



FOR PSA MEMBERS: **EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT (ECDSD) – GQEBERHA AREA**

30-07-2025

Bilateral meeting with Eastern Cape Department of Social Development - Chris Hani District

The PSA recently engaged in a bilateral meeting with the Eastern Cape Department of Social Development following ongoing concerns raised by members at a One-Stop Centre. The PSA took a strong and clear stance during the meeting to ensure that members' voices were heard, and their rights respected. Below is a summary of key issues raised, and commitments made by the employer.

PSA highlights from meeting

- **Grievance process flawed:** The PSA strongly objected to the process followed by the employer in handling grievances. The PSA was not consulted, and members were left feeling silenced. As a result, the PSA insisted that the proper grievance process be initiated from that point forward.
- **Working conditions addressed:** Members were afforded the opportunity to detail their challenges, including poor working conditions, lack of proper tools, and an unsuitable working environment.
- **Non-payment of overtime:** The PSA raised serious concerns about the non-payment of overtime for work performed on public holidays, weekends, and night shifts.
- **Lack of induction and job clarity:** The PSA questioned whether new employees received formal induction and proper orientation, and whether their duties are clearly defined in their contracts.
- **Unjust warning letters:** The PSA noted with concern that warning letters were issued to members after grievances had been submitted, without proper investigations by the employer.
- **Improper duty rosters:** It was emphasised that compiling duty rosters is a management responsibility and cannot be delegated to employees.

Employer's response and commitments

- **Operational benchmarking:** The Department will benchmark how other One-Stop Centres operate, starting with their organograms. Currently, auxiliary social workers are doing cleaning, which is outside their scope.
- **Consultation on Centre conditions:** The employer will consult the district and provincial offices regarding the state of the Centre.

- **Memo on overtime payments:** A memo will be drafted regarding overtime work on public holidays, weekends, and night shifts. The employer acknowledged this oversight and committed to requesting back pay approval. Going forward, overtime must be pre-approved.
- **Staff engagement and motivation:** A session will be arranged for all staff, including social workers who supervise auxiliary staff, to address motivational challenges and improve communication.
- **Infrastructure and supplies:** Progress has already started on improving facilities. Actions include:
 - Fast-tracking the installation of a washing machine.
 - Procuring an urn and cleaning materials.
 - Replacing manual bread baking with a regular bread supply.
 - Ongoing progress meetings will be held to monitor developments.

PSA follow-up

The PSA will conduct random visits to the centres to ensure that the employer follows through on these commitments and that conditions are improved as promised. Together, we will continue to pursue fair treatment and dignified working conditions for all members. Should you experience similar challenges or need support, please contact your PSA representative.

Reuben Maleka
GENERAL MANAGER