

GAUTENG PROVINCE

SPORT, ARTS, CULTURE AND RECREATION
REPUBLIC OF SOUTH AFRICA

2023/24 SERVICE DELIVERY CHARTER

Office of the Head of Department
35 Rissik Street, Surrey House, Johannesburg, 2001
Private Bag X33, Johannesburg, 2000
Telephone: (011) 355-2531

1. WHO ARE WE

OUR VISION

“An active, creative, modernised and informed Gauteng City Region contributing to sustainable socio-economic growth and social cohesion”.

OUR MISSION

In pursuit of the above vision, the DSACR will work in an integrated manner among and within communities to create an enabling environment and accelerated social transformation for sporting, artistic, and cultural excellence, by:

- Facilitating talent identification and development in partnership with key stakeholders;
- Positioning the business of sport and creative industries as catalysts for sustainable socio-economic growth;
- Modernisation of the economy through the bidding and hosting of major sporting and cultural events;
- Providing access to sport, arts, cultural activities, library, archival services and facilities;
- Transforming the Gauteng heritage landscape; and
- Pursuing 4th industrial revolution through modernized and efficient library system.

OUR VALUES

Set out above, in working towards the achievement of the mandate and vision we the DSACR officials subscribe to the following values:

| SACR Values | |
|-----------------------------------|---|
| Teamwork and Collaboration | We work co-operatively, by asking for and giving information and support; and sharing success with others across our department and across all spheres of government. |
| Honesty and Integrity | We are honest, trustworthy and straight forward in all our dealings; and use time, money and resources effectively and efficiently. |
| Respect and Diversity | We value others for their contribution irrespective of personal differences, we involve and listen to others; and show consideration and empathy for their emotional and physical wellbeing. |
| Stakeholder Focused | We consult, encourage feedback and provide services that meet or exceed the needs, standards and timescale of our internal and external stakeholders in a courteous, open, transparent and speedy manner. |
| Employee Focused | We value all employees; provide equal access to opportunities for development, recognition and reward. |
| Accountability | We are personally accountable for delivering on our commitments. |
| Quality | We provide outstanding products and unsurpassed service that, together, deliver premium value to our customers. |

2. WHERE CAN WE BE FOUND

DSCAR has positioned itself to deliver services in the communities in an integrated manner. The mass participation programme provides an integrated sport, recreation, arts and cultural services within communities through the five (5) corridors. The corridor programmes brings services closer to the people through the multi-purpose community centres where sport and recreation activities take place. These encourage communities to participate in promoting healthy lifestyles, safe and secure communities, the creation of job opportunities, fostering social interactions and nation building.

Gauteng Department of Sport, Arts, Culture and Recreation is accessible at the addresses indicated below during office hours as from 8:00 – 16:30.

Office of the HOD
35 Rissik Street
Surrey House
Johannesburg
2000

Tel: 011 355 2500

Email: SACR@gauteng.gov.za

Website: www.gauteng.gov.za

<https://www.gauteng.gov.za/Departments/CPM-001012/Services>

Corridor Offices' Physical Addresses and office hours: 08H00 – 16:30

| Corridor Office | Address | Contact Person | Contact details |
|------------------|--|--|--|
| Head Office | 35 Rissik Street, Surrey House, Johannesburg | Dr. Themba Masondo | Cell: 079 199 3421 |
| North Corridor | 111 Swaan Street, East Lynne, Pretoria | Mr. Tyrone Hammond Mr. Stanley Mthiyane | Cell: 082 816 6690 Cell: 083 507 8026 |
| Central Corridor | 115 Main Street, Mathomo Mall, Johannesburg | Ms. Mashudu Magada | Cell: 083 507 8051 |
| South Corridor | Cnr Kruger Avenue & Edward Street, Vereeniging | Mr. Alex Sepeng | Cell: 082 571 3862 |
| East Corridor | 35 Rissik Street, Surrey House, Johannesburg | Mr. Poloko Sefako | Cell: 079 889 1987 |
| West Corridor | Toekomsrus library, Braamfontein Street, Randfontein | Mr. Bongile Ndlakuza | Cell: 071 493 3504 |

3. THE LIST OF SERVICES WE PROVIDE

CULTURAL AFFAIRS

Identifies, develops, supports and promotes the arts and preserve, protect and support heritage resources in the provinces. In so doing, the programme contributes towards nation building, social cohesion, economic growth and the creation of job opportunities.

Creative Arts

- Seeks to harness cultural activities in communities of Gauteng, opening doors in the economy which would provide employment and business opportunities. The programmes equally promote mass participation as Creative arts inherently requires broad participation in activities.
- Builds audience, academic attainment and talent through school-based curriculum and extra curricula activities for children and young adults that will see artists, in collaboration with teachers, providing curricula and extra curricula tutelage in arts education at schools in Gauteng.
- Facilitates the development of partnerships and creating platforms for collaboration between arts organisations and enterprises by supporting existing networks and advocacy organisations active in the province/sector, incentivizing collaboration through Gauteng Arts and Culture Council (GACC) funding processes and create additional platforms for physical engagement through workshops and, conference and digitally through web interfaces.

Creative Industries

- Reposition Gauteng as the Hub of Africa's Creative Industries.
- Cultivate, facilitate and enhance a conducive environment, which will allow Gauteng to excel in the creative industry.

Heritage

- Identify, develop, protect, promote and preserve of heritage resources in the province.
- Promote National and significant days as well national symbols and orders in the province.
- Promote multilingualism and redress of the past imbalances.
- Identify and preserve Indigenous Knowledge Systems.

- Development and support to museums in the province.
- Establish and support to the statutory bodies that play an advisory role on the Heritage, Language and Geographical features at a provincial and municipal level such as the Geographical Names Committee, Provincial Heritage Resource Authority – Gauteng and the Provincial Language Committee
- Drive the name changing process in the province by renaming of features, landmarks in order to decolonize the Province.

LIBRARY AND ARCHIVAL SERVICES

Develop, transform, promote, modernise sustainable library, information and archival services.

Library and Information Services

- Establish and maintain community libraries.
- Provide access to knowledge, resources and services to meet the needs of individuals and groups for education, information and personal development.
- Strive to achieve the broad imperatives of socio-economic development and nation building.
- Upgrade libraries with ICT infrastructure.

Archival Services

- Preserve and promote archival records and the history/memory of Gauteng
- Create access to records.
- Ensure compliance to legislation by facilitating proper management of Gauteng records.

SPORT AND RECREATION

- Promote recreation, sport development, school sport and high-performance sport to make Gauteng the home of champions.
- Utilising sport for nation building, social cohesion, economic growth and the creation of job opportunities, as well as promoting sustainable livelihoods for sportsmen and sportswomen.
- Ensuring the effective and efficient co-ordination of preparations for hosting big sporting events in Gauteng.

Sport Development and Coordination

- Develop sport, monitor the identification of talent and ensure the talent is nurtured for provincial, national and international competitions.
- Develop talented athletes, coaches and technical officials that have been identified through the recreation, school sport, club development and sport federation programmes
- Assist with the establishment, revival, strengthening and transformation of structures (clubs, sport councils and federations).
- Assist with the establishment, revival and strengthening of existing clubs thereby creating sustainable and functional clubs that participate in structured leagues.

Recreation

- Create an enabling environment for mass participation in various activities during leisure time for physical wellness and the promotion of healthy lifestyle.

- Promote sport and recreation events, facilitate talent identification and support communities to actively participate in sport and recreation events, sport festivals and campaigns to help reduce prevalent lifestyle diseases and enhance physical wellbeing.
- Contributes towards nation building, social cohesion and economic growth.
- Promote sustainable livelihoods for sportsmen and sportswomen.

Major Sporting Events

- Ensure the implementation of well-managed major events programme; and
- Host targeted major international sport events that will contribute to the socio-economic objectives of the Gauteng Province.

School Sport

- Promote mass participation amongst the learners, promote healthy lifestyles and inculcate competitiveness in sport.

COMMITMENT ON THE BATHO PELE PRINCIPLES

In carrying out the departmental duties, officials are guided by the following Batho Pele Principles:

Consultation: citizens will be consulted on the level and quality of public services they receive and, wherever possible they will be given a choice regarding the services offered. This will take place by conducting consultations with various groups, including conducting customer surveys, interviews with individual users, consultation with groups, and holding meetings with consumer representative bodies.

Service standards: citizens will be informed about the level and quality of service they will receive so that they are aware of what to expect. The department has compiled service standards that are precise and measurable to allow citizens to assess for whether they are receiving what was promised.

Increasing access: citizens will have access to the services which they are entitled to. The department will ensure access to information and services to empower effective public participation through quality services.

Ensuring courtesy: citizens will be treated with courtesy and consideration. This will involve communication of departmental services, information, and challenges, which may hinder or delay the efficient delivery of services to promised standards.

Providing information: citizens will be given complete and accurate information regarding the services which they are entitled to. Information on available services would be at the point of delivery, but for users who are far from the point of delivery, other alternatives will be provided. For example, mobile libraries will be established in relevant communities.

Openness and Transparency: citizens will be informed on how the department operates, how well they can utilise the resources provided and who oversees which services.

Redress: If the promised standard of service is not delivered, mechanisms would be in place to ensure that an apology; a full explanation; as well as speedy and effective remedy is offered to citizens due to unfulfilled promises. Departmental officials will be encouraged to welcome complaints as an opportunity to improve services, and to deal with complaints so that weaknesses can be remedied swiftly for the benefit of citizens.

Value for money: Public services will be provided economically and efficiently to give citizens the best value for money.

4. OUR SERVICE STANDARDS

The department in delivering on its mandate is committed to ensuring that the following generic service standards are adhered to:

- Answer all phone calls within five rings when you call our offices and when the phones are not answered, you will be routed to our switchboard operator.
- Acknowledge receipt of your correspondence within ten working days, and reply to letters, and e-mails swiftly.
- Provide customers with the contact details for future queries.

- Identify ourselves through wearing name tags.
- Treat client's information in a confidential and responsible manner.
- Establish and maintain an effective customer desk at key departmental service points such as Head Office and the Cluster Offices.
- Promote and encourage public participation in departmental programmes and projects.

5. HOW WILL WE DEAL WITH COMPLAINTS

Should you have a complaint, you are welcome to contact us at the contact details indicated below. We will respond to your complaint within 10 working days.

Please forward your queries to the department using the contact details below:

| General Information about the department | Cultural Affairs | Library and Archival Services | Sport and Recreation |
|---|---|--|---|
| HOD's Office Tel: 011 355 2531 Email: SACR@gauteng.gov.za Website: www.gauteng.gov.za | Mr. Boniface Mazilazila Tel: 011 355 2886 Cell: 082 848 1529 Email: boniface.mazilazila@gauteng.gov.za | Ms. Elizabeth Mbatha Tel: 011 355 2556 Cell: 083 554 1969 Email: elizabeth.mbatha@gauteng.gov.za | Mr. China Mashinini Tel: 011 355 2552 Cell: 076 945 9946 Email: china.mashinini@gauteng.gov.za |

6. YOUR RIGHTS

You are entitled to:

- Be treated in a courteous and respectful manner.
- Have access to departmental programmes and services.
- Have your personal information treated with confidentiality.
- Be provided with access to information under relevant legislation.
- For your complaints and feedback to be addressed in a considerate manner.

7. YOUR OBLIGATIONS

Gauteng Citizens/ Customers can assist us to provide outstanding services by:

- Providing timely, honest, complete, and accurate information.
- Being civil, courteous and respect our officials who render services to you.
- Providing feedback on the quality of our services.
- Keeping up to date with information on departmental policies, programmes and projects.
- Being active in the public participation processes.

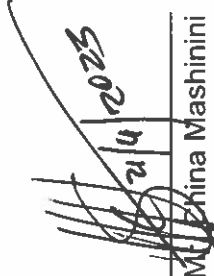
APPROVAL OF THE 2023/24 SERVICE DELIVERY CHARTER FOR THE DEPARTMENT OF SPORT, ARTS, CULTURE AND RECREATION



Ms. Thato Setati
Deputy Director, Strategic Planning
Date: 14/04/2023



Mr. Sydney Ndlovu
Director: Strategic Management
Date: 17/04/2023



Mr. Khina Mashinini
Acting Head of Department
Department of Sport, Arts, Culture and Recreation
Date: _____