

PSA update to members

Business Process Re-engineering (BPR) Project

The employer presented an overview of the As-Is report of the BPR project, which provides a snapshot of SASSA as at December 2021. The information relied upon for the report is based on engagements conducted and information gathered from a few sites within SASSA. The report points out some of SASSA's achievements in 2020/21, such as having met the targeted number of new social-grant applications approved and grants in payment to eligible beneficiaries under vulnerable groups, as well as the development of the online COVID-19 SRD Grant System to about 5.5 million applicants within two months of announcement.

Some of the challenges reported are the fact that SASSA does not have a Board of Directors and, as a result, the EXCO doesn't have an oversight structure to ensure that they are making the right decisions. Furthermore, there are too many government structures in the Agency where some regions have their own committees that are not aligned to one another. Some do not sit regularly and their inputs hardly find their way to the SASSA decision-making structures. Other challenges relate to the operating model, which is considered not fit for purpose. The fact that the operating model lacks uniformity and standardisation in how different levels are constituted, what they do, and how they are governed across regions, is seen as a challenge. It has been found that even though the roles of local offices is clear, those of district offices vary greatly from region to region and district to district. A number of other challenges (*presentation available from PSA Provincial Offices*) were also highlighted. The project has now moved into phase 3, where the focus is to design the ideal SASSA blueprint. This entails the mapping of To-Be processes, development of the To-Be Operating Model, revision of policies, and finalising SASSA's costed, detailed organisation structure and job profiles, amongst other activities.

Occupational Health and Safety Policy

The Occupational Health and Safety Policy (OHS) is intended to provide guidelines for the management of occupational health and safety in SASSA in compliance with the *Occupational Health and Safety Act, 1993 (Act 85 of 1993)*. The policy provides for the establishment of OHS committees and outlines their functions, which amongst others, is to review the effectiveness of health and safety measures, identify potential hazards and potential major incidents at the workplace, and to investigate health- and safety-related complaints. The policy further imposes responsibilities on the employer to provide resources required to implement the OHS policy and to ensure that the Specialist OHS Officer at Assistant Manager level is appointed at each region, including Head Office. It further places a responsibility on employees to take reasonable care for their health and safety and of other people who may be affected by their actions.

Members are urged to read through the above updates and supporting documents (*available from PSA Provincial Offices*) and provide inputs to the PSA to joseph.mashigo@psa.co.za **on or before 17 June 2022**.

GENERAL MANAGER