



Ministry of Women, Community and Social Development (MWCSD)

*2nd service charter
2008/2012*

Foreword:

In line with the spirit of the SDS 2008 - 2012, the Ministry of Women, Community and Social Development (MWCSD) is committed to ensuring that the services it provides are of the highest standards with the aim that such services satisfy the needs of all who call on it for assistance.

This is the second edition of the MWCSD's Service Charter, a product of a review of the first edition and resultant revisions that assure the improvement of standards of services the Ministry provides. As well, it sets out the Ministry's expectations of its customers and provides avenues that encourage all it serves to provide feedback on the quality of services provided. Customer feedback is of crucial importance to the Ministry as such feedback provides the most effective measure of the level of services it is providing its customers. In this regard, we encourage all we serve to help us serve you better.

As the lead agency in the Community Development Sector, the MWCSD's focus is economic and social development in communities, as reflected in its Vision and Mission. The Ministry aims to ensure that the standards of services it provides, its expectations of its customers and feedback on the level of services provided, as set out in the Service Charter, contribute to the realization of beneficial social and economic outcomes for Samoa's communities and in turn, the attainment of quality of life for all its people.

Luagalau Foisagasina Eteuati-Shon
Chief Executive Officer

Table of Content

Our Locations.....4

Opening Hours.....4

What We Do?.....5

 Vision

 Mission

 Objectives

 Mandates

Our Services.....6

 Division for Internal Affairs

 Division for Women

 Division for Youth

 Division for Research Policy Planning
 and Information Processing

 Division for Printing

 Division for Corporate Services

Our Guiding Values and Principles.....8

Our Service Standards.....9

Expectations of our Customers.....10

Our Contacts..... 12

1. OUR LOCATION(S)

Government Building ‘Fiame Mataaga Faumuina Mulinuu II (FMFMII) – Eleele Fou

- * Office of the Honorable Minister – 5th Floor (west wing)
- * Office of the Chief Executive Officer –1st Floor (east wing)
- * Division for Corporate Services – 1st Floor (east wing)
- * Division for Research, Policy & Planning and Information Processing - 2nd Floor (west wing)

Tooa Salamasina Malietoa Center, Sogi

- * Division for Women
- * Division for Youth
- * Office of the Associate Minister - Upolu

‘Maota o Pulenuu’, Matagalalua

- * Division for Internal Affairs

Government Printing Office, Matautu-Tai

- * Division for Printing

Savaii Offices

- * Division for Women - ‘Savaii Branch – ‘Savaii Women’s Community Center’– Salelologa
- * Divisional for Internal Affairs – Manutoao Hall, Salelologa
- * Office of the Associate Minister - Savaii

2. OPENING HOURS

Monday to Friday:

9:00 a.m – 5:00 p.m (normal working hours for all public staff)

- (core hours of work 10am – 12noon & 2pm -4pm)
- (except for flexi-hours that requires prior approval of the CEO.)

- **Flexible Hours** - staff can apply for Flexi Hours for personal commitment and especially in order to drop off school children before and to pick them up after school.

(start 8.00am instead of 9.00am and to take lunch break for a whole hour from 1pm to 2pm instead of a half an hour lunch at 12.30pm)

3. WHAT WE DO

3.1 OUR VISION

“To champion social and economic development in communities”

3.2 OUR MISSION

“To work in partnership with stakeholders through good governance to achieve social and economic outcomes for communities.”

3.3 OUR OBJECTIVES

1. *To have relevant legislation(s) in place for the Ministry.*
2. *To strengthen policy development, strategic planning and research analysis.*
3. *To develop and implement an effective strategy for strengthening local governance.*
4. *To empower communities to manage and implement social and economic development initiatives.*
5. *To promote gender responsiveness in national policies, plans and initiatives so as to provide more choices and opportunities for all.*
6. *To strengthen the Ministry’s institutional capacity and organisational culture in order to realise its Vision and Mission.*
7. *To sustain the provision of quality and affordable printing services for Government stakeholders and private customers.*

3.4 OUR MANDATE

The work of the MWCSD is governed by the following Mandates:

Main Legislations:

1. Ministerial and Departmental Rearrangements Act 2003
2. Ministry of Women Affairs Act 1990 and Amendment Act 1998
3. Ministry of Youth Sports and Cultural Affairs Act 1993 (*provisions pertaining to Youth*)

4. Ministry of Internal Affairs Act 1995
5. Public Service Act 2004
6. Public Finance Management Act 2001

4 .OUR SERVICES

4.1 Division for Internal Affairs

*** Village Based Development Services**

-Coordination, implementation and monitoring of Village agricultural productivity to ensure food security
 Village based development – capacity building programs and consultation
 Traditional / Cultural heritage initiative through work of the Komiti o le Faa faleula

4.2 Division for Women: focal Point for the CEDAW/CRC

*** Advancement of Women**

National promotion, implementation and monitoring of the CEDAW in tandem with related international and regional instruments.

Coordination, promotion and implementation of national initiatives for the advancement of women.

*** Protection of Children**

National promotion, implementation and monitoring of the CRC in tandem with related international and regional instruments for the protection of children’s rights

Coordination, promotion and implementation of national initiatives for the protection of children.

4.3 Division for Youth

Coordination, promotion, implementation and monitoring of national initiatives for the development of youth in line with international and regional programs for youth development.

Youth Economic Initiatives – capacity building
 Youth Social Skills Development
 Youth Entrepreneurial Development

4.4 Division for Research, Policy & Planning and Information Processing

Research
 Policy & Planning
 Information Processing/Information Technology (IT)
 Information Dissemination

4.5 Division for Printing

Printing Services

4.6 Division for Corporate Services

Accounts
 Administration and Records

Human Resources Development
Audio Visual

5. OUR GUIDING VALUES & PRINCIPLES

We would like you to know about the standards you can expect from us. We aim to achieve the standards set out below throughout our organization:

Professionalism, Quality management and performance

- Upholding professionalism in decision making and smart leadership in service provision

Respect and Cultural Etiquette

- Serving the people of Samoa based on the fundamental spiritual and cultural principles of respect, while at the same time respecting differences in values, beliefs and principles.

Good Governance - Accountability and Transparency

- Being able to explain the reason for actions taken and taking responsibility for those actions and making decisions in an open way.

Gender Equity

- Gender responsiveness in policies, plans and budget in order to enhance access to resources, programmes and services by men, women, youth and children in Samoa.

People Focus / Community Strengths-based Focus

- Providing people-oriented services, facilitated through consultation with partners and participation by the community inclusive of families and individuals.

Public Service Code of Conduct

- Upholding the values of the Public Service Code of Conduct as stipulated in the Public Service Act 2004 section 17. (Honesty, Impartiality, Service, Respect, Transparency, Accountability, Efficiency and Effectiveness, Integrity)

6. OUR SERVICE STANDARDS

In order for you to enjoy our services to you, we will:

- ☞ treat everyone fairly and equally
- ☞ work in partnership and in collaboration with our stakeholders (individuals and organizations)
- ☞ be punctual, reliable, courteous and friendly
- ☞ identify ourselves by name and wear name badges
- ☞ send you information required within the time limits set out.
- ☞ we will facilitate prompt payments for services provided upon receipt of valid invoices.

If you telephone us, we will:

- ☞ Make sure to answer your call with utmost respect and courtesy

- ✍ Answer calls promptly, generally within three (3) rings.
- ✍ Identify the name of the Ministry/Division and the person speaking in a pleasant manner
- ✍ Connect you to the person to whom you wish to speak, or to the relevant officer
- ✍ Determine the nature of the enquiry
- ✍ Refer you to the appropriate officer who can assist where necessary,
- ✍ Return your call promptly.

If you write to us, we will:

- ✍ Acknowledge receipt of the letter if we cannot give answer within seven working days
- ✍ Advise on who is dealing with your case or query and when you can expect an answer.

If you visit us, we will:

- ✍ Attend to you promptly and greet you pleasantly
- ✍ Ensure that our staff will treat you with respect and assist you efficiently and effectively.
- ✍ See you within 10 minutes if you have an appointment
- ✍ Tell you how long it will take to serve you if you do not have an appointment and the officer is currently occupied.
- ✍ Advise you of whom you should see if the Ministry is not responsible for a particular subject
- ✍ Advise you of an appointment date, if necessary, to discuss your concerns/issues with an Officer of our staff

7. OUR EXPECTATION OF OUR CUSTOMERS

Our customers are expected:

- To engage in a friendly, respectful and collaborative working relationship with our staff
- To feel ownership in matters concerning them by participating in consultations and programs of the Ministry
- To provide constructive and honest suggestions on how we can improve our services to meet their needs.

8. RIGHTS OF CUSTOMERS

You have the rights to:

- ✍ Lodge a complaint and review our response with an option to appeal decision conveyed to you.
- ✍ Privacy and confidentiality
- ✍ Access basic social welfare services and facilities
- ✍ Be consulted and/or informed of major policies and programme developments.

OR

Grievances Procedures

1. If you are dissatisfied with the level of service you received from us and wish to voice your grievance, you may write to the CEO of the MWCSO, who will respond within five (5) working days of receipt of letter.

2. If the complaint requires detailed investigation and research, we will notify you as to when you will receive a response.
3. If you are still dissatisfied with the decision, you may send your complaint to the Minister of MWCSD, who will respond to you within fifteen (15) working days of receipt of letter if detailed research is required.

How you can help us:

You can help us serve you better if you:

- ✍ Treat our staff courteously
- ✍ Submit the correct information when requested
- ✍ Ask you for a feedback at least once a year on the level of service you have received.

OR

Suggestion Procedures

We encourage you to provide constructive comments to enhance our services to meet your needs. This can be done by

- ✓ Filling evaluation forms after workshops
- ✓ Written comments to be put in the Suggestion Box available at the Corporate Services or at all Office Locations.

All customers written requests must be address to the:

**Chief Executive Officer
Ministry of Women, Community and Social Development
Private Bag, Apia**

9. OUR CONTACTS

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WEBSITE

MWCSD is also pleased to introduce to you our latest form of contact, our website: www.mwcsd.gov.ws. You may visit us at your convenience to find about our services, latest news and of course another option to submit suggestions and feedback. You can contact Vinepa Seumanutafa/Eseta Kelekolio at phone numbers 26684/20910 for any information concerning our website.