

MEDIA RELEASE PSA demands urgent intervention at the Master's Office in Cape Town

DATE 20 August 2026

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The Public Servants Association (PSA) is extremely concerned about the continued deterioration of working conditions, service-delivery challenges, and resource constraints at the Office of the Master of the High Court in Cape Town.

In July 2025, the PSA submitted 36 grievances on behalf of employees highlighting serious concerns affecting employee wellbeing and public service delivery. These grievances related to, amongst others, severe staff shortages, infrastructure and ICMS system challenges, security concerns, workload pressures, training deficiencies, performance management concerns, operational arrangements, and the impact of these issues on service delivery.

Following engagement between the PSA and the Department of Justice and Constitutional Development, several commitments were made to address these concerns. These included the filling of critical vacancies, improvements to infrastructure, addressing security concerns, consideration of training needs, and interventions aimed at reducing operational backlogs. Despite these undertakings, many of the concerns raised by employees remain unresolved. Employees continue to express concerns regarding critical staff shortages and vacant key management and operational posts. Increasing workloads and backlogs, infrastructure and information system challenges are impacting service delivery. There are security concerns affecting employees and members of the public. Limited resources are available to support employees in fulfilling their statutory functions with ongoing uncertainty regarding timelines for the implementation of identified interventions.

The PSA noted that during engagements with the Department, assurances were made that efforts were underway to address these challenges and that progress would be made in the 2025-financial year. The concerns raised by employees, however, persist and continue to adversely affect morale, workplace wellbeing, and the ability of the Office to render effective services to the public. Consequently, the PSA has encouraged affected employees to resubmit their grievances to facilitate renewed scrutiny and immediate intervention. The PSA is committed to representing employees and ensuring that their legitimate workplace concerns are addressed through the appropriate collective-bargaining and labour-relations processes.

The PSA urges the Department to prioritise the filling of vacant posts, improve operational capacity, strengthen security arrangements, and implement sustainable measures aimed at restoring efficiency and service delivery at the Master's Office.

END

