

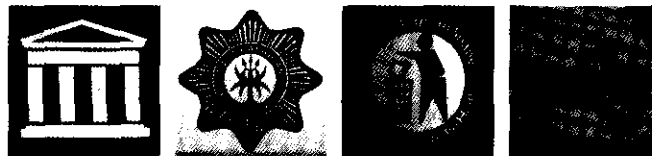
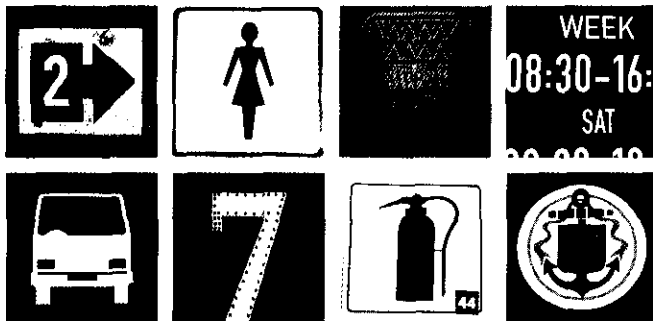
## cape gateway contact details

Walk-in Centre: 142 Long Street, Cape Town

Contact Centre: 0860 142 142

Email: [capegateway@pawc.wcape.gov.za](mailto:capegateway@pawc.wcape.gov.za)

Fax: +27 21 483 5539





## answers, just ask us...

Government impacts on all areas of your life, but it's sometimes hard to understand what you can get, and how. Now there is Cape Gateway.

## the information age

Access to information is key: it empowers, promotes democracy and underpins citizens' rights. Information is also a currency of the modern age. In recognition of this, the Provincial Government of the Western Cape has established Cape Gateway.

We're not talking about information for information's sake. Business around the world is changing, faced with the demands of the knowledge and networked era. Government is not immune to these changes, and we've committed ourselves to investing in 'citizen centric' technologies, and to communicating clearly what government in our region has to offer.

## taking a customer view

In the end, it's simple: citizens and businesses need information from government to get things done. And it's government's responsibility to make sure that it communicates to people in a way they understand, in a medium familiar to them.



## a single point of access

Cape Gateway is a single point of access, where initially the Contact Centre and the Walk-in Centre will provide easy access to quality government information and services. A Cape Gateway website is currently being developed in order to further extend the channels through which information is provided. You choose the channel.



## easy access to government information

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## walk-in centre: 142 long street, cape town

The Cape Gateway Walk-in Centre does not only acquire and store information; it also facilitates the use of information to create new knowledge.

Three highly capable and caring Knowledge Officers are available from Monday 'till Friday, 08h00 to 16h00. They can help you navigate through government information to get the answers you need. Free Internet access is available at four terminals.

The Walk-in Centre also aims to provide reliable and trusted information, including government publications such as the latest policies, departmental strategies and research reports. Once you've used Cape Gateway it's hard to believe you ever got along without it.



## contact centre: 0860 142 142

The Cape Gateway Contact Centre is staffed with highly professional and efficient call centre agents. They will not only attend to your call in a fast and friendly manner, but will also serve you in any of the three official languages of the Western Cape: English, Xhosa and Afrikaans.

Furthermore, when needed, your call will be followed up by the Call Centre agent. We want to make sure you're getting the help you need. And if you're not, we need to know that too.

The Cape Gateway Contact Centre will be available weekdays from 08h00 to 18h00.

## get what you need when you need

Cape Gateway strives to be the definitive source for accurate and comprehensive government information and aims to enable you to access and use government services more efficiently with the least amount of effort. Call us, or visit.

**CAPEGATEWAY**

easy access to government information and services

