

ETHICS



**AT THE CORE OF ANSWERING
THE CALL TO BE OF SERVICE**



**PUBLIC
SERVICE MONTH**

Public Service Month, is a time during which we as a nation take a moment to honour those who serve as Public Servants while simultaneously recognising the essential value of government services in South Africa's public life. As we know, public services are the pillars of a fair and civilised society. This comes with great responsibility.

Thus for us as a public service institution, the month of September is a time for us to reflect on how we can improve on the services we provide. So that we are better able to extend opportunities, give hope to the vulnerable, and improve our communities' quality of life through skills development. It is therefore imperative that we make every effort to continuously review, refine and protect service delivery as part of our forecasting towards a better future.

As the Health, Welfare and Social Development Sector Education and Training Authority (HWSETA) we take our role as a public service entity very seriously. Hence we always strive to ensure that we place ethics at the core of how we as an organisation approach the work that we do. It is our belief that we can only truly achieve our mandate and strategy within a framework of an ethical culture.

In this regard, we have developed a CREDO to live by, transact by, and base our decision making upon. By committing to this CREDO, we commit to ensuring that everything we do as an organisation is of the highest quality and within ethical boundaries.

Enabling us to continuously work towards meeting the demands for creating a skilled workforce for the health and social development sectors in South Africa.



OUR CREDO



As our CREDO states - "That in meeting the needs of creating a skilled workforce for the health and social development sectors in South Africa, and all others who use our services, everything we do consistently must be of high quality and within ethical boundaries. This commitment extends to everything we do to bring our services to the people who use them."

This commitment extends to everything we do to bring our services to the people who use and need them. But there are always more improvements to make and we acknowledge this. We recognise that excellent service delivery comes with constant review of our performance, systems and the effectiveness and efficiency of delivering these services to our stakeholders in line with our mandate. Transparency is also key to our delivery.

We must consistently assess and make improvements to all our key service points. Ensuring that the systems, policies and infrastructure we have in place are working and that

we are using public resources efficiently and effectively to the benefit of all citizens.

The pandemic also reminds us of the importance of public service and public servants. They are an invaluable part of strengthening our communities and binding us together as a society, especially in our related sectors. The value of their commitment and work they have put in assisting South Africans to navigate these challenging times cannot be quantified. They are the true definition of what it means to be of service to others. We understand that with public service comes responsibility and accountability. Our role is to ensure that we do it well and with due respect to all our stakeholders.



Furthermore without the buy-in and support from our entire staff complement, who espouse the characteristics and values of an ethical organisation and our related values, we would not be the high performing institution we are today, that prides itself for having an ethical culture at its core and building a trusting relationship with all the stakeholders we serve.

ELAIN BRASS | HWSETA CEO