



**Western Cape
Government**

2020 SERVICE EXCELLENCE AWARDS (SEA):

COURAGEOUS FRONTLINE EMPLOYEE

Entry Form

CLOSING DATE: 19 February 2021

SECTION 1: Nominator Contact Information

Name of Contact Person:

Name of Provincial Department:

Postal address:

Physical address:

Email:

Phone:

Mobile:

SECTION 2: Nominee Contact Information

Name of Nominee:

Persal Number of Nominee:

Name of Provincial Department:

Name of Component:

Nominated for Category:

Courageous Frontline Employee

This Category focusses on a Frontline Employee visibly demonstrating commitment to citizen-centeredness.

Postal address:

Physical address:

Email:

Phone:

Mobile:

SECTION 3: Category Criteria

Frontline Employee visibly demonstrating commitment to citizen-centeredness:

1. Able to pro-actively identify and solve potential service delivery problems;
2. Someone who takes initiative in going an extra mile in service delivery on a consistent basis;
3. Organised, knowledgeable, approachable, understanding and takes initiative in helping citizens and colleagues;
4. Serves with courtesy, care and respect;
5. Performance exceeds determined standards;
6. Excelling in office etiquette and time management;
7. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness, Caring and Innovation;
8. Efficient and effective public servant; and
9. Impact on citizens and/or impact during Covid-19 pandemic.

SECTION 4: Requirements

A. Motivation and Supporting Evidence:

- **Written motivation in terms of nr. 1 to 9 at Section 5;**
- Testimonials and compliments from clients and colleagues;
- Photos or clippings (magazines and newspaper articles) displaying any form of recognition;
- Meritorious awards; and
- Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter).

B. Please provide motivation that supports your application for the Category you are entering (maximum 5 pages including supporting material e.g. letters, photos etc. Utilise Font, Century Gothic, size 10.

C. Note that motivation and supporting evidence pertaining to **1 October 2019 to 30 September 2020** will be applicable.

D. Applies to *all Western Cape Government employees in recognition of work/or service during the period **1 October 2019 to 30 September 2020. This timeline takes into consideration the new normal work environment, agility and responsive to Covid-19 challenges.**

E. The following employees of the Western Cape Government (WCG) are eligible to be nominated:

- Intern;
- Temporary/Secondment/Relief Worker;
- Contract;
- Probation; and
- Permanent.

*Heads of Department (HODs) are not eligible to be nominated/entered into any Service Excellence Awards (SEA) Category.

F. Declaration and Signatures:

I / We agree that the information provided in this document and related supporting information is accurate and legally binding.

I /We agree to abide by the rules of the Service Excellence Awards.

Contact Person:

Full name/s:

Signature:

Date:

Nominee:

Full name/s:

Signature:

Date:

SECTION 5: Category Questions and Motivation

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1. Able to pro-actively identify and solve potential service delivery problems.

2. Someone who takes initiative in going an extra mile in service delivery on a consistent basis.

3. Organised, knowledgeable, approachable, understanding and takes initiative in helping citizens and colleagues.

4. Serves with courtesy, care and respect.

SECTION 5: Category Questions and Motivation (cont.)

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5. Performance exceeds determined standards.

6. Excelling in office etiquette and time management.

7. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness, Caring and Innovation.

8. Efficient and effective public servant.

SECTION 5: Category Questions and Motivation (cont.)

9. Impact on citizens and/or impact during Covid-19 pandemic.

SECTION 5: Category Questions and Motivation (cont.)

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the candidate to write their category questions and motivation.

SECTION 5: Category Questions and Motivation (cont.)

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the candidate to write their responses to the category questions and provide their motivation.

SECTION 6: General Information

Entry guidelines and rules

- An Entry can only be entered into a Category utilising the correct Entry Form.
- Should a nomination be made for a separate Category for the same individual or project/programme/team then the separate, correct Entry Form for the Category entered should be utilised. Evidence cannot be shared across categories, separate entries required separate evidence per Entry Form.
- The Entry will be assessed based on the period **1 October 2019 to 30 September 2020**. Incomplete submission or evidence not within the indicated period will not be considered. Information provided is legally binding.
- Entries to be e-mailed to Departmental representative for your relevant Department (note size limitation, maximum 5 pages, inclusive of all evidence).
- Entry forms must be filled in correctly, as concise as possible in response to the Criteria statement indicated.
- Handwritten entries are not encouraged; in cases where this is unavoidable please write legibly.
- Typing of motivation: Utilise Century Gothic, size 10.
- Evidence can be submitted to support the entry e.g. publications, brochures, Newspaper clippings (within the size limitation). Note that CD/DVD evidence will not be accepted.
- Departmental Top Management under Chairpersonship of the Head of Department determines Departmental finalists per Category. A maximum of five (5) finalists per Category is entered into the Provincial Assessment Stage.
- The awarding of all categories is based on impact which must be demonstrated through evidence.
- The prizes are not transferable and non-monetary (Gold, Silver and Bronze awards).

2020 SEA Departmental Representatives

Entries to be submitted to the indicated Departmental Representative within the Department.

Department	Departmental Representative	E-mail address	Telephone number
Agriculture	Rashidah Wentzel	RashidahW@elsenburg.com	021 – 808 5119
Community Safety	Ansaaf Mohamed	Ansaaf.Mohamed@westerncape.gov.za	021 – 483 3868
Cultural Affairs and Sport	Stephanie Thomas	Stephanie.Thomas@westerncape.gov.za	021 – 483 9577
Economic Development and Tourism	Martie Carstens	Martie.Carstens@westerncape.gov.za	021 – 483 9223
	Cheryl Julies	Cheryl.Julies@westerncape.gov.za	021 – 483 9000
Education	Ebrahiem Gierdien	Ebrahiem.Gierdien@westerncape.gov.za	021 – 467 2234
Environmental Affairs and Development Planning	Pearl Cloete	Pearl.Cloete@westerncape.gov.za	021 – 483 5582
Health	Shariefa Isaacs	sharief.a.isaacs@westerncape.gov.za	073 888 7160
	Lily Meyer	lily.meyer@westerncape.gov.za	082 074 7772
Human Settlements	Stiaan Moolman	Stiaan.Moolman@westerncape.gov.za	021 – 483 4564
Local Government	Albert Dlwengu	Albert.Dlwengu@westerncape.gov.za	021 – 483 8986
Premier	Nozipho Maholwana	Nozipho.Maholwana@westerncape.gov.za	021 – 483 4211
Provincial Treasury	Ean Steenkamp-Cairns	Ean.Steenkamp-Cairns@westerncape.gov.za	021 – 483 4237
	Nonzwakazi George	Nonzwakazi.George@westerncape.gov.za	021 – 483 9910
	Xolani Galada	Xolani.Galada@westerncape.gov.za	021 – 483 3472
	Brandon Damons	Brandon.Damons@westerncape.gov.za	021 – 483 6127
	Naadia Ismail	Naadia.Ismail@westerncape.gov.za	021 – 483 8683
Social Development	Suzette Samuels	Suzette.Samuels@westerncape.gov.za	021 – 483 4592
Transport and Public Works	Jandre Bakker	Jandre.Bakker@westerncape.gov.za	021 – 483 8513
	Déan Killian	Dean.Killian@westerncape.gov.za	021 – 483 9597
	Elouize Geyer	Elouize.Geyer@westerncape.gov.za	021 – 483 0041

SECTION 7: Nomination Confirmation/Approval

Nominee's Line-/Sub-Programme-/Programme Manager's Decision:

- 1) The Service Excellence Awards Entry Form content was perused, and the nomination is approved / not approved.
- 2) The Nominee's satisfactory performance and good standing in relation to Employee Relations matters is hereby confirmed.

Full name and signature:

Date: