



FOR PSA MEMBERS: **DEPARTMENT OF EMPLOYMENT AND LABOUR (DEL)**

08-04-2026

Facilitation meeting could not resolve impasse of work-from-home withdrawal: Mandate request

Members will recall that the employer issued *Circular 05 of 2025*, which terminated work-from-home arrangements on 19 September 2025. Sadly, the employer did not have the decency to take the PSA into confidence relating to challenges that led to such drastic decisions to recall all employees. The PSA immediately requested an urgent meeting with the acting Director-General (DG) to discuss the matter further. The meeting was convened on 4 November 2025, where the PSA expressed disappointment with the employer's decision to terminate work from home without consultation.

The Acting DG acknowledged that the failure to consult was an oversight and committed to improved consultation going forward. She further indicated that the withdrawal of work-from-home arrangements was necessitated by an alleged decline in departmental service delivery, which had resulted in an increased number of client complaints. She also referred to a report released by the Auditor-General, which indicated that the Department was regressing in terms of meeting its annual performance plan (APP) targets.

The PSA demanded that the *Circular* be withdrawn until the PSA and the employer convened a meeting where evidence that necessitated such a decision is presented to allow for meaningful engagement. The PSA further indicated that the decline in service delivery could be attributed to the high departmental vacancy rate and the departmental system that is often offline. Thus far, the Department has failed to present any substantial evidence which necessitated such a drastic decision. The PSA further tabled this item at the Departmental Bargaining Chamber and parties could not find each other. The PSA invoked Clause 17 of the General Public Service Sectoral Bargaining Council, which necessitated a facilitation process. The Chamber convened a facilitation meeting on 31 March 2026. Sadly, parties could not find each other, in that the employer indicated that its decision to withdraw work-from-home arrangements remains in force. The PSA expressed disappointment with the employer's unchanged position and indicated that it would reserve its rights.

Members should note that this is a matter of mutual interest, and should the PSA declare a dispute members would be expected to partake in a protected strike action. Members are therefore urged to indicate whether or not they would be willing to participate in strike action should the dispute remain

unresolved. The *attached* mandate form should be returned to aubrey.mabotsa@psa.co.za not later than **14 April 2026**.

Reuben Maleka
GENERAL MANAGER