



**Western Cape  
Government**

Department of the Premier

## CHIEF DIRECTORATE ORGANISATION DEVELOPMENT

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**REFERENCE:** 3/1/2/3/1/SEA Awards

**ENQUIRIES:** Ms. Tersia Pretorius

**TELEPHONE:** 021-4669556

### DG CIRCULAR No. 77 OF 2020

**THE HEAD OF DEPARTMENT: AGRICULTURE** (DR M SEBOPETSA)

**THE HEAD OF DEPARTMENT (Acting): COMMUNITY SAFETY** (ADV Y PILLAY)

**THE HEAD OF DEPARTMENT: CULTURAL AFFAIRS AND SPORT** (MR B WALTERS)

**THE HEAD OF DEPARTMENT: ECONOMIC DEVELOPMENT AND TOURISM** (MR S FOURIE)

**THE HEAD OF DEPARTMENT: EDUCATION** (MR B SCHREUDER)

**THE HEAD OF DEPARTMENT: ENVIRONMENTAL AFFAIRS AND DEVELOPMENT PLANNING** (MR P VAN ZYL)

**THE HEAD OF DEPARTMENT: HEALTH** (DR K CLOETE)

**THE HEAD OF DEPARTMENT: HUMAN SETTLEMENTS** (MS J SAMSON-SWARTZ)

**THE HEAD OF DEPARTMENT: LOCAL GOVERNMENT** (MR G PAULSE)

**THE HEAD OFFICIAL: PROVINCIAL TREASURY** (MR D SAVAGE)

**THE HEAD OF DEPARTMENT: SOCIAL DEVELOPMENT** (DR R MACDONALD)

**THE HEAD OF DEPARTMENT: TRANSPORT AND PUBLIC WORKS** (MS J GOOCH)

#### HEAD OF BRANCHES: DEPARTMENT OF THE PREMIER

Dear Colleagues

### 2020 SERVICE EXCELLENCE AWARDS – CALL FOR ENTRIES

The Service Excellence Awards (SEA) is an annual intervention within the Western Cape Government (WCG) which promotes a citizen centric culture, entrenches professionalism, as well as recognises and rewards excellence.

The Covid-19 pandemic and related risk strategies which need to be adhered to (e.g. social distancing, limitation on group gatherings, face masks and related OHS protocols) makes it extremely difficult to execute the SEA intervention in accordance with the approved Framework and within the project timeframes, hence requiring an alternative approach during 2020 to still address the need to acknowledge the efforts of employees on an individual basis, or within team context, more so during this time when appreciation will provide motivation and inspiration to our Western Cape Government employees.

A substitute SEA Framework was put in place for 2020 to entrench the Western Cape Government value of caring by appreciating and recognising employees in exemplary cases. This is particularly key during this period to help employees build a sense of security in their value to the WCG and motivating employees to continue great work.

Employees are the most significant capability enabling element that is ultimately responsible for the execution of organisational functions, in order to achieve organisational goals. Therefore, recognising employees' achievements is the collective responsibility of the Western Cape Government.

The 2020 SEA applies to Western Cape Government employees in recognition of work/or service during the period **1 October 2019 to 30 September 2020**. The aforementioned timeline takes into consideration the new normal work environment, agility and responsiveness to Covid-19 challenges which then is a deviation from the approved SEA Framework recognition period, which usually focusses on the previous financial year.

The 2020 SEA introduces an evaluation and decision stage within WCG departments, before the top five entries per Category are escalated to the Chief Directorate Organisation Development SEA Project Team for the commencement of the Provincial Assessment and Evaluation stage.

The 2020 SEA approach was adopted at a Provincial Top Management (PTM) engagement during October 2020. Subsequently, nominations were received from WCG departments to administer the Departmental Evaluation and Decision, as well as for the Provincial Assessment and Evaluation participation.

Entries are to be e-mailed and queries regarding the Departmental and Evaluation stage to be directed to the Departmental representative for the Entrant's Department, as indicated below:

Department	Departmental Representative	E-mail address	Telephone number
Agriculture	Rashidah Wentzel	<a href="mailto:RashidahW@elsenburg.com">RashidahW@elsenburg.com</a>	021 – 808 5119
Community Safety	Ansaaf Mohamed	<a href="mailto:Ansaaf.Mohamed@westerncape.gov.za">Ansaaf.Mohamed@westerncape.gov.za</a>	021 – 483 3868
Cultural Affairs and Sport	Stephanie Thomas	<a href="mailto:Stephanie.Thomas@westerncape.gov.za">Stephanie.Thomas@westerncape.gov.za</a>	021 – 483 9577
Economic Development and Tourism	Martie Carstens	<a href="mailto:Martie.Carstens@westerncape.gov.za">Martie.Carstens@westerncape.gov.za</a>	021 – 483 9223
	Cheryl Julies	<a href="mailto:Cheryl.Julies@westerncape.gov.za">Cheryl.Julies@westerncape.gov.za</a>	021 – 483 9000
Education	Ebrahiem Gierdien	<a href="mailto:Ebrahiem.Gierdien@westerncape.gov.za">Ebrahiem.Gierdien@westerncape.gov.za</a>	021 – 467 2234
Environmental Affairs and Development Planning	Pearl Cloete	<a href="mailto:Pearl.Cloete@westerncape.gov.za">Pearl.Cloete@westerncape.gov.za</a>	021 – 483 5582
Health	Vera Dettling	<a href="mailto:Vera.Dettling@westerncape.gov.za">Vera.Dettling@westerncape.gov.za</a>	021 – 483 4464
Human Settlements	Stiaan Moolman	<a href="mailto:Stiaan.Moolman@westerncape.gov.za">Stiaan.Moolman@westerncape.gov.za</a>	021 – 483 4564
Local Government	Albert Dlwengu	<a href="mailto:Albert.Dlwengu@westerncape.gov.za">Albert.Dlwengu@westerncape.gov.za</a>	021 – 483 8986
Premier	Nozipho Maholwana	<a href="mailto:Nozipho.Maholwana@westerncape.gov.za">Nozipho.Maholwana@westerncape.gov.za</a>	021 – 483 4211
Provincial Treasury	Ean Steenkamp-Cairns	<a href="mailto:Ean.Steenkamp-Cairns@westerncape.gov.za">Ean.Steenkamp-Cairns@westerncape.gov.za</a>	021 – 483 4237
	Nonzwakazi George	<a href="mailto:Nonzwakazi.George@westerncape.gov.za">Nonzwakazi.George@westerncape.gov.za</a>	021 – 483 9910
	Xolani Galada	<a href="mailto:Xolani.Galada@westerncape.gov.za">Xolani.Galada@westerncape.gov.za</a>	021 – 483 3472
	Brandon Damons	<a href="mailto:Brandon.Damons@westerncape.gov.za">Brandon.Damons@westerncape.gov.za</a>	021 – 483 6127
	Naadia Ismail	<a href="mailto:Naadia.Ismail@westerncape.gov.za">Naadia.Ismail@westerncape.gov.za</a>	021 – 483 8683
Social Development	Suzette Samuels	<a href="mailto:Suzette.Samuels@westerncape.gov.za">Suzette.Samuels@westerncape.gov.za</a>	021 – 483 4592
Transport and Public Works	Jandre Bakker	<a href="mailto:Jandre.Bakker@westerncape.gov.za">Jandre.Bakker@westerncape.gov.za</a>	021 – 483 8513
	Déan Killian	<a href="mailto:Dean.Killian@westerncape.gov.za">Dean.Killian@westerncape.gov.za</a>	021 – 483 9597
	Elouize Geyer	<a href="mailto:Elouize.Geyer@westerncape.gov.za">Elouize.Geyer@westerncape.gov.za</a>	021 – 483 0041

Table 1: 2020 SEA Departmental Representatives

The high-level Project Plan as discussed at PTM include the following key milestones and dates:

Stage	Description	Department/Provincial administered	Timeline
Stage 1	Advocacy	Provincial	October 2020
Stage 2	Call for Entries	Provincial/Department	November 2020 – 18 December 2020
Stage 3	Receive nominations	Department	November 2020 – 18 December 2020
Stage 4	Departmental evaluations and decision	Department	January 2021 – 15 February 2021
Stage 5	Provincial Assessment and Adjudication	Provincial	16 to 28 February 2021

Stage	Description	Department/Provincial administered	Timeline
Stage 6	Submission to Director-General and Premier	Provincial	1 to 17 March 2021
Stage 7	SEA Ceremony	Provincial	18 to 31 March 2021
Stage 8	Feedback	Provincial	April to May 2021

Table 2: 2020 Service Excellence Awards stages

There are seven (7) categories which can be entered which consist of four (4) categories applicable to employees on individual basis and three (3) Categories applicable to teams.

### **Individual categories:**

**Exemplary Leader:** Leaders visibly demonstrating strong leadership, strong management skills and commitment to continuous development;

**Courageous Frontline Employee:** Frontline Employee visibly demonstrating commitment to citizen-centeredness;

**Inspiration Support Employee:** Support/Operations (Back Office) Employee visibly demonstrating commitment to good governance and administration; and

**Inspirational Innovator:** Visibly demonstrates 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.

### **Team categories:**

**Barrier Breaker:** Team visibly demonstrating commitment to citizen-centeredness and performance excellence through teamwork across different areas/ silos/ departments;

**Lead Programme or Project:** Programme or Project achievement having a positive impact on service delivery, saving cost and improving lives of citizens; and

**Team Ground Breaker/Innovation:** Visibly demonstrates 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.

Entry Forms have been prepared for each Category (**attached**), indicative of the relevant criteria, as well as five (5) pages containing the Category questions and motivation to be provided.

The closing date for the 2020 SEA is indicated as **18 December 2020**. Should a Department be of the opinion that the time provided is not adequate to solicit entries, consideration can be taken within that Department to potentially extend this date. This extension should then be communicated within the relevant Department (internal communication) but to note that it will not be possible to extend/postpone the commencement date of the Provincial Assessment and Adjudication.

Departments are to escalate their top five entries per Category to the SEA Organisation Development Project Team by no later than **15 February 2021 (10:00)** to be eligible to enter the Provincial assessment and evaluation stage which is scheduled to commence on 16 February 2021.

The Chief Directorate Organisation Development SEA Project Team will liaise with Departmental representatives to provide guidance, as well as relevant forms and related requirements.

The SEA Project Team will also liaise with the nominated employees regarding the Provincial Assessment and Evaluation stage.

Should you require any further information in this regard, please do not hesitate to contact Tersia Pretorius at e-mail [Tersia.Pretorius@westerncape.gov.za](mailto:Tersia.Pretorius@westerncape.gov.za) (Tel. 021-466 9556), Maria van der Merwe at e-mail [Maria.vandermerwe@westerncape.gov.za](mailto:Maria.vandermerwe@westerncape.gov.za) (Tel: 021-466 9708) or Porcha Engelbrecht at e-mail [Porcha.Engelbrecht@westerncape.gov.za](mailto:Porcha.Engelbrecht@westerncape.gov.za) (Tel: 021-466 9543).

Yours Sincerely

**DR H MALILA**  
**DIRECTOR-GENERAL**

**Date:**