



FOR PSA MEMBERS: **SOUTH AFRICAN NATIONAL PARKS (SANParks) - MPUMALANGA**

21-10-2025

PSA support for SANParks members in Mpumalanga – Kruger National Park

The PSA's Provincial Office in Mpumalanga is committed to ensuring that all members receive professional, efficient, and timely support. This *Informus* provides guidance on how SANParks members can access PSA services and emphasizes the correct communication protocol to ensure workplace issues are resolved effectively.

PSA commitment to members

The PSA is non-political and impartial. The Union provides members with free representation in grievances, disciplinary hearings, and arbitration proceedings. Members whose cases have strong prospects may also be supported in courts, in line with the PSA Legal Assistance Policy.

Communication and escalation protocol

Members must escalate workplace issues through the established PSA channels. This is essential to ensure that:

- The matter is properly logged and registered on PSA systems.
- An appropriate representative is assigned to the case.
- Timely and accurate updates are provided on progress and outcomes.

Following this protocol guarantees efficient handling of grievances, disciplinary matters, and disputes. Issues raised outside these channels may delay intervention or limit PSA support.

Recruitment incentive for members and shop stewards

Members who recruit new members will receive R110 per application, payable in the month the PSA receives the membership fee. This incentive encourages members to actively participate in expanding PSA membership whilst benefiting personally.

Key PSA contacts for assistance

- Sibusiso Nkosi – 071 154 6408 / Sibusiso.nkosi@psa.co.za

- Sbongile Ngomane – 076 096 7364 / Sbongile.ngomane@psa.co.za
- Nomfundo Mlangeni – 082 880 8965 / Nomfundo.mlangeni@psa.co.za
- Flip van der Walt – 082 880 8993 / Flip.vanderwalt@psa.co.za

Employees interested in joining the PSA can contact Sylvia Watkins on **082 880 8941** / Sylvia.Watkins@psa.co.za / Thandiwe Mziyako on **060 962 8512** / Thandiwe.Mziyako@psa.co.za or the PSA Provincial Office in Mpumalanga on **(013) 741 7500**.

SANParks members must follow PSA escalation procedures to ensure that their rights are protected and matters are handled professionally. Proper escalation is critical for prompt resolution and effective PSA support. Cooperation with established protocols ensures efficient service delivery and strong member representation.

The PSA is ready to act without fear or favour to protect members' rights and interests.

Reuben Maleka
GENERAL MANAGER