
Quality Service Charter

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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

- VOICE:** We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;
- DESIGN:** We develop policies and processes which reach the levels expected by our customers;
- DELIVERY:** We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;
- ACCOUNTABILITY:** This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

OUR MISSION

Our mission is to manage, implement and coordinate the National Youth Policy and to promote and safeguard the interests of young people.

Aġenzija Żgħażaġħ provides young people with the time and space to make friends, learn in new ways using the nonformal education approach and develop their talents through our services and our extensive empowerment programme.

3. GUIDING PRINCIPLES

All our actions are guided and bound by 5 criteria of Service Quality as follows:

RELIABILITY: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

EMPATHY: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

ASSURANCE: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

RESPONSIVENESS: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

TANGIBLES: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. AĠENZIJA ŻGĦAŻAĠH CUSTOMERS

Our main customers are young people between 13 and 30 residing in Malta and Gozo who are in need of our youth work services.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

| ITEM | STANDARD |
|--|---|
| COMMUNICATION | Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English. |
| PREMISES | Complete access for all abilities and regular safety certification of the premises by competent bodies. |
| REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL | A final reply within 3 working days. |
| REQUEST FOR SERVICE | 3 working days from receipt of complete application. Kindly refer to Appendix 1 for the list of services. |
| PHONE CALLS | Shall be answered within 3 rings on working days. |
| ACKNOWLEDGEMENTS | 1 working day from receipt of request for information or application for service. This may be omitted if service or follow up query is provided/made within the same timeframe. |
| APPOINTMENTS | Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment you should not expect waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment. |

QUEUING TIME (IF APPLICABLE)

We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you.

Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

ONLINE INFORMATION

The information on our communication channels will be kept up to date. If you have access to internet, you can find relevant information on our social media:

Website:

youth.gov.mt

Instagram:

[agenzija.zghazagh](https://www.instagram.com/agenzija.zghazagh)

Facebook:

[Agenzija Zghazagh](https://www.facebook.com/Agenzija.Zghazagh)

PAYMENT METHODS

Payments can be made by cheque payable to Agenzija Zghazagh or by bank transfer using the following details:

Account name: AGENZIJA ZGHAZAGH

Account number: 011-150554-001

Bank name: HSBC Bank Malta PLC

Currency: EUR

Location: Malta

BIC: MMEBMTMT

IBAN: MT76MMEB44118000000011150554001

In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply. Our assistance may be sought through any of the following channels at the specified time:

A. Our offices

St Joseph High Road,
St Venera SVR 1013

B. Opening Hours

Winter:

08:00-15:00

(Monday – Friday)

Summer:

07:30-12:30

(Monday – Friday)

C. By telephone

(356) 2258 6700

during the above hours

D. Through e-mail:

agenzija.zghazagh@gov.mt

E. On our website:

<https://youth.gov.mt/>

F. Mobile Apps:

Not applicable

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can improve our service. You can do this by using the channels indicated in Section 8 below;
- Communicate with us clearly and concisely in either Maltese or English; and
- Treat our staff with the courtesy and respect, as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Aġenzija Żgħażaġħ

- In person: To the Head of Corporate Services, Aġenzija Żgħażaġħ, St Joseph High Road, St Venera SVR 1013
- By phone: To the Head of Corporate Services on: (356) 2258 6700
- By post: Attn: Head of Corporate Services, Aġenzija Żgħażaġħ, St Joseph High Road, St Venera SVR 1013, and
- By email: agenzija.zghazagh@gov.mt
- Mobile app – Rate the Public Service (downloadable through maltapps directory)

servizz.gov

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: 153

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the Corporate Service Department within Aġenzija Żgħażaġħ and send you an acknowledgement within 1 working day.
- Provide you with a unique reference number so that you can check the status of your complaint at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than
 - i. 5 working days (in cases where we can conclude the case ourselves) or
 - ii. 10 working days (in cases where we would need to obtain feedback from other departments or entities)

from receipt of the complaint and all requested relevant information;

- Inform you in writing, about the outcome of our investigation into your complaint by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable, and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.

QUALITY OF SERVICE DIRECTORATE WITHIN THE PEOPLE & STANDARDS DIVISION

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (for example services offered, service delivery, and so on)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises.

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



APPENDIX

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

| Service | Entity Responsible | Eligibility |
|---|--------------------|---|
| A4U Scheme (Assistance for You) Financial support provided to youth voluntary organisations to build capacity of their organisations. | Aġenzija Żgħażaġh | Organisations have to: <ul style="list-style-type: none">i. Provide a service to young people that are between 13 and 30 years of age.ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372.iii. Be registered members of Aġenzija Żgħażaġh.iv. Submit only one e-application per centre through which the Voluntary Organisation operates.v. Submit projects which are to be implemented between 1st January and 30th September of the year the project is awarded in.vi. Submit all information required at the point of e-application (including annexes). |
| Be Active Scheme Financial support to engage young people in Voluntary Organisations to do projects in the community. | Aġenzija Żgħażaġh | Organisations have to: <ul style="list-style-type: none">i. Provide a service to young people that are between 13 and 30 years of age.ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N.372iii. Be registered members of Aġenzija Żgħażaġh.iv. Submit only one e-application per centre through which the Voluntary Organisation operates.v. Submitted projects are to be implemented between 1st January and 30th September of the year the project is awarded in.vi. Submit all information required at the point of e-application (including annexes). |

| Compliance Requirements | Application Options | Service Delivery Timeline |
|--|--|--|
| Additional documentation: <ul style="list-style-type: none">i. Activity plan including activity year applied for.ii. Any quotation/s or cost proposals.iii. Signed declaration by legal representative of organisation. | Applications are found online in the VO Funding Portal and our website and are open in September. Applications are closed by the end of October. Information and application can be found online: https://youth.gov.mt/scheme-assistance-for-you-a4u/ | On applying for funding, an instant notification will be sent to applicant to acknowledge receipt. 1 day after the closing day of the application, the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received. Applicant will receive the result within 19 working days. |
| Additional documentation: <ul style="list-style-type: none">i. Project calendar including activity year applied for.ii. Any quotation/s or cost proposals.iii. Signed declaration by legal representative of organisation. | Applications are found online in the VO Funding Portal and our website and are open in September. Applications are closed by the end of October. Information and application can be found online: https://youth.gov.mt/scheme-beactive/ | On applying for funding an instant notification will be sent to applicant to acknowledge receipt. 1 day after the closing day of the application, the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received. Applicant will receive the result within 19 working days. |

| Service | Entity Responsible | Eligibility |
|---|--------------------|---|
| Music tuition for young people Financial support to band clubs to give music tuition to young people. | Aġenzija Żgħażaġh | Band clubs which: <ul style="list-style-type: none"> i. Provide a sustainable service to young people that are between 13 and 30 years of age. ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372. iii. Be active members of Malta Band Clubs Association. iv. Submit only one e-application per centre through which the Voluntary Organisation operates. v. Submit one proposal by a single band club under Scheme A and/or one proposal by multiple band clubs under Scheme B. vi. Submitted projects are to be implemented between 1st January and 30th September of the year the project is awarded in. vii. Multiple band clubs involved in any one project must all be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372. viii. Submit all information required at the point of e-application (including annexes). |
| Youth Organisation Registration The registration will give the voluntary organisation access to training, networking, financial support and information sharing. | Aġenzija Żgħażaġh | Youth organizations working with and for young people. |
| Youth.Inc The Youth.Inc is an annual programme, which commences in September and ends in June. The programme is based on applied learning to help young people improve their standard of education and gain more knowledge, values and skills of real working life and to enter the labour market or gain qualifications to continue in further education and/or training. | Aġenzija Żgħażaġh | Young people aged 16-21 years who have completed full-time compulsory education and are neither in post-secondary education nor in employment. |

| Compliance Requirements | Application Options | Service Delivery Timeline |
|--|---|--|
| Additional documentation: <ul style="list-style-type: none"> i. Quotations corresponding to the Budget expenses. ii. Verified declaration of collaboration between band clubs for Scheme B applications. | Applications are found online in the VO Funding Portal and our website and are open in September. Applications are closed by the end of October. Information and application can be found online: https://youth.gov.mt/scheme-tmz/ | On applying for funding an instant notification will be sent to applicant to acknowledge receipt. 1 day after the closing day of the application the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received. Applicant will receive the result within 19 working days. |
| Completed application form Passport size photo required. | Information and application can be found online https://youth.gov.mt/scheme-register/ | 3 working days to review the application received and set an interview within two working days subject to the availability of the organisation applying to be registered. The registration of the organisation will be confirmed 1 working day after its interviewing date. |
| Completed application form Passport size photo required. | Applications are open in January and close in September. Information and application can be found online. https://youth.gov.mt/youth-inc-2/ Service with regards to this application is also given face-toface at Aġenzija Żgħażaġh. | All eligible applicants are called for an assessment to evaluate the suitability of the applicant for the programme within 3 working days. The applicant is informed whether the application is accepted 1 day after the assessment. |

| Service | Entity Responsible | Eligibility |
|---|--------------------|--|
| The European Youth Card (EYCA Cards) Promotes mobility and entitles young people to discounts in commercial and cultural establishments, in different countries. | Aġenzija Żgħażaġh | European young people aged 13-30 years. |
| Application for the use of Equipment from Aġenzija Żgħażaġh The loan of equipment scheme is a free service against a fully refundable deposit to assist youth organisations in carrying out their activities. | Aġenzija Żgħażaġh | Non-profit youth organizations registered with Aġenzija Żgħażaġh. |
| Youth Cafes at Msida and Vittoriosa and Youth Hubs at higher education institutions. | Aġenzija Żgħażaġh | For Youth Cafes Young people from 13 – 20 For Youth Hubs Young people from 16 – 18 attending higher secondary institutions. |
| Youth Activity Centres at Dingli and Marsaxlokk higher education institutions | Aġenzija Żgħażaġh | Youth Organisations |

| Compliance Requirements | Application Options | Service Delivery Timeline |
|--|--|---|
| For all application: Passport size photo required. | Information and application can be found online https://eyca.mt/the-card/ | 3 working days within receipt of application. |
| Completed application form and money deposit upon collection of equipment. | Face-to-face at Aġenzija Żgħażaġh or online https://youth.gov.mt/scheme-equipment/ | 3 working days within receipt of application. |
| None | None as these are drop-in centres. | Immediate |
| Money deposit once booking confirmed by email. | Youth Activity Centres can be made use of by sending us an email with the date the youth organisation would like to avail itself of the premises. More information is available on https://youth.gov.mt/scheme-yac/ | 3 days within receipt of email. |

