Care for the Elderly & Special Needs Section

WHO WE ARE

The Care for the Elderly and Special Needs Section, Services Gozo Directorate, Ministry for Gozo and Planning. This Section aims to offer services that enable the elderly and persons with special needs to adjust to their changing needs and remain as independent and as active as possible.

OUR COMMITMENT TO CLIENTS

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

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link *https://gozo.gov.mt/public-bodies/care-for-the-elderly-and-persons-with-special-needs-section/*

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 of approximately 5 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgement 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 1 working day 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:

- Contact us as per details shown here: *elderly.mgp@gov.mt*
- Through Servizz.gov by calling on 153, or online by clicking on *Information Request*

Your confidentiality will be guaranteed. Expect our feedback within 1 working day.

HOW TO CONTACT US

- Care for the Elderly & Special Needs Section, Ministry for Gozo, Saint Francis Square Victoria Gozo
- Monday to Friday 08:00-14:00: Saturday 09:00-11:00 Sundays, & Public Holidays: Closed
- *https://mgozservices.gov.mt/myGozo/frontEnd/*; *gozo.gov.mt*
- Contact us: *elderly.mpg@gov.mt* -+356 2215 6620