

**DEPARTMENT OF SPORT,  
ARTS AND CULTURE**

**DOMAIN SERVICE STANDARDS**

**2016- 2017**

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## FOREWORD BY THE HOD



We, the officials of the Department of Sport, Arts and Culture - a champion of sport, recreation, arts, culture and heritage services in the Province, hereby commit ourselves to service excellence to the people of Limpopo. We further commit ourselves to executing our tasks in such a manner that it advances the creation of social cohesion, nation building and a common understanding and respect of the heritage and culture of all our people.

We undertake to fulfill our mandate in such a way that it positively and meaningfully contributes towards the goals of National Government, especially with the eye on reduction of poverty and unemployment, the battle against crime and the creation of a healthy and active nation.

We also hereby recommit every employee of this Department to a continued and unwavering service to the citizens of Limpopo – our clients – and to the creation of a healthy, proactive and eager workforce.

A handwritten signature in black ink, consisting of a stylized 'M' followed by a horizontal line and a small flourish.

**Mabakane Mangena**  
**Head of Department (Acting)**

## **2. VISION**

A champion of Sport, Arts, Culture and Heritage Services for socio-economic development in Limpopo.

## **3. MISSION**

To enhance unity in diversity through the provision of Sport, Arts, Culture and Heritage Services for sustainable development.

## **4. CORE VALUES**

The Department has committed itself to the following core values:

- Batho pele: Putting people first
- Integrity: Doing the right even not watched
- Accountability: Taking responsibility for actions and decisions
- Transparency: Being open to scrutiny
- Dedication: Going beyond the call of duty
- Team work: Demonstrating inclusivity in delivery

## **5. STRATEGIC OUTCOME ORIENTED GOALS**

- Efficient and Effective administration
- Increased social cohesion and national identity
- Increased access to information
- Citizen access sport and recreation activities

### **5.1 Administration**

- To achieve clean audit report.

### **5.2 Cultural affairs**

- To develop , promote and preserve Arts; Culture; Museums and Heritage and Language services programmes.

### **5.3 Library and Archive Services**

- To promote access to Library and archives services to communities.

### **5.4 Sport and Recreation**

- To implement sport and recreation programmes.

## 6. SERVICE STANDARDS

### 6.1 CULTURAL AFFAIRS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARDS
Celebration of significant days in our cultural calendar	3	White Paper on Arts, Culture and Heritage services, 4 June 1996	Provincial citizenry	Limpopo province	Annually	To contribute to social cohesion through celebration of 3 significant days which are Freedom day and Heritage annually in line with the White Paper on Arts, Culture and Heritage services, 4 June 1996
Organize participants attracted to social cohesion and nation building programmes	25 000	White Paper on Arts, Culture and Heritage services, 4 June 1996	Provincial citizenry	Limpopo province	Annually	Contribute to social cohesion through nation building programmes
Support artists through social cohesion and national identity programmes	60	White Paper on Arts, Culture and Heritage services, 4 June 1996	Provincial citizenry	Limpopo province	Annually	Contribute to social cohesion through national identity programmes
Language practitioners benefited from capacity building opportunities	85	According to South African Translators Kpuvkwvvgō" standards	Government departments and municipalities	Limpopo Province	Annually	To capacitate 18 language practitioners in line with the South African Translators Kpuvkwvvgō" standards on monthly/quarterly basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARDS
Multilingualism promotion campaigns	12	According to South African Translators Kpuvkwvgõ" standards	Government departments and municipalities	Limpopo province	Annually	To ensure 12 multilingualism promotion campaigns according to South African Translators Kpuvkwvgõ
Creation of EPWP jobs	100	In line with the White Paper on Arts and Culture	EPWP jobs	All Districts	Annually	To provide 100 job opportunities for EPWP programme

## 6.2 LIBRARY AND ARCHIVES SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARDS
Provide Schools with modular libraries	5	Provincial Library and Information Services Act, No.7 of 2001.	General community members	5 district municipalities (Limpopo Province)	Annually	To provide 5 modular libraries in line with the Provincial Library and Information Services Act, No.7 of 2001 by 2015-16
Procure library materials	29 000	Library and Information Services Act, No.7 of 2001	Public and district libraries	Limpopo province	Annually	To provide 20 000 library materials
Inspection of governmental bodies	60	In accordance with the National Archives Act	Provincial Departments and municipalities and records managers	Limpopo province	Annually	60 governmental bodies Inspected In accordance with the National Archives Act
Approve record classification systems	6	In accordance with the National Archives Act	Provincial Departments and municipalities and records managers	Limpopo province	Annually	Approve 6 record classification systems in accordance with the National Archives Act



## 6.3 SPORT AND RECREATION

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARDS
Implement provincial programmes\ Indaba	2	White paper on Sport and Recreation, 1999	Athletes, sport institution	Local and District Municipalities	Annually	2 provincial programmes\ indaba implemented
Audit and train clubs using the toolkit	310	National Qualification Framework White paper on Sport and Recreation, 1999	Athletes	Provincial	Annually	To audit and train 310 clubs using the toolkit as per White paper on Sport and Recreation, 1999
Youth attending annual youth camp	250	National Qualification Framework White paper on Sport and Recreation, 1999	Athletes	Provincial	Annually	To arrange 250 youths for annual youth camp as per White paper on Sport and Recreation, 1999
Identify and support focus schools	05	National Qualification Framework White paper on Sport and Recreation, 1999	Athletes	Provincial	Annually	To identify and support 05 focus schools as per White paper on Sport and Recreation, 1999
Increase participation of athletes in national school competition	1 211	White paper on Sport and Recreation, 1999	Schools	Limpopo province	Annually	Attract 1211 athletes to participate in national school competition
Train educators and volunteers	550	White paper on Sport and Recreation, 1999	Educators	Limpopo province	Annually	To provide 550 Educators and volunteers annually in line with White paper on Sport and Recreation, 1999



**MABAKANE MANGENA**  
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DATE: 26/09/2016

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# NATIONAL SYMBOLS

## NATIONAL COAT OF ARMS



## NATIONAL FLAG



## NATIONAL ANTHEM



## NATIONAL BIRD



## NATIONAL FISH



## NATIONAL FLOWER



## NATIONAL ANIMAL



## NATIONAL TREE





# EIGHT BATHO PELE THE TRANSFORMATION

**The Public Service will put the following  
And we will step up implementation to arrive at**

## CONSULTATION

# 1

**You can tell us what  
you want from us.**

You will be asked for your views on existing public services and may also tell us what new basic services you would like. All levels of society will be consulted and your feelings will be conveyed to Ministers, MECs and legislators.

THE PRINCIPLE: *You should be consulted about the level and quality of the public services you receive and, wherever possible, should be given a choice about the services that are offered.*



## SERVICE STANDARDS

# 2

**Insist that our  
promises are kept.**

All national and provincial government departments will be required to publish service standards for existing and new services. Standards may not be lowered! They will be monitored at least once a year and be raised progressively.

THE PRINCIPLE: *You should be told what level and quality of public services you will receive so that you are aware of what to expect.*



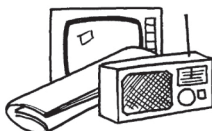
## INFORMATION

# 5

**You're entitled to  
full particulars.**

You will get full, accurate and up-to-date facts about services you are entitled to. Information should be provided at service points and in local media and languages. Contact numbers and names should appear in all departmental communications.

THE PRINCIPLE: *You should be given full, accurate information about the public services you are entitled to receive.*



## OPENNESS AND TRANSPARENCY

# 6

**Administration must  
be an open book.**

You'll have the right to know. Departmental staff numbers, particulars of senior officials, expenditure and performance against standards will not be secret. Reports to citizens will be widely published and submitted to legislatures.

THE PRINCIPLE: *You should be told how national and provincial departments are run, how much they cost, and who is in charge.*

