

2020

*Service
Excellence
Awards*



Western Cape
Government

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Foreword by the Premier

Mr Alan Winde

I am immensely proud to lead a government that has worked tirelessly over the past year to uphold the dignity of the residents it serves, promote their safety and provide them with opportunities, amid the COVID-19 pandemic.

We have achieved this by working together and having a clear plan for our recovery, a plan put together to overcome the hardships our communities face which were exacerbated by the pandemic.

We've also all worked extremely hard to get the balance right in saving lives and livelihoods. In doing so, we have created innovative programmes and initiatives, with our residents in mind.

Just some of these programmes include:

- Launching the COVID-19 dashboard and the vaccine dashboard, ensuring transparent communications to residents on our response;
- Deploying the red and blue dot taxi systems ensuring that our healthcare workers can arrive and leave work safely amid the pandemic; and
- Deploying Chrysalis graduates and Neighbourhood Watches to COVID-19 hotspot communities to promote behaviour and compliance.

We could not have done this without the contribution and dedication of each and every

single member of staff in the Western Cape Government.

It is with immense pleasure that I host the 2020 Service Excellence Awards, recognising just some of the exemplary officials behind these innovative programmes and service delivery excellence.

The Service Excellence Awards serves as an opportunity to acknowledge, recognise and award the excellent contributions made by our Western Cape Government employees.

The number of entries received, as well as the quality of the shortlisted finalists, is a testament to the dedication, competence and caring nature demonstrated across the Western Cape Government staff complement, particularly as we face trying times.

While all our staff inspire and encourage me, the nominees of this year's awards deserve special recognition and appreciation for going the extra mile for our citizens.

Congratulations to all the entrants, nominees and winners of this year's awards: we are grateful for your efforts.

Mr Alan Winde

Premier of the Western Cape



Preface by the Director-General

Dr Harry Malila

The 2020 Service Excellence Awards provide an opportunity for the Western Cape Government family to come together, whether in person or virtually, to celebrate the achievements of our employees made during a tumultuous period in all our lives. I would like to thank the Premier for graciously hosting this event and presenting the awards to our winners.

As we all know, COVID-19 changed our lives forever. Many of us adapted to working from home, while many stayed on the frontline, risking your lives in order to help people. People in both the back and front office invented new systems, processes and ways of delivering services to the people of the Western Cape. It is fitting that we pay tribute to these hard-working and resourceful public servants.

One of the most important lessons we have learnt is that a crisis also provides an opportunity to do things differently. The State of Disaster created a sense of urgency within which creativity could flourish, less encumbered with the traditional obstacles to change in the public service, including narrow and unduly limiting interpretations of the regulatory framework.

These Awards highlight how our Western Cape Government employees have chosen not to be disheartened by any circumstance. They have made a conscious decision to be solutions-driven. The Western Cape Government staff have demonstrated resilience and have grown in stature during this period. Our efforts have been recognised across the country and abroad.

Innovation refers not only to technological breakthroughs, but to ingenuity in a range of fields that results in improvements to service delivery. Many of the transformative innovations of this period are the products of successful collaboration and partnering between departments, civil society, communities and the private sector.

Innovation is one of our WCG Values and should be embedded as part of our WCG culture. Many of our entries also reflect the value of "Responsiveness" to our citizens. They also show that we are motivated by "Caring" for the people in this Province. The public servants who will receive awards this evening, are "Living the WCG Values". They are deserving of our admiration, respect and gratitude.

The period 1 October 2019 to 30 September 2020 was the qualifying period for these Service Excellence Awards. Sixty entries were received.

The 2020 Service Excellence Awards was the first in which entries were evaluated within departments and were escalated by Heads of Department to the Assessment and Adjudication Committee. This process proved quite successful as excellent quality entries, endorsed by the relevant Head of Department, were received.

The Provincial Assessment and Adjudication process was also executed differently, moving away from traditional face-to-face meetings to conducting online assessments and adjudication, which has been found to be more focused and time efficient.

Preface by the Director-General continued

My appreciation goes out to all departments and employees who have created opportunities for their teams and employees to participate and be celebrated for their efforts. I also commend all contributing employees for their role within these Awards.

I would like to thank our Adjudication Panel of Heads of Department, Mr Graham Paulse (Local Government) also serving as the Chairperson, Adv. Yashina Pillay (Community Safety) and Dr Mohale Sebopetsa (Agriculture) for applying their minds to the applications received.

Congratulations to all the finalists and especially our Awards winners. I trust that you will continue to contribute and inspire your colleagues to institutionalise some of these innovative solutions and practices to the benefit of the citizens we serve.

I would also like to acknowledge and salute our fallen heroes, so many of our Western Cape Government colleagues, have lost their lives in the fight against COVID-19. We are extremely grateful to have known them and thankful for their service. Their memory will always serve as inspiration for us to strive for excellence in everything we do.

We are still in the midst of the COVID-19 pandemic. Some provinces are experiencing a third wave and the whole country is experiencing a resurgence of the disease. The COVID-19 protocols remain in force. In the interests of our own safety and others', we must continue to wear a face mask and observe social distancing. We should avoid large gatherings and gatherings in venues that do not have proper ventilation. Please assist your relatives and friends 60 years and older to register for a vaccine. Let us work rapidly to ensure that our citizens are vaccinated.

Stay safe and God bless.
Hlala uKhuselekile kwaye uThixo Akusikelele.
Wees veilig. Mag God jou seen.

Dr Harry Malila
Director-General of the Western Cape Government

2020 Service Excellence Awards Process

The Service Excellence Awards (SEA) Process was initiated at a Provincial Top Management engagement on 12 October 2020. Managers were nominated to form part of the Assessment Team whilst Heads of Department were nominated to form part of the Adjudication Team.

Key milestones included:

- Call for entries on 16 November 2020 and 5 February 2021;
- Provincial closing date of 15 February 2021;
- Provincial assessments during the period 12 to 26 March 2021;
- Provincial adjudication on 15 April 2021;
- Director-General and Premier's decision on winners per category during April 2021; and
- Awards ceremony on 2 June 2021.

Process preceding the Assessment Stage

The process preceding the Assessment Stage was Evaluation and Decision which was administered within WCG departments. This process entailed the following:

- Workshop process, relevant forms and requirements prepared November/December 2020. Capacity building sessions held with Departmental contact persons – 14 December 2020, 15 December 2020 and 17 December 2020.
- WCG Departments evaluates own entries.
- HOD Letter submitting maximum 5 finalists per Category.
- Employee Verification submitted for nominees in individual categories (satisfactory performance and no misconduct registered).

2020 Assessment Team	
Department	Name and surname
Agriculture	Hayley Rodkin and Moses Mabunda
Community Safety	Ansaaf Mohamed and Amanda Dissel
Cultural Affairs and Sport	Thabo Tutu
Economic Development and Tourism	Rahima Loghdey
Environmental Affairs and Development Planning	Stuart Botha and Ierefaan Batchelor
Health	Vera Dettling
Human Settlements	Melvin Stoffels
Local Government	Albert Dlwengu
Premier	Derrick Smith and Nadia Karra
Provincial Treasury	Faez Salie and Nobukhosi Ndlela
Social Development	Sihaam Nieftagodien and Deborah Dreyer
Transport and Public Works	Jan van Rensburg
Western Cape Education	Sigamoney Naicker and Haroon Mohamed

2020 Service Excellence Awards Core Project Team (Chief Directorate Organisation Development and other areas)	
Chief Directorate Organisation Development	Jacob Boonzaaier, Tersia Pretorius, Neil de Kock, Sidney Africa, Theresa Assure, Maria van der Merwe, Porcha Engelbrecht, Athi Sokutu and Brian Opperman
Corporate Communication	Portia Percival
Protocol and Executive Support	Hadley Blake and Lindsey Davids

2020 Service Excellence Awards Process continued

Comments by the Chairperson: Adjudication Committee

Provincial Assessment

- The assessments were conducted via MS Teams to mitigate risk of Covid-19 exposure, project implications and delays.
- Assessment were conducted subject to Assessors' availability and scheduling during the period 12 March 2021 to 26 March 2021.
- Seven categories were assessed via MS Teams utilising Assessors on rotational basis to address sixty (60) entries registered.
- Three assessors were responsible to assess each Entry.
- Assessors were supported by the OD Project Team (Facilitators, Co-facilitators, Scorer and Score Verifier, Team for report writing, AV Script, Booklet content).
- Assessors signed a Declaration of Confidentiality per session and undertook to conduct assessments in an unbiased, fair and credible manner. Cannot score own departments entries, or where there was indicated secondary involvement.
- Assessments entails considering the Entry against the relevant Category criteria and utilising provided score sheets.
- Assessments were overseen by Internal Audit to ensure objectivity, process compliance, consistency, ensure accurate capturing of scores and verify accurate shortlisting.
- The top five (5) scores per Category are the shortlisted finalists for escalation to the Adjudication process.

The adjudication process consisted of:

- Presentation on assessment process and shortlisted entries per category;
- Internal audit process compliance feedback;
- Evaluation of shortlisted candidates and panel discussion and decision;
- Selecting final shortlisted entries per category;
- Finalising report which included selected winners per category – Adjudicator Chairperson and Chief Audit Executive sign-off; and
- Submitting category winners for Director-General and Premier's decision and approval.

Provincial Adjudication

The panel of adjudicators was selected by the Provincial Top Management and consisted of Heads of provincial departments:

Adv. Yashina Pillay – Head of Department: Community Safety

Dr Mohale Sebopetsa – Head of Department: Agriculture

Mr Graham Pause – Head of Department: Local Government

It gladdens my heart today that notwithstanding the difficult socio and economic conditions which the country find itself in, exacerbated by the current pandemic, we find time to pause acknowledging and recognising individual and collective civil servant performance of higher excellence. These abnormal times have required abnormal contributions, innovation, and commitment of all civil servants.

I also want to thank my fellow adjudicators for their valuable contributions and insights during the adjudication process. More importantly, I want to thank the entire team who is responsible for managing the service excellence awards. Every member of that team. It is a team characterised by professionalism and dedication. You made a difficult job look easy. Thank you.

This year as we celebrate excellence in civil servants, we highlight and celebrate all of you who have worked tirelessly to dedicate your entire lives, to improving the living conditions of ordinary citizens. We recognise the incredible contribution made to the service of citizens and working in the best interests of our communities. You have demonstrated what it means to embody servant leadership and the values of the Western Cape Government, by serving with integrity and care; and showing the true value of living by the Batho Pele Principles.

Not only have you enhanced the quality of service made available to our people, but you have also created a vessel of hope between communities and government alike, by going beyond the call of duty in executing the vision and values of this Province. Your presence has made a visible impact in the lives of so many, as you have gone beyond the day-to-day requirements and hours, working day or night to bring services closer to citizens.

We thank you and your families, who have in so many ways also taken this journey with us as they have generously supported your dedication to service. We also honour the incredible men and women who have lost their lives on the frontline, serving their communities. We have faced many challenges navigating the pandemic in the past year, but despite this, we have gained great comfort in knowing, that we can count on all of you sitting in this very room and the balance of our civil servants, to represent this Province well and bring such priceless value to everyday lives. May you all continue as the exemplary figures that you are, remain humble but confident servants of the people and changing lives. Thank you.

Mr Graham Pause

Head: Department of Local Government (Chairperson: 2020 Adjudication Team)



Ms Sharmane Janki
Department of Health



Dr Anwar Kharwa
Department of Health



Dr Abraham Barry Smith
Department of Health



Ms Renee Ann Fisher
Department of Health



Mr Ridwan Samodien
Western Cape Education
Department

Exemplary Leader

This category recognises leaders who have visibly demonstrated strong leadership and strong management skills and commitment to continuous development.

Ms Sharmane Janki

Department of Health

Ms Janki works in the Financial Management unit at George Regional Hospital. Her portfolio covers overall Financial Management, Supply Chain Management, Information Management, Admissions, Medical Records, and Revenue Management, including Patient Billing. She also forms part of the Executive Management Team responsible for the Strategic Management of the hospital.

She is a transparent manager who provides clear direction. Her clearly defined goals and values-based rules reduce staff stress levels. As a caring leader with everyone's interest at heart, Ms Janki executes change management with minimal resistance and has a gift of easing staff fears and anxieties. Following the onset of the pandemic, she was able to introduce some light-hearted fun through the Jerusalema dance challenge and also understood the need for staff to adapt to a new way of work.

She places value on clarity and her employees always understand exactly what is required of them. Ms Janki works hand-in-hand with junior staff to ensure efficient service delivery. During the pandemic, all components were affected with staff being ill or quarantined for periods of time, but through her commitment to the job, Ms Janki ensured that service delivery was not compromised.

Nominated by Ivonnitza Slabbert



Dr Anwar Kharwa

Department of Health

Dr Kharwa is responsible for Facilities Management at Karl Bremer Hospital. Through his innovative managerial and leadership skills, the near impossible was achieved with the commissioning and decommissioning of the CTICC Hospital of Hope, and the commissioning of the Brackengate Hospital of Hope in record time, as per project schedules and within budget.

In collaboration with the Department of the Premier Centre for e-Innovation and lead clinicians, Dr Kharwa developed the paperless system used at both hospitals. The electronic storage of patient admission notes was conceptualised to reduce the indirect spread of COVID-19.

Dr Kharwa is acknowledged as a visionary leader who leads with the values of integrity, care and respect. His support to his team is evident in his support to the Occupation and Equipment Safety Team with the development of the Health Care Risk Waste Toolkit - rolled out to all facilities in the fight against COVID-19 and other infectious diseases.

The implementation of the electronic Meal Order System at both field hospitals with Sub-Directorate Food Services is yet another example of Dr Kharwa's high level innovation to provide a more efficient, sustainable and cost-effective service delivery in our fiscally constrained environment.

Nominated by Samii Lees



Dr Abraham Barry Smith

Department of Health

Dr Smith is the Medical Services Manager in the Medical and Allied Component at Karl Bremer Hospital. Along with service delivery goals, he has made team wellness a priority. He does not expect anything from his team unless he is prepared to action it himself. He provides direction and purpose in the manner he conducts himself and leads with inspiration and encouragement; reminding the team of their purpose.

He guided the Karl Bremer Hospital COVID-19 response with replicable guidelines and assisted the establishment and management of CTICC and Brackengate field hospitals in the province. He leads outward through substructure teams to establish COVID pathways that directly address patient needs and his guidelines have been used across multiple facilities. His ability to bring his own team together during challenging situations brought a sense of calm and confidence that inspired other staff units.

Dr Smith took on a new clinical manager role at a large urban hospital, and at the same time acted in the role of Chief Executive Officer and maintained his oversight duty at Karl Bremer Hospital. He then returned to Karl Bremer to manage the re-escalation of services and response to the next wave of COVID-19 infections.

His selfless attitude and dedication to the public is a stellar example of what happens when humility and impeccable professional skills collide.

Nominated by Sue le Roux



Ms Renee Ann Fisher

Department of Health

Ms Fisher is the Deputy Manager for Nursing at Alexandra Hospital. Leading with courage amidst the pandemic, she avails herself after hours to ensure that staff are safe and supported and that patients are in good hands.

A nurse by profession, she has studied consistently, achieving a Diploma in Labour Relations. Despite a high workload and capacity shortages in her department, she often engages other departments and readily acknowledges good performance. She meets with staff regularly to provide constructive feedback for professional growth and to improve services, encouraging staff to take ownership of their actions.

Ms Fisher is committed to her work and leads by example. She has demonstrated enormous courage and care. She has offered her time unconditionally and compassionately, providing enormous support to her colleagues while demonstrating exceptional ability throughout the pandemic.

Nominated by Cheryl Blankenberg



Mr Ridwan Samodien

Western Cape Education Department

Mr Samodien is an experienced Life Coach and Facilitator, who has served socio-economically challenged schools for 40 years - 19 as Principal of Kannemeyer Primary School - a beacon of possibility in the Grassy Park community.

He is the co-founder of internationally acclaimed Partners for Possibility, the flagship programme of SymphoniaSA. The programme develops conscious leaders through an extraordinary process of partnering business leaders with school principals from socio-economically challenged communities. By joining teachers and learners on their leadership journeys, Mr Samodien ignites improved social and academic outcomes for his school community, and the education sector at large.

As a community leader, he has shown courage and vision in his response to the COVID-19 pandemic. His experiences are relayed in the Partners for Possibility's latest publication. Mr Samodien contributed to Professor Jonathan Jansen's soon to be published book, "Teaching under Lockdown". This contribution led to almost R400 000 being raised for Kannemeyer Primary School. He also participated in a national webinar highlighting schools' potential inability to pay School Governing Body salaries due to the pandemic's economic fallout.

Mr Samodien's passion is building lasting relationships, fostering reconciliation and developing holistic human beings who embrace the African philosophy of Ubuntu.

Nominated by Warda Martin-Conrad





Ms Samantha Britz
Western Cape Education
Department

Courageous Frontline Employee

*This category recognises
frontline employees who
have visibly demonstrated
their commitment to citizen-
centeredness.*

Ms Samantha Britz

Western Cape Education Department

Ms Samantha Britz provides office support at Riverton Primary School, located in Bishop Lavis, Cape Town.

Ms Britz leads a highly balanced lifestyle - actively contributing to the welfare of the Riverton school community as well as her own community. In terms of her professional skillset, Ms Britz is responsible for various administrative and office support duties including word processing, appointment scheduling, and creating brochures, newsletters and requested office literature. She demonstrates excellent communication skills, and is extremely organised, reliable and computer literate. Ms Britz is able to work independently and always follows through on projects/tasks until completion.

Ms Britz has the ability to calm angry or frustrated parents, or educators. She is a mentor to the interns at the School. She multitasks effectively and can handle high volume workloads.

She actively participates in the roll out of the school feeding scheme and library. She is also actively involved in her church, local community, as well as her children's school.

Nominated by Charles Tyers





Mr Clint Cornelson
Department of Health



Dr Itumeleng Ntatamala
Department of Health



Ms Jenine Mostert
Provincial Treasury



Ms Thurrah Behardien
Department of Cultural Affairs
and Sport



Mr Enver Sherry
Western Cape Education
Department

Inspirational Support Employee

*This category recognises support/
operations (back office) employees
who have visibly demonstrated their
commitment to good governance
and administration.*



Mr Clint Cornelson

Department of Health

Mr Cornelson is a Support Administration Clerk in the finance component at George Regional Hospital. He provides Electronic Content Management support to the hospital management and staff.

With 21 years' experience in the IT industry and exposure across all IT fields, staff are always comfortable contacting him about any IT related challenges, mainly due to his willingness to assist, with call-outs during the day, or night, even though he is not required to work overtime. His responsiveness ensures uninterrupted service delivery and that patients are not negatively affected due to unresolved issues. Mr Cornelson's knowledge and experience is diverse, ranging from desktop, software/server 1st, 2nd, 3rd line support, desktop operations manager and ECM support clerk.

He also ensured that COVID-19 patients were able to contact their loved ones, by arranging tablets from Head Office, purchasing sim cards and ensuring that the tablets were operational. George Regional Hospital suffered deaths of staff members and Mr Cornelson was pivotal in streaming staff memorial services to other staff members.

Through his responsiveness, Mr Cornelson is well organised, approachable, and believes in service delivery and putting others first.

Nominated by Sharmane Janki

Dr Itumeleng Ntatamala

Department of Health

Dr Ntatamala is an Occupational Medicine Registrar in the Health Impact Assessment component. Although training to become a Specialist in Occupational Medicine, he demonstrates a level of expert knowledge and skill that supersedes his training level.

He goes beyond the call of duty in carrying out activities, including working after hours and supporting those outside the Department. He keeps up to date with developments in the Occupational Health and Safety space, enabling him to proactively address issues that will have a negative impact on the health system.

Dr Ntatamala is exceptionally skilled in simplifying complex documents into understandable formats. Due to his OHS knowledge and improving efficiencies, the Department of Health has managed to be more economical in the delivery of OHS services. Dr Ntatamala was fundamental in sourcing a new, economical Occupation Health Information Management System, the first in the Province, through his Occupational Health and Safety knowledge. This system has reconfigured governance structures within the Department of Health.

Nominated by Laura Angeletti-du Toit



Ms Jenine Mostert

Provincial Treasury

Ms Mostert is a Procurement Specialist in the Supply Chain Management unit. She is seen as leader in her field and is always willing to share ideas and methodologies.

Data Analytics and evidence-based decision making is strongly advocated for within the Provincial Government Supply Chain Management (SCM) component, which has incorporated Business Intelligence (BI) tools. The component was required to internally clean and dissect SCM data, namely procurement data, demand planning data, supplier data, departmental procurement, as well as expenditure data for broader use. Previously an Intern working with supplier queries and B-BBEE certificates, Ms Mostert was deservedly assigned as candidate data analyst during which she conducted self-learning on Microsoft Power BI analytics and MS Excel for data analytics. She ensured that management reports were produced when existing staff moved out of the unit and has gone beyond the call of duty to produce credible reports timeously. Her responsibilities include data analytics, providing insightful inputs into the Provincial Disclosure Report; President's Report, and other ad-hoc requests received from oversight bodies.

She is an integral member of the Supply Chain Management COVID-19 task team. At the onset of the pandemic, Janine was tasked to provide departments and municipalities with commodity specific information for the procurement of personal protective equipment.

Nominated by Nadia Ebrahim





Ms Thurrah Behardien

Department of Cultural Affairs and Sport

Ms Behardien has worked for the Department since 1982. She is an Administrative Officer at the Western Cape Library Service, and is widely known for her expertise.

She provides professional support services to the Assistant Director: Metropole, administrative support to the Deputy Director: Regional Organisation; SLIMS Administrator support functions to the Deputy Director: Central Organisation; Directorate IT liaison duties interaction with the City of Cape Town Library and Information services, synchronising database content between the Provincial IT System and the City of Cape Town System; as well as asset management support to the Western Cape Library Service.

Her effective track record attracts requests and enquiries to which she responds timeously. During lockdown, she consistently performed her professional support services from home.

Ms Behardien demonstrates that service excellence is the best marketing tool for any entity. Through her service excellence, she strengthened partnerships within the Department, Library Services, and the City of Cape Town.

Nominated by Leonard Fortuin

Mr Enver Sherry

Western Cape Education Department

Mr Sherry works in the Directorate Business Strategy and Stakeholder Management. He coordinates the Transform to Perform Strategy Provincial Programme, including the management of communication and advocacy across Western Cape schools.

Although Mr Sherry works behind the scenes, he has become a pillar to the Western Cape Education Department (WCED) schools he supports in embracing the Transform to Perform Strategy. His commitment and values influence the thinking of the broader school community, with the main aim of modifying behaviours. His actions assist in the attainment of schools' visions, missions and goals and the improvement of behaviour, discipline and social engagement.

Mr Sherry is utterly loyal to the WCED. He often goes to great lengths to identify and stop unethical and unscrupulous behaviour at schools. His ethical approach, assertiveness, dedication and commitment to the Transform to Perform Programme ensures that all schools comply with requirements, requests and deadlines.

Nominated by Johann Burger





Mr Hendrickus Lourens Arangies
Western Cape Education
Department



Ms Deidre Ribbonaar
Department of Transport and
Public Works



Ms Melissa Luckhoff
Western Cape Education
Department

Inspirational Innovator

This category recognises employees who have visibly demonstrated effective innovations and solutions, for example, improving operational processes, introducing automated solutions, improving client engagements, and/or implementing cost-saving methods.

Mr Hendrickus Lourens Arangies

Western Cape Education Department

Mr Arangies is the Headmaster as well as a teacher at Eversdal Primary School in Durbanville. He realised that education should cater for individual learners and different learning styles. A Finland study tour exposed Mr Arangies to innovative teaching methods which he implemented in his school community.

Eversdal Primary School strives to empower learners to become responsible citizens who are committed to protecting the natural environment, within a changing economy and society. Mr Arangies implemented Deep Learning at Eversdal, focusing on ways to access learners' ability in mastering a deeper level of learning, in the principles found in critical skills needed for the Fourth Industrial Revolution. The focus moves from a teacher-orientated to learner-orientated learning environment.

He ensured that teachers were ICT-skilled and motivated staff members to change the way they delivered the curriculum. Office 365 as a curriculum delivery platform was implemented. Interactive whiteboards, TV monitors and tablets were made available in every classroom. Teaching with iPads was implemented, resulting in the Intersen Phase embarking on writing and creating the School's own e-Curriculum, based on the CAPS Curriculum, through the Curriculum Development process initiated by Mr Arangies.

Nominated by Louise Rheeder



Ms Deidre Ribbonaar

Department of Transport and Public Works

Ms Ribbonaar is the Red Dot Project Lead within Transport Operations. She played a central role in conceptualisation and subsequent implementation of the Red Dot Project, establishing and maintaining effective working relationships with minibus taxi industry partners.

The Red Dot Project is an innovative intervention implemented by the Department of Transport and Public Works in collaboration with the Department of Health, in response to the unique and unprecedented impact of the COVID-19 pandemic in the Western Cape. Red Dot includes two specialised transport services, namely Red Dot Q&I and Red Dot Lite, using a dedicated fleet of minibus taxis with the overarching objective to provide transport services in support of the fight against COVID-19.

The Red Dot Project achieved several “firsts” ranging from the service itself, the partnerships and technology used to make the Project a reality. The Project drew on the services of minibus taxis to provide a completely new service to health care workers and Q&I patients. As a prerequisite for participation, drivers underwent safety training, vehicles were fitted with protective screens and hand sanitiser to protect drivers and passengers. Vehicles were sanitised after every trip. Red Dot Lite limited capacity to 50% and with Red Dot Q&I special operational procedures were put in place to keep positive and non-positive patients separated from each other, to prevent potential exposure to COVID-19.

Nominated by Recardo Collins



Ms Melissa Luckhoff

Western Cape Education Department

Ms Luckhoff works in the Metro East Education District, where she developed an automated solution to empower educators and improve client engagements through online training. Educators are able to access personal development training at any time and place. The solution's administration is automated, including evaluations, as well as certificates of acknowledgement.

In the current COVID-19 environment, it was difficult to continue staff development and parent empowerment with contact between persons and attendee numbers largely restricted. This initiative has changed how educators, parents, as well as the broader community are empowered. Thus far, positive feedback on all modules has been received overall.

The new way of work has been accessed by other District offices, as well as other pillars within the Department of Education. Ms Luckhoff has availed her email address to resolve any unclear matters, technological difficulties, content questions, or assistance required.

Nominated by Olivia Rustin





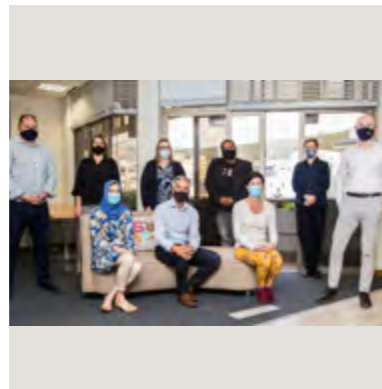
WCED@Home Learning - Pilot Team
Western Cape Education Department
and Department of Economic
Development and Tourism (joint entry)



COVID-19 Support Programme
Team
Department of Economic
Development and Tourism



Western Cape Disaster
Management Centre: COVID-19
Activation Team
Department of Local Government



DEDAT COVID-19 Workplace
Safety Team
Department of Economic
Development and Tourism



Security Support Team
Department of Community Safety

Barrier Breaker Team

*This category recognises
teams that visibly
demonstrate commitment
to citizen-centeredness and
performance excellence
through teamwork across
different areas, silos and
departments.*

WCED@Home Learning – Pilot Team

Western Cape Education Department and Department of Economic Development and Tourism (joint entry)

The team comprises members from the WCED Curriculum Management (head office and districts), the Department of Economic Development and Tourism (DEDAT), the After School Programme, NGOs, Higher Education Institutions, Unions, the Principals Forum and learner representatives.

The Western Cape Government (WCG) has managed an award-winning transversal After School Programme for several years, with the aim of at least 20% of no-fee learners in the province participating. A total of 112 000 learners attend quality after school programmes at least twice a week, targeting the following outcomes:

- improved attitude towards learning
- improved school outcomes
- improved school retention
- improved matric results

The programme developed “@home” learning resources in collaboration with its partners, which resulted in the production of “The Treasure Box”. 110 000 copies were distributed provincially, involving 125 organisations and over 900 schools. The materials are available in five South African languages and were also distributed to four provinces.



The WCED and DEDAT completed a Memorandum of Understanding for collaborative work after many attempts to consolidate joint work over the past few years. The work included the Apprenticeship Game Changer, which produced numerous learnership opportunities.

Team members have all gone beyond the proverbial extra mile in terms of finding innovative ways to address challenges, contributing beyond written job descriptions and allocated resources, and meeting commitments despite having to work around established procedures and risks (application for approval of new project, applications for budget allocations, processing of intern appointments in tight timeframes etcetera). 2 500 young children (out of school and in school but not actively involved in learning) have become enthusiastically involved in regular fund-based learning activities, 59 interns have benefitted from a thorough skills development programme, and schools and the district offices are seeing their future roles more creatively in terms of supporting @home learning. Caregivers and parents are also motivated to play a more involved role in learner support.

Nominated by Peter Beets

COVID-19 Support Programme Team

Department of Economic Development and Tourism

The province-wide COVID-19 Business Support Programme Team comprises members from Enterprise Development, Municipal Economic Support and Red Tape Reduction within the Department of Economic Development and Tourism (DEDAT).

The impact of COVID-19 cut across all industries, affecting, amongst others, demand and supply, business confidence and activity, investment, employment, and trade. South Africa was propelled into a recession in Quarter 3 of 2020 and unemployment reached an all-time high.

The Support Programme Team was established in May 2020 to pivot Programme 2 resources (financial and human) in support of businesses affected by the pandemic. The Programme required rapid implementation, extraordinary stakeholder involvement and minimal utilisation of service providers, since the Team was committed to directing



project funding towards beneficiaries (small businesses and their employees). The COVID-19 Business Support Programme, with a total value of over R50 million, comprised a package of interventions implemented between three sub-programmes.

Over 11 000 businesses were provided with safety toolkits, which enabled them to trade and remain compliant. This has impacted on continued employment for 33 000 employees. Geographic distribution of kits:

- 770 kits (West Coast)
- 1 200 (Cape Winelands)
- 1 010 (Overberg)
- 1 027 (Garden Route)
- 200 (Central Karoo)

Approximately R40 million direct financial support was provided to over 250 businesses. Businesses could continue operating, assisting approximately 1 250 households and 6 250 dependents, and support services were provided to 6 400 SMME members.

Nominated by John Peters

Western Cape Disaster Management Centre: COVID-19 Activation Team

Department of Local Government

The Provincial Disaster Management Centre (PDMC) operated from 25 March 2020, on a 24/7 basis. The Team worked 12-hour shifts to provide support to citizens, municipalities, sector departments and the province as a whole.

From March to September 2020, the COVID-19 Activation Team coordinated activities, supported the Department of Health, and captured quarantine and isolation statistics and reports. The Team ensured cross functional collaboration and engagements with Cabinet, Provincial Departmental Representatives, Heads of Disaster Management Centres, State Owned Enterprises and the National Disaster Management Centre. COVID-19 matters requiring urgent intervention were reported at the COVID-19 JOC briefings and through cluster reports. The Team ensured business continuity with available team members taking the lead, ensuring cross-skilling and utilising back-up teams.

The Centre dealt with approximately 1016 queries from the public and various stakeholders. Queries were addressed by clarifying issues ranging from citizens in distress, medical emergencies, caring for the elderly, children custodianship and food security, as well as obtaining legal opinion on these regulations. The Centre was able to coordinate the required help through the safety and security cluster, humanitarian cluster and all other key role players to mitigate the impact of the pandemic on communities.

Nominated by Colin Deiner



DEDAT COVID-19 Workplace Safety Team

Department of Economic Development and Tourism

The Chief Directorate Green Economy drew on their experience in managing the Western Cape water crisis in previous years. The Team recognised that communication with the various business sectors was essential for an effective COVID-19 response.

Proactive communication required the development of guidelines, checklists, FAQs and posters. External media were utilised to conduct radio interviews across 16 community stations. Presentations were conducted to industry bodies and support was provided to sector bodies and individual businesses on their workplace safety risk assessments and management plans. This helped businesses understand and ensure workplace safety.

A system for collecting, collating and dealing with complaints of business non-compliance to COVID-19 protocols was also established. The identification of non-compliance was not only treated as a punitive measure, but also a way to engage with business and support improvements to workplace safety and compliance.

Half of the Green Economy Team was requested to work on multiple aspects of regulatory interpretation, to provide clarity to businesses in terms of whether they could trade, and to engage SAPS and other partners to enable essential businesses to remain open and operate effectively.

The non-compliance complaints system provided an invaluable service to citizens and businesses. The function was also used strategically to improve business reporting of positive cases, which helped the Western Cape Department of Health obtain information on hotspots, as well as the Department of Labour to identify poor workplace safety compliance in hotspots.

Nominated by Tim Parle



Security Support Team

Department of Community Safety

The Security Support Team ensure a 24/7 security presence at Western Cape Government remote facilities and institutions. The Team is trained in client care to communicate effectively and professionally at all times while conducting access control and guarding services. They are also trained in Basic First Aid to respond to medical emergencies. The Team possesses the necessary skills and knowledge, as per the Private Security Regulatory Authority (PSIRA) requirements.

The structure of this Team consists of a Director, Deputy Director and four teams led by four Chief Security Officers. Teams comprise nine Senior Security Officers and supervisors, and fifty-nine Security Officers. Chief Security Officers plan and deploy the security workforce and manage the outsourced security services within their respective teams. Senior Security Officers provide an effective security provisioning service through effective deployment of security officials. Security Officers secure the service delivery environment, spaces, assets, people and information. Notable deployments include:

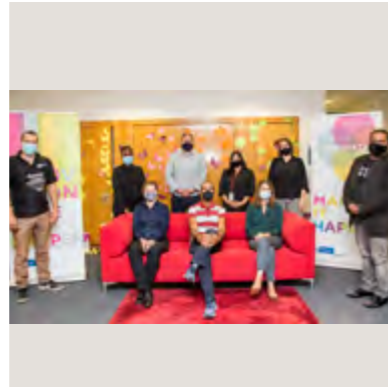
- Premier's First Thursday events;
- Security management of the Foreign Nationals, Refugees and Asylum Seekers occupying the Waldorf Arcade and the Methodist Church on Greenmarket Square;
- Opening of the Provincial Parliament and SOPA in a remote facility;
- Management of Taxi Makgotla and volatile meetings relating to the taxi industry;
- Numerous service delivery protests;
- COVID-19 deployments to the Provincial Disaster Management Centre on a 24/7 basis, Tygerberg Hospital, Tygerberg Hospital Breast Feeding Clinic;
- Hope Street emergency goods distribution facility;
- Various COVID-19 designated facilities;
- SAPS Western Cape Operational Command Centre;
- Cape Town Stadium and 4 Dorp Street Repatriation of Foreign Nationals during COVID-19 hard lockdown;
- Welcoming and introduction of Cuban doctors/medics;
- Deployment to schools in crime priority areas; and
- Land invasions and potential occupation of property.

Nominated by Nasreen Behardien





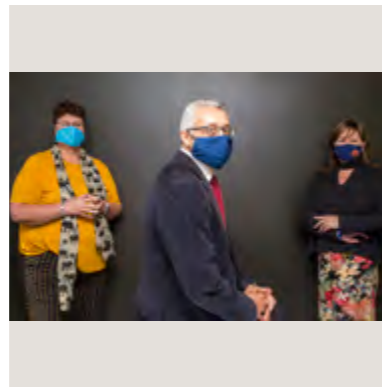
Western Cape Government
Contact Centre
Department of the Premier



C-19 Economic Cluster
Department of Economic
Development and Tourism



Red Dot Taxi
Department of Transport and
Public Works



WCED ePortal
(Premier Gateway to Digital
Resources for Learners, Parents
and Teachers)
Western Cape Education
Department



One-Home-One-Food
Garden Project
Department of Agriculture

Lead Programme or Project

*This category recognises
programme/project achievements
that have a positive impact on
service delivery, cost saving and
improving the lives of citizens.*

Western Cape Government Contact Centre

Department of the Premier

The Western Cape Government Contact Centre delivers a transversal service to all provincial departments as the first point of contact for citizens. It provides access through nine channels: call centre, fax, SMS, Please Call Me, walk-in-centre, snail mail, email, the Presidential Hotline and the First Thursday Programme.

During the pandemic, the Contact Centre provided citizens with support across various strategic focus areas, including safety, poverty, as well as employment and sustainability. The Centre aims for a 95% first contact resolution rate and is usually able to meet this target, apart from April 2020 during the initial stages of the pandemic.

During the pandemic, in addition to its normal business, the Contact Centre rendered significant additional support to various programmes, one being the Department of Health Track-and-Trace Programme. In June 2020, the Western Cape experienced a peak in COVID-19 infections and the Department of Health reached capacity for contact tracing. An operational model was put in place for the Contact Centre to manage contract tracing for the province. The model exceeded expectations and to date the Contact Centre has managed over 34 000 cases. At its peak, the Contact Centre handled over 600 cases in a single day. As the outbreak settled and cases diminished, the Contact Centre took on an additional role providing screening services for the management of diabetic patients with COVID-19. Call Centre agents monitored low risk and moderate risk diabetic patients for the duration of their COVID-19 illness and referred them to a medical doctor when necessary. Empirical evidence demonstrated that this Programme reduced deaths among diabetics with COVID-19.

Nominated by Paul Murphy



C-19 Economic Cluster

Department of Economic Development and Tourism

The C-19 Economic Cluster was established to support the economic sectors and businesses during the initial outbreak of COVID-19. The Cluster is aligned to the strategic objectives of job creation and the promotion of sustainable employment opportunities. Initiated in March 2020, the Cluster was led by the Department of Economic Development and Tourism and included representatives from the Department of Environmental Affairs and Development Planning, the Department of Agriculture, WESGRO and the City of Cape Town.

The Cluster was able to track sector trends, identify risks to the economy and respond in a multi-disciplinary manner. Roles were assigned to different team members to focus on key sectors and priorities such as communication, red tape reduction and data etcetera. The needs of the economy shifted throughout the stages of the disaster based on changing regulations, peaks in infections, limitations on trading activities, as well as many other contributing factors.

Focus areas allowed the Cluster lead to monitor, assign, manage and track the response in an agile manner:

- Focus Area 1: Support and alignment with an overall C-19 response
- Focus Area 2: Sector support and industry lobbying
- Focus Area 3: Workplace safety and infections hotspot management
- Focus Area 4: C-19 regulations interpretation
- Focus Area 5: Economic Recovery Plan
- Focus Area 6: Business continuity support
- Focus Area 7: Informal Economy and SMME risks

7 300 employees were assisted with TERS, 3 414 SMMEs were assisted with support and relief, and approximately 9 000 COVID-related business enquiries were fielded. Further to this, 11 000 SMMEs were supported with workplace safety kits, 252 businesses were assisted through the COVID Business Relief Fund, and 137 small businesses received support from tech volunteers.

Nominated by Ilse Van Schalkwyk



Red Dot Taxi

Department of Transport and Public Works

The Red Dot Project is an intervention implemented by the Department of Transport and Public Works in collaboration with the Department of Health, to provide dedicated transport services in the fight against COVID-19 in the province.

The Project was launched in May 2020 to provide two distinct services. The first service, Red Dot Q&I, transported citizens to and from their homes to public quarantine and isolation facilities across the province. The second service, Red Dot Lite, transported health care workers home from government healthcare facilities in the Cape Metro Region when public transport was limited.

Red Dot was implemented through an innovative partnership with the Western Cape minibus taxi industry. As a first of its kind, the Western Cape Branch of the South African National Taxi Council formed a private company called Umanyano Travel Service and provided the service under contract with a dedicated fleet of minibus taxis across the province.

Through this service, health care workers were protected and able to continue serving citizens. Red Dot Q&I played an important role in minimising the spread of COVID-19 within communities and helped in flattening the curve during the peak to ensure that the healthcare system was not overwhelmed.

Since implementation until 30 November 2020, over 158 500 health care workers were transported on the Red Dot Lite service in over 30 000 vehicle trips. During the same timeframe, over 13 000 patients have been transported to and from Q&I facilities.

Nominated by Recardo Collins



WCED ePortal (Premier Gateway to Digital Resources for Learners, Parents and Teachers)

Western Cape Education Department

Forced school closures related to the pandemic emphasised the need for the large-scale distribution of educational content to support @home learning. Western Cape Education Department (WCED) curriculum planners responded by developing more than 14 500 resources in all three official provincial languages, at no cost to the user and in alignment with the South African curriculum (CAPS). These resources are hosted on the WCED ePortal, readily available to all, many of whom had never taught at home before.

Resources included:

- Subject support content through weekly lessons, revision packages, posters, videos, worksheets, tutor guidance, examination preparation;
- Online reading library at no cost;
- School closure pack with free content from partner organisations, broadcast schedules, COVID-19 information, etc.;
- Gr 12 summary support pages and tutor guidance;
- Study support via ePortal resource collection pages; and
- Trimmed curriculum and mediated presentation to teachers via various channels.

The Project relates to the provincial Vision-Inspired Priority 3: Empowering People. The WCED ePortal ensures a digital ecosystem that provides an entry point for citizens to access various WCED services through digital transformation. Education officials, teachers and learners were exposed to working, learning and living as 21st century citizens.

Nominated by Elzette Brown



One-Home-One-Food Garden Project

Department of Agriculture

The objective of the One-Home-One-Food Garden Project is to stimulate beneficiaries to produce a variety of nutritious food for their families.

The National Development Plan highlights the importance of equality and the eradication of poverty to bring about a better life for all citizens by 2030. Agriculture is expected to make a major contribution in this regard as it is viewed as the one sector most likely to ensure food security and create jobs.

Following the worsening state of the economy and the devastating effects and threat of the pandemic to global food security, the Department developed the One-Home-One-Food Garden package to stimulate and enhance the mass production and consumption of own food for the realisation of food security. The Project aimed to reach poorer households in COVID-19 hotspot areas across the Western Cape, through the establishment of food gardens. This intervention provided beneficiaries with the opportunity to become food producers, enabling them to graduate to subsistence farmers and smallholder food producers. Subsequently, beneficiaries could obtain practical experience in the production of home-grown food, as well as recognise the advantage of nutritious and fresh food for their families, thereby realising food security.

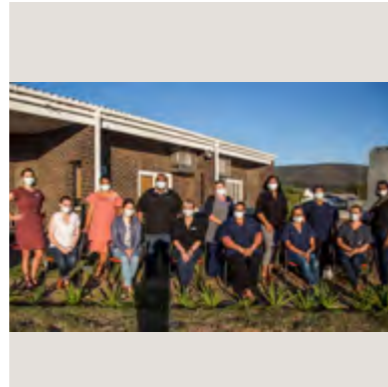
Support to the value of between R600 and R5 000 (per household) is provided in the form of different types of vegetable seedlings, seed compost and fertiliser, or chickens with feed. During the period 1 October 2019 to 30 September 2020, a total of 2 436 household gardens were implemented across the eight districts.

Nominated by Jerry Aries





Youth and After School Programme Office
Department of Cultural Affairs and Sport



Drakenstein Digital Clinical Wizards
Department of Health



Facilities and Infrastructure Management COVID-19 Response
Department of Health



Informal Settlements Support Programme
Department of Human Settlements



Innovations to optimise the Western Cape Government's COVID-19 Response Plan and strengthen the health system response
Department of Health

Team Ground Breaker / Innovation

This category recognises teams or projects that visibly demonstrate effective innovations and solutions, for example improved processes (improved methodologies, reducing time spend, automated solutions), client engagements (innovative channels for consulting/informing clients/stakeholders engagement), and cost-saving.



Youth and After School Programme Office

Department of Cultural Affairs and Sport

The Youth and After School Programme Office thrives on collaboration to ensure that learners in under-resourced schools have access to quality, whole child education, after the formal school day ends. The Department of Cultural Affairs and Sport (DCAS) partners with the Western Cape Education Department (WCED), Department of Social Development (DSD), Department of the Premier (DotP) and representative of diverse stakeholder groupings in the After School Sector, namely Sport and Recreation, Arts and Culture, Academic and Life Skills.

The pandemic highlighted that learners in under-resourced communities were not receiving adequate educational support. DCAS, WCED and three Non-Governmental organisations collaborated to connect learners to relevant and timeous learning material to assist learners beyond the classroom. An online repository was established and printable resources were made available. This repository led to Treasure Box booklets, focussing on four key areas, Psychosocial support & mental health; Sport & Recreation; Arts & Culture; as well as Family games and activities.

Project Team members assisted with proofreading content, arranging distribution networks, working with donors to assist with fundraising, as well as warehousing of booklets, keeping the Western Cape Government's financial contribution to a minimum. Two volumes of the Treasure Box booklets were produced and released to over 600 000 beneficiaries across the Western Cape.

Nominated by Jacqui Boulle

Drakenstein Digital Clinical Wizards

Department of Health

At Drakenstein Primary Health Care Services, all health care workers were alerted and prepared for the potential consequences of the COVID-19 pandemic on an already resource-constrained healthcare system. This included health risks, longer working hours, psychological impacts, amended leave options, the potential need for placement at Paarl Hospital as well as the possibility of the clinical management of Paarl Hospital's non-COVID patients at TC Newman CDC, to increase bed capacity. The Team realised that it was necessary to streamline all processes.

One of the medical officers suggested that the Team streamline the data management process by utilising the newly available Microsoft Teams platform. The Team could then use a live information system accessible to everyone at all times. As Microsoft Teams has the option to restrict access, it was deemed a safe platform to share sensitive data. Additionally, the shared file option was an extra bonus feature that would enable the streamlining of work processes, reduce time consumption, improve data accuracy and the ability to collate and utilise the information to improve patient care and healthcare information accessibility.

Hotspot identification enabled the management team to plan and execute targeted interventions. Improved team communication resulted in improved service delivery. Prompt tracing resulting in improved patient care. Local surveillance of outbreaks e.g. household, workplace and communities prompted a rapid intersectoral response. The Microsoft Teams system recorded the response and activities in the communities.

Nominated by Sandra Theron





Facilities and Infrastructure Management COVID-19 Response

Department of Health

The advent of COVID-19 created a disaster for the country, with the health sector carrying the brunt. Healthcare facilities were not equipped to deal with the pandemic using existing infrastructure. Modelling of the pandemic trajectory indicated huge gaps in the system for the projected number of persons requiring hospitalisation, intensive care admission and mortuary services. This placed the Chief Directorate: Facilities and Infrastructure Management under tremendous pressure. There was a pressing need to deliver projects within weeks and months, which necessitated a radical change in processes.

To meet the required timeframes, alternative building technology and contracting strategies had to be adopted. The construction methodology used created rapidly

constructed, robust temporary/semi/permanent structures that could withstand harsh weather conditions and provide the necessary healthcare requirements.

Infection, prevention and control considerations were paramount. Initially, triage and testing tents were used, and later custom-made prefabricated structures and containers were manufactured for facilities. The latter included waiting space, screening and testing booths, and consulting rooms to treat suspected COVID-19 positive patients. The provision of oxygen was addressed. Field hospitals were erected.

Spaces were repurposed to provide additional wards. Refrigerated shipping containers were rented to create temporary mass fatality holding spaces.

All patients were treated with respect and dignity, with access to quality healthcare. The pandemic could be managed due to additional infrastructure. Many lives were saved with the provision of oxygen and the accompanying equipment purchased.

Nominated by Tracey Douglas

Informal Settlements Support Programme (ISSP)

Department of Human Settlements

The Department of Human Settlements commissioned a Rapid Appraisal of Informal settlements to inform an evidence-based strategic response to informal settlement upgrading. The findings of the Appraisal identified that of all the informal settlements surveyed, basic services (such as water, sanitation and electricity) made up close to half of the top three priorities identified, followed by shelter and employment.

A strategic framework was developed with four outputs, including the Informal Settlement Support Plan (ISSP) which is a plan outlining the design, tenure and services options that municipalities (and/or developers) in consultation with communities can consider for incremental and participatory upgrading of different settlement categories.

The ISSP entails multi-stakeholder and transversal initiatives and relies on collaboration, placing the informal settlement resident at the centre. The ISSP capacitates all stakeholders involved in the upgrading process through various initiatives (building agency, responsibility, sustainability and resilience).

The ISSP aims to provide a clear roadmap on how to address the challenges faced by informal settlement residents in a systematic way. It is well recognised that informal settlements do not only offer alternative and affordable shelter solutions to the poor but also important economic opportunities because of their location in relation to the local labour market (proximity to jobs and work opportunities by virtue of the entrepreneurial livelihood strategies adopted by residents).

Nominated by Preshane Chandaka



Innovations to optimise the Western Cape Government's COVID-19 Response Plan and strengthen the health system response

Department of Health

At the onset of the pandemic, Emergency Centres were faced with the task of conducting large-scale testing of patients and associated administrative tasks. The latter would take clinical staff away from patient care. The primary aim in setting up a fluid system that adapted as the pandemic changed, was to reduce needless administration and allow time for clinical work.

The Sub-Structure Team implemented a combination of innovations which addressed and resolved systematic gaps between various parts of the health system.

These innovations included using tablets for patients to video/voice call family members. Microsoft Power Automate was used to facilitate data flow from the COVID-19 testing done at the Mitchells Plain Hospital to the COVID-19 positive individual and link to other COVID-19 services as part of the response using programming logic. This enabled automated triggering of various communication actions from pathways and service referral pathways.

The automated programming resulted in:

- Communication of COVID-19 results to the COVID-19 positive individual, or their pre-listed next of kin;
- Service links to palliative care services, COVID-19 contact tracing services, referral to quarantine and isolation facilities and death notification;
- Service links to social services and community-based services;
- Service links to an Occupational Health and Safety Officer;
- Service links to Disaster Management Services; and
- PowerBI dashboard for monitoring and reporting of COVID-19 infections amongst health care workers.

The intervention was initially implemented at Mitchells Plain Hospital and rolled out to the Heideveld Emergency Centre and Heideveld Community Health Centre before being scaled up to seven other sub-districts in Cape Town.

Nominated by Patti Olckers





Acknowledgements

Ms Henriette Robson

The Premier, Mr Alan Winde, is recognised for his strategic leadership and guidance of the Western Cape Government. Your leadership has enabled this Service Excellence Awards during an extremely difficult time. We thank you for your presence, as well as the key note address.

The Provincial Top Management for their continued support and commitment to the Service Excellence Awards, also for their advocacy within the respective departments, as well as the Departmental evaluation and decision on Departmental entries received, which served as escalation to the Provincial Assessment and Adjudication. Specific thanks to the Director-General, Dr Harry Malila and the Superintendent-General of the Corporate Services Centre, Mr Andre Joemat for their support and driving this intervention within the Western Cape Government.

Assessors from across the Western Cape Government were deployed to assess the 60 entries received during the Provincial Assessment Stage. The assessors had quite a task at hand as this year entries were assessed online which required assessors to extensively prepare prior to the scheduled online sessions, in order to reach the objective of the sessions. Assessors you are commended for your agility

in adopting this new approach, your efforts and contribution is recognised. Ms Hayley Rodkin, Dr Moses Mabunda, Ms Ansaaf Mohamed, Ms Amanda Dissel, Mr Thabo Tutu, Ms Rahima Loghdey, Mr Stuart Botha, Mr Irefaan Batchelor, Ms Vera Dettling, Mr Melvin Stoffels, Mr Albert Dlwengu, Mr Derrick Smith, Ms Nadia Karra, Mr Faez Salie, Ms Nobukhosi Ndlela, Ms Sihaam Nieftagodien, Ms Deborah Dreyer, Mr Jan van Rensburg, Dr Sigamoney Naicker, and Mr Haroon Mohamed, thank you!

The nominated Departmental representatives within each Western Cape Government is thanked from communicating and administering the entries and evaluation process within your Department, there would not have been a Provincial Assessment Stage, if not for a successful Departmental Evaluation Stage and escalation process.

The Adjudication Stage was overseen by Heads of Department nominated by Provincial Top Management namely Mr Graham Paulse, Adv. Yashina Pillay and Dr Mohale Sebopetsa. Thank you for your commitment to the Service Excellence Awards. Your dedication, availing yourselves during a busy time, as well as your expertise and professionalism whilst conducting the Adjudication is highly regarded and appreciated.

The Internal Auditor's team under the leadership of Ms Blanche Cairncross ensured that the integrity of the Service Excellence Awards was beyond reproach.

The Protocol and Executive Support team, provided expert guidance on matters of protocol, logistics and support. Your partnership in this endeavour is indispensable.

Our Corporate Communication's team, once again played a pivotal role in all matters related to communication, including the photography, language and editing of the booklet and Audio Visual content introducing the finalists, is greatly appreciated.

The Cape Craft and Design Institute are thanked for their assistance with the awards trophy. Many thanks to the designer and artist of the trophy, as well as to the Century City Conference Centre for their professional assistance regarding the venue and related arrangements.

Last but not least I would like to thank the Service Excellence Awards participants, including the nominators, the programme participants, without your involvement and willingness to participate there would be no Service

Excellence Awards. Also thanking the Project Team of the Chief Directorate Organisation Development for the coordination of all Service Excellence Awards stages. To the Programme Director, thank you for facilitating this evening's proceedings.

One is always at risk of leaving out crucial role players; therefore, please accept our greatest thanks for your contribution made.

In general, I want to thank all the officials of the Western Cape Government for their selfless service to the citizens of the Western Cape.

In closing, let me thank you all for attending this memorable occasion.

Thank you

Ms Henriette Robson

Deputy Director-General: Corporate Assurance
Department of the Premier

