



ANASA

ASSOCIATION OF NURSING AGENCIES OF
SOUTH AFRICA

ANASA, PO Box 12339, Clubview 0014

ANASA CODE OF ETHICS

1. OBJECTIVES

The ANASA Code of Ethics has been formulated to provide prospective and existing agencies with guidelines on good business governance for agencies enjoying membership of ANASA.

2. THE VISION OF ANASA

The vision of ANASA is to be the Association of which all nursing agencies in South Africa are members who are conducting their business in a professional and ethical way, thereby ensuring excellent service to all their clients, commensurate with the interest of the business stakeholders.

3. THE MISSION STATEMENT OF ANASA

ANASA strives to be an Association representing member agencies who consistently maintain high ethical and professional standards, thereby ensuring that the acronym ANASA is synonymous with quality care rendered by all its members.

4. THE CONSTITUTION OF ANASA

Members of ANASA should know, honour and abide by the Constitution of ANASA.

5. LEGISLATIVE REQUIREMENTS

- The agency should be in possession of a valid license from the South African Nursing Council to practice as a nursing agency.

- The agency must be in possession of and adhere to:
 - a. Constitution of the Republic of South Africa, 1996 and the Constitution of South Africa Second Amendment Act, 1999.
 - b. The Regulations Regarding The Conditions Under Which The Business Of An Agency May Be Carried On. (Regulation 32, Nursing Act no 50 of 1978 as amended) and all other legislation of South Africa as stipulated in the Criteria for Agency Membership (ANASA CONSTITUTION)
 - c. The Scope of Practice of Persons Who are Registered or Enrolled under the Nursing Act.
 - d. Adhere to the directive of the Department of Internal Revenue in respect of personnel tax deductions.

6. ETHICAL AND PROFESSIONAL BUSINESS GOVERNANCE

- The agency shall ensure a high standard of service delivery in compliance with the Government's policy of "service to the people". The ANASA Standards for Nursing Agencies can be used as a guideline.
- The agency shall ensure that the promised and agreed level and quality of service is maintained and shall accept the principle of redress whereby an effective response is ensured when standards fall below this level.
- The agency shall continuously strive for improvement by sustaining a process of self-evaluation of the agency as set out in the ANASA Nursing Agency Evaluation Guide.
- The agency placements shall be managed by a Registered Nurse.
- A prerequisite for the management of an agency shall be knowledge of labour relations and transcultural nursing.
- The agency shall determine acceptable written agreements/contracts between the agency and its panel members and the agency and its clients. In the case of the client being a private patient, an information document describing the full extent of the service provided, should be forwarded prior to the commencement of the service.
- The agency may not admit to its panel any person who is not registered or enrolled in terms of the Nursing Act, neither shall such a person be supplied to a client. The agency may not employ or place caregivers.
- The agency shall require professional indemnity insurance from all members admitted to the agency.

- The agency shall maintain and strive for co-operation with all agencies, panel members and the management of institutions.
- The agency shall provide a 24-hour service.
- The agency shall refrain from any prejudicial or damaging behaviour against another agency, institutions or its management.

7. RECRUITMENT

- Recruitment of personnel shall be done in a professional and ethical manner. This will not be done by enticement of staff while on duty for another agency
- Advertising should only be done in the format as stipulated in Regulation 32.

8. AGENCY MANAGEMENT

Interpersonal Skills

- Panel members, office personnel and clients shall be treated with courtesy, respect, consideration and dignity and human rights observed at all times.
- The agency shall keep all personnel updated on any matter pertaining to the Policies, Procedures and Protocol or the changes thereof.
- The agency shall maintain an adequate line of communication with all personnel. Their views shall be considered and taken into account when decisions are made which affect personnel.

Staff Management

- The agency shall provide the opportunity for orientation of new personnel in co-operation with the institutions where they are placed.
- The Policies and Procedures shall be available and personnel instructed to familiarize themselves with the contents.
- The agency shall provide the new panel member with Guidelines for Nurses working for an agency.
- The agency shall establish a form of evaluation of personnel by clients and institution managers.
- The agency shall provide in-service training for all personnel.
- The agency shall provide an Office Policy and Procedure for office personnel.

9. COMMITMENT TO ANASA

- The agency shall subscribe to and accept the responsibility of maintaining an interest in the aims and objectives of ANASA.
- The agency shall participate and co-operate with the members of the Executive Committee of ANASA if requested to submit an opinion on matters relating to agencies.
- The agency shall be willing to undertake a task given to them by ANASA.
- A representative of the agency shall attend at least one General Meeting or one Regional Meeting per annum.

The Anasa Code of Ethics should be read and adhered to in conjunction with the ANASA Constitution and the Agency's own Policies and Procedures.

DECLARATION OF AGREEMENT

I, _____

ID Number _____ hereby declares that I have read, understood and accept ANASA's Code of Ethics.

Signed on this the _____ day of _____ 2003

at _____

Signature of Owner / Manager / Licensee _____

Nursing Agency _____

REFERENCES:

Constitution of South Africa

Batho Pele Principles 1997 (Department of Public Service and Administration)

Constitution of ANASA

ANANSA Standards for Nursing Agencies