FOR PSA MEMBERS: **KWAZULU-NATAL - ULUNDI AREA**

16-11-2026

Victory for PSA members

PSA secures career-progression victory for Lay Counsellors

The PSA has secured a significant victory for members employed as Lay Counsellors at Osindisweni Hospital after successfully pursuing a dispute through the Public Health and Social Development Sectoral Bargaining Council (PHSDSBC). The matter was resolved through settlement agreements concluded between parties. Affected members were trained by the KwaZulu-Natal Department of Health and successfully obtained the Basic Pharmacy Assistant Qualification.

In terms of *HRM Circular 16 of 2013*, suitably qualified Lay Counsellors are required to be translated into Basic Pharmacy Assistant positions when they submit completed qualifications registered with the Pharmacy Council. Despite having acquired the necessary qualification through departmental training, the members were not translated to the appropriate positions. The PSA intervened and represented the members through the PHSDSBC dispute-resolution process to ensure that the Department complied with its obligations. Following the PSA's intervention, parties reached a settlement in terms of which the affected employees will be translated from the Lay Counsellor position to the Basic Pharmacy Assistant position. This victory is particularly significant because the Basic Pharmacy Assistant post offers recognised career-pathing and progression opportunities in the public health sector. In contrast, the Lay Counsellor position provides no prospects for advancement. The translation therefore recognises the members' qualifications and experience whilst also opening the door to improved career-development opportunities.

The PSA welcomes this outcome as a victory for fairness, career advancement, and proper implementation of departmental policies. It also demonstrates the importance of Union representation in ensuring that members receive the benefits and opportunities to which they are entitled. The PSA is committed to protecting members' rights and advancing their professional interests in the workplace.

Not a PSA member yet?

Complete the *attached* form and send it to Thabani Mdluli - *thabani.mdluli@psa.co.za*.

Reuben Maleka
GENERAL SECRETARY