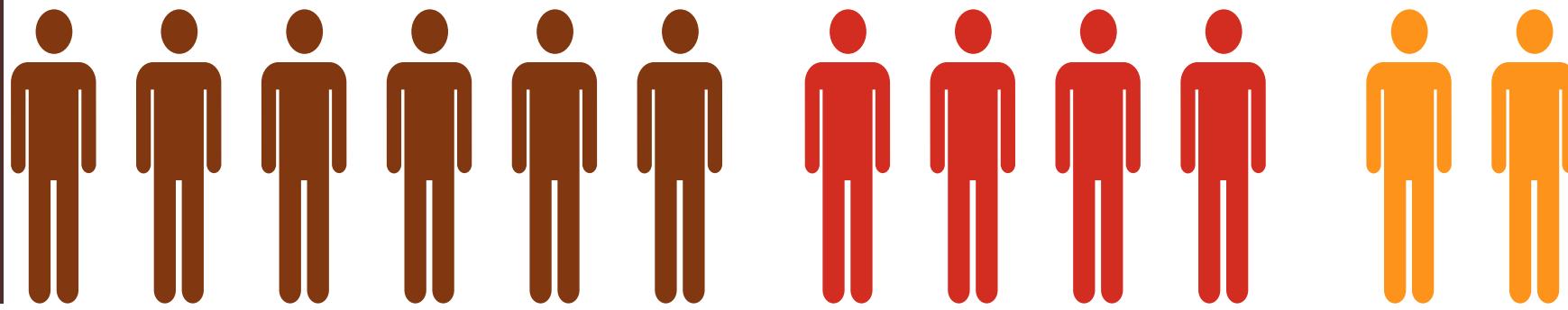


SERVICE DELIVERY CHARTER



WHO ARE WE

OUR VISION

An active, creative and modernised Gauteng City Region contributing to sustainable economic growth and social cohesion.

OUR MISSION

- In pursuit of the above vision, the DSACR will work in an integrated manner 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 economic growth;
 - Modernisation of the economy through the bidding and hosting of major sporting and cultural events;
 - Providing universal access to sport, arts, cultural activities, library, archival services and facilities; and
 - Identifying, promoting and preserving heritage.

WHERE TO FIND US

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) cluster offices in 27 hubs. The hubs bring the services closer to people as they are multi-purpose community centers where sport and recreation activities take place to encourage communities to participate in promoting healthy lifestyles, safe and secure communities, create job opportunities and foster social cohesion and nation building.

Gauteng Department of Sport, Arts, Culture and Recreation is accessible in 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
Fax: 011 355 2505
Email: SACR.Communications@gauteng.gov.za
Website: www.gauteng.gov.za

Corridor Offices: Physical Address

Head Office
35 Rissik Street, Surrey House
Marshalltown
Mr Vusi Sibiya
Tel: 011 355 2622 / 082 330 1085

North Corridor
111 Swaan Street, Eastlynne
Ms. Refilwe Letwaba
Tel: 012 800 9200 / 012 355 2865

East Corridor
Modjadji St, Tsakane, Brakpan,
Faranani Multipurpose Centre
Mr. Poloko Sefako
Tel: 011 355 2500 / 083 561 5458

Central Corridor
115 Main Street, Johannesburg
Mathomo Mall
Ms. Mashudu Magada
Tel: 010 344 2721 / 083 507 8051

West Corridor
Cnr Retief & Braam Street Toekomsrus Stadium
Dr. Oupa Tsotsetsi
Tel: 011 411 6908/ 083 554 1976

South Corridor
Cnr Edward & Kruger Streets
Vereeniging
Mr. Alex Sepeng
Tel: 011 355 2500 / 082 571 3862

OUR SERVICE STANDARDS

- The Department in delivering on the 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, emails and /or faxes 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, Corridor and Hub Offices.
 - Promote and encourage public participation in departmental programmes and projects.

OUR CORE SERVICES

ARTS AND CULTURE

Facilitate the implementation of Arts and Culture programmes in the five GCR Corridors, schools and libraries.

SPORT AND RECREATION

Deliver community-based recreation programmes and mass participation in sport encouraging community participation in such programmes.

LIBRARY AND ARCHIVAL SERVICES

Provide reading developmental and recreational programmes such as Born to Read, information accessing skills workshops, public speaking and debate, as well as oral traditional storytelling sessions with specific focus on children, youth, and women.

Do 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 Enquiries
Tel: 011 355 2500
Fax: 011 355 2505
SACR.Communications@gauteng.gov.za
www.gauteng.gov.za

Arts and Culture
Tel: 011 355 2613
Charmaine.Botha@gauteng.gov.za

Libraries
Tel: 011 355 2556
elizabeth.mbatha@gauteng.gov.za

Sport and Recreation
Tel: 011 355 2670
Ivor.hoff@gauteng.gov.za

OUR VALUES

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

Teamwork and Collaboration:

We work co-operatively, by asking for and giving information and support, sharing success with others across our department and across all spheres of government.

Honesty and Integrity:

We are honest, trustworthy and straightforward 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.

Employee Focused:

We value all employees; provide equal access to opportunities for development, recognition and reward.

Work Ethic:

We endeavor to produce quality outputs and take responsibility of the obligations vested in our position.



GAUTENG PROVINCE
SPORT, ARTS, CULTURE AND RECREATION
REPUBLIC OF SOUTH AFRICA

Growing Gauteng Together