

WHO WE ARE

Aġenzija Sapport is the national agency providing a myriad of services and catering to the needs and wants of persons with disabilities, whilst offering guidance and support to their support network and communities. The Agency's cause is to serve as a catalyst agent in the implementation of the United Nations Convention on the Rights of People with Disabilities (UNCRC).

Our goal is to collaborate with persons with disabilities as our key stakeholders to develop accessible services and resources that enable and empower them to fully exercise their rights and freedoms, overcome societal challenges and reach equity in society.

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 Standard 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://sapport.gov.mt/> >

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 15 to 20 minutes under normal circumstances.

CLIENT RESPONSABILITIES

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: <https://sapport.gov.mt/about/>
- o Through servizz.gov by calling on 153, online on Submit a Complaint

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

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 <1 to 30> working days from the date of request.*

HOW TO CONTACT US

- o Aġenzija Sapport, Patri Gwann Azzopardi Street, Sta Venera SVR 1614, Malta
- o Aġenzija Sapport, Gozo Office, Għajnsielem Learning Hub, Imġarr Road, Għajnsielem, Gozo
- o Monday to Friday: 08:00-16:30; Saturday, Sunday, and Public Holidays: Closed
- o <https://sapport.gov.mt/>
- o For ease of contact to services and departments, direct contact methods are available on website.
- o Malta: +356 22568000; Gozo: +356 2156 9909; Sapport HelpLine on Freephone: 153
- o <https://sapport.gov.mt/application-forms/>

o Through Social Media:



* Appointment date is dependent on the department waiting lists.