

CIRCULAR 7/2021

**To: NATIONAL DEPARTMENT OF HEALTH
PROVINCIAL DEPARTMENTS OF HEALTH
NURSING EDUCATION INSTITUTIONS (NEIS)
ALL STAKEHOLDERS**

SUBJECT: UNCOLLECTED MAIL FROM THE SOUTH AFRICAN POST OFFICE (SAPO)

1. PURPOSE

The purpose of this circular is to:

- 1.1 Notify the National Department of Health, Provincial Departments of Health, Nursing Education Institutions (NEIs) and other relevant stakeholders about the increasing number of uncollected mail that is returned from the South African Post Office (SAPO) to the South African Nursing Council (SANC); and
- 1.2 Request employers and heads of organisations as per paragraph 1.1 to distribute this communiqué and alert employees/ constituencies/members to take note of the contents of this circular.

2. BACKGROUND

- 2.1 The South African Nursing Council, in its interaction with nurses and midwives as well as Nursing Education Institutions in the main, sends out a lot of formal communication and documents through mail, both registered and unregistered. This includes but is not limited to Registration Certificates and Annual Practising Certificates (APCs).
- 2.2 Registration certificates are couriered directly to the Nursing Education Institutions where the students underwent their training (except for Universities because of the challenges that were communicated to SANC). Registration certificates post-community service are all dispatched to individual practitioners through registered mail. The rest of the mail is sent to practitioners and institutions through courier services and the South African Post Office (SAPO) services.



Cecilia Makiwane Building,
602 Pretorius Street, Arcadia, Pretoria 0083
Private Bag X132, Pretoria 0001,
Republic of South Africa



Tel: 012 420 1000
Fax: 012 343 5400
SANC Fraud Hotline: 0800 20 12 16



website: www.sanc.co.za

The reason cited by the SAPO for non-collection of mail is incorrect addresses. It is therefore difficult to repost the mail as on many occasions it is again uncollected.

- 2.4 In terms of Sub-regulation 6 (1) of the Regulations relating to the Particulars to be furnished to the Council for Keeping of the Register for Nursing Practitioners, the Manner of Effecting Alterations to the Register, and Certificates that may be Issued by the Council, ***“Every practitioner who changes any of his or her particulars kept in terms of regulation 2(1) of these regulations must notify the Council in writing within 30 days of such change and furnish the new particulars to be entered in the register”***.
- 2.5 Sub-regulation 6 (2) of the same regulations further stipulates that ***“In the case of a notice of change of particulars as appearing in the South African identity document or passport, such notice of change must be accompanied by a certified copy of the new South African identity document or passport reflecting the changes and such other proof as the Council may require”***.
- 2.6 Section 44 (1) (d) of the Nursing Act (Act No. 33 of 2005), stipulates that ***“the Council may instruct the Registrar to remove from the register the name of the practitioner who has failed to notify the Registrar of any change in residential and postal address of the address of his or her practice within six months after any such change”***.

2.7 IMPLICATIONS

Non-collection of mail including certificates may lead to the following:

- 2.7.1. Missing out on important information e.g. notification about payment in order to finalise application(s).
- 2.7.2 Failure by practitioners to submit a registration certificate to current or prospective employer.
- 2.7.3 Failure to submit the annual practising certificate to current or prospective employer.

3. REQUESTED ACTION

3.1 Employers and heads of organisations are requested to:

- distribute this communiqué; and
- alert employees and members to take note of the contents of this circular.

- 3.2 Nurses and midwives are requested to immediately notify the SANC in case of change in personal details, in line with provisions of the Act and relevant regulations as cited above. The application form for the change of personal details is available on SANC website under downloadable forms at www.sanc.co.za. Complete the form and email it to personaldetails@sanc.co.za.

3.2 Nurses whose registration has been processed as evident in the SANC E-register but have not yet received their certificates, should send an email to personaldetails@sanc.co.za, or phone 012 420 1053/426 9564 in order to trace the location of their certificates.

3.3 Nurses whose certificates were returned uncollected will have to make alternate arrangements and either collect these personally at SANC offices OR send courier services to collect on their behalf.

4. CONTACT PERSON

4.1 For further information in respect of this Circular, you are advised to contact Ms SJ Nxumalo, Acting Deputy Registrar: Professional Affairs at (012) 420 1022 or on e-mail at: jnxumalo@sanc.co.za

Yours sincerely,



**MS SA MCHUNU
REGISTRAR AND CEO
SOUTH AFRICAN NURSING COUNCIL**

DATE: 2021 -11- 17