

PSA The Union Of Choice

PSA LINK

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PSA SHOP STEWARD NEWSLETTER

Protecting members' WORKPLACE RIGHTS

A shop steward is often the first person a member approaches when facing unfair treatment, disciplinary action, discrimination, promotion disputes, or other workplace challenges. Shop stewards are thus an important link between members and the PSA's Labour Relations and Legal Services components, helping ensure that members understand their rights and know where to turn when assistance is required.

Recognising concerns and acting timeously

Shop stewards play a critical role in identifying workplace disputes and guiding members on appropriate steps. This includes listening to members' concerns, helping them understand grievance and disciplinary procedures, identifying possible unfair labour practices, and referring matters to the PSA for assessment and assistance.

It is equally important to encourage members to report problems promptly and to keep relevant documentation and evidence. Early intervention can prevent matters from escalating and help ensure that important procedural deadlines are not missed. Shop stewards should, however, avoid making legal assurances or attempting to resolve complex matters without consulting the PSA.

Working with PSA's legal services and labour relations teams

The PSA provides members access to professional labour relations advice, representation and, where warranted, legal assistance. Shop stewards support this process by establishing facts, communicating members' concerns, and ensuring that matters are referred through appropriate channels. PSA Labour Relations Officers and legal professionals assist with interpreting labour legislation, collective agreements and workplace policies, preparing cases, challenging unfair employer decisions, and representing members in formal proceedings, where applicable.

Shop stewards must understand these support structures and help members access theses when necessary.

Keeping members informed

Informed members are better equipped to protect their rights. Shop stewards have an important responsibility to share PSA information with members, including updates on labour legislation, collective agreements, grievance procedures, disciplinary processes, legal developments, and workplace rights.

By communicating information accurately and regularly, shop stewards strengthen members' understanding of protections available to them and reinforce the value of PSA representation. They should also direct members to official PSA communication channels and relevant officials for guidance on specific matters.

Together, stronger in protecting members

Being a PSA shop steward means being accessible, informed, and prepared to act in the interest of members. It requires recognising when a workplace concern needs intervention, knowing when to seek professional assistance, and ensuring that members are not left uncertain about where to turn.

The PSA's strength lies in the combined efforts of the Union's shop stewards, Labour Relations Officers, and legal professionals. Each plays a vital role in ensuring that members receive the guidance, representation, and protection they deserve.

Shop stewards are a critical link between the PSA and members when protecting rights. Shop stewards must ensure that no member faces a workplace challenge alone.

Source: PSA Rights and Litigation

Towards 2030 with resilience, endurance, and GROWTH