



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

30-07-2026

Feedback: SASSA National Bargaining Forum (SNBF) - 28 July 2026

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. The employer presented an overview of progress made relating to the organogram and highlighted the impact of the review process. In this meeting, the employer reported that the proposed organisational structure has been submitted to the office of the Minister for approval and feedback would be communicated to organised labour as soon as there are developments. The PSA noted the report.

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 these fall under the purview of either the PSCBC or the General Public Service Sectoral Bargaining Council. In this meeting, the employer reported that a draft collective agreement relating to disciplinary hearing was shared with organised labour on 1 June 2026. Parties resolved to convene a multilateral meeting soon to discuss the draft Disciplinary Code and Procedure.

Digital transition and impact on Regional Record Management Centre

The PSA tabled the matter following complaints that SASSA has begun with the digital transitions in all Record Management Centres (RMCs) 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 from the employer with regards to the employment security of affected employees. The employer responded that SASSA is indeed moving to digital platforms, however, committed that no employee would be left worse off beyond this process. In this meeting, the employer reported that the process has been put on hold following a court interdict from one of the service providers. The PSA will continue to monitor the development of this matter.

ICT and Online Grants Application Systems

Members will recall that the PSA tabled this matter following complaints from members that SASSA continues to introduce new systems. The biggest concern is that most of these systems are not efficient enough as these are constantly offline, resulting in frustrating employees. The employer acknowledged the PSA's submission and parties resolved to establish an ICT Task team, inclusive of organised labour, to deal with the matter.

Loss Control Policy Review

It was previously reported that the PSA had tabled this matter requesting that this Policy be reviewed to allow organised labour to be included as part of the Loss Control Committee. In this meeting, the employer reported that it has begun a benchmarking process with other state departments, and a draft amended policy would be shared with labour as soon as it is ready. The PSA welcomed the employer's report.

Members will be informed of developments.

The PSA is committed to ensuring that the interests and welfare of employees are prioritised in every engagement at the Bargaining Forum. 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