



FOR PSA MEMBERS: **GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)**

15-10-2025

Feedback: GPAA conciliation

Members were previously informed that the PSA held a meeting with the acting CEO on 18 September 2025 to try to resolve the dispute the PSA declared against the GPAA. At conciliation, parties indicated their willingness to settle the dispute in accordance with resolutions taken at the meeting held with the acting CEO.

Relocation to new building

Members are aware that this matter was widely reported in media in that the GPAA Head Office was in the process of relocating to Brooklyn for a lease of R1 billion for ten years. The PSA's gripe with the relocation was the lack of consultation with employees. The employer indicated that the relocation to the Brooklyn offices has been rescinded, and the contract cancelled. The employer gave an undertaking that organised labour will be consulted properly should the GPAA consider relocating in future.

Shortage of parking: Head Office

Owing to a shortage of parking, members are forced to park their cars on the streets, facing the risk of cars being broken into, towed away, or stolen. The employer indicated that the GPAA will explore the possibility of acquiring parking for employees at nearby facilities at the cost of the employer. Parties agreed that the employer will provide an update to the PSA on this matter by 15 December 2025.

Absorption of contract workers

The GPAA has had a substantial number of contract workers over the years. In some instances, the employees become unemployed at the end of the fixed-term contract. The PSA demanded the absorption of all contract workers into permanent positions as the current organisational structure, which was approved in 2024, has 120 additional positions. The employer indicated that absorption of employees is no longer allowed in terms of the Public Service Regulations and that the recruitment process must be followed. The employer indicated that all positions on level 6 and below will be advertised internally.

Customer Service Agent (CSA): Driver's license requirement

The employer unreasonably included a driver's license as a requirement to be appointment as a CSA, which is not a requirement in terms of the job description. The inclusion of a driver's license as a requirement is irrational as CSAs are office bound, and this will prejudice many aspiring employees for such positions. The employer agreed to remove the driver's license as requirement henceforth.

Labour brokers

The PSA demanded that the GPAA must do away with labour brokers as they exploit employees and requested that those employees be permanently employed by the GPAA. The employer agreed to do away with labour brokers but pleaded with the PSA to allow the contracts of current labour brokers to run until its end to prevent legal challenges. The employer indicated that it is unable to absorb temporary employees employed by labour brokers as the Public Service Regulations do not allow.

Decentralisation

The PSA indicated that, whilst it supports the decentralisation of certain functions to regional offices for the GPAA to be efficient and provide services promptly to members, it does not agree with how the process is unfolding. The PSA bemoaned that there is no proper consultation, which has led to anxiety and apprehension amongst members. The employer committed that there will be proper consultation with employees and organised labour on all forums, including the committee that deals with decentralization, henceforth.

Settlement agreement

Parties agreed to enter into a settlement agreement to resolve the dispute. The draft agreement will be circulated by the Commissioner who conducted the conciliation for inputs and signatures by both parties.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

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GENERAL MANAGER