Social Work Unit

WHO WE ARE

The Social Work Unit offers professional social work services to clients from different walks of life as it offers a generic service. This ranges from assisting in the acquirement of basic needs to writing social reports for the client to benefit from a specific service. Our Unit works on cases referred by the Family Courts. This usually entails Supervised Access Visits, Surprise Home Visits, writing Court reports that are presented to the Court, as well as giving testimony in court hearings. Our mission statement is that the Social Work Unit delivers a comprehensive and generic social work service in partnership with the client to meet the diverse needs and the well-being of the individual or the family that may require social work intervention.

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/social-work-unit/#:~:text=The%20Social%20Work%20Unit%20in,non%2Dgovernmental%20organizations%20as%20required*.

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 10-15 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 2 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:

- Contact us as per details shown here: *socialworkunit.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 2 working days

HOW TO CONTACT US

- Social Work Unit, Level 3 Tiġrija Palazz, Republic Street Victoria VCT 2574 Gozo
- Monday to Friday Summer: 08:00-13:30; Saturday; 08:00-11:30; Monday to Thursday Winter: 08:00 – 12:30, Friday 10:00-14:00 & Saturday 08:00-12:30;
  Sundays & Public Holidays: Closed
- *https://gozo.gov.mt/public-bodies/social-work-unit/*
- Contact us: *socialworkunit.mgp@gov.mt* -+356 2215 6630 / 2215 6638