



ENVIRONMENTAL HEALTH NEWS

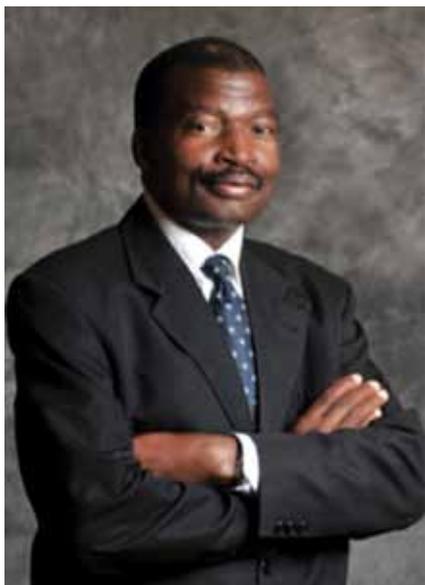
Newsletter of the Professional Board for Environmental Health Practitioners

2013 / 2014



Health Professions Council of South Africa

CHAIRPERSON'S NOTE



Mr. Jerry Chaka
Chairperson

It affords us immense pleasure to communicate with Environmental Health Professionals through our Environmental Health newsletters. The Board is consistent and on track with this annual communication and we wish to maintain this means of communication at least annually, as we are convinced that this brings the Board closer to our professionals.

The full Board meeting was held this year in 26 June 2013. We experienced, at the beginning of the year, the resignation of Doctor T. Govender due to work related commitments. Doctor Govender is a lecturer at the University of Cape Town. The Board is in the process of filling this vacant position through co-option of an Environmental Health Practitioner who will bring exceptional knowledge and experience to the Board and therefore add value to this noble profession. The

announcement of this professional will be made in the next edition of the newsletter.

The Board has entered a new cycle of audits of universities offering Environmental Health education and training. Two institutions were audited this year, the Tshwane University of Technology and the Nelson Mandela Metropolitan University. The next institution to be audited during this year is the University of Johannesburg. The audits are conducted to ensure that universities comply with minimum standards set by the Board to produce adequately trained and competent professionals. Once these institutions meet our requirements they gain accreditation by HPCSA to offer education and training in environmental health.

The Board took a decision to postpone the introduction of the professional degree training by one year, to January 2015. This move aims to ensure that the institutions are audited for readiness to implement the four-year degree. Curricula developments by some of the institutions have been finalised and most of the curricula have been accredited by the HPCSA. The Board also resolved that the last intake for the National Diploma in Environmental Health will be in January 2014.

Board Roadshows are also continuing as planned. This year the Board is meeting colleagues and other stakeholders in Mafikeng, North West Province. The Board roadshows are also supplemented by the HPCSA roadshows that are attended by all practitioners registered with the Council. Our Environmental Health Practitioners in different Provinces

had the opportunity of attending the HPCSA roadshows. The aim of these roadshows is to increase visibility of HPCSA and facilitate engagement with practitioners.

One of the milestones achieved this year was the National Municipal Health Services Summit held in collaboration with the South African Local Government Association, the South African Institute of Environmental Health and the Department of Health. The report on the summit is included in this newsletter. It emerged that this partnership can achieve more for environmental health. The advantage is that all partners benefit more or less equally as all interests and objectives are achieved individually by members of this partnership.

The Board concluded its 2014/15 financial year budget in August 2013. A conscious decision was taken by the Board not to increase the annual registration fees of registered professionals for the 2014/15 financial year. This is a reward to professionals who are loyal to the HPCSA and to the Professional Board for Environment Health Practitioners. It is also a huge financial relief for professionals. The budget was cut to the bone to reach a zero increase in annual practitioner's fees. This achievement by the Board should not raise expectations of an annual zero increase of registration fees in future years but should be seen as a once-off exception achieved by the Board.

I call upon all practitioners to remain professional and represent us well in their daily execution of services to the public.

Chairperson

HIGHLIGHTS IN THIS ISSUE:

- Misconduct by environmental healthcare professionals
- Another way to earn your CEU's
- Bogus environmental health practitioners hitting S.A.
- What is the HPCSA doing about the employment of unregistered practitioners?
- How to handle repeat offenders

MISCONDUCT BY ENVIRONMENTAL HEALTHCARE PROFESSIONALS

Practice as an Environmental Health Professional is based upon a relationship of mutual trust between community and the practitioners.

The following practitioners are registered under the Professional Board for Environmental Health:

- Environmental Health Practitioners;
- Environmental Health Assistants;
- Food Inspectors; and
- Student Environmental Health Practitioners.

The term "profession" means "a dedication, promise or commitment publicly made". To be a good health care practitioner, requires a life-long commitment to sound professional and ethical practices and an overriding dedication to the interests of one's fellow human beings and society. In essence, the practice of an Environmental Health profession is a moral enterprise.

An Environmental Health Practitioner:

- Shall confine himself or herself to practicing in the field of environmental health in which he or she was educated and trained; and
- Shall not conduct a private practice without meeting the requirements of the Board.

Main responsibility of Practitioners

Environmental Health Practitioners are expected to:

- Act in the best interest of the community;
- Respect and maintain confidentiality, privacy, choices and dignity;
- Maintain highest standards of personal conduct and integrity;
- Respect of human rights, individual beliefs, cultural or religious convictions;
- Treat every community member in an impartial fair and just manner; and

- Strive to contribute positively to the lives of the community through use of professional skills and knowledge.

REPORTING MISCONDUCT

Misconduct is deemed to have happened when an act of dishonesty has been committed. Dishonesty is acts and statements such as:

- Lying;
- Theft;
- Making false entries on records; and
- Other actions showing a lack of truthfulness and integrity

Practitioners and Employers are encouraged to:

- Report violations and seek redress in circumstances where they have good or persuasive reason to believe that the rights of the community are being violated and/or where the conduct of the practitioner is unethical;
- Where it is in their power, protect people who report misconduct from victimisation or intimidation, report any unprofessional illegal or unethical conduct on the part of student or practitioner;
- The employer should also have internal arrangements that encourage whistle blowing on improper conduct by employees; and
- The employer should report all cases of misconduct to the HPCSA irrespective of their own internal disciplinary processes being undertaken.

HOW TO LODGE A COMPLAINT ON MISCONDUCT

All complaints must be in writing to the Registrar of HPCSA either by:

General mail:
P.O Box 205, Pretoria, 0001

Hand delivered:
553 Cnr Hamilton and Madiba Streets,



Arcadia, Pretoria, or
Fax: 012 328 4895

To be acted upon by HPCSA, your complaint must:

- State clearly that you wish to complain against the environmental health professional and that the HPCSA should investigate your complaint;
- Identify the environmental health professional against whom the complaint is lodged, by including his/her surname, initials and practice registration number, where possible;
- Detail the nature of the complaint, including all relevant dates and facts as well as relevant documents if available;
- Be signed by you, your legal representative or any other person lodging the complaint on your behalf and;
- Include full contact details for correspondence purposes (such as requesting additional information regarding your complaint).
- Your complaint shall be investigated and an inquiry be instituted by the relevant committee within the HPCSA.
- Should the committee find the Environmental Health Professional guilty of misconduct, the committee's decision is final and a penalty will be imposed on to the practitioner, unless either party lodges an appeal.

Environmental Health Professionals are encouraged to report misconduct of fellow colleagues to maintain the ethical conduct and the integrity of this noble profession. Communities we serve should also be encouraged to report misconduct of practicing professionals where these occur.

By Duduzile Sebidi

UPDATE:

THE MUNICIPAL HEALTH SERVICES SUMMIT FOR SOUTH AFRICA

The Municipal Health Services (MHS) Summit was held on 20 June 2013 at the South African Local Government Association (SALGA) Head Office in Pretoria. This summit was a partnership venture of SALGA, Health Professional Council of South Africa (HPCSA) in particular, the Professional Board for Environmental Health Practitioners, the South African Institute of Environmental Health (SAIEH) and the Department of Health (DoH). The theme of the summit was "towards a strengthened and effective municipal health system" for South Africa.

Municipal Health Services as defined in the National Health Act, 2003 (Act 61 of 2003) are mainly environmental health services rendered at District and Metropolitan Municipalities in the country. The MHS Summit was a product of discussions held between HPCSA, SALGA and SAIEH on a range of challenges around implementation of municipal health services in the country. A decision was then taken at this meeting that an audit be conducted nationwide on the provision of municipal health services countrywide and identification of challenges hampering delivery of MHS. A questionnaire was developed and the SAIEH was tasked with the coordination of the questionnaire countrywide as well as interpretation of collected data from municipalities nationwide.

The objectives of the summit was therefore to share the outcomes of the MHS Audit, to facilitate a funding model that will improve health outcomes to deepen the understanding of the roles municipalities have to play in labelling of foodstuffs in particular reference to the meat saga that plagued the country, to clarify the roles of other stakeholders in relation to MHS, to deepen stakeholder relations towards the improvement of Municipal Health Services and to ask SALGA National Executive Committee to pronounce on MHS. The summit, in order to achieve the set objectives, invited key stakeholders in the provision of MHS, being the political leadership

of municipalities and management of municipalities, being municipal managers, heads of departments responsible for municipal health services, chief financial officers from municipalities and environmental health professionals rendering services in municipalities. The meeting was chaired by the SALGA political leadership which included Cllr. Boltman, the chairperson of the working group responsible for MHS.

Presentations made at the summit were from the President of the South African Institute of Environmental Health, Mr Selva Mudaly, which dealt with the outcome of the audit on MHS conducted countrywide, the chairperson of the Professional Board for Environmental Health Practitioners (HPCSA), Mr Jerry Chaka which covered, mainly, the role of HPCSA and the Board, and Mr Mohammed Seedal representing the South African National Halaal Authority (SANHA). His presentation focussed on Halaal food and the role of SANHA in the monitoring of Halaal outlets in South Africa. Another presentation was given by Ms Aneliswa Cele, Director of Environmental Health in the Department of Health. Her presentation was on the mandate of the DoH and latest developments initiated by the Department for Environmental Health.

Dr M. Molefe from the Department of Agriculture presented on the meat labelling saga in South Africa, and the role of the Department of Agriculture in food safety, Ms Fiona Septon from Fezile Dabi District Municipality presented on environmental health challenges in her municipality and how they prioritised service delivery with the limited resources that they have. Mr Francois Nel presented on best practices developed by Chris Hani District Municipality on energy saving and environment friendly projects run and funded by his municipality.

Questions and discussions then ensued to interrogate presentations made at the summit. Discussions then focussed

mainly on responsibilities of district and metropolitan municipalities regarding municipal health services, financial support of municipal health services by the National Treasury and municipalities' finance departments and how can municipalities render effective and efficient services that will improve health outcomes through prevention of diseases.

The outcomes of the MHS Summit were resolutions which were presented to the SALGA National Executive Committee meeting held on 05 August 2013. The resolutions were adopted by SALGA and will therefore be circulated by SALGA to all municipalities in the country for implementation. The resolutions are as follows:

- The Summit acknowledges the constitutionality of municipal autonomy to prioritise human resources and funding in line with their development plans and encourages municipalities to develop organisational structures, business plans, and budgets for Municipal Health Services;
- SALGA, in partnership with the South African Local Government Bargaining Council must speedily assist municipalities to deal with challenges relating to human resource capacity, job evaluation and grading and performance management in Municipal Health Services;
- SALGA, in partnership with the Department of Cooperative Governance (DCOG) and the National Treasury, must assist municipalities to eradicate the



- underfunding of Municipal Health Services;
- Municipalities and national government must progressively offer Community Service training opportunities to qualified graduates in Environmental Health, in line with approved organisational structures, business plans, and budgets for Municipal Health Services;
- National Treasury, in partnership with DCOG, SALGA and the Financial Fiscal Commission must increase allocations to district municipalities for Municipal Health Services and also consider using real programme costs or population data as opposed to household data in order to fund Municipal Health Services where it will not disadvantage rural municipalities;
- SALGA must strengthen political oversight in municipalities, especially municipalities that are currently transferring or receiving staff from other municipalities and provincial government;
- Municipalities must apply the Section 78 processes when considering the transfer of services;
- SALGA, National and Provincial departments must facilitate programmes and establish and/or strengthen national and provincial interdepartmental structures dedicated to generating reports and facilitate the interests of municipalities and the sharing of best practice, through the national, provincial and district advisory forums;
- NDOH, in partnership with the National Treasury, SALGA, SAEIH, and HPCSA must finalise urgently, norms and standards based on a costing study for Municipal Health Services;
- NDOH must align national Municipal Health Services benchmarks and guidelines to the World Health Organisation (WHO) and the National Health Insurance (NHI);
- The SALGA NEC, through its relevant Working Group must finalise and adopt the 2013 Municipal Health Services Audit Outcomes presented as an accurate presentation of the status quo of Municipal Health Services as of the date of this Summit.
- Recognising the challenges as outlined in the 2013 Municipal Health Services Audit Outcomes Document; the National Treasury must establish a conditional grant dedicated to Municipal Health Services backlogs in addition to the local government equitable share formula allocation and its review;
- The National Treasury must ring-fence MHS funds and not link these funds with other services;
- Alignment of functions between sector departments and consideration of District departments dedicated with the responsibility for environmental health;
- Municipalities must include Municipal Health Services in their IDPs and in municipal performance management of Executive Managers; and
- The Health Professions Council of South Africa to determine which professionals must practice MHS.

SALGA, SAEIH, HPCSA and DoH are committed to the implementation of these resolutions by their structures.

By Jerry Chaka

ENVIRONMENTAL HEALTH PRACTITIONERS MONITOR INITIATION SCHOOLS IN LIMPOPO PROVINCE

Male initiation schools are normally hosted during winter school recess in Limpopo Province where young boys stay in the bush for about three weeks graduating to manhood. In the process, young boys need serious attention from the traditional leaders and surgeons to complete the initiation process still in good state of health.

Environmental Health Practitioners in Vhembe District Municipality, Limpopo Province, took upon themselves to monitor all the initiation schools to safeguard the lives of the young boys. They firstly engaged with the traditional leaders and surgeons where workshops on health and hygiene were conducted.

The schools were encouraged to have safe shelters that will be able to give warmth to the initiates. They were

also expected to provide safe water, proper sanitation, practice personal and environmental hygiene in order to prevent any communicable diseases. Surgeons were also encouraged to assist in fighting HIV and AIDS by practicing the one-child one-blade method.

It is now well-known in the region that in order for any school to obtain a permit, all the traditional leaders and surgeons should first undergo health and hygiene training conducted by environmental health practitioners so that they can be aware of what is expected the initiation school.

Since Environmental Health Practitioners engaged themselves in monitoring these schools in the region, years have passed by without any fatality case reported in the initiation schools. This year, seven

environmental health practitioners managed to monitor 33 initiation schools on a daily basis and no serious case were reported.

By David NemaKonde



Traditional surgeons with Environmental Health Practitioners at an initiation school

WHAT IS THE HPCSA DOING ABOUT THE EMPLOYMENT OF UNREGISTERED PRACTITIONERS

The HPCSA is a statutory body, that is guided by a formal regulatory framework and this includes the founding Act, the Health Professions Act 56 of 1974 as amended.

This Act governs all its activities, clearly defines the scope of each profession which it mandates to register with HPCSA, and sets clear processes to be followed by HPCSA in achieving the statutory mandate.

Registration with the Health Professions Council of South Africa (HPCSA) is a pre-requisite for professional practice, and it is also a legal requirement.

In terms of chapter 17 of the Health Professions Act 56 of 1974, as amended, no one shall be entitled to practice within the Republic any health profession registered in terms of the Act without registering with the HPCSA. Therefore any Environmental Health Practitioner, Environmental Health Assistant, Food Inspector who practices within the scope of that profession without been registered, is committing a criminal offence in terms of the Act.

By end March 2012, the following number of registered practitioners were recorded with the Board for Environmental Health Practitioners:

- Environmental Health Practitioners: 3293
- Environmental Health Assistants: 62
- Food Inspectors: 11

Continued employment of practitioners with lapsed registrations holds serious consequences for both employer and employee. Liability would then be passed jointly onto the employer and employee.

It has come to the attention of the HPCSA that certain employers appoint unregistered Environmental Health Practitioners illegally and/or allow such



unregistered Environmental Health Professionals to remain under their employment. It is the employer's legal obligation to ensure that everyone on their establishment is duly registered with the HPCSA by demanding proof of annual practicing cards, and not just proof of payment into the HPCSA's account. Depositing annual fees into HPCSA's account does not necessarily guarantee registration.

The Professional Board for Environmental Health has undertaken a campaign since 2011 to meet Municipalities to discuss, amongst

other the need to ensure registration of all Environmental Health Practitioners. The HPCSA also maintains a database of all registered Practitioners on the iRegister website: <http://iregister.hpcsa.co.za/RegisterSearch.aspx>.

A list of suspended practitioners is also available, which can be accessed to determine the registration status of practitioners.

Voluntary erasure from the Register is possible if the practitioner does not intend to practice his/her profession in South Africa for a given period of time.

A request has to be submitted in writing before 31 March of the year voluntary erasure is requested.

The Board is taking steps to ensure that all practitioners who are employed by either organs of state or private sectors and practising within the scope of its registrable professions within the Republic are registered in terms of the Act.

This is done by frequently requesting from the employers a register of names of all practitioners employed within those sectors.

The Board then checks the status of each practitioner against the Register, and where it is found the practitioner is not registered employers are notified in writing.

The Act also allows the HPCSA to lay criminal charges with the South African Police Service (SAPS) against those unregistered practicing practitioners. The Act is also in a process of being amended to also make it a criminal offence for employers to employ unregistered practitioners.

The Board for Environmental Health Practitioners urges all practitioners in the Republic to protect their profession and report those unregistered practitioners to the HPCSA or personally open a criminal case with SAPS.

Those who were erased from the Register for whatever reason and want their names to be restored should follow the restoration process by applying through the HPCSA for restoration. The practitioner's name will only be restored after all the prescribed fees are paid in full and the oral board exam successfully completed where a Board examination is required.

Those registering for the first time should also apply to the HPCSA using the relevant form. After all required documentations and applicable fees are paid in full, the practitioner can then be registered.

Practitioners and employers can contact the HPCSA for more information.

By Duduzile Sebidi



AN ALTERNATIVE METHOD TO ACQUIRE CEU's

Since the introduction of Continued Professional Development (CPD) for Environmental Health Practitioners (EHPs), there has been a growing demand for the EHPs to acquire CEU's. It has become evident that most Environmental Health Practitioners are struggling to meet this requirement, especially those in peri-urban and rural settings. The problem is attributed to the lack of service providers in these areas and the distance to city centers where these CPD courses are normally offered. Budget constraints at municipalities prohibit the exposure of EHPs to accredited training sessions where they can earn valuable CPD points.

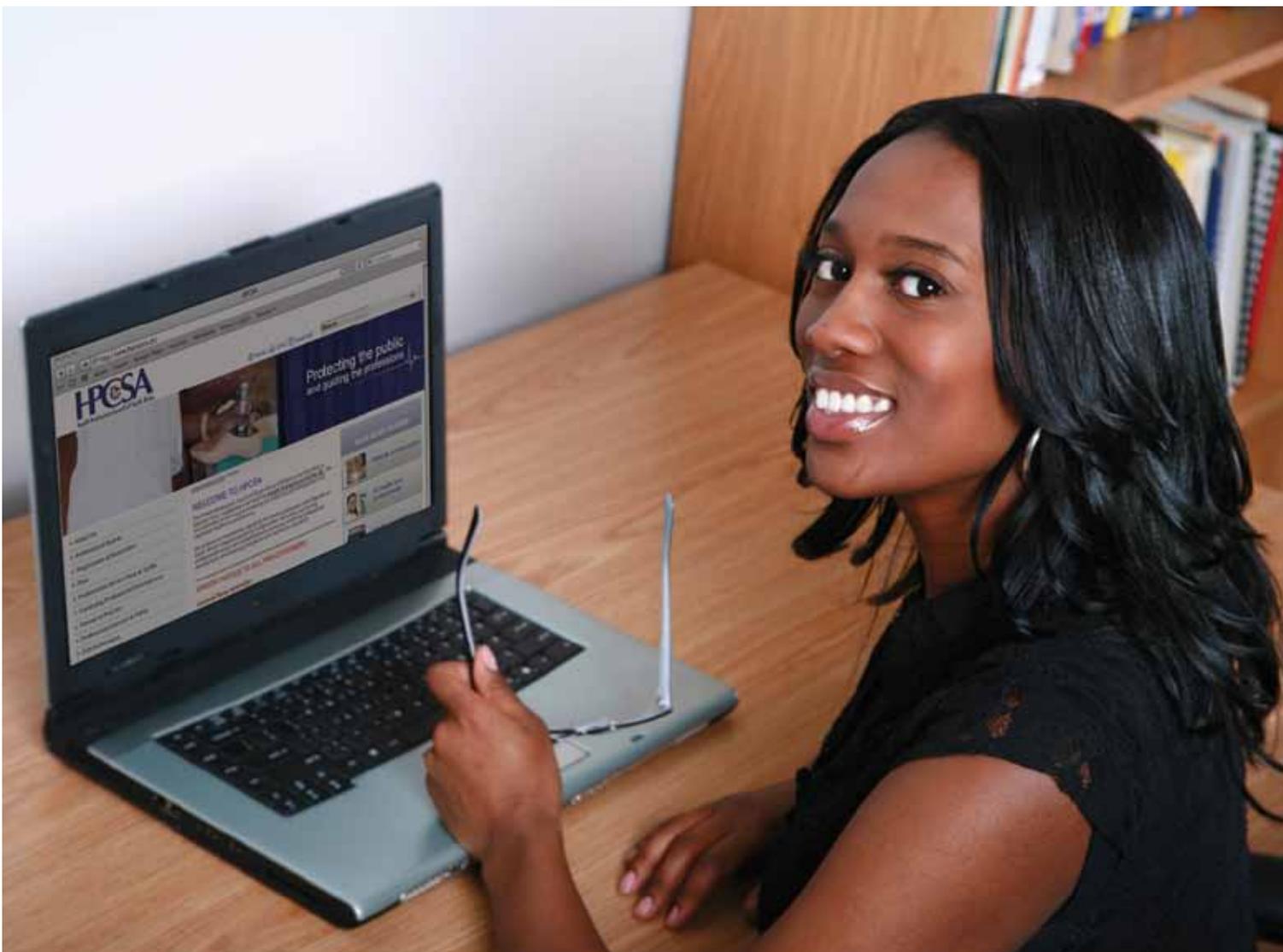
With the advanced usage of electronic means of communication, Environmental Health has joined other professions such as Medical Practitioners in acquiring CEU's online. It is noteworthy that this new innovative idea supplements the current conventional method and by no means replaces it.

There are various HPCSA accredited service providers online that render these services. Peer reviewed open source journals are used by contributing editors, who are qualified Environmental Health Practitioners, to collect relevant environmental health articles.

For an EHP to access an article, they must first register electronically with the respective service provider by paying a fee for the service and the issuing of the certificate. Thereafter the EHP can access the open source peer reviewed journal article and answer various questions prepared by the contributing editor. A set pass mark is required before a certificate is issued instantly.

Stay on top of your CPD requirements, because technology makes it easier.

By Dr Andile Zimba



BOGUS ENVIRONMENTAL HEALTH PRACTITIONERS HITTING SOUTH AFRICA

Reports have been received from communities in recent months, especially the business community that bogus Environmental Health Practitioners have been able to get away with illegal acts and extraction of huge sums of money from them. These actions by the so called "Health Inspectors" are damaging the reputation of the profession in the country, associating environmental health practitioners with corruption and illicit acts of bribery.

Provinces reported to the Health Professions Council of South Africa (HPCSA) recently are Mpumalanga, North West, Limpopo and Gauteng. It is suspected that the picture might be bigger than what has been reported thus far.

Both urban areas and rural areas of the country are affected. Some of the reports indicate that these criminals approach business premises, identifying themselves as environmental health practitioners, produce fake identification cards and point to a number of non-complying conditions on site and therefore demanding bribes ranging between R1 000 to R20 000 or more to settle the matter or else they are threatened to be fined huge sums of money.

Business people in the Madibeng Local Municipality, informed the Board about these criminals who produced Department of Health business cards. Others go to the extent of issuing certificates/licenses to business premises at a cost. The Ekurhuleni Metropolitan Municipality was recently hit by these criminals and in some instances, arrests were made by SAPS.

It is important that we play an active role in stopping these criminal actions within our areas of jurisdiction. We need to educate our communities not to allow strangers to enter their business premises and conduct inspections.

Every part of the country is covered by Environmental Health Practitioners at varied levels. As a profession we need to protect the public against these criminals and thus also protect this noble profession. This also calls for professional ethical behaviour by our professionals in the country.

Should communities have doubts about people acting as Environmental Health Practitioners, they must immediately report them to the local SAPS station or local health department.

Our communities must be educated on receiving services from qualified and registered practitioners only.

You can help by establishing good relationships with the community you are servicing. Make them aware of this scam. A flyer can also be developed to alert business owners in your area.

Your action in assisting us to root out this anomaly will be appreciated.

By Jerry Chaka



WHEN ALL ELSE FAILS

There is always an expectation that all Environmental Health Practitioners constantly engage in the health education of the consumers of our services, particularly the general public. Our task is to educate, educate, and educate.

This is a lifelong effort and a powerful tool that helps to change the attitude of our communities thus helping to reduce conditions and diseases that threaten our health and surrounding environment. It does not, however, work singlehandedly. It is accompanied by awareness campaigns involving health promotion, roadshows, street drama, etc.

The question still remains as to what needs to happen when all of these fail

to achieve the desired results?

The difficulty

I have repeatedly encountered Environmental Health Practitioners who are not familiar with how to go about instituting legal proceedings against offenders who deliberately expose or endanger the very public we want to protect.

Some state that they are restricted by the lack of enabling legislation at their disposal, whilst others only know that the only solution is to call the police when they encounter difficult and stubborn customers.

This may sound ridiculous; however it has surfaced in a number of cases that come for restoration.

Legal proceedings

It is expected that when all else has failed, people who violate the right of the public to a safe and clean environment should be brought to book. There are basic things that need to be done in order to have a successful prosecution.

Keeping history and proper records, providing exhibits obtained from photos taken, sampling results, sound, light, gas and dust meter readings, and of course appropriate and relevant legislation (Acts, Regulations and By-laws) are paramount to the success of any prosecution.

Initiation of legal proceedings

Unsatisfactory conditions may warrant serving a verbal or written notice



depending on the nature and extent of the existing problem. For a written notice it is necessary to:

- Quote a relevant piece of legislation violated;
- Specify clearly what needs to be done in order to remedy the unsatisfactory conditions;
- Set the time frame within which the problem must be sorted out; and
- Spell out what will happen if and when the problem is not completely remedied.

After the notice has been served it is necessary to do a follow up visit at the expiry of the time/s set up in the notice. The EHP is expected to make a decision on whether to serve a final notice or institute legal proceedings against the offender. Such a decision is informed by the nature of the problem and extent to which remedial measures have been carried out.

Let us explore what process needs to be followed if there is a need to prosecute.

A deposition

It is proper for the practitioner to

inform the owner or manager that legal proceedings are instituted for failure to comply with the terms of the served notice/s. The practitioner then needs to collect exhibits from the premises at the time and on the day of the prosecution. These may be in the form of photographs taken on site depicting unsatisfactory conditions, defective portable items etc. For items removed for prosecution the practitioner needs to issue a receipt to avoid being accused of having stolen such items.

A deposition (statement) outlining details of all actions taken is then prepared. The following information must be included in the deposition:

- The date of the initial visit in which unsatisfactory conditions were noticed;
- Name, gender and position of the person (who must be an adult) to whom these conditions were communicated;
- A copy of the notice served and a copy of a final notice if there was any;
- The date and time of a follow up visit;
- The name, gender and the position

of the person who was in charge of the premises during follow up visit. The person must be an adult;

- Detailed description of the findings at that time of the visit. These may be backed by exhibits that need to correspond with each relevant statement and be properly labeled. e.g. Exhibit A (photograph), Exhibit B (thick grease and grime scraped from the floor), Exhibit C (dirty dish drying cloth) etc.;
- A separate sworn statement by a practitioner / witness who accompanied you (if any) on the day of the prosecution;
- The practitioner must then outline a complain citing each section of legislation contravened by the accused. It is important to cite each piece of legislation or by-law stating the full title/name and number (if any), the year of promulgation and amendments if any, the section and subsections contravened; and
- The deposition must then be signed by the prosecuting Environmental Health Practitioner and be countersigned by the immediate supervisor/manager, and sanctioned or authorized by the Head of the Department/Section (This order may differ depending on structure of department and the chain of command.

All the above information is then attached to the summons that is served on the accused and a copy forwarded to the magistrate court. Court dates, venues and times reflected on the summons are pre-arranged with the prosecutor.

In instances where practitioners are not qualified law enforcement officers, South African Police or Metro Police officers do serve summons on request.

All that remains hereafter is appearance in court on the appointed date, time and venue.

Court proceedings and procedures will not be discussed in this article.

By Gama Ngqulunga



ANNUAL FEES REMINDER

HAVE YOU PAID YOUR ANNUAL FEES FOR 2013?



The HPCSA is an autonomous organisation and does not receive grants or subsidies from Government or any other institution. The HPCSA is funded entirely by income generated from registered practitioners. These include income generated from annual, registration and other fees payable by practitioners.

The Council together with the twelve Professional Boards operating under its jurisdiction are committed to the promotion of the health of the South African population, determining standards of professional education and training as well as setting and maintaining of fair standards of professional practice.

The annual fees are used to fund the administrative activities of the Board in terms of the conducting of meetings for the Board, Executive Committee, and Education Committee.

Other fees payable to Council in terms of registration, Certified Extracts, Certificates of Status, etc were increased by 6 % as from 1 April 2013.

Please note that we do not accept cash on our premises and retain receipts or evidence and submit with relevant documentation.

For your convenience, you have three easy options to choose for payment of annual fees:

1. Direct or Internet Banking.
2. Debit order - Please consult our website for more information and the Debit Order authorisation form.
3. Credit card – Please consult our website for more information and the Credit card authorisation form.
 - Please use your seven digit registration number and correct Register (e.g. PS 0000000) as the reference;
 - Please note that payments into the HPCSA account will take 2-3 working days to reflect, if done electronically and 24 working hours if done by direct transfer;
 - Please take note of the above, especially if you intend visiting our offices to register.

BANKING DETAILS FEES

Bank: ABSA

Branch: Arcadia

Branch Code: 33 49 45

Account number: 405 00 33 481 (Annual fees ONLY)

Include your HPCSA registration number as reference

**KINDLY QUOTE YOUR HPCSA
REGISTRATION NUMBER AS THE
REFERENCE NUMBER TO ENSURE
PAYMENT IS ALLOCATED TO YOUR NAME.**

GENERAL INFORMATION

For any information or assistance from the Council, please direct your enquiries to the Call Centre:

Client Contact Centre

Tel: 012 338 9300/01
Fax: 012 328 5120
Email: info@hpcsaco.za

Working hours:

Mondays - Fridays: 08:00 - 16:30
Weekends and public holidays: closed

Where to find us:

Physical address

553 Madiba Street
Cnr Hamilton & Madiba Streets
Arcadia, Pretoria

Annual Fees, payments and reminders, general information and forms, registration of locally qualified practitioners

Client Contact Centre
Tel: 012 338 3901
Fax: 012 328 5120
Email: info@hpcsaco.za

Certificate of Good Standing/ Status, certified extracts, verification of licensure

Susan Ndwalane
Tel: 012 338 3935
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Continuing Professional Development (CPD)

Helena da Silva
Tel: 012 338 9413
Email: cpd@hpcsaco.za
Raylene Symons
Tel: 012 338 9443
Email: raylenes@hpcsaco.za

Change of contact details

Email: records@hpcsaco.za

Ethical queries, human rights, ethics and undesirable business practice:

Ntsikelelo Sipeka
Tel: 012 338 3946
Email: ntsikelelos@hpcsaco.za

Compliments and Complaints Service Delivery

Email: servicedelivery@hpcsaco.za
Tel: 012 3389301

Complaints against practitioners

Legal Services

Fax: 012 328 4895
Email: legalmed@hpcsaco.za

Postal address

P O Box 205
Pretoria
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Communication with the Board should be directed to:

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Practitioners are encouraged to forward their contributions to Siphon Mbele at siphom@hpcsaco.za

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