

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

27-03-2020

What's happening in SASSA?

SASSA National Bargaining Forum (SNBF)

Parties to the SNBF unanimously agreed to postpone all SNBF meetings owing to the corona virus pandemic. All activities of the SNBF have been put on hold until the spread of the virus has been contained in the country. However, should there be any urgent matters that may require parties to engage in the SNBF platform, efforts will be made to engage through electronic means.

South African 21-day national lockdown

South Africa has also been hit by the global pandemic that has claimed the lives of many people across the world. This led to the announcement by the President of a 21-day national lockdown except for some Departments. The payment of grants will continue. The Minister of Social Development further announced that all SASSA local offices will be closed. The only services that will be rendered by SASSA is the payment of grants and call center services. As a result, the PSA engaged the employer with concerns on the safety of call center agents who have to travel to and from work. It was resolved that the calls that will be received during the lockdown period will be diverted to the South African Post Office and some of the calls will be handled by SASSA managers who will be working remotely. It was further resolved that only officials who have volunteered to assist at pay points will work on payment dates. Members are urged to honour the call for the lockdown and stay at home during the period.

Building organisational capacity of SASSA towards Vision 2024/25

The PSA held a bilateral meeting with the SASSA Chief Executive Officer (CEO) wherein the CEO presented the strategic plan to build the organisational capacity towards Vision 2024/25. In her presentation she outlined the need to revise the operating model to enable effective service delivery. The proposed new model will result in the clustering of regions. KwaZulu-Natal, Mpumalanga and the Free State will form cluster one. Gauteng, Limpopo and North West will be cluster two and Western Cape, Eastern Cape and Northern Cape will be cluster three. The three clusters will be headed by Regional Executive Managers who will be reporting to the Chief Operations Officer (COO). The position of COO will be responsible to head all operations.

Furthermore, a proposed high-level organisational structure was presented for the PSA to note and support. The PSA emphasized that the employer should have already commenced with a change management process on the intended remodeling. It was submitted to the employer that the bilateral meeting was not considered as a consultation process with the PSA. Consultation will have to take place at the SNBF in terms of the SNBF Constitution. The employer assured the PSA that none of the employees will be retrenched or adversely affected by the process. The employer further committed

that the matter will be tabled to the SNBF for consultation. Members will be updated on developments.

GENERAL MANAGER