilst studying, helping them earn income to cover educational expenses.

Accessing NSFAS funding: In South Africa, the NSFAS plays a crucial role in providing financial assistance to eligible students. NSFAS funding covers tuition fees, accommodation, meals, and study material. Here's a step-by-step guide to accessing NSFAS funding:

- 1. Eligibility criteria:** NSFAS funding is available to South African citizens who demonstrate financial need and meet specific eligibility criteria. Applicants must be enrolled or intending to enroll at a public university or TVET college.

- 2. Application process:** Prospective students can apply for NSFAS funding online through the NSFAS website (www.nsfas.org.za) or designated application centres. The application typically requires personal and financial information, academic records, and supporting documents.
- 3. Submission deadline:** It is essential to adhere to the application deadline specified by NSFAS. Late applications may not be considered for funding.
- 4. Assessment and approval:** Once the application is submitted, NSFAS assesses the applicant's financial need and verifies the information provided. Successful applicants receive a funding decision, indicating the type and amount of assistance awarded.
- 5. Funding disbursement:** NSFAS disburses funds directly to the university or college to cover tuition fees and other approved expenses. In some cases, allowances for accommodation, meals, and study materials are also provided to eligible students.
- 6. Responsibilities of beneficiaries:** NSFAS beneficiaries are required to maintain satisfactory academic progress and comply with the terms and conditions of the funding agreement. Failure to meet these obligations may result in the suspension or withdrawal of funding.

Accessing university funding, including NSFAS assistance, is essential for making higher education accessible and equitable. By understanding the various funding sources available and following the application process diligently, aspiring students can overcome financial barriers and pursue their academic goals. Additionally, government departments, institutions, and stakeholders must continue to invest in initiatives that expand access to education and support students in their pursuit of knowledge and opportunity.

Source
<https://www.nsfas.org.za/content/bursary-scheme.html>
<https://www.education.gov.za/FurtherStudies/Howtoapply/FundingStudies/tabid/404/Default.aspx>
<https://www.gov.za/faq/education/where-can-i-get-bursaryfunds-further-my-studies>
<https://quantifyyourfuture.co.za/funding-your-studies/>

Images: Freepik

Websites to visit:

- NSFAS: www.nsfas.org.za
- All Bursaries SA: www.allbursaries.co.za
- Study Trust: www.studytrust.org.za/bursaries/
- DHET International Scholarships: www.international-scholarships.dhet.gov.za

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PSA *Stiglingh Memorial Bursary* *Empowering students*

The cost of studying at institutions of higher learning presents challenges for many South African students. In addition, public servants often do not qualify for study assistance for their children. The PSA annually assists members in this regard through the *Stiglingh Memorial Bursary*.*

*The PSA annually awards the **Stiglingh Memorial Bursary** (minimum of R3 000 to maximum of R10 000 each) to PSA members and/or public servants (and their dependent children) who have been employed in the Public Service or have been a PSA member for at least 12 months on the closing date of the year in which a bursary is applied for.

Bursaries are awarded in respect of undergraduate or post-graduate studies (part-time or full-time) in **Natural Sciences or Medicine**, or for research on Natural Sciences or Medicine at a recognised South African university or abroad after successful completion of the first study year course or research project. The number of bursaries is determined annually based on available funds and the number of qualifying applicants. Preference is, however, given to PSA members and their dependent children. Application forms are available from universities and the PSA and must be submitted to the relevant university (with copies to the PSA) before **15 October 2024**. Proof of application submission to universities by the said closing date should also be provided to the PSA. Applicants must, where applicable, submit the necessary proof of PSA membership together with the application. Universities submit the applications to the PSA from candidates in order of preference as soon as possible after the closing date, but not later than **15 January 2025**.

Anke Dippenaar from the Nelson Mandela University is a recent recipient of the Stiglingh Memorial Bursary. Anke is in the second year of study for a Bachelor of Medicine and Surgery (MBChB) degree. Anke learned about the bursary from her father, Ben, a PSA member for more than 31 years. "I am grateful, excited, and relieved at the same time. The financial assistance reduces the financial strain. My course is expensive, and I am not studying close to home, which also adds to the strain. With less strain, I can focus more on my studies. I plan to work hard and finish the course to make a difference in the lives of South Africans," says Anke.



PSA member's study success

By **Brendon Jacobs** – PSA Organising/Marketing Officer: Western Cape

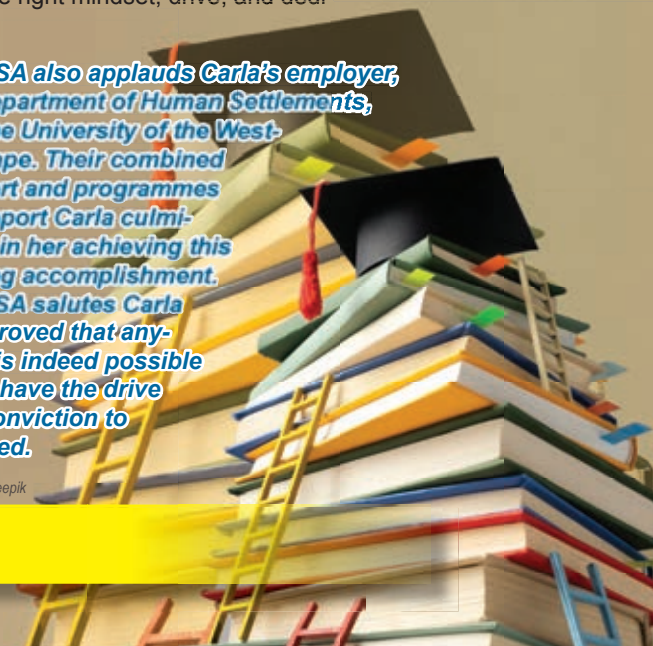
Congratulations to PSA member, **Carla Wilkinson**, at the Western Cape Department of Human Settlements for obtaining a Master's Degree in Public Administration! Carla was born with a hearing impediment and obtaining this degree despite her hearing impediment, has set a benchmark showing that goals can be achieved with the right mindset, drive, and dedication.



The PSA also applauds Carla's employer, the Department of Human Settlements, and the University of the Western Cape. Their combined support and programmes to support Carla culminated in her achieving this sterling accomplishment. The PSA salutes Carla who proved that anything is indeed possible if you have the drive and conviction to succeed.

Images: Freepik

Lusani Buasi from the University of Cape Town is also a proud Stiglingh Memorial Bursary recipient. Lusani is studying for a Bachelor of Medicine and Surgery (MBChB) degree and is in his fifth year of study. He learned about the bursary from his mother and PSA member, Fulufhelo, who encouraged him to apply. "Receiving the bursary is very important to me. It's not just financial support, but a validation of my hard work and potential. This opportunity lessens the financial burden of my education, allowing me to focus more on my academics. With this support, I plan to fully commit myself to my studies and focus on becoming a great doctor. This bursary empowers me to pursue my dreams with confidence and determination, knowing that someone believes in my ability to succeed. Heartfelt gratitude to the PSA Stiglingh Memorial Bursary for giving me this opportunity," says Lusani.



THE ADVANTAGES OF DISTANCE LEARNING IN SOUTH AFRICA: *A PATHWAY TO SUCCESS*

In recent years, distance learning has emerged as a powerful educational option, especially in South Africa. As technology advances and our lives become more interconnected, the benefits of studying from the comfort of your own home have become increasingly evident. In this article, we'll explore why registering for distance learning can significantly enhance your prospects in life, and why STADIO Higher Education stands out as an excellent choice for your educational journey.

1 FLEXIBILITY AND CONVENIENCE

Distance learning allows you to break free from the constraints of traditional classroom-based education. Here's how:

- **Your Couch Becomes Your Classroom:** With distance learning, there's no need to attend face-to-face classes. Instead, you choose when and where you study. Whether it's your cozy couch, a quiet corner, or a sunlit balcony, the choice is yours. STADIO Higher Education recognizes the importance of flexibility, allowing you to create your study schedule that fits your lifestyle.
- **No Commuting Hassles:** Say goodbye to rush-hour traffic and crowded public transport. Distance learning eliminates the need to travel to a physical campus. Whether you live in a bustling city or a remote area, you can access quality education without leaving your home.

2 AFFORDABILITY

Financial considerations play a significant role in educational decisions. Here's how distance learning can save you money

- **Flexible Payment Options:** STADIO offers manageable payment plans. You can pay off your studies in easy monthly installments or study one subject at a time.

3 PERSONALIZED LEARNING

Distance learning puts you in control of your learning journey:

- **Study at Your Own Pace:** Whether you're a night owl or an early riser, distance learning accommodates your preferred study hours. You're not bound by rigid class schedules.

4 QUALITY EDUCATION WITH STADIO HIGHER EDUCATION

Now, let's focus on why choosing STADIO is a smart move:

- **Accredited Training:** STADIO offers accredited qualifications, ensuring that your education meets industry standards.
- **Competent Educators:** STADIO's faculty comprises experienced educators who are committed to your success.
- **Supportive Environment:** STADIO provides educational planners, online discussion forums, and tutor support. You won't miss out on the study experience, even in a distance learning setup.

IN CONCLUSION: Distance learning is not just a trend; it's a transformative way to access education. Whether you're pursuing a degree, upgrading your skills, or changing careers, consider the advantages of distance learning. And when you choose STADIO Higher Education, you're making a choice that empowers you for a successful future. So, grab your laptop, find a comfortable spot, and embark on your educational journey with STADIO!

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Thumbs UP or Thumbs DOWN?

Binding nature of use of 'emojis' in South African contract law

In a recent Canadian court decision, the court found that the use of a universal symbol can affirm that a person is officially entering into a contract. In this instance the party confirmed his willingness to be bound to an agreement with the use of the "Thumbs-up" emoji.

The court stated that the use of emojis is a new reality and that persons use various emojis to express themselves. The court referred to the dictionary definition of the "Thumbs-up" emoji and found that it is used to express assent, approval, or encouragement.

In South Africa, there has been no case law dealing specifically with the use of emojis to affirm or consent to be bound to an agreement. Emojis are not openly defined under South African law.

To ascertain the binding nature of the use of emojis in the law of contract in South Africa, one must refer to the *Electronic Communications and Transactions Act (25 of 2002) (ECTA)*.

In terms of the *ECTA*, an emoji constitutes "data", being electronic representations of information in any form, and "data message" being data generated, sent, received, or stored by electronic means.

Section 22(1) provides that an agreement is not without legal force and effect merely because it was an agreement concluded between parties by means of data messages. Section 24 provides that a data message as an expression of intent or other statement is not without legal force and effect merely on the grounds that it is in the form of a data message or is not evidenced by an electronic signature, but by other means from which such person's intent or other statement can be inferred.

As highlighted, the position around emojis as means of expression of intent has not been considered by South African courts but based on the stipulations of the *ECTA* and the obligation on courts to apply international law to their judgments it is likely that South African courts will follow suit when the need arises.

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Images: Freepik



Law on constructive dismissal

By **Wandile Mphahlele** - PSA Legal Officer

Section 186(1)(a) of the Labour Relations Act (LRA)¹ states that dismissal means that an employer has terminated employment with or without notice, however, **section 186(1)(e) states that an employee terminated employment with or without notice because the employer made continued employment intolerable for the employee.**

Unlike other forms of dismissals, constructive dismissal is invoked by the employee and not the employer. The test for constructive dismissal that has been accepted as set out in *Pretoria Society for the Care of the Retarded vs Loots*² is as follows:

“The enquiry is whether the employer, without reasonable and proper cause, conducted itself in a manner calculated or likely to destroy or seriously damage the relationship of confidence and trust between the employer and employee. It is not necessary to show that the employer intended any repudiation of a contract: the court’s function is to look at the employer’s conduct as a whole and determine whether...its effect, judged reasonably and sensibly is such that the employee cannot be expected to put up with it”.

This test was further confirmed by the Constitutional Court in *Strategic Liquor Services vs Mvumbi*, where the Court stated that constructive dismissal does not mean that the employee has no choice but to resign, but only that the employer should have made continued employment tolerable.³ The Constitutional Court’s interpretation of section 186(1)(e) was approved by the Supreme Court of Appeal in *Murray vs Minister of Defence*⁴, here in the Court held that:

“...the mere fact that an employee resigns because work has become intolerable does not by itself make for constructive dismissal. For one thing, the employer may not have control over what makes conditions intolerable. So, the critical circumstance must have been of the employer’s making. But even if the employer is responsible, it may not be to blame. There are many things an employer may fairly and reasonably do that make an employee’s position intolerable. More is needed: the employer must be culpably responsible in some way for the intolerable conditions: the conduct must have lacked ‘reasonable and proper cause’”.

In *Eagleton vs You Asked Services*,⁵ the Court went further to state three requirements for employees to prove constructive dismissal, namely: employee terminated the contract, continued employment had become intolerable for the employee, and the employer must have made continued employment intolerable.

In the *Loots* case, the Labour Appeal Court stated that one of the things when enquiring into the first stage of the test, i.e., did the employee terminate the contract, one must check if there was no motive behind the resignation. For example, in the case of *Mvamelo vs AMG Engineering*⁶ the employee was informed he was to face a disciplinary hearing for theft and that criminal charges would also be laid. The employee resigned and claimed constructive dismissal. It was held that there is no constructive dismissal, as the reason for resignation was the impending disciplinary hearing. Resignation in the face of a disciplinary hearing might not constitute constructive dismissal. However, where disciplinary steps have been taken unfairly and this renders the employment circumstances intolerable, it can be a constructive dismissal.

In *Eagleton* case, the Labour Court further confirmed that the onus to prove dismissal rests upon the employee as encapsulated in section 192(1), once the employee has proven dismissal, the onus shifts to the employer to prove that dismissal was unfair. In constructive dismissal cases, the Court continued to state that the employee must make a factual allegation that he/she has resigned. Similarly in the *Eagleton* case, it was held that resignation in the face of poor performance management does not constitute constructive dismissal.

The *Loots* case also indicated that on the second inquiry of the test, being the reason of termination, the test is objective, the employee must believe that the conduct of the employer made employment intolerable, however, subjective feelings of the employee will not be taken into account.

On whether an employee who has claimed constructive dismissal can request as a relief, reinstatement, the Labour Court held if after the dismissal and the arbitration process, the circumstance that led to resignation had changed, the employee can be reinstated to his/her employment.⁷

Source

¹Act 66 of 1995

²(1997) 18 ILJ 981 (LAC) at 985 A-B, see also *Value Logistics v Basson* (2011) 32 ILJ 2552 (LC)

³(2009) 30 ILJ 1526 (CC)

⁴(2008) 29 (ILJ)1369 (SCA) para 13

⁵(2009) 30 ILJ 320 para 22

⁶(2003)11 BALR 1294, see also *Foschini Group V CCMA* (2008) 29 ILJ 1515 (LC)

⁷ *Western Cape Education Department v GPSSBC* (2013) 8 BLLR 834 (LC)

Images: Freepik

EMPLOYER POLICIES: Lost, damaged, or stolen equipment

The PSA recently assisted a member when her employer informed her of some R6 882 additional debt she was responsible for, after already having paid R17 819 over a period of five years. The debt was incurred after the member had taken responsibility for damage to her official laptop.

During the subsequent grievance hearing, the PSA held that at no stage had the member been informed that interest would be accrued should the debt not have been paid off over a period of 12 months. After lengthy deliberations, an agreement was reached, and approval was granted to write off the interest.

Employers should make employees aware of policies and procedures in the event of lost, stolen, or damaged equipment and the set procedures to follow. Members are also cautioned to ensure that they familiarise themselves with employer policies regarding lost, damaged, or stolen equipment as these typically aim to ensure accountability, protect assets, and maintain operational efficiency.

These policies should include:

Reporting procedures: Employees should be required to report any lost, damaged, or stolen equipment immediately to the appropriate department or supervisor. Clear guidelines should be provided on how to report such incidents, including who to notify and what information to provide.

Investigation process: Upon receiving a report, the employer should conduct a thorough investigation to determine circumstances surrounding the loss, damage, or theft. This may involve reviewing security footage, interviewing witnesses, or conducting internal audits.

Documentation: Detailed documentation of the incident should be maintained, including the date, time, location, description of the equipment, and any relevant details from the investigation. This documentation is essential for insurance claims, legal purposes, and internal review.

Responsibility: Depending on the circumstances, employees may be held responsible for lost, damaged, or stolen equipment. This could involve disciplinary action, financial restitution, or other consequences as outlined in the employer's policies.

Training and awareness: Employees should receive training on the importance of safeguarding equipment and following established procedures in the event of loss, damage, or theft. Regular reminders and updates on such policies can help reinforce awareness.

Continuous improvement: Employers should regularly review their policies and procedures regarding equipment management to identify areas for improvement and make adjustments to minimise risks.

Members are urged not to sign any acknowledgement of debt before first satisfying themselves of all facts regarding options of buying a replacement (which is usually much cheaper than the employer replacing an item through service providers) and interest. Members are advised to consult with shop stewards or the nearest PSA Provincial Office for advice.



Source
<https://www.ectreasury.gov.za/modules/content/files/Documents/Policies%20and%20Guidelines/Policies%20and%20Guidelines/2014/Loss%20Control%20Policy.pdf>
<https://www.kzndsd.gov.za/Policies/2019/November/Documents/REVISED%20POLICY%20ON%20LOSS%20CONTROL.pdf>

Images: Pexel



Evolving post-pandemic landscape of work

IMPLICATIONS for labour

The COVID-19 pandemic and the Fourth Industrial Revolution have significantly reshaped the work environment, ushering in an era characterised by hybrid-work models and remote employment.

The pandemic accelerated the shift towards hybrid-work environments, where employees can work both from office spaces and remotely from home. This trend is expected to persist, requiring employers, particularly in the public sector, to adapt to new methods and tools whilst ensuring fairness and efficiency in work processes.

However, challenges such as occupational health and safety, compensation for remote work-related injuries, and the rise of casualised employment pose significant concerns. The absence of clear regulatory frameworks has exposed employees to potential exploitation and inadequate working conditions.

Legislative framework

Existing legislation, such as the *Labour Relations Act*, *Compensation for Occupational Injuries and Diseases Act*, and *Occupational Health and Safety Act*, defines the workplace broadly to include remote locations. Employees working from home are entitled to benefits and protections under these laws, including compensation for work-related injuries. There is thus a need for inclusive regulations encompassing remote-work scenarios.

Challenges and missed opportunities

The lack of a comprehensive regulatory framework for remote work has led to inconsistencies in managing and assessing remote employee performance. Issues of privacy, surveillance, and maintaining team dynamics present complex challenges that require careful consideration and policy interventions.

Remote work also poses disadvantages such as reduced teamwork, mentoring opportunities, and potential displacement of support staff reliant on office-based operations.

Recommendations for addressing remote-work challenges

- 1. Consultative processes:** Establishing a consultative framework between employers and unions to develop comprehensive policies regulating remote work, with a focus on health and safety.
- 2. Just and equitable framework:** Implementing transparent eligibility criteria and fair practices for remote work, ensuring it does not compromise service delivery or employee rights.
- 3. Monitoring and accountability:** Setting up systems to monitor remote-work performance without infringing on privacy rights, aligning with legal requirements and employee consent.
- 4. Fostering collaboration:** Encouraging interdepartmental cooperation to mitigate the impact of remote work on overall service delivery and organisational effectiveness.
- 5. Training and guidance:** Providing adequate training for remote workers on expected conduct, virtual platform usage, and occupational health and safety measures.

The evolving post-pandemic landscape of work necessitates a balanced approach that embraces flexibility whilst upholding fairness, accountability, and effective service delivery in the public sector. Clear policies and collaborative efforts between stakeholders are essential to navigate challenges and opportunities of remote work in the modern labour landscape.

Source:
PSA Opinion
Images: Freepik



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10. **Employs professional, dedicated and competent staff** to support member structures in service of members.
11. **Promotes members' interests** during collective bargaining in bargaining forums with employers.
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13. **Acts only on members' mandate** (mandates on collective issues are obtained from member structures).
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Public Servants Association of South Africa (NPC)

Reg No 1942/015415/08

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FIRST NAMES *				
IDENTITY NUMBER *	DATE OF BIRTH	DD	MM	YYYY
CELL PHONE *	TELEPHONE	FAX NO		
EMAIL ADDRESS				
METHOD OF PAYMENT *	STOP ORDER (SALARY DEDUCTION)	<input type="checkbox"/>		
	DEBIT ORDER (BANK DEDUCTION)	<input type="checkbox"/>	(Noting that the Agency Fee will also be payable in this instance)	

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BANK NAME	BRANCH CODE
ACCOUNT NO	ACCOUNT TYPE
ACCOUNT HOLDER	

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SALARY STOP-ORDER COMMENCEMENT DATE: _____
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I UNDERSTAND THAT IN TERMS OF SECTION 13(3) OF THE LABOUR RELATIONS ACT, 1995 THIS STOP-ORDER MAY ONLY BE REVOKED BY THE GIVING OF THREE MONTHS' (ONE MONTH IN THE CASE OF NON-PUBLIC SERVANTS) WRITTEN NOTICE TO MY EMPLOYER AND THE PSA.
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SIGNATURE *

DATE *

RECRUITER (NOT PSA STAFF MEMBER)	PSA MEMBERSHIP NO *		TAX NO *	
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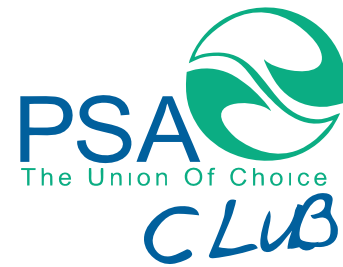
Image example only

HOW TO ENTER?

*Recruit a minimum of **24** new members (*excluding pensioner members*) for the PSA between 1 July 2024 and 6 September 2024 and submit the fully-completed, signed application forms to your PSA Provincial Office or email to competition@psa.co.za by **12:00 on 6 September 2024** to secure your entry. Only entries submitted as stipulated above and received by the PSA by the closing date, will be considered.

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Understanding your PSA structure

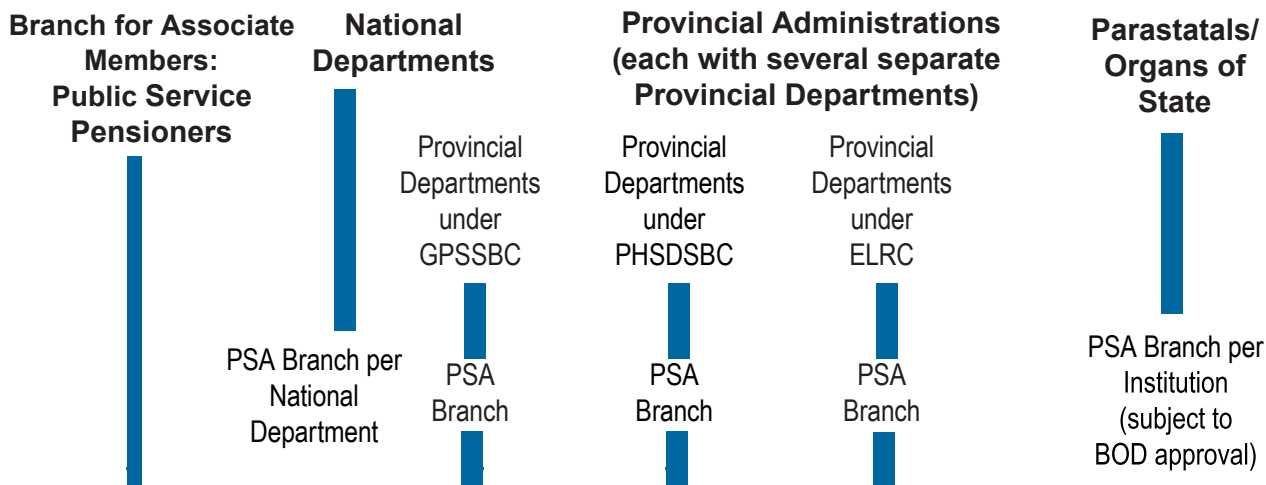
Country-wide member structures (on national and sectoral level) are the link between the PSA and its members. These structures mirror the current structures for collective bargaining and offer direction, thereby ensuring the protection and promotion of the rights and interests of members.

The PSA's Board of Directors (BOD) on 29 March 2017 resolved that in terms of the *Labour Relations Act* or an Organisational Rights agreement, a group will be entitled to elect five shop stewards. The Board may, on good cause shown, establish such a group as a branch.

These structures have been established in all provinces to promote the organisation of members, obtaining their mandates, and improving communication with members.

Details of this extensive network of committees and branches are available from the PSA Head Office as well as any of the twelve PSA Provincial Offices.

It is important to understand PSA member structures. In addition, you should be involved in these structures as active members can provide timeous, informed mandates, and ensure that skilled workplace representatives are elected.




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Exploring Artificial Intelligence



Artificial intelligence (AI) has emerged as a transformative technology with profound implications across various sectors, from healthcare and finance to transportation and entertainment. As AI continues to evolve, it offers a spectrum of benefits and challenges that warrant careful examination.

The benefits of AI, amongst others, include automation and efficiency, based on AI's ability to automate tasks and processes, improving efficiency and productivity. AI-powered systems can handle repetitive tasks at scale, freeing up human resources for more complex and creative endeavours. Such systems also have the ability to reduce human error, as computers programmed correctly make no or less errors.

AI excels in analysing large volumes of data swiftly and accurately. It can provide round-the-clock customer support, enhancing accessibility and responsiveness for businesses. Advancements in this regard have also been seen in the health sector, with AI revolutionising healthcare by aiding in diagnostics, drug discovery, personalised treatment plans, and assisting in early disease detection.

Safety and security have also been enhanced for security measures in detecting patterns of fraudulent activity, enhancing cyber-security protocols, and enabling predictive maintenance in industries such as aviation and manufacturing.

All these functions can be seen as saving an organisation costs. Despite these positive contributions, AI could also have serious and harmful consequences for workplaces. This includes job displacement, which could lead to unemployment or shifts in required job skills. Ensuring fairness and transparency in AI decision-making remains a significant challenge.

There are also privacy concerns and the lack of human-like judgement in being able to understand emotions such as empathy, which are crucial in certain contexts such as healthcare or customer-service interactions.

Whilst artificial intelligence offers immense potential to transform industries and enhance human capabilities, it also presents significant challenges that require thoughtful consideration. Addressing these challenges, such as bias mitigation, privacy protection, and ethical guidelines, will be crucial in maximising the benefits of AI whilst mitigating its risks.

Source
[https://www.tableau.com/data-insights/ai/advantages-disadvantages#:~:text=The%20advantages%20range%20from%20streamlining,lack%20of%20emotion%20and%20creativity,](https://www.tableau.com/data-insights/ai/advantages-disadvantages#:~:text=The%20advantages%20range%20from%20streamlining,lack%20of%20emotion%20and%20creativity,https://towardsdatascience.com/advantages-and-disadvantages-of-artificial-intelligence-182a5ef6588c)
<https://towardsdatascience.com/advantages-and-disadvantages-of-artificial-intelligence-182a5ef6588c>
Images: Freepik

Combating climate change and water shortages in South Africa

South Africans continue to contend with load shedding, and some parts of the country are now also facing the possibility of water shedding.

Gauteng was recently impacted by water cuts after Rand Water announced in March 2024 that the water system of three municipalities in the province, namely Johannesburg, Tshwane, and Ekurhuleni, was on the verge of collapse. Such a collapse has the potential to impact 13 million people in the country's richest province.

Situations of this nature are unfortunately becoming the norm as the world starts to feel the tangible consequences of climate change. Climate change is the significant variation of average weather conditions becoming, for example, warmer, wetter, or drier—over several decades or longer.

Climate change impacts on water resources

South Africa is experiencing the effects of climate change through altered rainfall patterns, increased temperatures, and more frequent droughts. These changes have profound implications for water availability, especially in a country where water scarcity is already a pressing issue. The country's water resources are under strain owing to a combination of factors, including population growth, urbanisation, and climate change. Several provinces have faced severe droughts in recent years, leading to water shortages and economic impacts.

Agriculture, a crucial sector for South Africa's economy, is heavily reliant on water. Reduced water availability owing to climate change poses risks to crop production and livestock farming, impacting food security and livelihoods.

Urban areas face unique water challenges exacerbated by population growth and aging infrastructure. Municipalities often struggle to meet water demands during drought periods, highlighting the need for efficient water management and conservation measures.

Indigenous forests and trees are in danger from invasive species, pests, and diseases. Other pressures such as fire, theft, and physical damage pose an even greater hazard.

Arbor Week from **30 August 2024 to 5 September 2024** holds special significance in the context of climate change and water conservation.

Tree-planting initiatives play a vital role in mitigating climate impacts and promoting water sustainability. Trees play a critical role in maintaining healthy soil and enhancing water retention. Their root systems help prevent soil erosion and promote groundwater recharge, crucial in areas with water scarcity. Trees sequester carbon dioxide, a major greenhouse gas contributing to climate change. By absorbing carbon dioxide from the atmosphere, trees help mitigate the impact of climate change and reduce temperatures in urban areas. Trees also support diverse ecosystems and provide habitats for wildlife. Preserving and expanding forested areas contribute to biodiversity conservation and ecosystem resilience in the face of climate change.

Planting trees for the future

These issues can, however, be addressed through arboriculture. This is the practice of cultivating and managing trees, offering practical solutions to water-scarcity challenges. Planting indigenous trees adapted to local conditions enhances resilience to climate impacts and promotes biodiversity conservation. Integrating trees into agricultural landscapes through agroforestry practices can improve water efficiency, enhance soil fertility, and diversify crop yields. Increasing green spaces in urban areas through tree planting initiatives helps mitigate the urban heat-island effect, improve air quality, and reduce water runoff.

To successfully manage climate issues, community engagement and education remains important. Arbor Day provides an opportunity for community engagement and environmental education. Involving communities in tree-planting activities fosters a sense of ownership and encourages sustainable land-management practices. Arbor Week events also raise awareness about the importance of water conservation, climate resilience, and sustainable resource management. It is essential to recognise the critical role of trees in fostering environmental resilience and sustainable development. By harnessing the power of arboriculture, communities can contribute to water conservation efforts, mitigate climate impacts, and build a greener, more sustainable future.

In support of these efforts, the PSA will be planting trees across the country during Arbor Week. Members are encouraged to continuously embrace all efforts to save the planet. Together, we can achieve positive change, promote water stewardship and environmental sustainability for a healthier planet!

Source
<https://businesstech.co.za/news/trending/761701/gauteng-water-crisis-the-system-is-starting-to-self-destruct/>
<https://apnews.com/article/south-africa-johannesburg-water-crisis-weather-fa8c921c6a063a31a6c37e05864d61fb>
Images: Pexel



PSA making a difference in Free State, one bottle cap at a time

In a heartwarming display of community spirit and dedication to a noble cause, the PSA and its members in the Free State recently achieved a significant milestone by collecting 2 485 kg of bread clips and bottle caps, which resulted in the acquisition of four much-needed wheelchairs for the Tswelang School Project.

The PSA Provincial Office in Bloemfontein embraced this ongoing national PSA project in 2023 and has been pleasantly surprised by the collective efforts to reach this milestone. The commitment to the cause, however, continues as the Office aims to continue efforts until ten wheelchairs have been secured for the School.

The initiative was not just a success in terms of tangible contributions, but also in fostering a sense of camaraderie and teamwork. A competition was initiated, spurring friendly rivalry among staff. The PSA Provincial Manager in the Free State, Aubrey Nappie, donated a dinner for two as a prize, which was deservedly claimed by Dina Schutte, the Office's top performer in collecting bottle caps.

The impact of this initiative has reached far beyond the Office's immediate surroundings. Individuals from across the country, from Cape Town to Johannesburg, were moved by the cause and generously contributed. The PSA offers special thanks to PSA members, Gretchen Gerber (Vrede Library) and Elizabeth Kubheka (Manapo Hospital), who undertook their own projects to collect caps, showcasing the power of grassroots initiatives.

The collaborative efforts also extended to Tswelang School itself, where learners actively participated in similar projects, reinforcing the values of community involvement and altruism. This collective effort culminated in the donation of four wheelchairs, a testament to the impact that can be achieved through unity and shared purpose.



The PSA Provincial Office in Bloemfontein expresses heartfelt gratitude to everyone who played a part in this remarkable project. Through such dedication, generosity, and compassion true change and meaningful impact are brought to fruition. Here's to the next chapter in this inspiring journey towards providing mobility and making a positive difference in the lives of those in need.

**Members across the country
are encouraged to support this
national project by 31 August 2024.**



PSA collective bargaining updates

Collective bargaining is a fundamental part in labour relations for facilitating negotiations between employers and organised groups of workers to define the terms of employment. This process addresses a spectrum of concerns and issues pivotal to the workforce's well-being and productivity by reaching a mutually acceptable agreement, formalised in a collective bargaining agreement. The PSA regards collective bargaining as a cornerstone of modern labour relations, embodying the principles of negotiation, collaboration, and mutual respect to foster sustainable workplace relationships. In this regard, the PSA has an excellent collective track record in service of members.

PSA recognised at SIU

In a significant milestone in the Union's ongoing efforts to represent the rights of public servants, the PSA has attained official recognition at the esteemed Special Investigating Unit (SIU). The PSA is now poised to expand its membership base and extend the support network to an even broader spectrum of public servants. The PSA reaffirms its unwavering commitment to assisting these new members in safeguarding their rights and championing their interests.

Public Service 2025/26-salary negotiations

The implementation of 2023/24 Public Service salary negotiations was concluded on 1 April 2024. The second leg of Resolution 2/2023 was implemented (4.7% CPI projected). Parties at the PSCBC started with salary negotiations for 2025/26, agreeing to a timetable for negotiations starting on 1 May 2024 and ending on 31 September 2024. Parties also agreed to draft wage-negotiation protocols to guide upcoming salary negotiations. If the protocol agreement is signed, parties would benefit in that the outcomes of each negotiation process would be aligned to government's budget-planning process. Parties proposed amending wage-negotiation protocols instead of developing a new collective agreement. The main change is the inclusion of a negotiation timetable, which was proposed to span from May until September.

From October to November, parties intend to hold debriefing sessions to reflect on negotiation processes. **In the wake of the recent elections, the PSA trusts that government will support collective bargaining principles and provisions. Labour law reform regulations must be supported by government to maintain labour peace and promote service delivery.**

Provision of housing for public servants

The Government Employees Housing Scheme (GEHS) was established to assist employees in obtaining affordable housing, as most public servants do not qualify for RDP houses or home loans. Government developed a roadmap and conducted a feasibility study to establish a plan to construct houses for public servants. According to the study, 197 390 employees qualified to receive a housing allowance, but do not receive this. A total 4 372 employees are receiving the housing allowance implemented before 2015, and 189 856 received housing allowances as tenants. The individual-linked savings facility, amounting to R19 billion, was saved by 189 856 employees who are tenants. The aim of concluding Public Service Coordinating Bargaining Council (PSCBC) Resolution 7/2015 was to facilitate home ownership for public servants in terms of receiving financing. Government partnered with *South African Home Loans*, but this did not yield positive results and the contract was terminated. Government also used the feasibility study to find vacant land in urban residential areas to build affordable houses. Both the Government Employees Pension Fund and the Public Investment Corporation proposed a funding model to assist public servants who cannot afford to buy houses. The model would focus on rehabilitation as well as preventative and support incentives. It would include an affordable housing model and pension-backed home loans. The model would be facilitated under the Department of Human Settlements (DHS). The PSA and some other unions raised concerns that the proposal to place the funding-model scheme under the DHS would open opportunities for corruption. It was proposed that the Department of Public Service and Administration be the custodian of the funding model. The matter is still under discussion at the PSCBC.

Senior Family Advocates: Success after 15 years of PSA perseverance!

The PSA represented Senior Advocates of the Department of Justice, appointed in the provinces, with their incorrect occupational-specific dispensation (OSD) salary-translation dispute.

The dispute started in 2008 when OSD agreements for professionals in the public service were implemented. All Senior Family Advocates were translated to salary level LP8 instead of LP9 as per the agreement. When members could not resolve the matter with the Department, the PSA declared a dispute on their behalf at the General Public Service Sectoral Bargaining Council (GPSSBC). The PSA received an arbitration award in favour of the members, directing the Department to translate them to salary level LP9. The Department reviewed the matter to the Labour Court, where it was dismissed with cost. The Department then lodged an appeal at the Labour Appeal Court, where on a technicality, it was ruled that the matter must be referred for arbitration under the GPSSBC. The PSA again obtained an award in favour of the members. The Department, however, decided to review this matter at the Labour Court, where its application was again dismissed.

The Department subsequently informed the PSA that it did not intend to litigate further on the matter but would require time to implement the judgement. The PSA was pleased to hear from members that three of the nine members received payments in December 2023. The remaining members received their payments by the end of March 2024. The PSA is still engaging the Department on the interest due to these members and pension corrections. A dispute that took more than 15 years to resolve, owing to the Department's constant legal actions to defend its original mistake, was finally resolved with justice being served for members!

PSA successes in Parastatals

The PSA has also seen successes for members at parastatals where the Union is working diligently to improve workplace conditions. The PSA, for example, following complaints from members at the Pan South African Language Board (PANSLAB), ensured that long-service recognition awards were implemented. The recognition of improved qualifications was also addressed. PANSALB conducted an analysis to identify employees who met the requirements for this reward and all eligible employees were to be paid in July 2024.

The PSA is steadfast in its resolve to foster a workplace environment that upholds the dignity, rights, and well-being of public servants.

Source
PSA Collective Bargaining
Images: Pexel

PSA Snapshots



PSA General Manager, Reuben Maleka, handed a portable power station valued at R7 000 to Poni Rakgalakane (right), one of the winners in the PSA's Recruit and Win competition - see page 20



The PSA celebrated Workers' Day with members in the Eastern Cape.



PSA Provincial Manager in Johannesburg: Olivia Mashigo, presented Getrude Dikgole (right) with her prize as one of the winners in the PSA's LOVEBRAMLEY competition.



PSA Chairpersons pictured at the National Chairpersons' Forum Meeting in May 2024.



Mushyeni Montja's recruitment efforts won him a portable power station valued at R7 000 in the PSA's Recruit and Win competition.

In the Western Cape, the PSA team presented JJ Walters (second from left) with his prize as one of the winners in the PSA's Recruit and Win competition.



EVERY member IMPORTANT

The PSA's Members' Rights Unit stands as a pillar of the Union, dedicated to championing and safeguarding the rights of members. Steadfast representation by PSA officials and shop stewards ensures that members are advocated for in all manner of disputes, offering robust legal assistance where needed. Whether it involves disciplinary inquiries, grievance meetings, appearances before the Commission for Conciliation, Mediation, and Arbitration, or engagements with public-sector councils, the PSA's commitment to ensuring fair treatment and protection remains resolute.

The PSA is proud of its service excellence to members in this regard, as reflected by recent successful cases:

Department of Correctional Services

In a significant triumph for PSA members, the Department of Correctional Services (DCS) has agreed to permanently appoint the 2019/20-learnership group as Auxiliary Support Officers. This decision came after the uncertainty surrounding the end of these learnership contracts on 31 March 2024, with no clear communication from the DCS regarding their future. The PSA intervened, demanding the permanent absorption of these learners, which was met with approval after careful consideration by the DCS management. From 1 April 2024, the learners transitioned into permanent roles in the DCS. The PSA commits to overseeing the implementation process.

Department of Home Affairs

The PSA has been at the forefront of keeping the Department accountable for paying employees for overtime and ensuring that members are not forced to take days-off as payment.

This was affirmed by the Constitutional Court Judgement obtained on the matter by the PSA, which ruled against the Department when it was making employees work on weekends without paying them overtime. This victory restored fairness and ensured that members were not exploited by being forced to open offices on weekends and work without being paid overtime.

The PSA also noted the announcement by the Department to open offices on 6 April 2024, 13 April 2024, and 20 April 2024, which are three consecutive Saturdays for the ID campaign. The Department approved overtime for these days and all employees scheduled to work should be paid.

The PSA further assisted members who were made to work overtime to support voting registration and preparations for elections in November 2023 and February 2024. The overtime payment for both periods was outstanding until the PSA represented members and confronted the Department. After the PSA's intervention and grievances lodged by some employees, the Department approved the submission to pay the overtime.

The PSA further demanded that the Department should pay for overtime worked by employees in the Inspectorate Unit in 2023, which was still outstanding. The information of members who should be paid was submitted by the PSA and the Department has indicated that a submission has been made for approval.

The PSA is proud of the successes achieved in service of members of the Union of Choice!

Understanding PSA member structures

The PSA has active members structures at national and provincial level in service of members. These structures are crucial for member organisation, mandate acquisition, and effective communication channels. Understanding these structures (and active participation) is essential for PSA members to have their voices heard, rights protected, and interests promoted effectively.

Members are advised to familiarise themselves with their PSA representatives. More information member structures is available on the PSA website at <https://www.psa.co.za/structure/member-structures>. Details of the PSA's full-time shop stewards can be viewed at <https://www.psa.co.za/structure/shop-stewards>.



Unlocking Peace of Mind: Your Comprehensive Guide to Funeral Insurance

Are you prepared for life's uncertainties, ensuring that your loved ones won't bear the financial burden of your, loved ones' final farewell? Let's navigate the realm of funeral insurance together, helping you make informed decisions that resonate with your needs and budget!

Affordability Matters

Delve into your financial landscape. You need to calculate what you can comfortably allocate to funeral insurance after considering all your monthly expenses. Our PSA Funeral Plan allows you to customise your plan, aligning seamlessly with your budget.

Benefits Tailored for You

Assess your funeral insurance needs and the people you want to cover. Do you need assistance with groceries, airtime, electricity or transportation? The PSA Funeral Plan offers you flexibility. Tailor your coverage to meet your unique requirements, ensuring peace of mind for you and your family.

Caring for Your Dependents

Learn about the number of dependents your plan accommodates and grasp the claiming processes. With the rising costs of funerals, safeguard your loved ones from the burden of unexpected expenses by choosing the right funeral insurance that meets your needs.

Exclusions Unveiled

Avoid claim rejections by understanding policy exclusions. Certain situations, such as death during criminal activities, wartime events, false claims, or not keeping premiums up to date, may impact your payout. Stay informed to make the most of your funeral insurance when it matters most.

Flexible Solutions for Peace of Mind

Select an insurance policy aligning with your lifestyle and budget. Compare options, obtain multiple quotes, and make informed decisions. Meeting all terms and conditions of the policy and consistently paying your monthly premiums can ensure a seamless claiming process. Stay informed, ask questions, and secure the right funeral cover for a worry-free future. With the PSA Funeral Plan, we're here to guide you every step of the way.

Connect with us Today:

To explore our funeral cover options or receive a personalized quotation, visit our website to connect with us. We're here to guide you through the process, providing comprehensive support for you and your family's peace of mind.

The PSA Funeral Plan underwritten by Hollard Life Assurance Company allows PSA members to enjoy affordable funeral cover up to R50 000 for immediate family, which will provide peace of mind for you and your family. Contact The Best Funeral Society on 0860 101 003 or visit our website www.tbfs.co.za for additional information. Hollard Life Assurance Company Limited (Reg No. 1993/001405/06), a Licensed Life Insurer and an authorised Financial Services Provider.





Importance of employee TRAINING AND DEVELOPMENT: Impact on organisational success

By **Mphutlane Bofelo** - PSA Training Officer

In the competitive world of work, investing in the training and development of employees is not only beneficial but essential for organisational growth and success. Such initiatives play a crucial role in enhancing employee skills, improving productivity, fostering innovation, and nurturing a positive workplace culture.

Let's delve into why training and development are imperative and how these positively impact organisations.

- 1. Enhancing employee skills and competencies:** Training programs provide employees with opportunities to acquire new skills, update existing knowledge, and develop competencies relevant to their roles. Continuous learning ensures that employees stay relevant and adaptable.
- 2. Boosting employee engagement and motivation:** Investing in employee development signals that the organisation values employees' growth and is committed to their success. This fosters a sense of loyalty and engagement amongst employees.
- 3. Improving employee performance and productivity:** Well-trained employees are more efficient and productive. Training equips employees with the necessary tools and knowledge to perform tasks effectively, reducing errors and inefficiencies. Improved performance on individual level translates into enhanced overall productivity for the organisation.

4. Facilitating innovation and adaptability: Continuous learning encourages employees to think creatively, explore new ideas, and adapt to changing circumstances. This fosters a culture of innovation in the organisation, driving competitiveness and growth.

5. Building a stronger talent pipeline: Training and development initiatives contribute to building a skilled talent pipeline. By investing in employee growth, organisations cultivate a pool of qualified internal candidates for leadership positions and specialised roles. This reduces recruitment costs and strengthens succession planning efforts.

6. Cultivating a positive organisational culture: Training and development efforts contribute to shaping a positive organisational culture characterised by continuous learning, collaboration, and mutual support. When employees feel supported and valued, they are more likely to exhibit teamwork and contribute positively to the workplace environment.

7. Enhancing employee retention and reducing turnover: Employees are more likely to stay with an organisation that invests in their professional growth and development.

8. Meeting organisational goals and objectives: Ultimately, the impact of training and development on organisational success is reflected in the achievement of strategic goals and objectives. Well-trained employees are better equipped to contribute to business outcomes, drive innovation, and adapt to market changes, positioning the organisation for sustained growth.

Training and development initiatives are not merely investments but strategic imperatives for organisations seeking to thrive in a competitive and demanding landscape. By prioritising employee growth and skill development, organisations, including in the public sector, can unlock the full potential of their workforce.

Sources

<https://engagedly.com/blog/importance-implementation-and-benefits-of-training-and-development-program/>

<https://online.maryville.edu/blog/importance-of-training-and-development/>

Images: Freepik



PSA Holiday Resort

Nestled in a lush indigenous dune forest at Quenera Mouth, East of the Gonubie River and in close proximity to the beach, you will find the *PSA Holiday Resort**. Just 18 km from East London, the Resort is committed to offering you relaxation and tranquility.

The area is a bird and nature lover's paradise. Excellent saltwater fishing can be enjoyed at the Resort's beach, combined with unpolluted and uncrowded safe swimming.

The Resort has ten fully-equipped chalets - most with a sea view (choice of two or three bedrooms) and 110 semi-shaded stands for caravans and camping. To ensure absolute peace of mind, the Resort is enclosed with an electrified security fence.

**Rated by the AA as a Highly Recommended Resort with Varied Accommodation*



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How to get your claims paid *super-fast!*

Understand what waiting periods, insurable interest and family trees mean when setting up your Metropolitan Funeral Plan.

Being ranked number 1 for customer experience* in our industry is a huge accolade, however, maintaining such a standard that has become expected by our clients is no easy feat. We are constantly looking at new and innovative solutions to meet and exceed our clients' expectations. Based on feedback that we received from the Ask Afrika Orange Index 2023 and the Voice of the Client surveys, we analysed the issues that may present challenges to our clients in their journey with us. Let's unpack the most common Metropolitan Funeral Plan challenges and what they mean for you, our client.

Waiting periods

Waiting periods are in place to discourage terminally ill people and/or their family members from taking a policy so that the beneficiaries can claim immediate benefits. If someone passes away from natural causes during the waiting period, benefits may not be claimed, however if someone passes away due to accidental death, the waiting period is waived.

Waiting periods can also apply when you:

- First start your policy.
- Add a participant to your policy.
- Change your cover levels.
- Add a new optional benefit to your policy.

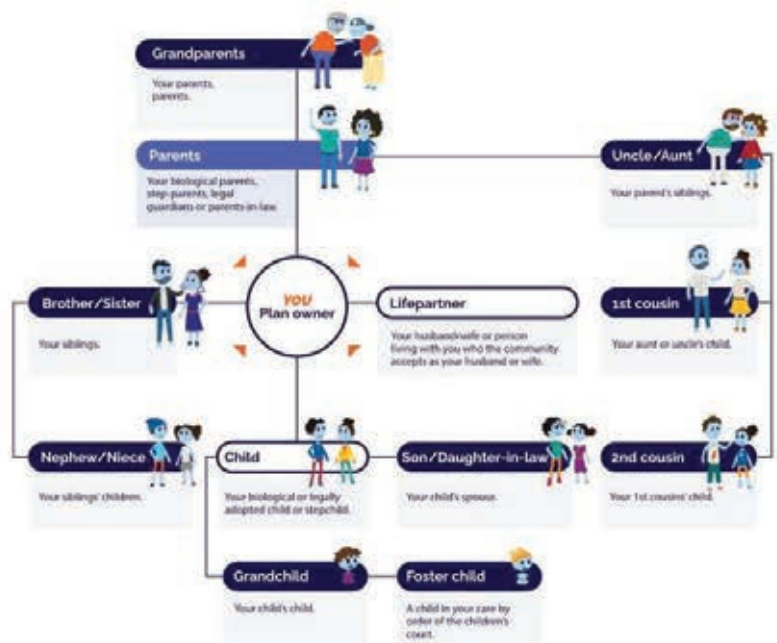
Insurable interest


When you consider taking an insurance policy, whether it is a funeral plan or life insurance, you will need to show that you have a connection to the person that you intend insuring. There needs to be a valid and legitimate emotional connection with the insured life, so that the insurance covers actual risks and losses.

Family tree

In insurance terms, this means who you can potentially insure on your Metropolitan Funeral Plan. It is important that you correctly classify your beneficiaries on your plan. The diagram alongside illustrates the people you can add to your plan.

Need more information? Add us on WhatsApp - 0860 724 724 and start your conversation with *HI*. You can easily submit your claims, or access your policy information. Speak to your Metropolitan Financial Adviser if you want to discuss the benefits of your Metropolitan Funeral Plan.



 Insure your family members under the correct relationship in order to avoid delayed claim payouts and ensure that you get your full cover amount at claims stage.



**The PSA offers
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with funeral costs
at the death of a member,
provided that the application
is received within six
months of death**

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