



FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

21-04-2026

Feedback: SASSA National Bargaining Forum (SNBF) - 15 April 2026

Implementation: 2026/27 salary increase

The employer reported that the Chief Executive Officer approved a 4% increase for SASSA employees in line with the directive from the Department of Public Service and Administration (DPSA). It reported that the implementation was delayed as the Agency is yet to receive the salary scales and indicated that the increment would be adjusted in May 2026. The PSA noted the report and demanded that the employer must issue an internal memo to all employees to inform them of such developments. The employer committed that it would issue a circular as soon as salary scales are received. The PSA will continue to monitor this matter.

Review: Organisational structure

Members will recall that it was previously reported that the employer informed the SNBF that the Executive Authority had granted approval to review the SASSA organisational structure. The reviewed structure, which was aligned to the 2020/21- 2024/25 strategic plan, however, could not be approved as it was submitted to the DPSA on 4 June 2024 after the National and Provincial Election held on 29 May 2024. In this meeting, the PSA raised concern regarding the employer's failure to circulate the impact assessment as resolved in the previous meeting. The employer responded that SASSA does not have an impact assessment relating to the organisational structure. The PSA demanded that the employer must conduct an impact assessment before conclusion of the review process. The employer responded that it does not have capacity to conduct an impact assessment. It further indicated that the proposed new structure and motion study, which were shared with labour, reflect the impact assessment. The PSA expressed disappointment with the response of by employer and reserves its rights.

Report by SOCPEN fraud task team

The PSA tabled this item and requested the employer to submit the SOCPEN Investigation Report to the SNBF, which had mandated the establishment of the task team. The employer has since circulated the report on organised labour, as requested. The PSA confirmed receipt of the report but raised concern that the report remains unsigned. It was resolved that the Secretariat would retrieve the SNBF minutes reflecting the adoption of the report and feedback would be provided in the next meeting.

Review: SASSA Asset Management Policy

Following concerns by members that SASSA employees are not prioritised during SASSA asset auctions, the PSA tabled the matter and requested that the policy be amended to accommodate inputs and proposals from labour. The employer requested the PSA to submit written proposals on the policy and share such with the employer. The PSA committed to submitting the proposed inputs as soon as possible.

SASSA Disciplinary Hearing and Grievance Procedure

Members are reminded that the PSA tabled a proposal for SASSA to develop its own collective agreements on both Disciplinary Hearing Codes and Grievance Procedures. Currently, SASSA continues to apply the Public Service Coordinating Bargaining Council (PSCBC) resolutions when managing disciplinary hearing and grievance processes. This has created a jurisdictional challenge. When members attempt to refer disputes to the Commission for Conciliation, Mediation, and Arbitration (CCMA), the CCMA often lacks jurisdiction to hear these matters, as they fall under the purview of either the PSCBC or the General Public Service Sectoral Bargaining Council. In this meeting, the employer reported that the draft collective agreement relating to Disciplinary hearing will be ready by 1 June 2026 and a multilateral meeting with labour will be convened soon to discuss the possible amendment to the existing grievance policy. The PSA noted the report and raised concern relating to the slow pace of the employer in finalising the matter.

Policy on working remotely

The employer reported that SASSA is considering putting the development of this policy on hold and indicated that internal engagements are still underway relating to the possibility of merging with other internal policies. The PSA noted the report and demanded that the employer must consider work-from-home arrangements owing to the current economic turmoil, which resulted in excessive fuel-price increases. The employer responded that it would consult with its principals on the matter and feedback would be provided in the next meeting.

Digital transition and impact on Regional Record Management Centre

The PSA tabled the matter following complaints that the Agency has begun with digital transitions in all Record Management Centre (RMC) across the Country, which may have a negative impact on the future of all employees who are currently stationed at various RMCs. The PSA demanded commitment by the employer with regards to employment security of affected employees. The employer responded that the Agency is indeed moving to digital platforms, however, committed that no employee would be left worse off beyond this process. The employer further indicated that the transition process would begin after the conclusion of the organisational structure review.

The PSA is committed to ensuring that the interests and welfare of members are prioritised in every DBC engagement. Employees who wish to join the PSA can visit the PSA website or contact the nearest PSA Provincial Office for assistance.

Reuben Maleka
GENERAL MANAGER