



**Western Cape
Government**

2020 SERVICE EXCELLENCE AWARDS (SEA):

TEAM GROUND BREAKER / INNOVATION

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 Primary (Lead) Department:

Name of Component:

Name of Team/Project:

Nominated for Category:

Team Ground Breaker / Innovation

This Category recognises a Team or Project visibly demonstrating effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spend [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders engagement), cost saving methods.

Note that no entry nominating an individual will be accepted in this Category.

Kindly provide/confirm the name of Primary (Lead) Department:

Kindly provide the name/s of any other Secondary/Support Department (Western Cape Government) which contributed to this Programme or Project:

Kindly provide the name/s of any other spheres of Government participation (Provincial-, National-, or Local Government):

Postal address:

Physical address:

Email:

Phone:

Mobile:

SECTION 3: Category Criteria

This Category recognises a Team or Project visibly demonstrating effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spend [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders engagement), cost saving methods :

1. What, Why, Where, When and How;
 - new ideas, creative thinking, dynamic service options
 - resourceful solutions
2. Impact of the Innovation: Achievements that meets needs while making the best use of resources;
 - collaboratively problem-solving to realise strategic organisational goal;
3. Citizens / institutional needs are accommodated in the innovation;
 - improved services
4. Core processes are reviewed and targets are set for innovative improvement;
 - question existing practices to renew, rejuvenate and improve; and
5. 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 5 at Section 5;**
- Testimonials and compliments from service recipients and colleagues;
- Photos or clippings (magazines and newspaper articles) displaying any form of recognition;

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/Nominator:

Full name/s:

Signature:

Date:

Nominee/Team Ground Breaker /Project representative signature:

Full name/s:

Signature:

Date:

SECTION 5: Category Questions and Motivation

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1. What, Why, Where, When and How;

- new ideas, creative thinking, dynamic service options
- resourceful solutions

2. Impact of the Innovation: Achievements that meets needs while making the best use of resources;

- collaboratively problem-solving to realise strategic organisational goal.

3. Citizens / institutional needs are accommodated in the innovation;

- improved services.

SECTION 5: Category Questions and Motivation (cont.)

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- 4. Core processes are reviewed and targets are set for innovative improvement,**
- **question existing practices to renew, rejuvenate and improve.**

5. 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 below the section header. It is intended for the respondent to provide answers to the category questions and their motivations.

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 provide their answers to the category questions and their 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 provide their answers to the category questions and their motivation for the award.

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 [Primary/Lead 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	Shariefa.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:

The Service Excellence Awards Entry Form content was perused, and the nomination is approved / not approved.

Full name and signature:

Date: