



FOR PSA MEMBERS: **DEPARTMENT OF HOME AFFAIRS (DHA)**

15-03-2026

Feedback: DHA Special Departmental Bargaining Chamber (DBC) meeting - 13 April 2026

Downsizing of security services

Members were previously informed that security services were reduced to 50% capacity and because of the intervention by the PSA, it increased to 80% in October 2025. The employer was expected to reach 100% capacity by 31 December 2025. The employer reported that it has only reached 95% capacity by 31 March 2026 and cited budget constraints as a challenge to achieve the full capacity. The combination of in-house and outsourced security services is used currently. The PSA noted the report and urged the employer to approach National Treasury for additional funds to increase safety and security in at all DHA service point offices. The PSA emphasized that high-risk local offices must be prioritised.

DHA skills need-analysis project

The employer reported that a skills needs-analysis process was conducted with the assistance of the University of Pretoria and Public Service Sector Education and Training Authority (PSETA). The employer committed to submitting a comprehensive report to the Skills Development Committee for further discussion. The PSA noted the report and urged the employer to align the skills-development plan to the new digital strategic plan of the Department. Parties agreed to convene a Skills Development Committee meeting on 11 May 2026.

Digital literacy training course

The PSA received complaints that frontline officials are compelled to attend a digital literacy training course whilst serving clients. Officials are not even provided with necessary resources to attend the training. The PSA demanded that the employer should desist from such practice and create a conducive training environment with appropriate resources. The employer noted the report and requested to escalate the matter to its principals and report back at the bilateral meeting scheduled for 12 May 2026. The members will be informed about the developments.

Relocation of DHA offices

Members will recall that the Department took a decision to relocate identified service points office and provincial offices to various shopping malls. The aim was to increase accessibility to DHA services and

safety for clients and employees. A task team was established, and the terms of references were developed. The employer reported that the following identified offices were relocated:

Mpumalanga

- Ermelo local office to 90 Wedgewood Street Ermelo

Eastern Cape

- East London local office and provincial office to Hemmingways Mall
- Port Elizabeth local office to Baywest Mall
- Mthatha local office to Mthatha Mall
- Flagstaff local office to Flagstaff Mall

Free State

- Zanstron local office to Bloemfontein City Centre
- Rocklands local office to Bloemfontein City Centre
- Free State Provincial Office to New Southern Plaza Life building

North West

- Rustenburg local office to Tlhabane Mall
- Taung local office to Taung extension 6

Gauteng

- Johannesburg local office to Carlton Centre
- Heidelberg local office to Heidelberg Mall
- Centurion local office to Centurion Mall

The PSA noted the report and urged the employer to resolve pending OHS challenges experienced at the new office premises. The PSA requests that members who are adversely affected by the relocation process report their concerns to the PSA Chief Negotiator at peter.mngomezulu@psa.co.za or the nearest PSA Provincial Office so that the employer can be taken to task in that regard.

Employees who want to join the PSA can visit the PSA's website or contact PSA Provincial Offices.

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GENERAL MANAGER