



# NEWSLETTER

September 2022

## BRAVO FOR BRILLIANCE (ADMINISTRATIVE DAY – 7 SEPTEMBER 2022)

It was an honour to celebrate Administrative Day on 7 September 2022 with our exceptional team of administrative panel members. We put our hands together for a dazzling team's brilliant contribution to our company and clients. Each contribution is a meaningful part of the service we deliver. Below are a few photos of the day's celebrations.



**From left to right:**  
MHR Coordinator Veronique Plaatjies  
and Care Worker Angeline Maart



**Bravo for Brilliance!  
Keep on shining!**



**From left to right:**  
Reception Administrator Lorretta  
Claasen and MHR Clinical Facilitator  
Ilse Sella-Rolando

**Bravo!**

Click [here](#) to download the special letter from our team that was shared with our panel members on Admin Day.



**From left to right:**  
Reception Administrators Gail Palmer, Patricia Modi  
and Weliswa Nqolo



## THE PAYMENT OF ANNUAL LEAVE

Considering the recent application for the Ministerial Determination to vary Section 50 of the Basic Conditions of Employment Act (BCEA), the Department of Employment and Labour (DEL) has requested that all agencies provide supporting documents, including the names and ID numbers of panel members to which the Ministerial Determination applies.

The Ministerial Determination allows MHR to offer panel members the option to have their leave paid out as part of their hourly tariff, hence paying an increased hourly rate inclusive of accrued annual leave.

Due to the request for additional supporting documentation and for the duration of DEL's analysis of the documents submitted by MHR, MHR advises panel members that the BCEA regulations will apply without variation. Therefore, from **Monday, 19 September 2022**, all panel members started accruing annual leave at the legislative rate of 1 hour for every 17 hours worked. This means that the increased hourly rate that includes annual leave is no longer paid when the shift is worked. The difference, which is the accrued amount based on the legislative rate, is paid out by MHR on a quarterly basis at the end of February, May, August and November each year until further notice.

Once the Ministerial Determination has been granted, panel members will again have the opportunity to choose between either accruing annual leave at the statutory rates or being paid an increased hourly rate, inclusive of annual leave.

---

## REPORT FOR DUTY AT LEAST 15 MINUTES BEFORE YOUR SHIFT COMMENCES

Please make sure that you report for duty at least 15 minutes before your shift commences at a client. This is to ensure that all team members are present during handover arrangements and well informed before their shift start.



## CLIENTS REQUIRE PANEL MEMBERS TO WEAR UNIFORMS

Mediclinic and ER24 clients urge all admin and clinical MHR panel members to please wear MHR or client-specific uniforms. Nurses and care workers are no longer required to wear scrubs, and all panel members must be neatly dressed in MHR or client-specific uniforms. Please visit your nearest MHR office to place an order if you do not have an MHR uniform.

Remember, our uniform range is part of our corporate identity. Please share in our pride to have you as part of the MHR team by wearing your MHR uniform. Refer to our [Policies and Documents](#) web page to view our 'Dress code policy' and uniform documents for clinical and administrative panel members.

ER24 panel members, you are welcome to contact ER24 should you have any uniform enquiries.

---

## MHR NAME BADGE – YOUR 'IDENTITY' TO SUCCESS

Please remember to wear your name badge while on duty, as it is the patient's right to identify all personnel working in healthcare facilities. Patients can also compliment you on your service in their client service survey if they are able to identify you by your name badge.

Thank you for valuing patients' rights by wearing your MHR name badge while on duty.

## CONSERVE WATER AND ELECTRICITY AT CLIENTS' FACILITIES

MHR requests that all panel members be cautious about water and electricity usage at clients' facilities. Please conserve water and electricity as far as possible.

## SOUTH AFRICAN NURSING COUNCIL (SANC) LICENCE RENEWAL

Kindly remember to renew your SANC licence before the deadline **Saturday, 31 December 2022**. Visit [www.sanc.co.za](http://www.sanc.co.za) for licence renewal-related information.

Please email proof of your renewed licence to your region's administration email address confirmed below to avoid the temporary deactivation of your profile on our system.

### EMAIL ADDRESSES FOR ADMINISTRATION AND PAYMENT-RELATED ENQUIRIES

- **MHR Central Region** (*Free State, KwaZulu-Natal and Northern Cape*)  
[admin.central@mhr.co.za](mailto:admin.central@mhr.co.za) | [pay.central@mhr.co.za](mailto:pay.central@mhr.co.za)
- **MHR Northern Region** (*Johannesburg, Potchefstroom, Vaal Triangle and Mpumalanga*)  
[admin.north@mhr.co.za](mailto:admin.north@mhr.co.za) | [pay.north@mhr.co.za](mailto:pay.north@mhr.co.za)
- **MHR Tshwane Region** (*Brits, Pretoria and Limpopo*)  
[admin.north@mhr.co.za](mailto:admin.north@mhr.co.za) | [pay.tshwane@mhr.co.za](mailto:pay.tshwane@mhr.co.za)
- **MHR Western Cape Region** (*Southern and Western Cape locations*)  
[admin.wc@mhr.co.za](mailto:admin.wc@mhr.co.za) | [pay.wc@mhr.co.za](mailto:pay.wc@mhr.co.za)

## MAKE SURE YOUR INFORMATION IS UP TO DATE ON THE MHR SYSTEM

### Personal information changes

MHR needs to have an up-to-date profile for you on our system to ensure that you receive shift requests and other important information. Please notify your local MHR office and **not the client** if any of the following information has changed:

- Physical or postal address
- Email address
- Contact number
- Banking details

### Employment status changes

Please remember to inform your nearest MHR office if you are no longer a moonlighter (permanently employed elsewhere) or have become a permanent employee. Kindly also complete a new 'Personal tax' form received from your MHR office to change your tax status on our system. The correct tax status assists MHR in deducting the correct tax from your earnings.

## LET US SHINE THE SPOTLIGHT ON OUR STARS

It is always a pleasure to recognise the hard work and accomplishments of our panel members and teams within our organisation. Click [here](#) to view all acknowledgements and join us in congratulating these team members on their service excellence.

**How do I recognise an MHR panel member for exceptional performance?** Click [here](#) to visit our 'Feedback' page and enter the panel member's information along with the compliment you would like to share.



### CONTACT NUMBERS

HEAD OFFICE T 021 943 6200  
WESTERN CAPE T 021 943 6200  
NORTHERN T 012 440 7688

TSHWANE T 012 440 7688  
FREE STATE T 051 411 4111  
GEORGE T 044 803 2380/1

PIETERMARITZBURG T 033 342 9279  
HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE T 021 861 6100