



Quality Service Charter

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Ċentru Servizz Anzjan
3, Old Mint Street
Valletta



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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; and

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

To be partners with the Elderly and society through holistic, client-oriented policies and support so that elderly people continue to enjoy life to their maximal potential.

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. ĊENTRU SERVIZZ ANZJAN CUSTOMERS

The customers for the services governed by this charter are persons over 60 years of age, persons who are in possession of a valid EU-Disability Card issued by Aġenzija Sapport, and persons who suffer from a chronic illness.

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.

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	Kindly refer to Appendix 1 for 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.
Queueing 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 the internet, you can find relevant information on our:

Website: <https://aacc.gov.mt/en/>

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

- **Malta**
Ċentru Servizz Anzjan
3, Old Mint Street, Valletta
- **Gozo**
Ċentru Servizz Anzjan
39, Republic Street,
Victoria

B. Opening Hours

- **Malta**
07:30-14:30
Monday to Friday
- **Gozo**
07:30-14:30
Monday to Friday

C. By Telephone

Malta: +356 2278 8900
Gozo: + 356 2278 8650

D. Email

aacc-services@gov.mt

E. On our website

<https://aacc.gov.mt/en/>

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 better 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;
- 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:

Ċentru Servizz Anzjan

Personally: Ċentru Servizz Anzjan, 3 Old Mint Street, Valletta
Ċentru Servizz Anzjan, 39 Republic Street, Victoria, Gozo
By Phone: +356 2278 8900 +356 2278 8650
By Post: Ċentru Servizz Anzjan, 3 Old Mint Street, Valletta
By Email: aacc-services@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- 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 **Customer Care** 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 complaints 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 of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints 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 P&SD

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 (e.g. services offered, service delivery, etc.)
- 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 process will be used as a basis for improving our Service.



APPENDIX 1

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	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Carer at Home Scheme	Persons over 60 years of age Applicants between 60 and 79 years of age, are assessed to ensure that the benefit is given to those who really require the service. Applicants 80 years or over are automatically eligible for the scheme.	Applicants need to submit the application form filled in appropriately, including the Medical Report (on page 3) filled in by the respective General Practitioner. The application may be downloaded from: https://aacc.gov.mt/wp-content/uploads/2024/11/Services-Application-form-EN-1-10-24.pdf With application or following approval applicant must submit: - A copy of the carer's qualification and, if need be, its evaluation from MQRIC. - A copy of the employment agreement authenticated by a Notary Public An official document from Jobsplus and Identità (for TCNs) indicating that carer is in regular employment with the applicant.	Online: https://aacc.gov.mt/en/ By email: aacc-services@gov.mt or servizz@gov.mt By hand/ by post: Ċentru Servizz Anzjan 3, Old Mint Street, Valletta. Or Ċentru Servizz Anzjan Gozo - 39, Republic Street, Victoria, Gozo.	- Acknowledgement to client is sent within 1 working day. - Telephone assessment is done within 3 working days for applicant between 60 and 79 years of age. Note: For those applicants who are considered as non-eligible through the telephone assessment, a Case Conference is held within 3 weeks to re-discuss and decide the way forward. A letter is sent within 2 working days from approval/refusal date.

Meals on Wheels The service is provided against a subsidised fee of €2.20 per meal. The beneficiary must pay the driver delivering the meals by cash	Persons over 60 years of age and who are not in employment. Persons under 60 years of age holding a valid EU Disability card issued by Agenzija Sapport. Note: Each applicant is asked a set of questions so that it will be ensured that this service is being provided to eligible persons.	Application form filled in appropriately including the Medical Report (on page 3) filled in by the respective General Practitioner. The application may be downloaded from the following link: https://aacc.gov.mt/wp-content/uploads/2024/11/Services-Application-form-EN-1-10-24.pdf	Online https://aacc.gov.mt Email: aacc-services@gov.mt or servizz@gov.mt By hand/ by post: Ċentru Servizz Anzjan 3, Old Mint Street, Valletta. Or Ċentru Servizz Anzjan Gozo - 39, Republic Street, Victoria, Gozo.	- Acknowledgement to client is sent within 1 working day. - Telephone assessment is done within 3 working days. - Request for meals is forwarded to contractor within 1 working day from telephone assessment.
Night Shelter The service is provided against a payment of €2 per night which must be paid by cheque every month in advance.	A person over 60 years of age who lives alone and leads an independent life or requires minimal assistance in daily living activities. Note: Each applicant is asked a set of questions so that it will be ensured that this service is being provided to eligible persons.	Application form filled in appropriately including the Medical Report (on page 3) filled in by the respective General Practitioner. The application may be downloaded from the following link: https://aacc.gov.mt/wp-content/uploads/2024/11/Services-Application-form-EN-1-10-24.pdf	Online https://aacc.gov.mt Email: aacc-services@gov.mt or servizz@gov.mt By hand/ by post: Ċentru Servizz Anzjan 3, Old Mint Street, Valletta. Or Ċentru Servizz Anzjan Gozo - 39, Republic Street, Victoria, Gozo.	- Acknowledgement to client is sent within 1 working day. - Telephone assessment of Night Shelter Applications is carried out within 3 working days. - Service is provided within 15 working days depending on bed availability.

Continence Service Applicants under Scheme A – are provided with the service free of charge. Applicants under Scheme B – are to pay a subsidised price directly to the service provider. Refer to AACC's website for prices.	Scheme A: Persons in possession of a valid EU Disability Card issued by Agenzija Sapport and suffering from incontinence as certified by the applicant's general practitioner. Scheme B: Senior Citizens over sixty (60) years of age and over suffering from incontinence as certified by the applicant's general practitioner.	Application form filled in appropriately including the Medical Report (on page 3) filled in by the respective General Practitioner. The application may be downloaded from the following link: https://aacc.gov.mt/wp-content/uploads/2024/11/Services-Application-form-EN-1-10-24.pdf EU Disability card issued by Agenzija Sapport for Scheme A applicants.	Online: https://aacc.gov.mt Email: aacc-services@gov.mt or servizz@gov.mt By hand/ by post: Ċentru Servizz Anzjan 3, Old Mint Street, Valletta. Or Ċentru Servizz Anzjan Gozo - 39, Republic Street, Victoria, Gozo.	- Acknowledgement to client is sent within 1 working day. - An assessment by Continence Nurse will be held within 3 weeks. - Contractor and client are informed within 2 working days from the assessment.
General information about the services offered by the Active Ageing and Community Care	General public	Not applicable	Phone: +356 22788900 Online: https://aacc.gov.mt Email: aacc-services@gov.mt jew servizz@gov.mt Personally/ by post: Ċentru Servizz Anzjan 3, Old Mint Street, Valletta. Or Ċentru Servizz Anzjan Gozo - 39, Triq ir-Repubblika Victoria, Gozo.	- Questions by phone or walk-ins are answered immediately. - Queries by email will receive an acknowledgement of receipt by automatic email and the reply will be given within one working day from the date of the request. - In case of complex questions, the final reply will be given within 3 working days from the date of the request.