



OPTIMISATION OF CREDIT CONTROL (NETCARE)

REPORT 2 OF 2017

16 JANUARY 2017

ON 18 January 2017 the Health and Other Service Personnel Trade Union of South Africa (Hospersa) once again engaged with Netcare management on the optimisation of the credit control division.

It was reported in November 2016 that the "live case study" was extended to January 2017, upon which date Hospersa will receive a concise report from management on the progress made. Hospersa would then also establish whether a decision by management had been adopted in centralising the whole function.

At the meeting of 18 January 2017 the matter was briefly put on hold due to information not being available. Parties have since resolved to seek assistance from the Commission for Conciliation, Mediation and Arbitration (CCMA) to intervene as a facilitator in order for the process to be dealt with under the strict provisions of the Labour Relations Act (LRA). This would allow parties to deliberate issues fairly under the scrutiny of the CCMA.

It is important to gauge the likelihood of the centralisation so that we can be prepared. In the interim, the "live case study" continues and we trust that the CCMA's involvement in the

coming weeks will ensure that the matters are dealt with the necessary speed and care, especially when it comes to potential impact on our members.

We request our members to remain calm during this period, and allow the process to unfold. We also urge individuals who opt to exit from Netcare to take care in evaluating their individual circumstances and obtaining the necessary advice before making any hasty decisions. Members can approach their Hospersa Shop Steward or contact our offices if they need advice in this regard.

We will keep you posted on further developments. Hospersa remains committed to promoting open channels of communication with members.

Please do not hesitate to contact Darron Minnaar on 082-600-4341 for more information.

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If you are not yet a member of Hospersa, we invite you to immediately become a member of the premier trade union in the health and service sectors.



Why join Hospersa?

- 1) Individual indemnity cover of up to **two million rand** per member
- 2) Death benefit of **R3 630** for principal members after 6 months of membership
- 3) **Professional legal assistance** for labour-related issues at the CCMA and Labour Court
- 4) Collective bargaining **negotiating salaries** and other substantive conditions of employment
- 5) Trained, democratically-elected **shop stewards**
- 6) Representation at **disciplinary hearings**, grievance procedures and incapacity processes
- 7) Representation on **various committees**, including Employment Equity and OHS
- 8) **General Meetings** with members
- 9) **Bilateral meetings with management**
- 10) Service provider benefits including **discounts on services** and stays at holiday resorts

Contact your Provincial Office on the numbers below and we will process your application as soon as possible.

*Eastern Cape (043-722-3776)
KwaZulu-Natal (033-342-6847)
Northern Cape (053-842-2001)*

*HOSPERSA OFFICES
Free State (051-448-4659)
Limpopo (015-295-3272)
North-West (018-462-3692)*

*Gauteng (011-791-2243)
Mpumalanga (013-752-6199)
Western Cape (021-591-9283)*