

Service Charter

We are the Department of Cultural Affairs and Sport and our vision is to contribute to a socially inclusive, creative and active Western Cape. Our mission is to encourage excellence and inclusiveness in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others. As we move towards excellence, we will create the conditions for access and mass participation, talent identification and skills development.

Our Commitment

We commit ourselves to a people-centred approach and to customer satisfaction as we provide our public sector development service. In carrying out our mandate and responsibilities, we are guided by and uphold the eight Batho Pele (People First) Principles. We are committed to provide services that manifest our values of Care, Competence, Accountability, Integrity and Responsiveness in order to protect and promote your rights and to expand opportunities to achieve Better Together service delivery outcomes.

Our performance is assessed and we report to you in our Annual Report and Citizen's Report, both of which are published and posted on our website.

Minister Ivan Meyer

Our Services and Standards

We offer the following core services against the related service standards at this site

Service Delivery Area

Arts and Culture Services - to facilitate the development, preservation and promotion of arts and culture in the Western Cape

Language Services - to promote multilingualism in the Western Cape and to actively develop previously marginalised indigenous languages like isiXhosa, Nama and SA Sign Language

Museums, Heritage Resource and Geographical Names Services - effective, efficient, equitable management and support to provincial and province-aided museums

Sport and Recreation - to create an enabling, sustainable, effective and efficient environment that contributes towards sustaining sport structures, mass participation, competition-based sport, high-performance sport and career-based sport

Service Standards for 2014/15

Qualifying arts and culture organisations will receive financial support within 6 months of their applications having been received.

Enquiries for language support services will receive a response within 14 days, provided that all the necessary information has been supplied.

Archaeological permit applications, built environment applications and impact assessment applications will receive a response within 14 days of the applications having been received.

Assessment of applications and approval of financial support to qualifying sport federations and sport councils will be completed within 6 months of the closing date for applications having passed

Our Redress Mechanism

If you have a complaint, please tell us. We will investigate the complaint immediately and if any errors are found, we will put things right and apologise. If you are not satisfied, we will investigate what went wrong and reply within 12 working days.

If we cannot deal with your telephonic query immediately, we will forward the query to the official responsible and give you an indication of when we expect him or her to reply.

You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to: DCAS Head of Communications, 1st Floor, Protea Assurance Building, Greenmarket Square, Cape Town 8000, E-mail: Dcas.Com@westerncape.gov.za, Tel: 021 483 9730.

You have the right to:

- Courteous treatment at all times;
- Full information upon request;
- Prompt and efficient service;
- Redress and an apology for service lapses;
- Value for money in all services rendered;
- Information about the service standards you can expect;
- Equal access to services; and
- Be consulted about the level and quality of public services.

Customer Obligations

We expect you:

- To be civil, courteous and respect the dignity of officials who render services to you;
- To be honest in your deliberations with us;
- To submit full and accurate information accompanied by recently certified copies of any necessary documentation; and
- To adhere to any agreements you make with us to attend programmes and events.

Customer Rights

All DCAS buildings and facilities will:

- Be clearly identified with visible signage;
- Clearly indicate office contact information and service hours;
- List the types of services rendered at the facility;
- Clearly and visibly display health and safety signs; and
- Be accessible to people with disabilities.
- We will endeavour to render our services, where possible, in all three official languages of the Western Cape;
- Acknowledgement of receipt of correspondence will take place within 5 days;
- 90% of all correspondence from Western Cape residents will be answered accurately and clearly within 14 days of receipt;
- All telephone calls will be answered within 5 rings with a standard greeting: "Department of Cultural Affairs and Sport, good day, ... speaking, how may I help you?"; and
- 90% all complaints from residents will receive a response within 14 days and the process of redress will be explained to complainants.



Head Office
Protea Assurance Building,
Greenmarket Square,
Cape Town
(Operating Hours:
07:30-16:30 Mon- Fri)
Tel: 021 483 9877



Western Cape Government

Cultural Affairs and Sport

BETTER TOGETHER.

Executive Authority Declaration:

I, Ivan Meyer, commit the Department of Cultural Affairs and Sport in terms of Part III, C.2 of the Public Service Regulations, 2001 as amended, to adhere to this charter.

Minister Ivan Meyer