HEALTH SERVICE COMMISSION
"Working Together For People's Health"

PUBLIC SERVICE COMMISSION

2nd CONSULTATIVE WORKSHOP

WITH WORKERS REPRESENTATIVES



Harmonising Digital Advancement with Employee Welfare: Insights and Implementation Roadmaps from the Mutoko Joint Consultative Workshop

Holistic Approach to Wellness - COMPASSION IN ACTION: A POWERFUL REAFFIRMATION OF SHARED HUMANITY AT MUTEMWA

Workers' Voices at the Centre of a Safer Workplace

The Role of Traditional Medical Practitioners in Health Service Delivery

3rd annual Public Service Retirement Conference held

HARMONISING DIGITAL ADVANCEMENT WITH EMPLOYEE WELFARE: INSIGHTS AND IMPLEMENTATION ROADMAPS FROM THE MUTOKO JOINT CONSULTATIVE WORKSHOP



Secretary to Service Commissions Mrs S. Zembe joined by members of the NJNC and HSNBP from both Government and Workers pose for a group photo.

The Second Quarter Joint Consultative Workshop, convened at Gohori Resort in Mutoko, marked a pivotal moment in shaping the future trajectory of Zimbabwe's public sector. Bringing together leaders and negotiators from the Government and worker representative bodies, including the Public Service Commission (PSC), Health Service Commission (HSC), and the Zimbabwe Confederation of Public Sector Trade Unions (ZCPSTU), the workshop addressed the strategic integration of technological innovation with sustainable conditions of service. Centred on the overarching theme of embracing digital transformation in workplace engagements, the five-day forum yielded both high-level visionary frameworks and a time-bound implementation matrix designed to drive concrete institutional reforms.

Opening the workshop, the Secretary to Service Commissions, Mrs S. Zembe, framed the consultation as an essential mechanism for transforming public administration. She emphasized that technological adoption must transcend rhetoric and align with the National Development Strategy 2 (NDS2) pillar on



technology, innovation, and human capital development. Detailing the progress made through existing digital platforms, Mrs Zembe noted:" Government's digital reform initiatives, exemplified by platforms such as GovPay and complementary systems like e-payslips and e-recruitment, are yielding clear dividends of convenience, efficiency, transparency, and enhanced user experience."



Beyond digitalisation, Mrs Zembe highlighted crucial welfare and administrative initiatives, including the Job Evaluation implementation process to ensure public sector remuneration equity, engagement with financial institutions regarding affordable housing models, and the formulation of the Occupational Safety and Health (OSH) Policy for the Public Service following benchmarking with leading mining enterprises. She urged delegates to approach the forum as an "agenda-setting conclave for the future of work" that guarantees no employee is left behind. Closing Remarks: Human-Centric Innovation and Social Responsibility.

In his closing address, the Secretary to the Health Service Commission, Dr C. Pasi, reinforced the necessity of grounding technical solutions in human values, stating:" The digital revolution is far more than a shift in technology, it is a fundamental restructuring of the social contract of work, demanding that we align our technical ingenuity with our moral responsibility to human dignity." Dr Pasi underscored the critical findings across various joint committees, stressing that macroeconomic stability, Reserve Bank of Zimbabwe (RBZ) monetary measures regarding the ZWG currency, and strict accountability within medical funds like PSMAS must directly translate into tangible improvements for civil servants. He stressed that: "Technology must not be viewed as an an instrument of labour displacement, but rather as an enabler of decent work." Reflecting the spirit of Ubuntu, delegates also undertook corporate social responsibility engagements by donating to the Mutemwa Leprosy Catholic and Care Centre during the workshop week.



The Mutoko Joint Consultative Workshop established that modern public administration requires equal attention to digital infrastructure and human welfare. By operationalising the agreed implementation matrix, the Public Service Commission, Health Service Commission, and worker representatives have committed to structured accountability, continuous social dialogue, and measurable progress as Zimbabwe advances toward Vision 2030.

2ND QUARTER WORKSHOP IN PICTURES



Worker's representatives pose for a picture



Secretary Service Commissions Mrs S. Zembe and Government team leader Mr N. Machinjike following proceedings




Members participating in wellness activities at the PSMAS stand on the sidelines of the workshop





Members delivering presentations during the workshop



Participants pose for a group photo



Members accessing the MyPSC App

HOLISTIC APPROACH TO WELLNESS



Second Quarter Joint Consultative Workshop Emphasises the Importance of Employee Wellbeing

Employee wellness extends beyond the absence of illness. It encompasses the **physical, mental, emotional and social wellbeing** of employees and plays an important role in creating a productive and healthy workforce.

This was among the key messages highlighted by **Mr. Z. Sibanda** during the **Second Quarter Joint Consultative Workshop with Workers' Representatives** held by the Health Service Committees.

Mr. Sibanda emphasised the importance of adopting a **holistic approach to wellness**, recognising that employees perform at their best when their overall wellbeing is supported.

The discussion highlighted the need for workplaces to look beyond traditional occupational safety measures and consider the wider factors that influence employee health, morale and productivity.

Wellness Beyond the Workplace

A holistic wellness approach recognises that employees are individuals with different physical, emotional and social needs. Supporting these needs can contribute to improved morale, stronger workplace relationships and better performance.

The workshop therefore provided an important platform for discussing ways in which employee wellness can continue to be strengthened within the Health Service Committees.

From promoting healthy lifestyles and physical activity to encouraging supportive workplace relationships and greater awareness of wellbeing issues, wellness initiatives can play a significant role in creating a healthier workforce.

Putting People First

The emphasis on holistic wellness reinforces the Health Service Committees' commitment to putting their people at the centre of organisational development.

A workforce that feels supported, valued and cared for is better positioned to deliver quality services to the public.

The workshop further demonstrated the importance of **employee participation and consultation** in shaping wellness interventions. By listening to workers and understanding the challenges they face, the Health Service Committees can develop initiatives that are relevant, practical and responsive to employee needs.

A Healthier Workforce, Stronger Health Service Committees

The message from the session was simple but significant: **wellness is a shared responsibility**.

Management, workers' representatives and employees all have a role to play in creating an environment that promotes healthy choices, supports wellbeing and encourages employees to take an active role in their own health.

As the Health Service Committees continue to strengthen their workplace wellness agenda, the holistic approach provides a foundation for building a workforce that is not only safe, but also **healthy, motivated, resilient and ready to serve**.

"True workplace wellness means looking after the whole person—not just the employee."

COMPASSION IN ACTION: A POWERFUL REAFFIRMATION OF SHARED HUMANITY AT MUTEMWA



PSC Head for Pay and Benefits and Government Team leader Mr N. Machinjike delivering a keynote address.

In a moving demonstration of unity, empathy, and social responsibility, representatives from employer and worker negotiating platforms gathered alongside local community leaders at the Mutemwa Leprosy Cathedral and Care Centre on July 16, 2026, for a landmark donation ceremony.

The event served as more than a simple philanthropic visit; it stood as a powerful reaffirmation of shared humanity and a testament to the core values that sustain vulnerable communities. Speaking on behalf of the delegation, the Government Team Leader Mr N. Machinjike delivered a heartening address emphasising that the true strength and character of a nation are measured by how it honours, remembers, and cares for its most vulnerable citizens.



Nestled in Mutoko, the Mutemwa Leprosy Cathedral and Care Centre has long served as a sanctuary of healing, compassion, and peace. Addressing the residents and staff directly, the Guest of Honour reassured them that they are seen, valued, and deeply loved.

"We are here to show you, in the most real way possible, that you are not alone," the Guest of Honour declared. "We stand with you in good times and in bad, in times of plenty and in times of need."



The remarks paid special tribute to the Roman Catholic Church, whose steadfast support forms the daily foundation of health and dignity for many patients. The dedicated caregivers, staff led by Administrator Ms. A. Guri, and loyal partners were commended for their selfless service, patience, and unwavering professionalism.

The cornerstone of the day was the official presentation of a donation aimed at uplifting the residents and supporting the centre's operations. Described as "compassion in action," the gift represents a collective responsibility to ensure that as Zimbabwe develops, no individual or place is left behind.

Expression of profound gratitude was extended to all donors and contributors who dug deep into their resources to make the event possible. By bridging worker and employer representatives on a unified platform, the occasion highlighted the transformative impact achieved when organizations and citizens invest directly in community well-being.

Looking toward the future, the address tied local acts of charity to the broader goal of national progress. Building an inclusive, resilient, and prosperous country requires joint efforts across all sectors—government, private enterprise, faith-based organisations, development partners, and individual citizens alike.

"A truly great nation is built not just by policy, but through countless quiet acts of kindness—each one weaving a stronger, more united social fabric," the Guest of Honour reflected, reminding all present that love and compassion remain the greatest gifts humans can offer one another.



The ceremony concluded with the official handover of the donation, leaving residents, staff, and distinguished guests with a renewed sense of hope, joy, and shared purpose.

MUTEMWA VISIT IN PICTURES



Mutemwa leprosy centre representative extends gratitude



Dr Chitate delivering a speech



Members posing for a group picture





Members extending gifts to the institution's leadership

WORKERS' VOICES AT THE CENTRE OF A SAFER WORKPLACE



OSH Joint Committee Highlights Key Workplace Safety Priorities During Second Quarter Joint Consultative Workshop

The Health Service Commission (HSC) continues to place the safety, health and wellbeing of its workforce at the centre of its workplace agenda, with workers' representatives calling for continued collaboration, open communication and practical interventions to strengthen occupational safety and health across the Commission.

The call was made during the **Second Quarter Joint Consultative Workshop with Workers' Representatives**, which provided a platform for management, workers' representatives and the **Occupational Safety and Health (OSH) Joint Committee** to engage on workplace safety, employee wellbeing and conditions of service.

The workshop served as an important forum for workers to share feedback on occupational safety and health matters affecting employees, while also identifying areas requiring greater attention and coordinated action.

Giving Workers a Voice

A key message emerging from the workshop was the importance of ensuring that employees have a safe and effective platform through which they can raise workplace concerns.

The OSH Joint Committee emphasised that occupational safety and health should not be viewed solely as a management responsibility, but as a **shared responsibility involving every employee**.

Workers' representatives highlighted the need for continuous dialogue between employees and management, particularly on issues that directly affect workplace safety, employee welfare and productivity.

The consultative approach allows concerns raised by employees to be properly documented, discussed and followed through with appropriate interventions.

Strengthening Workplace Safety

Feedback from the OSH Joint Committee also underscored the importance of strengthening preventative measures within the workplace.

Rather than waiting for incidents to occur, the Committee encouraged a proactive approach that identifies potential hazards early and puts measures in place to minimise risks.

This includes maintaining safe working environments, promoting awareness of occupational health and safety procedures, ensuring employees are adequately informed about workplace risks and encouraging the reporting of unsafe conditions.

The Committee noted that a strong safety culture is built through **awareness, accountability and consistent implementation of safety measures**.

Employee Wellbeing Matters

Beyond physical safety, discussions also recognised the broader wellbeing of employees.

A healthy workforce is an important foundation for effective public service delivery. The OSH Joint Committee therefore emphasised the need for continued attention to employee welfare and the working environment.

The workshop provided an opportunity for workers' representatives to bring forward concerns and recommendations relating to employee wellbeing, with the objective of ensuring that workplace interventions respond to the realities faced by employees.

From Consultation to Action

One of the most important outcomes of the engagement was the recognition that consultation must translate into action.

Workers' representatives encouraged the continued tracking of issues raised through consultative platforms to ensure that agreed interventions are implemented and progress is monitored.

The OSH Joint Committee reiterated the importance of collaboration between management, workers' representatives and employees in creating a workplace where safety concerns can be addressed promptly and constructively.

The approach also strengthens accountability, as employees are able to see how their concerns are being considered and what steps are being taken to address them.

Building a Culture of Safety

The Second Quarter Joint Consultative Workshop demonstrated the value of creating regular platforms for engagement between management and workers.

For the HSC, occupational safety and health is not simply about compliance with regulations. It is about building a workplace culture where **every employee understands their role in keeping themselves and their colleagues safe**.

As the Commission continues to strengthen its systems and workplace practices, the contribution of the OSH Joint Committee and workers' representatives remains critical.

Their feedback provides valuable insight into workplace realities and helps guide interventions aimed at creating safer, healthier and more productive working environments.

A Shared Responsibility

The message from the workshop was clear: **a safe workplace is built collectively**.

Through continued consultation, employee participation and responsive management, the HSC can strengthen its occupational safety and health culture while ensuring that the voices of workers remain an integral part of workplace decision-making.

The Second Quarter Joint Consultative Workshop therefore represents more than a meeting—it is part of an ongoing commitment to **listen, respond and work together towards a safer and healthier HSC workforce**.

THE ROLE OF TRADITIONAL MEDICAL PRACTITIONERS IN HEALTH SERVICE DELIVERY



Exploring the Contribution of Traditional Medicine to Zimbabwe's Health System

Traditional medicine continues to play an important role in the health-seeking practices of many communities in Zimbabwe. With traditional medical practitioners serving communities across the country, their contribution remains an important part of conversations around accessible, culturally relevant and holistic healthcare.

This was the focus of a presentation by **Mr. O. Ndoro** during the **Second Quarter Joint Consultative Workshop with Workers' Representatives** held by the Health Service Commission.

The presentation explored the **role of Traditional Medical Practitioners in health service delivery**, highlighting the importance of understanding the contribution of traditional healthcare practices within the broader health landscape.

Bridging Communities and Healthcare

Traditional medical practitioners are often deeply connected to the communities they serve. Their knowledge, cultural understanding and accessibility can make them an important point of contact for people seeking health advice and treatment.

The discussion highlighted the need for continued dialogue and understanding between traditional and conventional health practitioners, particularly where collaboration can contribute to improved health outcomes.

Such engagement can help promote appropriate referral pathways, health education and greater awareness of when patients require specialised medical attention.

The Importance of Collaboration

A key consideration in discussions around traditional medicine is the importance of **safe, responsible and coordinated healthcare practices**.

Collaboration between relevant stakeholders can help create opportunities for knowledge sharing while ensuring that patients receive appropriate care.

Traditional medical practitioners can also contribute to community-level health promotion by supporting awareness around healthy lifestyles, prevention and the importance of seeking professional medical assistance when necessary.

Respecting Knowledge and Protecting Patients

The discussion also brought attention to the importance of respecting traditional knowledge while maintaining a strong focus on patient safety.

As Zimbabwe continues to strengthen its health system, constructive engagement with traditional medical practitioners can provide opportunities to better understand community health practices and develop approaches that are culturally sensitive and responsive to local needs.

Such engagement should be guided by appropriate standards, professional conduct and established health regulations to protect patients and promote quality care.

Towards a More Inclusive Health System

The presentation by Mr. Ndoro highlighted the value of broadening conversations around health service delivery and recognising the different actors who influence the health choices of communities.

As the country works towards accessible and people-centred healthcare, continued dialogue between conventional health professionals, traditional medical practitioners, communities and policymakers can contribute to a more coordinated approach to health.

The message is clear: **understanding the role of traditional medical practitioners is an important part of understanding the communities that Zimbabwe's health system serves.**

PSC HOSTS THE 3RD PUBLIC SERVICE RETIREMENT CONFERENCE



The Vice-President of the republic of Zimbabwe Retired Col. K.C.D. Mohadi giving the key note address

The President of the Republic of Zimbabwe Dr E.D. Mnangagwa represented by the Vice President Retired Colonel K.C.D. Mohadi officially opened the 3rd annual Public Service Retirement Conference hosted by the Public Service Commission in Mutare from the 2nd to the 4th of September 2026. Running under the theme '*Bridging the Gaps: Sustainable retirement solutions for public sector workers.*', the Conference attracted over 3000 people members from the MDAs and the private sector.



Reflecting a broader commitment to regional integration, the conference incorporated international expertise from four Southern African Development Community (SADC) member states: Angola, the Kingdom of Eswatini, Malawi, and South Africa. Additionally, 72 government and private-sector entities exhibited, creating an interactive environment for cross-sector collaboration.

The outcomes of the 2026 Conference will directly shape national policy execution. The key resolutions are slated to form the basis of an upcoming Cabinet Memorandum, guide the operationalisation of the Public Service Retirement Planning Policy, and be tracked via a strict Implementation Matrix, with progress evaluated at the next annual gathering.

3RD PUBLIC SERVICE RETIREMENT CONFERENCE IN PICTURES





















PSC COMMISSIONS 55 BUSES



The Guest of Honour the Vice-President Retired Col. K.D. Mohadi, commissioning the 55 PSC Buses, flanked by Minister of Public Service, Labour and Social Welfare Hon Edgar Moyo (right), Chairman to Service Commissions Dr V. Hungwe(left)

The President of the Republic of Zimbabwe Dr E.D. Mnangagwa represented by the Vice President, Retired Colonel K.C.D. Mohadi commissioned 55 newly acquired Public Service buses during the Public Service Commission (PSC) Annual Retirement Conference marking a decisive shift in how administrative efficiency and civil servant welfare are conceptualised.



The fleet comprises Golden Dragon, Nissan UD Croner, ISUZU, and EICHER. Beyond the immediate visual impact of a modernised fleet, this initiative highlighted Government's commitment to employee welfare across the full-service lifecycle improving active working conditions while demonstrating practical policy execution.