



FOR PSA MEMBERS: **WESTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT**

14-09-2026

Khayelitsha staff-safety crisis: PSA secures urgent employer intervention

Recent hijackings and a criminal confrontation inside the Department of Social Development offices in Khayelitsha have intensified staff-safety concerns, prompting employees to down tools and demand urgent intervention by the employer. The repeated incidents have also taken a serious psychological toll on employees, underscoring the wider impact of unsafe working conditions on staff wellbeing and service delivery.

The PSA intervened and engaged the Chief Director, Regional Director, and Deputy Director: Employment Relations to secure a way forward. On 10 September 2026, employer representatives met with staff at the Khayelitsha offices to address their concerns, whilst Union officials were allowed to present the Union's position. Following extensive constructive discussions, parties agreed on an action plan comprising immediate and long-term measures. Progress will be recorded on a live-tracking spreadsheet accessible to all staff. In the interim, employees will remain office-bound, with the arrangement reviewed weekly by the Chief Director. The meeting also highlighted the need to reassess on-site security operations and ensure that available safety measures are fully used. The Community Police Forum will be approached to take on a more active role, reinforcing the message that this ongoing public-service safety challenge cannot be carried by workers alone.

Way forward

- A live tracking spreadsheet will be created, updated, and made accessible to all staff to monitor implementation of the action plan.
- Staff will not be required to enter areas they consider unsafe where the SAPS is unwilling or unable to provide an escort.
- Main access gate must remain closed and locked unless authorised access is granted.
- Security screening must be conducted by an officer of the same sex as the person being screened.
- Staff-parking arrangements must be reviewed, as parking at Khayelitsha Hospital continues to expose employees to risk.
- Overtime work will cease from 11 September 2026.
- LYRA support will be used to address psychological trauma, supported by regular group-debriefing sessions for staff.

The employer will provide the PSA with the formal action plan, including the agreed steps and implementation arrangements.

The PSA reaffirms that the safety and wellbeing of members at the Department of Social Development, Khayelitsha, remain a top priority. The Union will continue to monitor the implementation of the agreed measures, provide members with regular updates, and advance staff-safety concerns across the relevant Western Cape labour forums.

Public-service employees in Khayelitsha who require assistance can contact craig.appels@psa.co.za or angelo.fisher@psa.co.za.

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