

Spazju Kreattiv

WHO WE ARE

Located in the heart of Valletta, Malta's capital, Spazju Kreattiv is a dynamic cultural hub and an essential stop for anyone exploring the city. True to its slogan 'Il-Qalba tal-Kreattività—The Heart of Creativity'—Spazju Kreattiv offers a year-round, ever-evolving programme that speaks to all ages and interests. Positioned at Castille Place, just moments from key landmarks, it invites visitors to experience creativity in all its forms.

Established in 2000 by Fondazzjoni Kreattività, Spazju Kreattiv is housed within St James Cavalier, a 16th-century fort reimagined as Malta's National Centre for Creativity. The programme hosts over 500 events each year, featuring a vibrant mix of visual art exhibitions, theatre performances, arthouse cinema, artist residencies, and engaging family-focused initiatives through the ŻiguŻajg strand. Some projects are selected through open calls, while others are directly commissioned or co-produced.

Collaborators are encouraged to shape proposals around Spazju Kreattiv's three guiding pillars: Artistic Excellence, Community Outreach, and Internationalisation. Submissions should be bold, research-driven, and socially conscious, with clear opportunities for emerging creatives. Proposals should also demonstrate meaningful community engagement, accessibility in all forms, and a commitment to building international networks and long-term development.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://kreattivita.org/>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 5 – 15 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 15 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: spazju@kreattivita.org
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 working days

HOW TO CONTACT US

- o Spazju Kreattiv, St James Cavalier, Valletta VLT 1060, Malta
- o Tuesday to Friday: 09:00-21:00; Saturday & Sunday: 10:00-21:00
- o <https://kreattivita.org/>
- o Contact us: spazju@kreattivita.org +356 2122 3200
- o Through Social Media:

