

MEDIA RELEASE Unsafe working conditions at Thusong Service Centre, Centane: PSA calls for urgent intervention

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The Public Servants Association (PSA) is dismayed by unacceptable conditions at Thusong Service Centre in Centane in the Eastern Cape, affecting employees of the Department of Social Development and Mnquma Clinic (Macibeni Clinic).

Thusong Service Centre accommodates the Department of Justice and Constitutional Development (DoJCD), the Department of Social Development (DSD), the South African Social Security Agency (SASSA), and Mnquma Clinic. Whilst the DoJCD and SASSA continue to operate normally, the DSD and the Clinic are operating under compromised conditions, including prolonged absence of electricity and running water.

The facility has been without electricity since October 2025. Employees are consequently required to work in poorly lit conditions, increasing the risk of slips, trips, falls, and other workplace accidents. The absence of electricity affects the safe operation of office equipment and disrupts service delivery. The lack of running water is concerning. Employees cannot maintain acceptable hygiene standards and do not have access to essential workplace welfare facilities, including drinking water. These conditions expose employees to health risks and undermine their dignity and wellbeing.

The PSA is particularly concerned that managements of both the DSD and Mnquma Clinic are aware of these conditions, yet no adequate solution has been implemented. The matter has been reported to the Department of Employment and Labour, and the PSA requested an urgent occupational health and safety inspection. Despite this, no inspection has been conducted to date. Employees should not be expected to work indefinitely without basic services such as electricity and running water. The situation compromises public service delivery and may expose employees to frustration and confrontation by members of the public who cannot access services.

The PSA calls on the Department of Employment and Labour to urgently inspect the facility, assess compliance with the *Occupational Health and Safety Act* and its Regulations, and take appropriate enforcement action, where necessary. The PSA further demands that the Departments restore essential services and implement measures ensuring a safe and suitable workplace. The safety, health, and dignity of public servants cannot be compromised through prolonged inaction. The PSA will continue monitoring the matter and will engage authorities until a lasting solution is implemented.

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