



Caring

We care for those we serve and work with.

- We value all employees and citizens and treat them with dignity and respect.
- We listen actively and display compassion towards employees and citizens.
- We provide support to and show interest in each other as employees and provide support to the citizens of the Province, caring for everyone's wellbeing.
- We show appreciation and give recognition to employees and citizens.



Competence

We have the ability and capacity to do the job we are appointed to do.

- We are able to do the job we are appointed to do, and always strive for excellence.
- We develop our people, enabling and empowering them to do their job in support of service delivery.
- We focus on rendering an excellent service to the people of the Western Cape.
- We demonstrate knowledge and understanding and work together to execute our tasks in terms of the constitutional, legislative and electoral mandates.



Accountability

We take responsibility.

- We have a clear understanding of our vision, mission, strategic objectives, roles, delegations and responsibilities.
- We all deliver on our outcomes and targets with quality, on budget and in time.
- We hold each other accountable as public servants and know we can trust each other to deliver.
- We take individual responsibility for and ownership of our work, actions and decisions.



Integrity

We are honest and do the right thing.

- We create an ethical environment by being honest, showing respect and having positive values.
- We seek the truth and do the right things in the right way in each situation.
- We are reliable and trustworthy and behave consistently in word and in action.
- We act with integrity at all levels in all instances, with zero tolerance for corruption.



Innovation

We are open to new ideas and develop creative solutions to challenges in a resourceful way.

- We seek to implement new ideas, create dynamic service options and improve services.
- We are citizen-centric and strive to be creative thinkers who view challenges and opportunities from all possible perspectives.
- We have the ability to consider all options and find a resourceful solution.
- We value employees who question existing practices with the aim of renewing, rejuvenating and improving them.
- We foster an environment where innovative ideas are encouraged and rewarded.
- We understand mistakes made in good faith, and allow employees to learn from them.
- We solve problems collaboratively to realise our strategic organisational goals.



Responsiveness

We serve the needs of our citizens and employees.

- Our focus is the citizen, building relationships that allow us to anticipate their needs and deal with them proactively.
- We take each other and citizens seriously, being accessible, listening and hearing what they convey.
- We respond with timeous action and within agreed timeframes.
- We collaborate with each other and stakeholders, providing appropriate and reliable information and sharing it responsibly.