



Acht na dTeangacha Oifigiúla 2003

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TREOIRLÍNTE

faoi Alt 12 d'Acht
na dTeangacha Oifigiúla 2003



GUIDELINES

under Section 12
of the Official Languages Act 2003

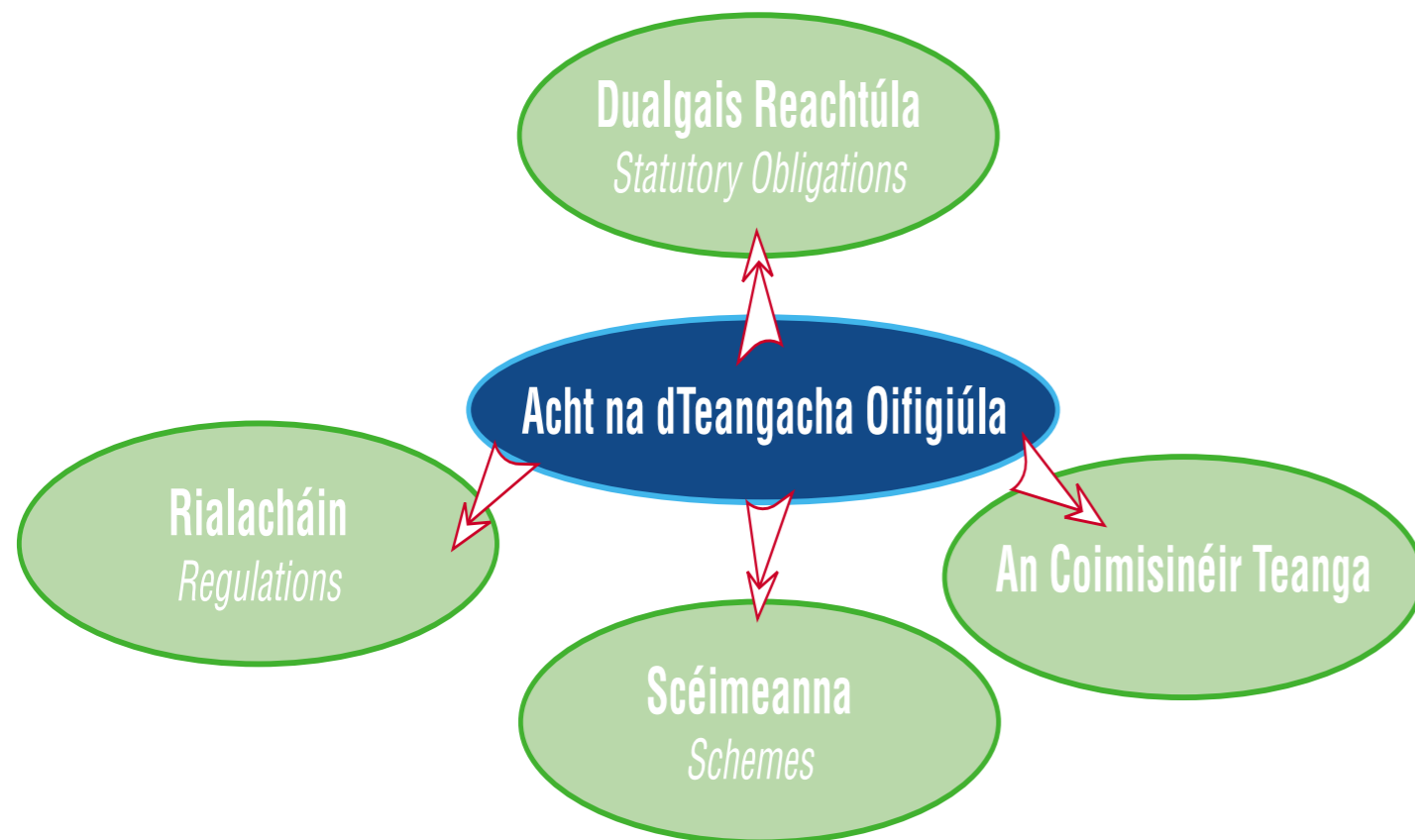
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An Roinn Gnóthaí Pobail, Tuaithe
agus Gaeltachta
Department of Community, Rural
and Gaeltacht Affairs

Acht na dTeangacha Oifigiúla 2003

Official Languages Act 2003



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1. Réamhrá

Is é príomhaidhm Acht na dTeangacha Oifigiúla ("an tAcht") a chinntiú go mbeidh seirbhísí poiblí ar fáil níos fairsinge trí Ghaeilge agus go mbeidh caighdeán níos airde ag baint leo.

Tá na treoirí seo eisithe ag an Aire faoi alt 12 den Acht. Soláthraíonn siad creat oibre praiticiúil chun cuidiú le comhlachtaí poiblí scéimeanna a ullmhú de réir an Achta. Is í an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta a d'ullmhaigh na Treoirí seo le cúnaimh agus comhairle ghrúpa oibre idir-rannach. Foilsíodh na Treoirí seo i mí Iúil 2004, mar dhréacht chun críche comhchomhairle. Cuireadh cóip ar aghaidh chuig gach comhlacht poiblí agus iarradh orthu aon tuairimí, breathnuithe nó leasuithe molta a chur isteach chuig an Roinn i gcomhair a mbreithnithe.

Tugadh aird sna treoirí seo don phróiseas comhchomhairle sin. Glacann an Roinn buíochas le gach duine a chaith am agus iarracht leis an bpróiseas seo.

Leagadh amach na Treoirí seo le treoir inoibríthe a chur ar fáil do chomhlachtaí poiblí agus iad ag ullmhú scéimeanna agus dóthain solúbthachta a chur ar fáil chun freastal a dhéanamh ar an raon iomlán imthosca a bhainfidh le comhlachtaí poiblí ar mhéideanna difriúla, comhlachtaí poiblí lena mbainfidh feidhmeanna éagsúla agus a mbeidh difríocht ó thaobh idirghníomhú leis an bpobal ag roinnt leo.

Tá brí shonrach arna míniú le *hAlt 2(1)* den Acht ag dul le roinnt de na téarmaí a úsáidtear sna Treoirí seo. Tá siad ar fáil in *Aguisín 1* ar mhaithe le héascaíocht.

1. Introduction

The primary objective of the Official Languages Act ("the Act") is to ensure better availability and a higher standard of public services through Irish.

These Guidelines have been issued by the Minister under *Section 12* of the Act. They provide a practical framework to assist public bodies in preparation of schemes in accordance with the Act. The Guidelines were prepared by the Department of Community, Rural and Gaeltacht Affairs with the assistance and advice of an interdepartmental working group. The Guidelines were published in July 2004, in draft form for consultative purposes. A copy was forwarded to each public body inviting them to submit any comments, observations, or suggested amendments to the Department for consideration.

These Guidelines have been informed by that consultative process. The Department appreciates the time and effort of all concerned in this process.

The Guidelines have been designed both to produce workable guidance for public bodies in preparation of schemes and to allow sufficient flexibility to accommodate the full range of circumstances faced by public bodies of different sizes, functions and degrees of interaction with the general public.

Some of the terms used in these Guidelines have specific meanings as defined by *Section 2(1)* of the Act. For ease of reference these are contained at *Appendix 1*.

Caibidil 1 Cúlra bunreachtúil agus dlí

1.1 Éilíonn Acht na dTeangacha Oifigiúla éifeacht reachtúil a thabhairt, a mhéad a bhaineann sé le seachadadh seirbhísí poiblí, d'Airteagal 8 den Bhunreacht. Forálann Airteagal 8 mar seo a leanas:

- 1 Ós í an Ghaeilge an teanga náisiúnta is í an phríomhtheanga oifigiúil í.
- 2 Glactar leis an Sacs-Bhéarla mar theanga oifigiúil eile.
- 3 Ach féadfar socrú a dhéanamh le dlí d'fhonn ceachtar den dá theanga sin a bheith ina haonteanga le haghaidh aon ghnó nó gnóthaí oifigiúla ar fud an Stáit ar fad nó in aon chuid de.

1.2 Tá Acht na dTeangacha Oifigiúla leagtha amach i gcomhthéacs na forála sin agus ag féachaint don tslí a bhfuil an t-airteagal sin forléirithe agus feidhmithe ag an gCúirt Uachtarach. Is fiú féachaint ar an tslí ar fhorléirigh an Chúirt Uachtarach an fhoráil sin i gcás Ó Beoláin. Dúirt Hardiman J (agus é a tabhairt ceann de bhreithiúnais mhóraithe na cúirte) an méid seo a leanas sa Chúirt Uachtarach:

" Is é mo thuairimse nach féidir an Ghaeilge arb í an teanga náisiúnta í agus, san am céanna arb í príomhtheanga oifigiúil an Stáit í, a eisiáimh (ar a laghad in éagmuis dlí den chineál a shamhlaítear le hAirteagal 8.3) ó aon chuid de dhioscúrsa poiblí an náisiúin nó ó aon ghnó oifigiúil de chuid an Stáit ná de chuid aon cheann dá bhaill. Ná ní féidir caitheamh léi sna comhthéacsanna seo ar shlí ar bith nach bhfuil chomh fabhrach leis an tslí a gcaitear leis an dara teanga oifigiúil. Ná ní féidir iad siúd atá inniúil agus ar mian leo í a úsáid chun iad féin a chur in iúl nó chun cumarsáide, a chosc nó a fhágáil faoi mhíbhuntáiste agus iad á dhéanamh sin in aon chomhthéacs náisiúnta nó oifigiúil. "
(Aistriúchán: Tag: 100/98 JR, An Chúirt Uachtarach [Athbhreithniú Breithiúnach])

Chapter 1 Constitutional and Legal background

1.1 The Official Languages Act seeks to give legislative effect, insofar as the delivery of public services is concerned, to Article 8 of the Constitution. Article 8 provides as follows:

- 1 The Irish language as the national language is the first official language.
- 2 The English language is recognised as a second official language.
- 3 Provision may, however, be made by law for the exclusive use of either of the said languages for any one or more official purposes, either throughout the State or any part thereof.

1.2 The Official Languages Act has been framed in the light of this provision and having regard to how that article has been interpreted and applied by the Supreme Court. It is instructive to look at how this provision has been interpreted by the Supreme Court in the Ó Beoláin case. Hardiman J (giving one of the majority judgements of the court) stated in the Supreme Court as follows:

"In my view the Irish language which is the national language and, at the same time, the first official language of the State cannot (at least in the absence of a law of the sort envisaged by Article 8.3) be excluded from any part of the public discourse of the nation or the official business of the State or any of its emanations. Nor can it be treated less favourably in these contexts than the second official language. Nor can those who are competent and desirous of using it as a means of expression or communication be precluded from or disadvantaged in so doing in any national or official context. "

1.3 Is féidir an sliocht thuas a aistriú ina cheart bunreachtúil gach gnó leis an Stát agus lena bhaill a dhéanamh trí Ghaeilge, de rogha an tsaoránaigh. Mar thoradh ar sin, tá an saoránach go bunreachtúil i dteideal gach gnó agus gach mír dá ghnó nó dá gnó leis an Stát a dhéanamh trí Ghaeilge agus trí Ghaeilge amháin. D'ainneoin an staid bhunreachtúil sin áfach téann sé an-chrua ar shaoránaigh an chuid is mó de sheirbhísí poiblí a fháil trí Ghaeilge agus i gcás go leor seirbhísí poiblí níl aon soláthar éifeachtach déanta fós chun na seirbhísí sin a sheachadadh trí Ghaeilge chomh maith lena seachadadh trí Bhéarla.

1.4 Rialaigh na Cúirteanna go gcruthaíonn Airteagal 8, ar leithligh ó aon éifeacht eile a thiocfadh as, ordaitheach bunreachtúil. Is léir gurb é an cur chuige atá ag an gCúirt ná go bhfuil cearta agus dualgais ann. Baineann an ceart leis an saoránach. Is ceart é an teanga náisiúnta a úsáid ar ócáidí de rogha an tsaoránaigh féin. Forchuirtear an dualgas ar chomhlachtaí poiblí. Is é an dualgas é géilleadh don cheart sin i ngach gnó leis an saoránach agus an Ghaeilge a chur chun cinn agus a chothabháil mar an teanga náisiúnta.

Comhpháirtíocht | PARTNERSHIP

1.3 The above passage can be translated into a constitutional right to transact all business with the State and its emanations, through Irish, at the election of the citizen. Consequently, the citizen is entitled, constitutionally, to transact all and every piece of his or her business, with the State through Irish and that language alone. Notwithstanding that constitutional position, however, in practice it is very difficult for citizens to obtain the bulk of public services through the Irish language and in the case of many public services, no effective provision has yet been made for the delivery of those services through the Irish language alongside their delivery through the English language.

1.4 The Courts have held that Article 8 gives rise, apart from any other effect it may have, to a constitutional imperative. It is clear that the approach taken by the Courts is that there are rights and duties. The right is that of the citizen. It is a right to use the national language on occasions of his or her choice. The duty is imposed on public bodies. It is a duty to respect that right in all dealing with the citizen and to promote and maintain the Irish language as the national language.

1.5 Forálann *Ait 11* den Acht d'ullmhú dréacht-scéim ag comhlacht poiblí ag sonrú na seirbhísí sin de chuid an chomhlachta a bheartaíonn sé a sholáthar:

- ◆ trí mheán na Gaeilge amháin,
- ◆ trí mheán an Bhéarla amháin, agus
- ◆ trí mheán na Gaeilge agus an Bhéarla araon.

1.6 Ní mór don scéim na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéanfar aon seirbhísí nach soláthraíonn an comhlacht trí mheán na Gaeilge a sholáthar amhlaidh a leagan amach thar thréimhse ama agus/nó sraith de scéimeanna — agus beidh éifeacht le gach scéim ar feadh tréimhse 3 bliana.

1.5 *Section 11* of the Act provides for the preparation by a public body of a draft scheme specifying those of its services the public body proposes to provide:

- ◆ exclusively through the medium of the Irish language,
- ◆ exclusively through the medium of the English language, and
- ◆ through the medium of both the Irish and English languages.

1.6 The scheme must set out the measures the body proposes to adopt to ensure that any services that are not provided by the body through the medium of the Irish language will be so provided over a period of time and/or a series of schemes – each scheme being effective for a 3-year period.

1.7 Is intuigthe ón mBunrecht (in Airteagal 8.3 thuasluaite) gur féidir leis an Stát, trí reachtaíocht, a rá go sonrach go ndéanfar feidhmeanna oifigiúla áirithe trí Ghaeilge amháin nó trí Bhéarla amháin. Tháinig an cheist chun cinn agus an tAcht á dhréachtadh cibé an raibh sé sin incheadaithe sa chás go samhlófaí úsáid an Bhéarla agus an Bhéarla amháin. Dhéanfaidh forléiriú ar Airteagal 8.3 a cheadódh úsáid eisiach bhuan an Bhéarla chun críocha oifigiúla sonracha séanadh ar an ordaitheach bunrechtúil arna chruthú ag Airteagal 8.1 agus ar an mbonn sin is í an chomhairle a cuireadh ar an Rialtas gur úsáid eisiach shealadach amháin ó thaobh úsáid an Bhéarla agus sin amháin a chomhlionfadh ceanglais an Bhunreachta. Seo a leanas an chúis leis sin:

Tá dualgas ar an Stát an Ghaeilge a chur chun cinn agus a chothabháil. Bheadh sé ag sárú an dualgais sin dá bhfógródh sé go buan go ndéanfaí feidhmeanna áirithe de chuid an Stáit a dhéanamh i mBéarla agus i mBéarla amháin, gan aird ar mhianta saoránach a bheadh inniúil an Ghaeilge a úsáid ina ngnóthaí leis an Stát agus a chuid ball agus ar mhian leo an Ghaeilge a úsáid sna réimsí feidhmeanna sin.

1.7 The Constitution (in Article 8.3 quoted above) anticipates that the State can, by law, specifically state that certain official functions will be transacted solely in Irish or solely in English. The question arose in drafting the Act as to whether this is permissible where a permanent exclusive use of English is envisaged. An interpretation of Article 8.3 that allowed for a permanent exclusive use of the English language for specified official purposes would negative the constitutional imperative created in Article 8.1 and on that basis, the advice available to the Government is that only a temporary exclusive use of the English language would meet the constitutional requirements. The reason is as follows:

There is a duty on the State to maintain and promote the Irish language. It would be acting contrary to that duty if it permanently declared that certain functions of the State would only be transacted in English, regardless of the wishes of citizens competent and desirous of using the Irish language in their dealings with the State and its emanations in that language in those functional areas.

1.8 Tá an tAcht dréachtaithe mar sin agus é ar intinn go ndéanfar an raon ina bhfuil seirbhísí ar fáil faoi láthair i mBéarla agus i mBéarla amháin a laghdú níos mó agus níos mó de réir a chéile le freastal a dhéanamh ar an éileamh ar sheirbhísí i nGaeilge i gach réimse feidhmeanna. Bainfeadh é sin amach go príomha tríd an oibleagáid reachtúil a chuireann an tAcht ar chomhlachtaí poiblí soláthar sonracha a dhéanamh seirbhísí den sórt sin a sheachadadh trí scéim reachtúil, arna comhaontú do thréimhse trí bliana inathnuaite idir ceann an chomhlachta lena mbaineann agus an tAire. Is é atá ar intinn ann ná go ngluaiseadh níos mó agus níos mó le linn shaolré roinnt scéimeanna i dtreo gach seirbhís a dhírítear ar an bpobal i gcoitinne a sholáthar trí Ghaeilge. Is ar an gcomhlacht poiblí lena mbaineann a bheidh sé sonra gach scéime agus a mhéad a fhéadfar dul chun cinn a dhéanamh i dtreo an chuspóra sin i ngach scéime ar leithligh a dhréachtadh agus a chomhaontú leis an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta ag féachaint go sonracha do na nithe seo a leanas:

- ◆ An leibhéal éilimh foluitigh ar sheirbhísí sonracha i nGaeilge i gcomhthéacs soláthair dhearfáigh.
- ◆ Na hacmhainní, lena n-áirítear acmhainní daonna, agus cumas an chomhlachta poiblí lena mbaineann an cumas teanga riachtanach a fhorbairt nó a rochtain.

1.9 Cinnfidh an comhlacht le toiliú an Aire i gcomhthéacs na mbreithnithe sin an t-ord ina dtabharfar tosaíocht do sheirbhísí áirithe lena soláthar i nGaeilge agus an scála ama a bheidh i gceist.

1.8 The Act therefore has been drafted with the intention that the arena in which services are currently available exclusively through English will be progressively reduced over time so as to meet demand for services in the Irish language in all functional areas. This will principally be achieved by the statutory obligation the Act places on public bodies to make specific provision for the delivery of such services through a statutory scheme, to be agreed for a three-year renewable period between the head of the body concerned and the Minister. The intention is that over the lifetime of a number of schemes there will be a progressive move to provision of all services directed at the general public through Irish. The detail of each scheme and the extent to which progress can be made towards this objective in each individual scheme will fall to be drafted by the public body concerned and agreed with the Minister for Community, Rural and Gaeltacht Affairs having regard in particular to the following:

- ◆ The underlying level of demand for specific services in the Irish language in the context of positive provision
- ◆ The resources, including human and financial resources, and the capacity of the public body concerned to develop or access the necessary language capability.

1.9 The order in which particular services will be prioritised for provision in the Irish language and the timescale involved will be determined by the body with the agreement of the Minister in the light of these considerations.

Caibidil 2 Forléargas

2.1 Tús le próiseas chun scéim a dhréachtadh

2.1.1 Beidh an próiseas tosaithe go foirmiúil nuair a eiseoidh an tAire fógra i scríbhinn faoi *Alt 11* den Acht chuig ceann an chomhlachta phoiblí ag ceangal ar an gcomhlacht poiblí dréacht-scéim a ullmhú agus a thíolacadh dó nó di lena daingniú laistigh de cibé am (nach mó na 6 mhí ó dháta eisithe an fhógra) mar a bheidh sonraithe i bhfógra dréacht-scéime. Beidh an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta i dteagmháil go neamhfhoirmiúil leis na comhlachtaí poiblí sula n-eiseoidh an tAire fógra foirmiúil.

2.1.2 Tá an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta tiomanta do chomhchomhairle le Comhlachtaí Poiblí agus cibé cúnaimh is féidir a thabhairt dóibh sa phróiseas sin. Tabharfaidh sé sin deis chun soiléiriú a dhéanamh ar aon cheist agus plé a dhéanamh ar aon cheisteanna loighisticiúla, eagraíochta nó aon cheist speisialta eile a thiocfaidh chun cinn san eagraíocht i gcomhthéacs scéim a dhréachtadh faoin Acht. D'fhéadfadh Comhlachtaí Poiblí an deis a thapú ag an tráth seo chun dhá cheist go háirithe a bhreithniú:

- ◆ Cibé an mbeadh sé inmhianta ag dhá chomhlacht nó níos mó a bhfuil dlúthbhaint acu le chéile comhscéim a ullmhú. D'áireofaí ar shamplaí de chaidrimh eagraíochtúla ina bhféadfadh sin a bheith cuí:

- ◆ Sa chás go mbeidh freagracht ar scáth-eagraíocht as roinnt comhlachtaí feidhmeacha ar leithligh
- ◆ Comhairle contae nó comhairle cathrach nó comhairle buirge nó comhairle baile laistigh dá limistéar feidhme
- ◆ Comhlachtaí a sholáthraíonn seirbhísí gairmiúla den sórt céanna ach amach as áitribh éagsúla nó ó bhoinn gheografacha éagsúla.

Chapter 2 Overview

2.1 Initiation of process of drafting a scheme

2.1.1 The process is formally initiated when the Minister issues a notice in writing under *Section 11* of the Act to the head of the public body, requiring the public body to prepare and present to him or her for confirmation within such time (not being more than 6 months from the date of issue of the notice) as is specified in the notice a draft scheme. The Department of Community, Rural and Gaeltacht Affairs will be in informal contact with public bodies in advance of the issuing of a formal notice by the Minister.

2.1.2 The Department of Community, Rural and Gaeltacht Affairs is committed to consultation with and provision of such assistance as is possible to Public Bodies in this process. This will provide an opportunity to clarify any issues and discuss any specific logistical, organisational or other special issues that arise in the organisation in the context of drafting a scheme under the Act. Public Bodies may wish to take the opportunity at this stage to consider two issues in particular:

- ◆ Whether it would be desirable for two or more closely connected Public Bodies to prepare a joint scheme. Examples of organisational relationships where this might be appropriate would include

- ◆ Where an umbrella organisation has responsibility for a number of stand-alone executive bodies
- ◆ a county or city council and the borough or town councils within its functional area
- ◆ bodies providing similar professional services, but from different premises or geographical bases.

- ◆ Infheidhmeacht na forála in *Alt 11(5)* a cheadaíonn scéimeanna difriúla laistigh de chomhlacht poiblí maidir le seirbhísí éagsúla. Siúd is nach léir don Aire go mbeidh gá leas a bhaint as an bhforáil sin maidir le comhlachtaí poiblí i gcoitinne d'fhéadfadh ceanglais speisialta a bheith ann i gcásanna go fíorannamh agus go gcaithfí an fhoráil sin a agairt.

2.2 Fógra go bhfuil sé ar intinn dréacht scéim a ullmhú

2.2.1 Faoi *Alt 13(1) (a)* den Acht ní mór do chomhlachtaí poiblí fógra a fhoilsiú á rá go bhfuil sé ar intinn acu dréacht scéim a ullmhú faoin Acht. B'fhéidir gur mhian le Ranna/comhlachtaí poiblí na nithe seo a leanas a bhreithniú:

- ◆ Fógraí dátheangacha – ag leagan amach cuspóir na comhchomhairle, an scála ama agus an spriocdháta d'aighneachtaí (mí amháin ar a laghad chun aighneachtaí a chur i láthair)
- ◆ B'fhéidir gur ghá achoimhre gearr den Acht agus/nó eolas faoin áit a dtiocfaí ar an Acht a bheith san fhógra

- ◆ The applicability of the provision in *Section 11(5)* of the Act, which allows for different schemes within a public body in respect of different services. While the Minister does not foresee a need to avail of this provision in relation to the generality of public bodies, there may be special requirements in rare cases that would warrant invocation of this provision.

2.2 Notice of Intention to prepare a draft Scheme

2.2.1 Under *Section 13 (1) (a)* of the Act, public bodies are required to publish a notice of intention to prepare a draft scheme under the Act. Departments / public bodies may wish to consider the following:

- ◆ Bi-lingual notices – outlining the purpose of the consultation, the time-scale and the deadline for submissions (a minimum of one month for presentation of submissions)
- ◆ Notice may need to contain a brief summary of the Act and / or advice on where the Act can be viewed

- ◆ An gá le fógraíocht a dhéanamh i nuachtáin/irisí Gaeilge agus fógraí a scaipeadh chuig na príomheagraíochtaí Gaeilge trí Chomhdháil Náisiúnta na Gaeilge [www.comhdhail.ie].

- ◆ Mionsonraí a sholáthar ar an áit a bhfuil eolais maidir le mandáid agus ról an chomhlachta phoiblí/na seirbhísí poiblí arna soláthar ag an gcomhlacht ar fáil le go seachnófar réimse aighneachtaí a fháil nach bhfuil ábhartha do phróiseas comhchomhairle an chomhlachta phoiblí sin.

Tá fógra samplach ag gabháil leis seo in **Aguisín II**. Ba chóir cloí le cleachtas caighdeánach an chomhlachta phoiblí i ndáil le fógraíocht nuair a bhíonn an fógra sin á dhéanamh ionas go gcinnteofar go sroicheann an fógra an dream a mbeidh sé dírithe orthu.

Déanfaidh an tAire rialacháin faoi *Alt 9* den Acht maidir le fógraíocht dhátheangach go gairid agus beidh siad ar fáil ag www.pobail.ie.

- ◆ Need to advertise in Irish language newspapers / magazines and circulate to the main Irish language organisations via Comhdháil Náisiúnta na Gaeilge [www.comhdhail.ie]

- ◆ Providing details of where information in relation to the mandate and role of the public body / services provided to the public by the body is available in order to avoid receiving a range of submissions that are irrelevant to the consultation process of that public body.

A sample notice is attached as **Appendix II**. The standard practice of the public body in relation to advertising should be adhered to in the placement of this notice so as to ensure that the notice reaches its target audience.

Regulations, under *Section 9* of the Act, regarding bilingual advertising will be made by the Minister shortly and will be available on www.pobail.ie.

2.3 Próiseas / Riachtanais Chomhchomhairle

2.3.1 Ba chóir go nglacfaí leis an gceanglas comhchomhairle sa reachtaíocht (i.e. fógra ag lorg aighneachtaí a fhoilsiú) mar an t-íosmhéid a éillítear. Ceanglaíonn *Alt 13(1)(a)* den Acht ar chomhlacht poiblí fógra a fhoilsiú á rá go bhfuil sé ar intinn aige dréacht scéim a ullmhú agus uirill a lorg ó pháirtithe leasmhara. Sa chás go mbeidh comhchomhairle déanta le custaiméirí go gairid roimhe sin agus gur díriodh ar cheisteanna rogha teangacha oifigiúla ní bheidh gá sin a dhéanamh arís. Scríobhadh an chuid seo de na treoirlínte ar mhaithe le cásanna nach mbíonn comhchomhairle den sórt sin déanta cheana.

2.3.2 Éillíonn an tiomantas do Sheirbhísí Custaiméirí ar Ardchaighdeán mar chuid de Phróiseas Nuachóirithe na Seirbhíse Poiblí mórthiomantas ó chomhlachtaí poiblí ó thaobh feabhas leanúnach ar chaighdeáin cúram custaiméirí agus ó thaobh comhchomhairle le custaiméirí chun na críche sin. Le go dtuigfidís níos fearr riachtanais agus ionchais a gcuid custaiméirí ba chóir do Ranna agus do chomhlachtaí poiblí, roimh an gcomhchomhairle, a gcuid custaiméirí a aithint – iad sin a fhaigheann a gcuid seirbhísí go díreach nó go hindíreach. Ba chóir go n-áireofaí orthu sin - mar shampla:

- ◆ Custaiméirí aonair
- ◆ Eagraíochtaí ionadaíochta tionscail
- ◆ Eagraíochtaí Gaeilge
- ◆ Grúpaí fócais
- ◆ Leasanna foirne, lena n-áirítear measúnú ar chumas na foirne seirbhíse a sheachadadh trí Ghaeilge

2.3.3 Le rannpháirtíocht fhorleathan agus éifeachtach a chinntiú, ba chóir don chomhlacht a chinntiú mar is cuí go n-áireofar sa chomhchomhairle daoine aonair agus eagraíochtaí ar fud na tíre, lena n-áirítear más cuí limistéir Ghaeltachta, i.e. áit a soláthraíonn an comhlacht seirbhís do chustaiméirí a bhíonn suite i gceantair Ghaeltachta. Ba chóir go mbeadh an próiseas comhchomhairle pleanáilte go maith agus go ndéanfaí é a bhainistiú ar shlí go mbeadh na cuspóirí agus na torthaí sainmhínithe go soiléir agus ba chóir dó díriú ar an tslí a dtacóidh an comhlacht le rannpháirtíocht, ar an tslí a bhforbróidh sé comhpháirtíochtaí agus a chinntiú go mbeidh comhchomhairle dírithe ar na húsáideoirí. Braithfidh scála beacht agus méid an phróisis comhchomhairle ar:-

- ◆ nádúr an chomhlachta poiblí faoi leith,
- ◆ méid an chomhlachta poiblí,
- ◆ raon agus castacht na seirbhísí a sholáthraíonn sé don phobal, agus
- ◆ a mhéad a bheidh áiseanna comhchomhairle custaiméirí forbartha cheana féin.

2.3 Consultation Process / Requirements

2.3.1 The consultation requirement in the legislation (i.e. publication of an advertisement to invite submissions) should be taken as the minimum required. *Section 13(1)(a)* of the Act requires a public body to publish notice of its intention to prepare a draft scheme and invite representations from any interested parties. Where a prior customer consultation exercise has been undertaken recently and has addressed official language choice issues, it would not be necessary to repeat the exercise. This section of the guidelines has been written with situations in which there has not been such a prior consultation exercise in mind.

2.3.2 The commitment to Quality Customer Service as part of the overall Public Service Modernisation Process calls for significant commitment by public bodies to continuous improvement in customer care standards and to consultation with customers to that end. To better understand the needs and expectations of their customers, Departments and public bodies, prior to consultation, should identify who their customers are – those who are, either directly or indirectly, recipients of their services. These should include – for example:

- ◆ Individual customers
- ◆ Industry representative organisations
- ◆ Irish language organisations
- ◆ Focus groups
- ◆ Staff interests, including an assessment of the ability of staff to deliver services through Irish

2.3.3 In order to ensure wide-ranging and effective participation, the body should as appropriate ensure that consultations include individuals and organisations countrywide, including where appropriate Gaeltacht areas, i.e. where the body provides a service to customers located in Gaeltacht areas. The consultation process should be well-planned and managed with objectives and outcomes clearly defined, and should address how the body will support participation, develop partnerships and ensure consultations are user-focused. The precise scale and extent of the consultation process will depend on:-

- ◆ the nature of the individual public body,
- ◆ the size of the public body,
- ◆ the range and complexity of the services it provides to the public, and
- ◆ the degree to which customer consultation mechanisms have already been developed.

Official Languages Act 2003

GUIDELINES for preparation of a scheme

I gcás comhlachtaí poiblí níos lú, is féidir teagmháil a dhéanamh le Comhdháil Náisiúnta na Gaeilge mar 'shíopa-aon-stad' do chomhchomhairle le heagraíochtaí Gaeilge.

D'fhéadfadh na nithe seo a bheith san áireamh ar na ceisteanna a thiocthadh chun cinn maidir le tacaíocht do rannpháirtíocht:

- ◆ Mionsonraí faoin tslí a gcinnteoidh pleanáil comhchomhairlí comhdheiseanna do gach duine a bheidh rannpháirteach – cruinnithe dátheangacha a óstú, aistriúcháin trí theangaire
- ◆ Eolas a sholáthar ar an scéim go comhuaineach sa dá theanga oifigiúla i bhformáidí éagsúla
- ◆ Íomhá dhearfach den Ghaeilge a chur chun cinn – chun í a dhéanamh feiceálach agus cur le feasacht ina leith
- ◆ Oiliúint a chur ar an bhfoireann agus ar éascaitheoirí maidir le feasacht teanga

2.3.4 D'fhéadaí modhanna éagsúla comhchomhairle a bhreithniú agus ba chóir iad a chinneadh trí thagairt do raon breithnithe m.sh. custaiméirí, acmhainní, cumais. D'fhéadfaí a áireamh orthu sin:

- ◆ Suirbhéanna custaiméirí – bunaithe ar cheistiúcháin
- ◆ Painéil chustaiméirí
- ◆ Grúpaí fócais
- ◆ Agallaimh duine ar dhuine
- ◆ Cáartaí tráchta / scéimeanna moltaí
- ◆ Cruinnithe poiblí

Tá treoirínte faoi úsáid na modhanna comhchomhairle sin ar fáil san fhoilseachán "Customer Charters – Guidelines for Preparation" atá ar fáil ó Rannóg Nuachóirithe na Seirbhíse Poiblí, Roinn an Taoisigh nó www.bettergov.ie

Agus don fhoireann inmheánach:

- ◆ Cláir fhógraí
- ◆ Suirbhéanna leictreonacha
- ◆ Trí ghréasáin Seirbhísí Custaiméirí ar Ardchaighdeán

In the case of smaller public bodies Comhdháil Náisiúnta na Gaeilge may be contacted as a 'one-stop-shop' for consultation with Irish language organisations.

Some issues arising in relation to support of participation might include:-

- ◆ Details of how the planning of consultations will ensure an equal opportunity for all to participate – hosting bilingual meetings, translations via an interpreter
- ◆ Provide information on the scheme in both official languages in a variety of formats simultaneously
- ◆ Promote positive imagery of the Irish language – to encourage visibility and raise awareness
- ◆ Train staff and facilitators in language awareness

2.3.4 Various methods of consultation may be considered and should be determined by reference to a range of considerations, e.g. customers, resources, capabilities. These might include:

- ◆ Customer surveys – questionnaire based
- ◆ Customer panels
- ◆ Focus groups
- ◆ Face to face interviews
- ◆ Comment cards / suggestion schemes
- ◆ Public meetings

Guidelines on how to use these consultation methodologies are contained in the publication "Customer Charters – Guidelines for Preparation" available from the Public service Modernisation Division, Department of the Taoiseach or www.bettergov.ie

And for internal staff:

- ◆ Notice boards
- ◆ Electronic surveys
- ◆ Through QCS networks

2.3.5 Mar atá léirithe thuas ba chóir aird a thabhairt ar aon phróiseas comhchomhairle atá déanta cheana féin. Sa chás go mbíonn rogha teangacha clúdaithe cheana féin i bpróiseas comhchomhairle b'fhéidir nach mbeadh ag teastáil ach dul ag plé leis na daoine sin a chuirfidh aighneachtaí isteach mar thoradh ar an bhfógraíocht dá dtagraítear ag 2.2.1 thuas.

2.3.6 Tabharfaidh taithí stairiúil na heagraíochta, an próiseas comhchomhairle agus aon aighneachtaí a gheofar de thoradh an fhógra fhoirmiúil faoi *Alt 13 (1)(a)* den Acht deis breac-mheasúnacht a dhéanamh ar an éileamh a d'fhéadfadh a bheith ann ar sheirbhísí trí Ghaeilge. Tuigeann an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta go bhféadfadh sé a bheith deacair ar roinnt comhlachtaí poiblí measúnacht a dhéanamh ar an éileamh foluiteach i gcomhthéacs a gcéad scéime. B'fhéidir gur chuí mar sin do chomhlacht poiblí áis follasach a sholáthar chun faireachán a dhéanamh ar chomh maith agus atá ag éirí leis an scéim agus a thabharfaidh deis aon choigeartuithe is gá a dhéanamh ar an scéim le linn shaolré na scéime. D'fhéadfadh sé gur beag éileamh a léireofaí ar dtús go dtí go mbeidh a fhios ag an bpobal go bhfuil an tseirbhís ar fáil i nGaeilge agus go mbeidh muinín acu gur féidir teacht ar an tseirbhís go héasca agus go mbaineann caighdeán maith Gaeilge leis an tseirbhís agus ba chóir do áiseanna faireacháin/athbhreithnithe aird a thabhairt air sin.

2.3.5 As indicated above, account should be taken of any consultation process already undertaken. Where issues of language choice have already been covered in a consultation process, all that may be required would be to engage with those people making submissions, as a result of the advertising referred to at 2.2.1 above.

2.3.6 The organisation's historical experience, the consultation process and any submissions received on foot of the formal notice under *Section 13 (1)(a)* of the Act will allow a tentative assessment to be made of potential demand for services through the Irish language. The Department of Community, Rural and Gaeltacht Affairs appreciates that the assessment of underlying demand may prove quite difficult for some public bodies in the context of their first scheme. Therefore, it may be appropriate for a public body to provide an explicit mechanism to monitor the success of the scheme and allow for any adjustments that may be necessary during the lifetime of the scheme. Demand may be slow to emerge initially, until members of the public become aware that the service is available in Irish and confident of the accessibility and standard of Irish language services and monitoring/review mechanisms should be cognisant of this.

2.4 Riachtanais do scéim éifeachtach

2.4.1 Chun a bheith éifeachtach ní mór do scéim a ullmhóidh comhlacht poiblí:

- ◆ lántacaíocht a bheith aici ag gach leibhéal laistigh den Roinn Rialtais/den chomhlacht poiblí lena mbaineann;
- ◆ ráiteas faoin méid atá ar intinn ag an gcomhlacht a bheith sa scéim ag teacht le cuspóirí an Achta;
- ◆ na céimeanna beachta a ghlacfar chun seirbhísí a sholáthar trí mheán na Gaeilge, trí mheán an Bhéarla agus trí mheán na Gaeilge agus an Bhéarla agus na céimeanna beachta a ghlacfaidh an comhlacht poiblí lena chinntiú go ndéanfar aon seirbhísí nach bhfuil á soláthar trí Ghaeilge a sholáthar amhlaidh agus cathain a dhéanfar sin;
- ◆ a leagan amach conas a dhéanfaidh an comhlacht poiblí an cumas teanga is gá chun na tiomantais fhadtéarmacha sin a sheachadadh a fhorbairt nó a rochtain;
- ◆ spriocanna agus straitéisí sonracha a bheidh uailmhianach ach insroichte a áireamh;

2.4 Requirements for an effective scheme

2.4.1 To be effective, a scheme prepared by a public body must:

- ◆ have full support at all levels within the Government Department / public body concerned;
- ◆ include a statement of intent in line with the objectives of the Act;
- ◆ set out the precise steps which will be taken to provide services through the medium of Irish, through the medium of English, and through the medium of Irish and English, and the precise steps to be taken by the public body to ensure that any services not being provided through the Irish language will be so provided and by when;
- ◆ set out how the public body will develop or access the language capability needed to deliver on these longer-term commitments;
- ◆ include specified goals and strategies that are ambitious but attainable;

- ◆ tráthchlár agus plean gníomhaíochta do na spriocanna sonracha a áireamh;
- ◆ na modhanna feidhmíochta, faireacháin agus meastóireachta a shonrú;
- ◆ a dhréachtadh i gcomhthéacs comhchomhairle le húsáideoirí;
- ◆ imlíne ar chur chuige na heagraíochta maidir le leagan amach agus dearadh;
- ◆ foireann a bheidh inniúil gnó oifigiúil a sheoladh go dátheangach a aithint;
- ◆ imlíne ar an tslí a ndéanfar feidhmeanna tacaíochta inmheánacha lena n-áirítear acmhainní daonna a ailíniú chun tacú le seachadadh tiomantais sa scéim;
- ◆ na hacmhainní, lena n-áirítear acmhainní airgeadais, is gá chun spriocanna na scéime a sheachadadh a aithint;
- ◆ an tslí a gcuirfear an pobal ar an eolas go mbeidh na seirbhísí ar fáil trí Ghaeilge a shonrú;
- ◆ an duine ag leibhéal sinsearach cuí laistigh den eagraíocht a bheidh freagrach as gnóthaí a chomhordú maidir le hAcht na dTeangacha Oifigiúla 2003 a aithint.

2.5 Achoimre ar sheirbhísí agus ar ghníomhaíochtaí an chomhlachta

2.5.1 Ba chóir ag tús gach scéime go mbeadh réamhrá gearr a thabharfadh an cúlra atá leis an scéim. Ba chóir achoimre ar na seirbhísí atá ar fáil agus na gníomhaíochtaí atá an comhlacht poiblí a dhéanamh agus ráiteas faoin méid atá ar intinn aige ag leagan amach príomhchuspóirí na scéime faoi láthair ó thaobh soláthar níos fearr a dhéanamh ó thaobh seirbhísí trí Ghaeilge a bheith sa réamhrá freisin. Tá cur chuige molta i leith an réamhrá seo ar fáil i scéim na Roinne Gnóthaí Pobail, Tuaithe agus Gaeltachta féin, atá ar fáil ag www.pobail.ie.

2.5.2 Tugann an próiseas pleanála gnó leanúnacha laistigh de chomhlachtaí poiblí agus áiseanna cuntasachta poiblí ar nós Lámhleabhair Saorála Faisnéise agus Tuarascálacha Bliantúla atá ann tuairiscí cruinne ar aidhmeanna agus ar chuspóirí comhlachtaí aonair agus faoi na seirbhísí agus na gníomhaíochtaí a dtugtar fúthu. Soláthraíonn an cháipéisíocht sin an bonn chun ráiteas achoimreach a thiomsú faoin eagraíocht agus a cuid seirbhísí agus a cuid gníomhaíochtaí don chuid seo den scéim.

- ◆ include a timetable and an action plan for the specified targets;
- ◆ detail the methods of implementation, monitoring and evaluation;
- ◆ be drafted in the light of consultation with users;
- ◆ outline the organisation's approach to bilingual layout and design;
- ◆ identify staff who are competent to conduct official business bilingually;
- ◆ outline how internal support functions including human resources policy will be aligned to support delivery of the commitments in the scheme;
- ◆ identify the resources, including financial, required to deliver the goals of the scheme;
- ◆ detail how the public will be informed of the availability of services through the Irish language;
- ◆ identify the person at an appropriate senior level within the organisation responsible for co-ordinating matters in relation to the Official Languages Act 2003.

2.5 Summary of Body's services and activities

2.5.1 Each scheme should open with a brief introduction, which will set out the background to the scheme. A summary of the services provided and activities undertaken by the public body and a statement of intent setting out the key objectives of the current scheme in terms of improved provision of services through the Irish language should also be included in the introduction. A suggested approach to this introduction can be found in the Department of Community, Rural and Gaeltacht Affairs' own scheme, which is available at www.pobail.ie.

2.5.2 The on-going business planning process within public bodies and existing public accountability mechanisms such as FOI Manuals and Annual Reports already provide concise descriptions of the aims and objectives of individual bodies and of services and activities undertaken. This documentation provides the basis for compiling a summary statement about the organisation and its services and activities for this part of the scheme.

Cé nach mbeidh deis faighte ag gach comhlacht poiblí tabhairt faoi cháipéisíocht a ullmhú faoi gach ceann de na catagóirí sin, áirítear ar na cineálacha cáipéisí foinse atá ar fáil i gcoitinne:

- ◆ Ráitis Straitéise
- ◆ Pleananna Gnó Bliantúla
- ◆ Lámhleabhair Thagartha Altanna 15 & 16 (faoi na hAchtanna um Shaoráil Faisnéise)
- ◆ Tuarascálacha agus Cuntais Bhliantúla
- ◆ Pleananna Gníomhaíochta Seirbhíse Custaiméirí agus Cairteanna Custaiméirí
- ◆ Bróisiúir eolais agus litríocht eile

Ba chóir gur thart ar leathanach a chuirfí ar fáil don chuid seo den scéim.

Comhoibriú / CO-OPERATION

While not all public bodies will have had occasion to prepare documentation under all of these categories, the types of source documents that are generally available include:

- ◆ Statements of Strategy
- ◆ Annual Business Plans
- ◆ *Section 15 & 16* Reference Manuals (under the Freedom of Information Acts)
- ◆ Annual Reports and Accounts
- ◆ Customer Service Action Plans and Customer Charters
- ◆ Information brochures and other literature

Approximately a page should be allowed for this section of the scheme.

2.6 Measúnú ar leibhéal na seirbhísí atá ar fáil cheana féin trí Ghaeilge

2.6.1 Beidh gá le measúnú ar sheirbhísí atá ar fáil cheana féin trí Ghaeilge laistigh de gach eagraíocht. Moltar an seicliosta seo a leanas:

Caighdeán Seirbhísí ar Ardchaighdeán	<p>An n-áirítear ar bhur gcaighdeán seirbhísí tiomantas seirbhís trí Ghaeilge a sheachadadh?</p> <p>An bhfuil bhur gcaighdeán seirbhísí ar fáil do lucht labhartha na Gaeilge lena n-áirítear daoine atá ina gcónaí sa Ghaeltacht?</p> <p>An soláthraíonn sibh eolaire inmheánach de lucht labhartha na Gaeilge san eagraíocht ar féidir daoine a ghlaonn a chur ar aghaidh chucu?</p>
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Comhionannas	<p>An seolann sibh seirbhísí cumarsáide go dátheangach ar shlí a dhéileálann leis an dá theanga ar bhonn comhionannais?</p> <p>An bhfoilsíonn sibh leaganacha Gaeilge agus Béarla de cháipéisí go comhuaineach?</p>
Comhéadan Poiblí	<p>An bhfuil d'fhoireann fáiltithe agus teileafóin inniúil ar Ghaeilge le go bhfuil siad in ann seirbhís a chur ar fáil i nGaeilge chomh maith le Béarla?</p> <p>An leithdháileann sibh foireann a labhraíonn Gaeilge chuig áiteanna a fhaigheann glaonna go minic i nGaeilge ón bpobal?</p>
Eolas	<p>I gcomhthéacs Acht na dTeangacha Oifigiúla 2003 caitheadh Ranna a chinntiú san fhadtearma go mbeidh eolas agus seirbhísí atá ar fáil go díreach don phobal, agus go háirithe sa Ghaeltacht, ar fáil trí Ghaeilge. An soláthraíonn sibh bhur gcuid seirbhísí trí Ghaeilge?</p>

2.6 Assessment of level of services already available through Irish

2.6.1 An assessment of services available through the Irish language within each organisation will be necessary. The following checklist has been suggested:

Quality Service Standards	<p>Do your service standards include commitments to delivery of service through Irish?</p> <p>Are your service standards available to the Irish speakers including those living in Gaeltacht areas?</p> <p>Do you provide an internal directory of Irish speakers in the organisation to whom callers can be directed?</p>
Equality	<p>Do you conduct communication services bilingually in a way that treats the 2 languages on the basis of equality?</p> <p>Do you publish English and Irish versions of documents simultaneously?</p>
Public Interface	<p>Are your reception and switchboard staff competent in the Irish language so as to be able to provide a service through Irish as well as English?</p> <p>Do you allocate Irish-speaking staff to work in places which frequently receive calls from the public in Irish?</p>
Information	<p>In light of the Official Languages Act 2003 Departments have to ensure, over the longer term, that information and services which are directly provided to the public, and particularly in the Gaeltacht, are available in Irish. Do you provide your services in the Irish language?</p>

Eolas	<p>An gcuireann sibh eolas ar fáil i nGaeilge agus i mBéarla i raon áiteanna (oifigi Áitiúla/Réigiúnacha)?</p> <p>An gcuireann sibh ábhar eolais ar fáil i raon formáidí i mBéarla agus i nGaeilge?</p> <p>An gcuireann sibh eolas ar fáil i nGaeilge agus i mBéarla ar an ngréasán?</p> <p>An soláthraíonn sibh foilseacháin i nGaeilge agus i mBéarla?</p>	Gearáin	An bhfuil córas agaibh le déileáil le gearáin i nGaeilge?
Tráthúlacht agus Cúirtéis	<p>An dtugann sibh ainmneacha comhaltai ar an bhfoireann atá ábalta déileáil le seirbhísí trí Ghaeilge do chustaiméirí le moill a sheachaint ó thaobh freagraí?</p> <p>An soláthraítear oiliúint don fhoireann mar chuid de bhur gclár Oiliúna agus Forbartha Foirne ó thaobh cumarsáid a dhéanamh go héifeachtach agus go híogaireach le custaiméirí ar mian leo seirbhís a fháil trí Ghaeilge ó bhéal nó i scríbhinn?</p>	Achomhairc	An bhfuil córas agaibh le déileáil le hachomhairc i nGaeilge?
		Comhchomhairle agus Meastóireacht	<p>An dtéann sibh i gcomhairle le pobal na Gaeilge lena n-áirítear custaiméirí sa Ghaeltacht ar bhealach a bhfuil brí leis faoi sheachadadh bhur gcuid seirbhísí trí Ghaeilge?</p> <p>An n-oibríonn sibh córas meastóireachta chun monatóireacht a dhéanamh ar éifeachtacht agus inghlacthacht an chórais sin?</p>
		Rogha	<p>An dtugann sibh rogha idir an Ghaeilge agus an Béarla nuair is féidir sin ó thaobh sheachadadh seirbhísí lena n-áirítear modhanna íocaíochta, áit teagmhála?</p> <p>An soláthraíonn sibh foirmeacha iarratais, bileoga eolais go dátheangach?</p>

Information	<p>Do you make information in Irish and in English available in a range of locations (Local/Regional offices)?</p> <p>Do you provide information material in a range of formats in Irish and in English?</p> <p>Do you provide information in Irish and in English on the web?</p> <p>Do you provide publications in Irish and in English?</p>	Complaints	Do you have a system to deal with complaints in Irish?
Timeliness and Courtesy	<p>Do you give staff names who are able to deal with services through Irish to customers in order to minimise delay in responding?</p> <p>Is training provided for staff as part of your Staff Training and Development programme in communicating effectively and with sensitivity with customers who wish to be provided with a service through Irish, either orally or written?</p>	Appeals	Do you have a system to deal with appeals in Irish?
		Consultation and Evaluation	<p>Do you consult on the delivery of your services in Irish with the Irish language community including customers in the Gaeltacht in a meaningful way?</p> <p>Do you operate a system of evaluation to monitor the effectiveness and acceptability of that service?</p>
		Choice	<p>Do you provide choice, between the English and Irish language, where feasible, in service delivery, including payment methods, location of contact?</p> <p>Do you provide application forms, information leaflets bilingually?</p>

Seirbhísí Tacaíochta
Inmheánacha don
Fhoireann os
Comhair an Phobail

Cad iad na seirbhísí i nGaeilge atá ar fáil don fhoireann atá os comhair an phobail a sheachadann seirbhísí trí Ghaeilge m.sh. lámhleabhair oibre, gluaiseanna gnáth-théarmaí i nGaeilge a bhaineann leis na seirbhísí a sholáthraíonn siad, acmhainní leictreonacha eile?

Comhthuiscint / UNDERSTANDING

Internal Support
Services for Front
Line Staff

What supports in Irish are provided for frontline staff who deliver services through Irish:- e.g. work manuals, glossaries of common Irish terms relating to the services they provide, other electronic resources?

2.7 Measúnú ar éileamh foluiteach

2.7.1 Sonróidh an scéim na bearta a ghlacfaidh an eagraíocht chun measúnú a dhéanamh ar riachtanais na gcustaiméirí agus chun na riachtanais sin a sheachadadh. Tar éis comhchomhairle agus iniúchadh a dhéanamh ar sheirbhísí reatha na heagraíochta beidh an eagraíocht in ann forbairt a cuid seirbhísí a phleanáil agus a eagrú. Mar atá léirithe cheana féin, ní fhéadfaidh comhlacht poiblí brath ar shonraí reatha amháin mar go n-ardóidh an t-éileamh le hardú ar fheasacht agus ar mhúinín. Ba chóir don scéim díriú ar na ceisteanna seo a leanas:

- ◆ Conas a dhéanfar éileamh agus cáilíocht a mheasúnú agus a fhaire ar bhonn leanúnach. Mar shampla suirbhéanna, saoráidí aiseolais, foirmeacha meastóireachta, measúnachtaí tionchair, caighdeáin seirbhísí.
- ◆ Forbairt agus ról foirne comhordaithe ó thaobh tacú le feidhmiú na scéime
- ◆ Forbairt a dhéanamh ar chomhpháirtíochtaí, ar líonrú agus ar fheiceálacht chun constaicí eolais a bhriseadh síos.

- ◆ Comhpháirtíochtaí idir oifigí/gníomhaireachtaí chun cuidiú le hacmhainní teoranta a roinnt i gcomhar
- ◆ Meastóireacht a dhéanamh ar aon phoiblíocht/chur chun cinn a úsáidtear
- ◆ Oiliúint ar an bhfoireann agus feasacht eagraíochta níos fearr a chruthú
- ◆ Tosaíochtú a dhéanamh ar sheirbhísí de réir riachtanais úsáideoirí agus príonsabal an rogha. De bharr teorainneacha a bheith le hacmhainní beidh gá le cur chuige céimnithe thar shaolré scéim amháin nó níos mó.
- ◆ Nósanna imeachta agus polasaithe a chinnteoidh soláthar seirbhísí d'ardchaighdeáin sa rogha teanga
- ◆ Úsáid aistritheoirí
- ◆ Bearta gnímh dearfacha mar shampla fáilte a chur roimh iarratais i nGaeilge

2.7 Assessment of underlying demand

2.7.1 The scheme will specify the measures the organisation will employ to assess and deliver on the needs of the customer. Following consultation and the auditing of current services the organisation will be in a position to plan and organise their service development. As already indicated, a public body cannot rely solely on current data, as demand will increase with enhanced awareness and confidence. The scheme should address the following issues:

- ◆ How demand and quality will be assessed and monitored on a continuous basis. For example, surveys, feedback facilities, evaluation forms, impact assessments, service standards
- ◆ The development and role of a coordinating team in supporting the implementation of the scheme
- ◆ The development of partnerships, networking and visibility so as to break down knowledge barriers
- ◆ Partnerships between offices/agencies to assist in the pooling of limited resources

- ◆ Evaluation of any publicity/promotion used
- ◆ Staff training and creating enhanced organisational awareness
- ◆ Services need to be prioritised according to user needs and the principle of choice. Due to limits on resources, a phased approach over the lifetime of one or more schemes will be required
- ◆ Procedures and policies which will ensure quality service provision in the language of choice
- ◆ The use of translators
- ◆ Positive action measures, for example, welcoming applications through Irish

2.8 Tosaíochtú ar sheirbhísí de réir leibhéal an éilimh ón bpobal

2.8.1 Agus é ag ullmhú scéime, ní mór do chomhlacht poiblí measúnú agus tosaíochtú a dhéanamh ar sheirbhísí agus ar ghníomhaíochtaí a eagraíochta ar leithligh féin le seachadadh níos fearr a dhéanamh trí Ghaeilge le linn shaolré na scéime. Beidh uaidh measúnú a dhéanamh ar an leibhéal éilimh i réimsí éagsúla chun na tosaíochtaí sin a shocrú chomh maith le tomhas a dhéanamh ar na hacmhainní teanga a bheith ar fáil faoi láthair laistigh den eagraíocht nó ar fáil di chun freastal a dhéanamh ar an soláthar seirbhíse sin agus ar riachtanais éilimh. Éileoidh an próiseas ar gach comhlacht poiblí ceisteanna éagsúla tábhachta a aithint agus d'áireofaí orthu sin:

- ◆ An cumas reatha anois agus amach anseo laistigh den Chomhlacht chun seirbhísí a sheachadadh trí Ghaeilge
- ◆ An cumas laistigh de réimsí sonracha saineolais
- ◆ Suirbhé ar thuairimí na foirne

- ◆ An cheist maidir le lárnú a dhéanamh, in aon aonad amháin, ar sheachadadh iarbhir seirbhísí Gaeilge; nó mar mhalairt air sin ar sheirbhísí tacaíochta don fhoireann a bhíonn ag seachadadh seirbhísí ag an líne tosaigh laistigh den eagraíocht. (B'fhéidir gurbh é sin ab éasca a dhéanamh ach bhainfeadh ciallachais ó thaobh acmhainní leis agus b'fhéidir nach gcinnteodh sé go ndéileálfai go comhionann le húsáideoirí Gaeilge mar go mbeidh saineolas níos fearr do sheirbhísí faoi leith fanta in aonaid shainiúla)
- ◆ Má bhíonn seirbhís á tairiscint in oifig phoiblí a bhfuil roinnt cuntar/oifigí inti, agus mura mbíonn ach oifigeach amháin ar fáil atá inniúil ar sheirbhís a sholáthar i nGaeilge, is inmholta é sin a léiriú trí úsáid a bhaint as teicníc shimplí - cárta a chur os cionn a chuntair nó a cuntair - GAEILGE agus BÉARLA. Ba chóir go gcinnteodh sé sin go rachadh daoine ar mian leo a ngnó a dhéanamh trí Ghaeilge díreach chuig an gcuntar ceart.

Is teicníc eile a d'éascódh gnó a dhéanamh i nGaeilge nó i mBéarla ná uimhir theileafóin nó fo-line theileafóin a bheith ann do sheirbhís i dteanga amháin agus ceann eile do sheirbhís sa teanga eile. Chabhródh sé sin le moill agus náire a sheachaint.

2.8 Prioritisation of services by level of public demand

2.8.1 In preparing a scheme, a public body will need to assess and prioritise the services and activities of its own individual organisation for enhanced delivery through the Irish language during the lifetime of the scheme. It will wish to assess the level of demand in different areas in order to decide those priorities, as well as gauge the language resources available currently within or to the organisation to meet such service provision and demand needs. The process will involve each public body in identification of different issues of importance and these may include:

- ◆ Current and future capability within the Body in delivering services through the Irish language
- ◆ Capability within particular areas of expertise
- ◆ Survey of staff views

- ◆ Question of centralising in one unit actual delivery of Irish language services; or, alternatively, of support services for staff delivering front line services within the organisation. (This may be the most feasible but would have resource implications and may not ensure equality of treatment for Irish language users as greater expertise for individual services will reside in specialist units.)
- ◆ If a service is been offered in a public office with a number of counters/offices, and if only one officer available is competent to provide the service in Irish, it might be advisable to indicate this by using a simple technique - placing a card above his or her counter - GAEILGE and ENGLISH. This should ensure that people wishing to conduct their business in Irish would go straight away to the right counter.

Another technique for facilitating business in either Irish or English would be to have one telephone number or telephone extension for service in one language and another for service in the other. This would help to avoid delays and embarrassment.

Caibidil 3 Dréacht-Scéim a ullmhú

3.1 Liosta de Sheirbhísí / Gníomhaíochtaí

3.1.1 Ba chóir don scéim gach seirbhís agus catagóir seirbhísí/gníomhaíochtaí a liostú go leordhóthanach le tuairisc a thabhairt ina gceann is ina gceann cad iad na seirbhísí a bheidh ar fáil i nGaeilge amháin, i mBéarla amháin nó sa dá theanga oifigiúla. B'fhéidir go mbreithneodh eagraíochtaí freisin aicmiú a dhéanamh trí chainéil dhifriúla a mbeidh na seirbhísí á soláthar tríothu. Is é cuspóir an Achta a chinntiú go mbeidh na seirbhísí ar fad atá dírithe ar an bpobal i gcoitinne ar fáil trí Ghaeilge agus nach gcaithfí le custaiméirí a bheidh ag lorg seirbhíse trí Ghaeilge le níos lú buntáiste ná mar a chaithfí le custaiméirí a bheidh ag lorg seirbhíse trí Bhéarla.

Tá scóip san obair seo do chomhlachtaí poiblí féachaint go cruthaitheach ar an tslí is fearr le seirbhísí trí Ghaeilge a sheachadadh chuig a mbonn custaiméirí agus an leas is fearr a bhaint as teicneolaíocht nua-aimseartha faisnéise, lena n-áirítear cur chuige bunaithe ar an idirlíon ag teacht le tiomantas an Rialtais do chlár oibre na Sochaí Faisnéise agus do chlár oibre ríomhsheirbhísí an Rialtais.

3.1.2 B'fhéidir gur chabhair na céimeanna seo a leanas san obair sin:

- ◆ Ba chóir do Ranna/do chomhlachtaí liosta de na seirbhísí de réir príomhchatagóirí atá an Roinn/an comhlacht a sheachadadh a thiomsú. D'fhéadfadh Pleananna Gníomhaíochta Seirbhísí Custaiméirí ar Ardchaighdeán/Tuarascálacha Bliantúla a bheith mar bhonn leis an obair sin.
- ◆ Liostaigh na próisis ar fad a úsáidtear chun tacú leis na seirbhísí sin agus cé chuige a seachadaítear an tseirbhís
- ◆ Aithin na modhanna cumarsáide chun na seirbhísí a sheachadadh agus an cleachtas reatha maidir le húsáid teanga.

Chapter 3 Preparing a Draft Scheme

3.1 Listing of Services / Activities

3.1.1 The scheme should list all services or categories of services/activities in sufficient detail to describe separately which services will be available in the Irish language only, in the English language only or in both of the official languages. Organisations might also consider classification by the different channels through which services are provided. The objective of the Act is to ensure that all services directed at the general public are available through the Irish language and that customers seeking a service in the Irish language should not be treated less advantageously than customers seeking an English language service.

There is scope in this exercise for public bodies to look creatively at how Irish language services might best be delivered to their customer base and to make the maximum use of modern information technology, including internet-based approaches, in line with the Government's commitment to the Information Society and eGovernment agendas.

3.1.2 The following steps may be helpful in this exercise:

- ◆ Departments/bodies should compile a list of services by main category being delivered by the Department/body. Existing QCS Action Plans / Annual Reports may provide the basis for this exercise.
- ◆ List all the processes used to support these services and to whom the service is being delivered.
- ◆ Identify the communication methods to deliver services and the current practice with regard to language usage.

Sampla:

Modhanna Cumarsáide	Gaeilge	Béarla	Gaeilge agus Béarla	Cad é polasaí na Roinne
Láithreán Gréasáin				
Comhfhreagras				
Teileafón				
Cruinnithe				
Cuairteanna pearsanta chuig an oifig				
Cuairteanna ar thithe/ oifig/ áitreabh cliant				
Sainfhoireann				
Ríomhsheirbhísí an Rialtais				

3.1.3 Féach ar an méid seo a leanas

- (i) Measúnú ar na seirbhísí atá ar fáil trí Ghaeilge
- (ii) Toradh an phróisis comhchomhairle faoin éileamh ar sheirbhísí trí Ghaeilge
- (iii) Measúnú ar an gcur chuige is costas-éifeachtaí ó thaobh sholáthar na Gaeilge agus an modh seachadta seirbhíse is oiriúnaí

- (iv) Athbhreithniú ar inniúlachtaí na foirne ó thaobh seirbhísí a sholáthar
- (v) An fáil atá ar sheirbhísí ó lasmuigh mura mbíonn an saineolas sa Roinn

3.1.4 Leag amach go soiléir na seirbhísí atá i gceist ag an Roinn a sholáthar go dátheangach le linn shaolré na chéad scéime.

Example:

Communication methods	Irish	English	Irish and English	What is the Department policy
Internet site				
Correspondence				
Telephone				
Meetings				
Personal callers to offices				
Callers to clients homes / office/premises				
Specialist staff				
eGovernment				

3.1.3 Consider the following

- (i) Assessment of services available through Irish
- (ii) Outcome of consultation process on demand for services through Irish
- (iii) Assessment of most cost-effective approach to Irish language provision and most suitable service delivery method

- (iv) Review staff competencies to provide the services
- (v) Availability of outsourcing services where there is no expertise in the Department

3.1.4 Set out clearly the services the Department/body intends to provide bilingually during the lifetime of the first scheme.

- ◆ Ba chóir na bearta is gá a ghlacadh chun a chinntiú go soláthrófar gach cnuasach seirbhísí/gníomhaíochtaí trí Ghaeilge thar an bhfadtearma a liostú. D'áireofaí orthu sin earcaíocht/aistriú foireann dhátheangach: oiliúint foirne, aistriú cáipéisí, priontáil cáipéisí i nGaeilge nó i leaganacha dátheangacha, modhnú ar scéimeanna ríomhaire/bogearraí, oiriúnú ar mhodhanna seachadta nuálacha/bunaithe ar an idirlíon. Éileoidh sé sin bearta

tosaíochta agus ag an am céanna sonrú a dhéanamh ar amfhrámaí ó thaobh sheachadadh a dhéanamh ar gach seirbhís nach bhfuiltear a sholáthar trí Ghaeilge faoi láthair.

- ◆ Achoimre a sholáthar ar na bearta a ghlacfar le chéile i dteannta tráthchlár d'fheidhmiú gach gníomhaíochta sa chás nach bhfuil comhionannas soláthair teanga i bhfeidhm i láthair na huaire.

Sampla:

Seirbhís (Liostaigh na príomhsheirbhísí arna seachadadh ag an Roinn/ag an gcomhlacht)	Eolas agus Cáipéisíocht i seachadadh na Seirbhíse			
	Próisis a úsáidtear chun an tseirbhís a sholáthar	Gaeilge	Béarla	Gaeilge agus Béarla
Párola Múinteoirí	Ciorcláin			
	Bileoga eolais			
	Foirmeacha iarratais			
	Cáipéisí tairisceana			
Foirgnimh Scoileanna	Lámhleabhair Chothabhála			
	Dearadh Pleananna Foirgnimh			
	Billí Cainníochtaí			
	Mionteagasc Dearaidh			

- ◆ The necessary measures to be taken to ensure provision of each cluster of services / activities through the Irish language over the longer-term should be listed. These may include recruitment / transfer of bilingual staff: staff training, translation of documentation, printing of documentation in Irish or in bilingual format, modification of computer systems / software, adoption of innovative/internet-based delivery methods. This will

require prioritising measures while at the same time specifying timeframes for delivery of each of the services not currently being provided in Irish.

- ◆ Provide a summary of the measures which will be taken together with a timetable for implementation of each activity where equality of language provision is not currently in place.

Example:

Service (List the main services being delivered by the Department/body)	Information and Documentation in delivery of the Service			
	Processes used to provide this service	Irish	English	Irish and English
Teachers' Payroll	Circulars			
	Information leaflets			
	Application Forms			
	Tender Documentation			
School Buildings	Maintenance Manuals			
	Design of Buildings Plans			
	Bills of Quantities			
	Design Brief			

B'fhéidir gur mhian le heagraíochtaí a dtiomantas do chaighdeán chomh hard céanna ó thaobh seirbhísí custaiméirí a leagan amach. Ba chóir go mbeadh san áireamh sa tiomantas sin na seirbhísí atá ann cheana féin agus an tslí a ndéanfar iad a fhaire agus a athbhreithniú.

3.2 Liosta de Sheirbhísí / Gníomhaíochtaí i mBéarla amháin

3.2.1 Mar atá léirithe i mír 1.6 ní mór do dhréacht-scéim na bearta a bheartaíonn an comhlacht a ghlacadh chun a chinntiú go ndéanfar aon seirbhísí nach soláthraíonn an comhlacht trí mheán na Gaeilge a sholáthar amhlaidh a leagan amach thar thréimhse ama agus/nó sraith de scéimeanna — agus beidh éifeacht le gach scéim ar feadh tréimhse 3 bliana. Mar thoradh air sin, ba é an ní ab fhearr ná go ndíreodh scéim ar sheirbhís dhátheangach a sholáthar maidir le gach seirbhís a bhíonn dírithe ar an bpobal i gcoitinne laistigh de shaolré na scéime a mhéad is cuí sin sna himthosca agus a mhéad is féidir go réasúnach. Sa chás nach féidir sin a bhaint amach laistigh de shaolré scéime amháin ba chóir don scéim na céimeanna atá beartaithe ag an gcomhlacht a ghlacadh lena chinntiú go ndéanfar

seirbhísí nach bhfuil ar fáil trí Ghaeilge a chur ar fáil amhlaidh agus cathain. Ba chóir tosaíochtú a dhéanamh ar sheirbhísí de réir oibleagáid dlí, riachtanais chustaiméirí/éileamh agus acmhainní mar acmhainní daonna agus airgeadais.

Ba chóir féachaint an bhféadfaí acmhainní a chur le chéile, ar chomhpháirtíochtaí eagraíochtaí agus ardchórais teicneolaíochta a ghlacadh a éascóidh rogha a dhéanamh ó thaobh teangacha.

Seo a leanas achoimre den mhéid atá riachtanach:

- ◆ Liostaigh na príomhsheirbhísí nach bhfuil ar fáil ach i mBéarla amháin
- ◆ Sainiú na seirbhísí nach bhfuil ar fáil ach i mBéarla amháin agus a bhfuil tosaíocht tugtha dóibh de bharr an phróisis comhchomhairle ó thaobh iad a sholáthar go dátheangach le linn shaolré na scéime reatha
- ◆ Leag amach aidhmeanna níos fadtéarmaí agus amfhráma sa chás nach féidir tiomantais a chur i bhfeidhm nó nach féidir seirbhísí trí Ghaeilge a sholáthar láithreach

Organisations may wish to outline their commitment to an equally high quality of customer service. This commitment could include existing services and how they will be monitored and reviewed.

3.2 Listing of English only services / activities

3.2.1 As indicated at paragraph 1.6 a draft scheme must set out the measures the body proposes to adopt to ensure that any services that are not provided by the body through the medium of the Irish language will be so provided over a period of time and/or a series of schemes – each scheme being effective for a 3-year period. Consequently, a scheme should ideally strive towards providing a bilingual service in relation to all services directed at the general public within the lifetime of the scheme, insofar as is appropriate in the circumstance and reasonably practicable. Where this cannot be achieved within the lifetime of one scheme, the scheme should set out the steps the body proposes to take to ensure

that services not being provided in the Irish language will be so provided and by when. Services could be prioritised by legal obligation, needs of customers / demand and resources such as human and financial.

Possibilities such as pooling of resources, organisational partnerships and the adoption of advanced technology systems that facilitate linguistic choice should be considered.

The following is a summary of what is required:-

- ◆ List the main services available in English only
- ◆ Identify the services in English only that have been prioritised as a result of the consultation process to be provided bilingually during the lifetime of the current scheme
- ◆ Set longer-term aims and a timeframe where commitments cannot be implemented or where services in Irish cannot be made available immediately

3.3 Modhanna cumarsáide

3.3.1 Faoi *Alt 11(2)* den Acht ba chóir don scéim na modhanna éagsúla cumarsáide a úsáideann an comhlacht poiblí agus é ag cumarsáid leis an bpobal i gcoitinne, le grúpaí nó le daoine aonair sa phobal maidir lena chuid seirbhísí agus gníomhaíochtaí agus soláthar na seirbhísí agus na ngníomhaíochtaí sin a leagan amach agus a shonrú a mhéad a soláthrófar iad sin i nGaeilge amháin, i mBéarla amháin nó sa dá theanga oifigiúla. Beidh sé riachtanach go mbeidh nósanna imeachta soiléire ag gach eagraíocht maidir lena straitéis cumarsáide le déileáil le hiarrataí. Ní mór na modhanna cumarsáide a úsáidfeair a chur isteach freisin ag céim pleanála tionscadail d'aon tionscnamh nua.

Áirítear ar shamplaí de mhodhanna cumarsáide:

- ◆ Ríomhphoist
- ◆ Seirbhísí eolais teileafóin taifeadta
- ◆ Seirbhísí teileafóin
- ◆ Foirmeacha iarratais
- ◆ Bileoga eolais
- ◆ Ionstraimí Reachtúla agus fodhlíthe
- ◆ Láithreáin ghréasáin
- ◆ Preasráitis

Maidir leis na modhanna cumarsáide sin a bhfuil sé i gceist ag an gcomhlacht poiblí a chur ar fáil trí Ghaeilge leagfaidh an scéim amach na bearta is gá chun soláthar den sórt sin a chinntiú. D'fhéadfaí a áireamh ar na bearta sin:

- ◆ Oiliúint agus earcú foirne
- ◆ Aistriúchán seachtrach agus inmheánach cáipéisíochta
- ◆ Priontáil cáipéisíochta i nGaeilge agus i leagan dátheangach
- ◆ Teimpléid de litreacha/ríomhphoist a sholáthar don fhoireann le húsáid
- ◆ Modhnú ar chórais ríomhaire/bogearraí

Ní shamhlaítear go bhfoilseofar doiciméid mar lámhleabhair threoracha inmheánacha, doiciméid de chineál teicniúil nó eolaíoch a chuirtear ar fáil do chomhlachtaí poiblí eile agus ábhar a bhíonn dírithe ar dhaoine go hidirnáisiúnta sa dá theanga oifigiúil.

Samhlaítear go mbeidh óráidí nó ráitis, lena n-áirítear óráidí nó ráitis a dhéantar san Oireachtas, óráidí nó ráitis a dhéanann Airí nó óráidí a dhéanann oifigigh shinsearacha, comhaltaí boird agus Príomhoifigigh Feidhmiúcháin, etc. ar fáil sa teanga/sna teangacha ina dtugtar iad.

3.3 Means of communication

3.3.1. Under *Section 11 (2)* of the Act, the scheme should set out the various means of communication used by the public body when communicating with the general public, groups, or individual members of the public in relation to its services and activities and the provision of same, and specify the extent to which these will be provided in Irish only, in English only, or in both official languages. It will be necessary that all organisations have clear procedures in their communications strategy for dealing with requests. The methods of communication to be used also need to be built in at the project planning stage of any new initiative.

Examples of means of communication include:

- ◆ Emails
- ◆ Recorded telephone information services
- ◆ Telephone services
- ◆ Application forms
- ◆ Information leaflets
- ◆ SIs and byelaws
- ◆ Websites
- ◆ Press Releases

In relation to those means of communication that the public body intends to make available in the Irish language, the scheme will set out the measures necessary to ensure such provision. These measures may include:

- ◆ Staff training and recruitment
- ◆ External or internal translation of documentation
- ◆ Printing of documentation in Irish or in bilingual format
- ◆ Provision of template letters / emails for staff use
- ◆ Modification of computer systems / software

Publication in both official languages of documents such as internal instruction manuals, documents of a technical or scientific nature produced for other public bodies, and material directed at an international audience is not envisaged.

It is envisaged that speeches or statements, including those in the Oireachtas, by Ministers or speeches by senior officials, board members, and Chief Executive Officers, etc. will be made available in the language(s) in which they are delivered.

3.4 Polasaí soiléir a chruthú don eagraíocht maidir le soláthar seirbhísí dátheangacha

3.4.1 Smaoinigh ar léiriú a dhéanamh i gCairt Chustaiméirí bhur n-eagraíochta ar thiomantais Seirbhísí Custaiméirí ar Ardchaighdeán ó thaobh seirbhísí a sholáthar sa teanga oifigiúil a roghnaíonn an Custaiméir. Bheadh ráiteas dearfach á rá go mbeadh fáilte roimh aon chustaiméir a bheadh ag iarraidh gnó a dhéanamh trí Ghaeilge cuí. Ar a laghad chaithfeadh an méid seo a leanas a bheith san áireamh i bpolasaí den sórt sin

Comhfhreagras:

- ◆ Na comhshocruithe beachta lena chinntiú go gcomhlíontar an oibleagáid comhfhreagras a fhaigheann an Roinn/an comhlacht a fhreagairt sa teanga ina mbíonn an comhfhreagras.
- ◆ D'fhéadfaí cleachtas dátheangach a chur i bhfeidhm i ndoiciméid chlóite (foirmeacha iarratais, ciorcláin, fógraí eolais etc). Sa chuid is mó de na cásanna, is é an deachleachtas ná go gcuirfear i láthair leaganacha ar leithligh sna teangacha laistigh d'aon chlúdach amháin.

Gnéithe eile le breithniú:

Córais teileafóin:

Is é nó í an fáilteoir/oibríteoir clár teileafón na chéad phointí teagmhála leis an bpobal. Ba chóir do Roinn/do chomhlacht a chinntiú:

- ◆ go dtugtar ainm na Roinne/an chomhlachta i nGaeilge agus i mBéarla
- ◆ go bhfuil cur amach ag an bhfoireann fháiltithe ar na bunbheannachtaí i nGaeilge
- ◆ go bhfuil socruithe ann le daoine as an bpobal a chur i dteagmháil go tapa le cibé oifig nó oifigigh atá freagrach as an tseirbhís atáthar a lorg trí Ghaeilge

Ríomhphost:

- ◆ Go mbeidh aon teachtaireacht nó séanadh caighdeánach ar chomhfhreagras ríomhphoist dátheangach chomh luath agus is féidir, go mbainfear leas as an gcéad uasghrádú/chothabháil eile ar na córais ríomhaire leis sin a shocrú

3.4 Formulating an explicit Policy for the organisation in relation to provision of bilingual services

3.4.1 Consider reflecting in your organisation's Customer Charter the Quality Customer Service commitment to provision of services in the official language of the Customer's choice. A positive statement that any customer choosing to do business in Irish is welcomed would be appropriate. At a minimum, such a policy must include the following

Correspondence:

- ◆ The precise arrangements to ensure that the obligation to reply to correspondence received by the Department/body in the language used.
- ◆ A bilingual practice could be adopted in printed documents (application forms, circular letters, information notices etc.). In most cases, best practice will be that the separate language versions are presented within one cover.

Other elements for consideration:

Telephone systems:

The receptionist/switchboard operators are the first points of contact with the public. A Department/body should ensure that:

- ◆ the name of the Department/body is given in Irish and in English
- ◆ reception staff are familiar with the basic greetings in Irish
- ◆ that arrangements are in place to put members of the public in touch speedily with whatever office or officer is responsible for offering the service required through Irish

E-Mail:

- ◆ Any standard message or disclaimer on e-mail correspondence will be bilingual as soon as this can be achieved, availing of next scheduled upgrade/maintenance of computerised systems to put this in place

Córais Ríomhaire:

Caithfidh an scéim soláthar a dhéanamh go mbeidh aon chórais nua ríomhaire a shuiteálfar ábalta go hiomlán an Ghaeilge a láimhseáil agus go ndéanfar córais atá ann, nuair is gá, oiriúnach i gcomhar leis an gcéad obair uasghrádaithe nó chothabhála eile a bheidh pleanáilte. Mar gheall ar na ceisteanna móra teicniúla agus acmhainní atá i gceist is ceist í seo a dtabharfar aghaidh uirthi san fhadtéarma.

An láithreán gréasáin:

Ba chóir go leagfadh an scéim amach polasaí na heagraíochta maidir le soláthar láithreáin gréasáin. Seo a leanas roinnt pointí sonracha a bhféadfaí aghaidh a thabhairt orthu sa chomhthéacs sin:

- ◆ Caithfear aon seirbhísí idirghníomhacha a chuirfidh ar chumas an phobail iarratais a dhéanamh nó sochair a fháil ar-líne a thabhairt isteach go comhuaineach sa dá theanga. Is ceanglas riachtanach é sin agus ba chóir go leagfadh an scéim dáta amach a ndéanfadh an eagraíocht tiomantas maidir leis an gcaighdeán sin.

- ◆ Ba chóir seirbhísí idirghníomhacha nach bhfuil ar fáil ach i mBéarla a uasghrádú chomh luath agus is féidir ó thaobh acmhainní agus brú ar obair eile i réimse TE. Ba chóir don scéim amfhrámaí mar is cuí a leagan amach maidir leis sin.
- ◆ Idirdhealú a dhéanamh idir eolas ar spéis leis an bpobal i gcoitinne é agus ar dóigh go lorgófaí i nGaeilge é agus eolas a bhaineann le sainspéis amháin, lena n-áirítear ábhar teicniúil agus eolaíoch agus ábhar a dhírítear ar lucht éisteachta idirnáisiúnta nach mb'fhéidir a mbeadh éileamh ar leagan Gaeilge de. Beidh ar chomhlacht poiblí measúnú a dhéanamh é féin ón éileamh is dóigh a bheidh ar fhoilseacháin áirithe i nGaeilge tar éis dul i gcomhairle leis na custaiméirí.
- ◆ Is é an aidhm go gcuirfí aon seirbhísí eolais idirlín, lena n-áirítear eolas ginearálta faoi ghníomhaíochtaí na heagraíochtaí atá dírithe ar an bpobal go ginearálta ar fáil sa dá theanga. Ba chóir don scéim polasaí na heagraíochta maidir leis sin a leagan amach, a mhéad atá an soláthar atá ann faoi láthair dátheangach agus an soláthar breise a shocrófar faoin scéim.

Computer Systems:

The scheme must provide that any new computer systems being installed will be fully capable of handling the Irish language and that existing systems will, where necessary, be made compatible in conjunction with the next suitable planned maintenance or upgrade work. Given the major technical and resource issues involved, this is an issue to be tackled over the long-term.

Website:

The scheme should set out the organisation's policy with regard to the provision of a bilingual website. The following are a number of specific points that could be addressed in this context.

- ◆ Any new interactive services which allow the general public to make applications or receive benefits on line must be introduced simultaneously in both languages. This is an essential requirement and the scheme should set a date by which the organisation will commit itself to this standard.
- ◆ Existing interactive services available in English only should be upgraded as soon as resources and pressures on other work in the IT area allow. The scheme should, as necessary, specify timeframes in that regard.
- ◆ Distinguish between information of interest to the general public, which is likely to be sought in the Irish language, and information of specialist interest only, including technical and scientific material and material directed at an international audience, where there may not be a demand for Irish language provision. A public body will need to make its own assessment of likely demand for particular publications in the Irish language, having consulted with customers.
- ◆ The objective is that any internet information services, including general information about the organisation's activities, which are directed at the general public should be made available in both languages. The scheme should set out the organisation's policy in this regard, the extent to which current provision is bilingual and the extra provision to be put in place under the scheme.

- ◆ Ní bheifear ag súil go gcuirfear tuarascálacha nó ranna nó súimh a bheidh dírithe go príomha ar lucht éisteachta idirnáisiúnta, mar thuarascálacha an-teicniúla nó eolaíochta nó teoracha maidir le geilleagar na hÉireann agus deiseanna infheistíochta arna n-ullmhú d'infheisteoirí idirnáisiúnta ar fáil i nGaeilge.

3.5 An Ghaeltacht

Ceanglaíonn an tAcht go gcinnteoidh comhlacht poiblí, in ullmhú dréacht-scéime

- ◆ Go ndéantar freastal ar na riachtanais Ghaeilge a bhaineann le seirbhísí Gaeilge a sholáthar sa Ghaeltacht; agus
- ◆ Go mbeidh an Ghaeilge mar an teanga oibre ina chuid oifigí atá lonnaithe sa Ghaeltacht ag tráth nach déanaí ná dáta sin a chinnfidh sé le toiliú an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta.

Braithfidh méid tábhachta na gceisteanna seo do chomhlacht poiblí ar leithligh ar nádúr a chuid seirbhísí agus go háirithe cibé an bhfuil freagracht shonrach Gaeltachta air.

- ◆ It is not expected that reports or sections of sites directed mainly at an international audience, such as highly-technical and scientific reports, or guides to the Irish economy and investment opportunities prepared for international investors, would be made available in the Irish language.

Speeches or statements, including those in the Oireachtas, by Ministers or speeches by senior officials, board members, and Chief Executive Officers, etc. will be made available in the language(s) in which they are delivered.

3.5 An Ghaeltacht

The Act requires that a public body, in preparing a draft scheme, shall ensure that

- ◆ the particular Irish language requirements associated with the provision of services in Gaeltacht areas are met
- ◆ the Irish language becomes the working language in its offices situated in the Gaeltacht not later than such date as may be determined by it with the consent of the Minister for Community, Rural & Gaeltacht Affairs.

The extent to which these are central issues for a particular public body will depend on the nature of its services and, in particular, whether it has a specific Gaeltacht responsibility.

3.5.1 Ag freastal ar riachtanais Ghaeilge na Gaeltachta

Ní mór don scéim na bearta a leagan amach a ghlacfar lena chinntiú – thar am, murab amhlaidh an scéal cheana féin – gurb í an Ghaeilge teanga nádúrtha **uathoibríoch** sheachadadh na seirbhíse sa Ghaeltacht. Chomh maith le hoibleagáidí reachtúla is infheidhme go díreach faoin Acht, ní mór chuige seo go mbeidh gach eolas a dhírítear ar an bpobal sa Ghaeltacht ar fáil i nGaeilge amháin nó i mBéarla agus i nGaeilge araon nuair is cuí, lena n-áirítear :-

- ◆ Bróisiúir & bileoga
- ◆ Foirmeacha iarratais
- ◆ Preasráitis
- ◆ Láithreán Gréasáin

3.5.1 Meeting Irish language requirements of the Gaeltacht

The scheme must set out the steps to be taken to ensure that – over time, where this is not already the case – Irish becomes the **default** language of service delivery in the Gaeltacht. In addition to directly-applicable statutory obligations under the Act, this will necessitate ensuring that all information directed at the public in the Gaeltacht is made available either in the Irish language only, or in both the Irish and English languages where appropriate, including:-

- ◆ Brochures & leaflets
- ◆ Application forms
- ◆ Press releases
- ◆ Website

3.5.2 Oifigí sa Ghaeltacht

Forchuireann an tAcht (le halt 13(2)(e)) oibleagáid ar chomhlacht poiblí a chinntiú gurb í an Ghaeilge teanga oibre a chuid oifigí sa Ghaeltacht ar dháta nach déanaí ná dáta a chinnfidh sé le toiliú an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta.

Sa chás nach í an Ghaeilge teanga oibre inmheánach oifigí den sórt sin cheana féin beidh sé riachtanach pleanáil chuige sin thar thréimhse ama. Ní mór don chomhlacht poiblí féachaint ar an méid seo a leanas

- ◆ Deiseanna don fhoireann atá ann oiliúint a fháil/ uas-sciliú a dhéanamh ó thaobh a gcumas teanga
- ◆ An cumas oibriú trí Ghaeilge mar lár-riachtanas d'aon fhoireann nua a bheidh á n-earcú/á sannadh / lena n-áirítear ardú céime chuig oifig Ghaeltachta tar éis dháta thosach feidhme na scéime.
- ◆ An gá a chinntiú go mbeidh gach treoir, lámhleabhar agus gach ábhar acmhainne eile a eisítear chuig oifigí sa Ghaeltacht i nGaeilge ag an am céanna agus a bhíonn siad á n-eisiúint i mBéarla chuig oifigí eile.

Tá sé tábhachtach go ndéanfaí leasanna na foirne atá ann cheana féin a chosaint. Sa chás go bhfuil foireann ann cheana féin nach bhfuil sa chaoi nó sásta faoi láthair nó tar éis oiliúna/uas-scilithe oibriú trí Ghaeilge ba chóir don dáta d'éifeacht an ailt seo a mholfar don Aire lena chomhaontú nó comhaontú a fháil aird a thabhairt ar an bpointe sin. Chomh luath agus a bheidh an dáta comhaontaithe féadfar é a athbheithniú agus dáta éifeachta níos luaithe a chomhaontú ach ní fhéadfar an dáta a shíneadh.

Tá sé tábhachtach freisin, ionas nach gcuirfí cló diúltach ar an bhforáil seo den Acht, go mbeadh aon chiorcláin nó treoracha scríofa eile nó ábhair acmhainní arna n-eisiúint chuig oifigí sa Ghaeltacht ón gCeannáras nó ó na Lár-Rannóga (m.sh Pearsanra, Seirbhísí Corparáideacha) a bhaineann le seachadadh seirbhísí i nGaeilge agus – mura bhfuiltear á soláthar amhlaidh faoi láthair – go ndéanfaí é seo a shocrú ag an am céanna le haon Oifig Ghaeltachta ag athrú go Gaeilge mar a teanga oibre inmheánach.

3.5.2 Offices in the Gaeltacht

The Act (at *Section 13(2)(e)*) imposes an obligation on a public body to ensure that the Irish language becomes the working language of its offices in the Gaeltacht not later than such date as may be determined by it with the consent of the Minister for Community, Rural and Gaeltacht Affairs.

Where the Irish language is not already the internal working language of such offices, it will be necessary to plan for it to so become over a period of time. The public body will need to consider the following

- ◆ Opportunities for existing staff to train/upskill language competence
- ◆ Ability to work through Irish as an essential requirement for any new staff being recruited/assigned/including on promotion to a Gaeltacht Office after the commencement date of the scheme.
- ◆ Need to ensure that instructions, manuals and other resource material are issued to offices in the Gaeltacht in the Irish language at the same time as they are being issued in the English language to other offices.

It is important that the interests of existing staff are protected. Where there are existing staff who are not in a position or willing either currently, or following training/upskilling, to work through the Irish language, then the date for the taking effect of this section to be proposed to the Minister for his/her agreement, should take account of their position. Once the date is agreed, it will be possible to revise it and agree an earlier effective date, but it will not be possible to extend the date.

It is also important, in order to avoid this provision of the Act being negated, that any circulars and other written instructions or resource materials issued to offices in the Gaeltacht by HQ or central Divisions (e.g. Personnel, Corporate Services) that relate to service delivery be in the Irish language and – where this is not already the case - that this be arranged at the same time as any Gaeltacht Office changes to Irish as its internal working language.

3.5.3 Cruinnithe Poiblí i Limistéir Ghaeltachta

Sa chás go mbeidh comhlacht poiblí ag eagrú cruinniú poiblí do phobal Ghaeltachta ba chóir seirbhísí aistriúcháin comhuaineach a sholáthar sa chás nach féidir an cruinniú a reachtáil trí Ghaeilge nó sa chás nach mbeidh gach cainteoir in ann cur i láthair a dhéanamh i nGaeilge.

3.5.4 Logainmneacha Ghaeltachta

Ba chóir ainm oifigiúil Gaeilge logainmneacha Ghaeltachta [arna dhearbhu ag an Aire in Ordú Logainmneacha (Ceantair Ghaeltachta) 2004 (atá foilsithe i bhfoirm dréachta – www.pobail.ie) – agus a dhéanfar san Fhómhar] a úsáid go huathoibríoch i ngach clárlann agus bunachar sonraí. Beidh liosta iomlán agus deifínideach d'aonaid riaracháin i gceantair Ghaeltachta, i.e. Baile Fearainn, Toghroinn, Paróiste, Barúntacht, ar fáil ar www.pobail.ie a luaithe a bheidh an t-Ordú sin déanta. Ba chóir don scéim na bearta a ghlacfar chuige sin a leagan amach agus an scála ama a shamhlaítear dó.

3.6 Cúrsaí Oiliúna agus Forbairt Foirne

3.6.1 Faoi *Alt 13(2) (c)* den Acht, ceanglaítear ar gach comhlacht poiblí, in ullmhú dréacht-scéime, a chinntiú go mbeidh líon leordhóthanach dá fhoireann inniúil i nGaeilge le go mbeidh sé ábalta a chuid seirbhísí a sholáthar trí Ghaeilge chomh maith le Béarla. B'fhéidir gurbh fhiú na sonraí faoin tslí a mbainfear amach é sin a leagan amach in imlíne na scéime. Ba chóir don scéim a aithint cad é an roinn/rannóg san eagraíocht a bheidh freagrach as dóthain foirne a oiliúint chuig leibhéal dóthanach inniúlachta. Ba chóir don scéim a rá freisin conas a chinnfear leibhéal inniúlachta (m.sh. tástálacha, cibé foirmiúil nó neamhfhoirmiúil; féinrátaíl ag an bhfoireann féin).

3.6.2 Ag brath ar imthosca aonair b'fhéidir go mbeadh gá le soláthar oiliúna ar leithligh a dhéanamh don fhoireann in oifig lasmuigh de limistéir Ghaeltachta agus don fhoireann in oifigí i limistéir Ghaeltachta.

3.5.3 Public Meetings in Gaeltacht Areas

Where a public body is organising a public meeting for a Gaeltacht community, simultaneous interpretation services should be provided where it is not possible to run the meeting through the Irish language or where all speakers are not able to make presentations in the Irish language.

3.5.4 Gaeltacht Placenames

The official Irish language name of Gaeltacht places [as declared by the Minister in the Placenames (Ceantair Ghaeltachta) Order 2004 (which have been published in draft form - www.pobail.ie) - will be made in the Autumn] should be used as the default on any registers and databases. A full and definitive official listing of administrative units in Gaeltacht areas, i.e. Townland, Electoral Division, Parish, Barony, will be available on www.pobail.ie once this Order has been made. The scheme should set out the steps to be taken to this end and the timescale envisaged.

3.6. Training Courses and Staff Development

3.6.1 Under *Section 13(2)(c)* of the Act, each public body is required, in preparing a draft scheme to ensure that an adequate number of its staff are competent in the Irish language so as to be able to provide its service through Irish as well as English. It may be useful to set out in the scheme outline details of how this will be achieved. The scheme should identify what section / division of the organisation will be responsible for training sufficient staff to an adequate level of competency. The scheme should also state how levels of competence are determined (e.g. tests, whether formal or informal; self-rating by staff members).

3.6.2 Depending on individual circumstances, it may be necessary to make separate training provision for staff in offices outside of Gaeltacht areas and staff in offices in Gaeltacht areas.

3.6.3 Ba chóir go mbeadh cúrsaí oiliúna foirmiúla dírithe ar an bhfoireann chun seirbhísí a tabhairt trí Ghaeilge. D'fhéadfaí féachaint ar oiliúint neamhfhoirmiúil don chuid eile den fhoireann le cur leis an inniúlacht Ghaeilge tríd is tríd san eagraíocht. Ba chóir cláir oiliúna a dhearadh bunaithe ar anailís riachtanas i ndiaidh measúnú a dhéanamh ar na hinniúlachtaí a bhfuil gá leo.

3.6.4 Ba chóir do gach comhlacht poiblí a chinntiú trí chúrsaí oiliúna, seimineáir agus seisiúin faisnéisithe mar shampla go mbeidh an fhoireann ar fad sa chomhlacht ar an eolas faoi na tiomantais sa scéim chomhaontaithe.

3.6.5 Ba chóir na heilimintí seo a bhreithniú agus riachtanais oiliúna á gcinneadh:

Cinn na hinniúlachtaí do na seirbhísí Gaeilge a sholathróidh do Roinn:

- ◆ Dualgas fáiltithe
- ◆ Fiosruithe Telleafóin
- ◆ Comhfhreagras
- ◆ Bileoga eolais
- ◆ Eolas gréasáin
- ◆ Eile

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3.6.3 Formal training courses could be focused on staff providing services through Irish. Non-formal training could be considered for other staff to increase the overall level of Irish competency in the organisation. Training programmes could be designed based on a needs analysis following an assessment of the competencies required.

3.6.4 Each public body should ensure through for example training courses, seminars and briefing sessions, that all staff within the body are aware of the commitments contained in the agreed scheme.

3.6.5 The following elements could be considered in determining training requirements:

Determine competencies for the Irish services your Department will provide:

- ◆ Reception duty
- ◆ Telephone queries
- ◆ Correspondence
- ◆ Information Leaflets
- ◆ Web information
- ◆ Other

Official Languages Act 2003

GUIDELINES for preparation of a scheme

Sampla:

Seirbhís	An Inniúlacht is gá	Leibhéal na hinniúlachta atá ar fáil	Riachtanais oiliúna
Fáilteoir	Teanga neamhfhoirmiúil	m.sh. Gan Ghaeilge	Oiriúnaithe do na riachtanais m.sh ról-imirt, teacht ar shaotharlann teanga, teagasc / tacaíocht sa láthair oibre, Aonad Gaeilge tiomanta chun tacú leis an bhfoireann ag gach leibhéal
Aistritheoir Gaeilge	Líofacht i gcumarsáid ó bhéal agus i scríbhinn	m.sh. Leibhéal céime	Rochtain ar bhunachair sonraí téarmaí nua, teidil nua, tionscnaimh nua etc. Uas-sciliú mar is gá
Fiosruithe teileafóin	1. Teanga neamhfhoirmiúil 2. Cumas eolas a chur in iúl go cruinn	m.sh. Gan Ghaeilge m.sh. Teastas Ghaeileagras d'inniúlacht a baineadh amach in 1998	1. Oiriúnaithe do riachtanais 2. Cúrsaí athnuachana, saotharlann teanga, cúrsaí Gaeilge in-tí nó grúpaí cleachtaidh

Example:

Service	Competency required	Level of competency available	Training Needs
Receptionist	Informal language	e.g. No Irish	Tailored to needs e.g. Role play, access to language laboratory, on- the-job instruction/ support, dedicated Irish Unit to support staff at all levels
Irish Translator	Fluency in written & verbal communication	e.g. Degree level	Access to databases of new terms, new titles, new initiatives etc. Up-skilling as necessary
Telephone queries	1. informal language 2. competency to have the ability to convey information correctly	e.g 1. No Irish e.g.2. Gaeleagras certificate of competency obtained in 1998	1.Tailored to needs 2.Refreshers courses, language laboratory, informal in- house Irish language courses or practice groups

Seirbhís	An Inniúlacht is gá	Leibhéal na hinniúlachta atá ar fáil	Riachtanais oiliúna
Comhfhreagras	1 Teimpléid a leagan amach chun gnáth-admhálacha agus/nó litreacha a eisiúint 2. An cumas litreacha casta a dhréachtadh	m.sh.1. Bunscoilleana i gcumarsáid scríofa m.sh. 2. Cumas ó thaobh eolais ar fhoclóir agus gramadach bhunúsach ach go mbeadh gá le seiceáil a fháil déanta ar dhréachtaí	1.Oiriúnaithe do riachtanais 2.Cúrsaí athnuachana, agus teagasc/ tacaíocht sa láthair oibre chomh maith le tacaíocht ó Aonad Gaeilge tiomanta óna mbeadh saineolas ar fáil.
Bileoga eolais	Líofacht i gcumarsáid scríofa	m.sh. Cumas ó thaobh eolais ar fhoclóir agus gramadach bhunúsach	Cúrsaí athnuachana, agus teagasc/tacaíocht sa láthair oibre chomh maith le tacaíocht ó Aonad Gaeilge tiomanta óna mbeadh saineolas ar fáil.
Admhálacha gréasáin	m.sh.1. Teimpléid a leagan amach chun gnáth-admhálacha agus/nó litreacha a eisiúint	Gan Ghaeilge	1.Oiriúnaithe do riachtanais 2.Cúrsaí athnuachana, agus teagasc/tacaíocht sa láthair oibre chomh maith le tacaíocht ó Aonad Gaeilge tiomanta óna mbeadh saineolas ar fáil.

Service	Competency required	Level of competency available	Training Needs
Correspondence	1.Devise templates in order to issue straightforward acknowledgements and/or letters 2. Ability to draft complicated letters	e.g.1.Basic skills in written communication e.g.2. Competency in knowledge of vocabulary and basic grammar but would require that drafts are checked	1. Tailored to meet needs 2.Refreshers courses and on the job instruction/ support together with the support of a dedicated Irish Unit from whom expertise would be available.
Information Leaflets	Fluency in written communication	e.g. Competency in knowledge of vocabulary and basic grammar	Refreshers courses and on the job instruction/ support together with the support of a dedicated Irish Unit from whom expertise would be available.
Web acknowledgements	e.g.1.Devise templates in order to issue straightforward acknowledgements and/or letters	No Irish	e.g.1.Tailored to meet needs e.g.2.Refreshers courses and on the job instruction/ support together with the support of a dedicated Irish Unit from whom expertise would be available.

Modhanna Oiliúna Molta:

- ◆ Cúrsaí Gaeilge a sholáthar i gcumarsáid scríofa agus labhartha a dhéanfaidh freastal ar na hinniúlachtaí is gá arna n-aithint san anailís riachtanas.
- ◆ Cúrsaí a sholáthar a bheidh dírithe go sonrach ar Ghaeilgeoirí atá sásta seirbhís a chur ar fáil trí Ghaeilge chun a gcumas i nGaeilge scríofa chaighdeánach a fheabhsú.
- ◆ Féachaint ar chóir pacáistí cianfhoghlama i nGaeilge a chuir ar fáil don fhoireann
- ◆ Sonraí agus comhairle a chur ar fáil faoi chúrsaí oiliúna atá i gcoláistí agus i bhforais oiliúna san earnáil ardoideachais agus breisoideachais
- ◆ Sonraí a chur ar fáil faoi na cúrsaí sainiúla agus faoi na gnáthchúrsaí eile ó chomhlachtaí Gaeilge a dhéanann freastal ar leibhéil éagsúla inniúlachta
- ◆ Cúrsaí a chur ar fáil i sainscileanna, arna n-aithint i scéim mar TE, an béarlagar teicniúil a úsáidtear i bpróiseas Fhoirgníocht Scoileanna etc.
- ◆ Litreacha samplacha (teimpléid) a dhréachtadh a d'fhéadfaí a úsáid mar admháil ar chomhfhreagras lena n-áirítear admhálacha Gréasáin
- ◆ Sainscileanna sa chás go mbíonn aistriúchán comhuaineach agus aistriúcháin téacs i gceist
- ◆ Smaoineamh ar ócáidí sóisialta a eagrú m.sh maidineacha caifé, nó imeachtaí neamhfhoirmiúla eile a chuideodh le hidirghníomhú agus cleachtadh i labhairt na Gaeilge
- ◆ Féachaint ar chóir Aonad Gaeilge tiomanta a bhunú
- ◆ Cuidiú le lucht fágála scoile ag dul isteach sa tSeirbhís Phoiblí a gcuid Gaeilge a choinneáil agus feabhas a chur ar a n-eolas ar an nGaeilge

Dea-thoil / GOODWILL

Suggested Training Means:

- ◆ Provide Irish courses in written and verbal communication which meet the competencies required as identified in the needs analysis
- ◆ Provide courses which are geared specifically for Irish speakers who are willing to provide services through Irish, to improve their grasp of standard written Irish
- ◆ Consider making distance learning packages in Irish available to staff
- ◆ Provide details and offer advice about training courses available from colleges and training establishments in the further and higher education sector
- ◆ Provide details of the custom-made courses and other usual courses from Irish Language bodies which cater for various levels of competency
- ◆ Provide courses in specialist skills, as identified in a scheme, such as IT, technical jargon used in School Building processes etc
- ◆ Draft sample letters (template) which could be used for acknowledgements to correspondence including Web acknowledgements
- ◆ Specialist skills required where simultaneous translation and translating paperwork is necessary
- ◆ Consider organising social events, e.g. coffee mornings, or other informal events which would facilitate interaction and practice in speaking Irish
- ◆ Consider setting up a dedicated Irish Unit
- ◆ Help school leavers on entering the Public Service to retain Irish and improve their knowledge of it

3.7. Acmhainní ar fáil

Tá ról reachtúil agus freagracht ar Fhoras na Gaeilge (www.gaeilge.ie) as comhairle agus cabhair a sholáthar do chomhlachtaí poiblí i ndáil le seachadadh seirbhísí trí Ghaeilge. Tá méid substaintiúil ábhair acmhainne - i bhformáid pháipéir agus leictreonach - ullmhaithe ag Foras na Gaeilge do chomhlachtaí poiblí, lena n-áirítear leagannacha Gaeilge d'fhoirmeacha caighdeánacha agus de théacs eile. Mar shampla, is acmhainn úsáideach saintearmaíochta é www.acmhainn.ie. Maidir leis sin, tá An Coiste Téarmaíochta a thagann faoi choimirce Fhoras na Gaeilge freagrach as cruthú téarmaíochta agus tabharfaidh comhairle údarásach i ndáil le téarmaí teicniúla nach bhfuil ar fáil ar an láithreán gréasáin ná in aon cheann de na sainfhoclóirí. Ba chóir a thabhairt ar aird go bhfuil raon leathan sainfhoclóirí agus acmhainní eile ar fáil cheana féin.

Chomh maith leis sin, tá an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta ag obair le Foras na Gaeilge agus le páirtithe leasmhara eile chun acmhainní agus córais a chur ar bun maidir le réimsí tosaíochtaí a bhfuil aird le tabhairt orthu ar nós dearbhú cáilíochta sheirbhísí aistriúcháin, córas creidiúnaithe d'oiliúint Ghaeilge, sainchúrsaí oiliúna Gaeilge, bunachar sonraí leictreonach de chomharthaí caighdeánacha, etc.

Tá fáil ar chomhairle ón Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta ar an tslí le teacht ar na hacmhainní agus ar na tacaíochtaí atá ar fáil.

3.7. Resources Available

Foras na Gaeilge (www.gaeilge.ie) have a statutory role and responsibility in relation to providing advice and assistance to public bodies in respect of delivery of services through the Irish language. Foras na Gaeilge have prepared a substantial amount of resource material - in paper and electronic format - for public bodies, including Irish language versions of standard forms and other text. e.g. www.acmhainn.ie is a useful specialist terminology resource. In this regard An Coiste Téarmaíochta which comes under the aegis of Foras na Gaeilge is responsible for term-creation and will offer authoritative advice in relation to any technical terms not available on the website or in any of the specialist dictionaries. It should be noted that there is a wide range of specialist dictionaries and other resources already available.

In addition, the Department of Community, Rural and Gaeltacht Affairs is working with Foras na Gaeilge and other interested parties to put resources and systems in place in relation to priority areas for attention such as quality assurance of translation services, accreditation system for Irish language training, specialist Irish language training courses, electronic database of standard signage, etc.

Advice on how to access the various resources and supports that are available can be obtained from the Department of Community, Rural and Gaeltacht Affairs.

3.8 Oiliúint a sheachadadh

3.8.1 I gcás na foirne atá ann cheana féin ba chóir iad a spreagadh trí sholáthar a dhéanamh go bhféadfar a bheith rannpháirteach i gcúrsaí ceadaithe le linn uaire oibre agus tacaíocht iomlán a fháil ón rannóg Phearsanra, bainistíocht líne agus ón mbainistíocht ag an mbarr. Ba chóir do chomhlacht mar sin breithniú cúramach a dhéanamh ar cad iad na hacmhainní ó thaobh airgeadais agus am foirne araon is féidir leis a thabhairt do chlár oiliúna agus a chinntiú go mbeidh na torthaí i dtéarmaí na gcomhaltai foirne atá inniúil ar ghnó an chomhlachta a dhéanamh trí Ghaeilge sásúil. B'fhéidir gur mhian leis an gcomhlacht cibé saoráidí féinteagaisc a chuirfidh sé ar fáil don fhoireann a leagan amach m.sh foclóirí, téipeanna etc. agus an dreasacht a bheidh ann lena n-úsáid. Tá raon tacaíochtaí eile ar fáil ó Ghaeagrás (do Státseirbhísigh agus do sheirbhísigh phoiblí) agus ó Fhoras na Gaeilge.

3.8.2 Ba chóir féachaint ar chóir glacadh le cur chuige Oiliúint Comhionannais/Éagsúlachta atá ar fáil sa Phacáiste Tacaíochta ar Ghnéithe Comhionannais/Éagsúlachta Sheirbhísí Custaiméirí ar Ardcaighdeán don Státseirbhís agus don tSeirbhís Phoiblí. Leagann sé amach seicliosta de chuspóirí d'oiliúint, do chur chuigí do sheachadadh oiliúna agus samplaí de phríomh-mhodúil d'oiliúint.

3.8 Delivering Training

3.8.1 For existing staff, encouragement could be provided by providing that participation in approved courses may be in working hours and receive full support from Personnel, line management and top management. Therefore, the body should consider carefully what resources both financially and in staff time it can devote to a training programme, and ensure that the returns, in terms of staff that are competent to conduct the body's business through Irish, are satisfactory. The body may wish to set out what, if any, self learning aids e.g dictionaries, tapes etc. it intends to make available to staff and the incentives in place to use them. A range of other supports are available from Gaeleagrás (for civil and public servants) and Foras na Gaeilge.

3.8.2 Consideration should be given to adopting the Equality/Diversity Training approach which is contained in the Support Pack on the Equality/Diversity Aspects of QCS for the Civil and Public Service. It provides a checklist of objectives for training, approaches to the delivery of training and examples of key modules for training.

Caibidil 4 Faireachán agus Athbhreithniú

4.1 An Scéim Chomhaontaithe a Phoibliú

4.1.1 Agus comhaontú déanta idir an tAire agus an comhlacht poiblí maidir leis an scéim chomhaontaithe ba chóir don chomhlacht poiblí an t-ábhar atá inti a phoibliú agus tiomantais agus soláthar na scéime a chur in iúl don phobal i gcoitinne trí:

- ◆ Preasráiteas
- ◆ An Scéim a Sheoladh
- ◆ Fógraíocht
- ◆ Scaipeadh ar ghníomhaireachtaí cuí
- ◆ Láithreán Gréasáin

4.1.2 Ba chóir mionsonraí na nAonad/an phearsanra a sholáthroidh an tseirbhís trí Ghaeilge a chur mar Aguisín agus iad a choinneáil cothrom le dáta ar láithreán gréasáin an chomhlachta.

4.2 Faireachán

4.2.1 Féach ar na cuspóirí seo a leanas chun faireachán a dhéanamh ar an dul chun cinn:

- ◆ Faireachán a dhéanamh ar an méid atá bainte amach in aghaidh an tráthchláir sa scéim
- ◆ Faireachán a dhéanamh ar theacht isteach agus ar chineál na ngearán
- ◆ Faireachán a dhéanamh ar fheidhmiú bhearta foirne agus oiliúna atá leagtha amach sa scéim
- ◆ Suirbhéanna a dhéanamh go tréimhsiúil chun tuairimí custaiméirí a thástáil m.sh. cártaí tuairimí, plé duine ar dhuine
- ◆ Moltaí d'fheabhsú a thaifeadadh
- ◆ Tuairisciú i dTuarascáil Bhliantúil na Roinne /Chomhlachta Phoiblí, áit a bhféadfar feidhmíocht in aghaidh tiomantais a athbhreithniú
- ◆ Athbhreithniú inmheánach chun aird a thabhairt ar gach comhfhreagra a fhaightear sa Roinn/i gComhlacht Poiblí chomh maith le tuairimí na foirne a bhíonn chun tosaigh ag déileáil leis an bpobal agus tuairimí maoirseoirí

Chapter 4 Monitoring and Review

4.1 Publicising of Agreed Scheme

4.1.1 Following agreement between the Minister and the public body in relation to an agreed scheme, the public body should publicise its contents and make its commitments and the provision of the scheme known to the general public by means of:

- ◆ Press Release
- ◆ Launch of the scheme
- ◆ Advertisement
- ◆ Circulation to appropriate agencies
- ◆ Website

4.1.2 Contact details of Units/personnel providing an Irish language service should be included as an Appendix and kept up-to-date on the body's website.

4.2 Monitoring

4.2.1 Consider the following objectives for monitoring progress:

- ◆ Monitoring achievement against the timetable in the scheme
- ◆ Monitoring the incidence and nature of complaints
- ◆ Monitoring the implementation of staffing and training measures set out in the scheme
- ◆ Conducting periodic opinion surveys to test the views of customers e.g. comment cards, face-to-face discussions
- ◆ Recording suggestions for improvements
- ◆ Reporting in the Department's/Public Body's Annual Report, where performance against commitments can be reviewed
- ◆ Internal review to take account of all correspondence received in the Department/Public Body as well as observations of front-line staff and supervisors

- ◆ D'fhéadfaí tuairimí custaiméirí inmheánacha maidir le feidhmiú an Achta a dhéanamh amach trí cheistiúchán tiomanta nó trí cheisteanna a chur isteach ar sheirbhís trí Ghaeilge ar cheistiúchán eile m.sh. meastóireacht ar Phlean Seirbhísí Custaiméirí Inmheánacha.
- ◆ An leibhéal éilimh ar sheirbhísí trí Ghaeilge lena mheas cá háit a bhféadfaí acmhainní a spriocdhíriú sa todhchaí.

4.3 Athbhreithniú

4.3.1 Faoi *Alt 15* Fo-altanna (1) agus (2) ceanglaítear ar chomhlacht poiblí athbhreithniú a sheoladh ar a scéim ar fhógra a fháil i scríbhinn ón Aire agus scéim nua a ullmhú, a dhreachtadh agus a thiolacadh don Aire laistigh den am a bheidh sonraithe san fhógra.

4.3.2 Ba chóir go leagfadh an scéim amach an tslí a bhfuil sé i gceist ag an gcomhlacht an scéim atá bunaithe a athbhreithniú agus cad í an rannóg a bheidh ceaptha ar feadh achair aon scéime chun an faireachán a sheoladh. Ba chóir go léireodh an scéim an fráma ama chun dul chun cinn a mheas ag céimeanna rialta laistigh den tréimhse trí bliana den chéad scéim. Ba chóir gur ghníomhaíocht leanúnach agus struchtúrtha a bheadh ann. Féadfar tuairimí custaiméirí seachtracha agus custaiméirí inmheánacha a fháil chun a ndearcadh ar an gcéad scéim a dhéanamh amach. Ba chóir go leagfadh an scéim amach an tslí a mbainfidh an comhlacht leas as aon eolas a gheobhaidh sé as faireachán den sórt sin agus as comhchomhairle den sórt sin chun scéim nua a dhreachtadh. B'fhéidir gurbh é an duine nó an fhoireann a bheidh freagrach as faireachán a dhéanamh ar an scéim a bheidh ann cheana is fearr a bheadh chun an scéim nua a dhreachtadh ag tarraingt as na torthaí a bheadh ar na comhchomhairlí sin.

- ◆ The internal customers' perceptions of the implementation of the Act may be established by dedicated questionnaire or by including questions on Irish service in other questionnaires, e.g. evaluation of the Internal Customer Service Plan.
- ◆ The level of demand for services through Irish in order to assess where resources could be targeted in the future.

4.3 Review

4.3.1 Under *Section 15* Subsections (1) and (2) a public body is required to conduct a review of its scheme upon receipt of a notice in writing from the Minister, and to prepare, draft and present a new scheme to the Minister within the time specified in his notice.

4.3.2 The scheme should set out how the body plans to review the scheme in place and which division will be appointed for the duration of any scheme to conduct monitoring. The scheme should indicate the timeframe for evaluating progress at regular intervals, within the 3-year duration of the first scheme. It should be a structured and continuing activity. The opinions of external and internal customers may be ascertained for purposes of establishing their reactions to the first scheme. The scheme should set out how the body will use any information received from such monitoring and consultation to draft a new scheme. The team or person with responsibility for monitoring the existing scheme may be best placed to draft the new scheme, drawing on the results of these consultations.

Aguisín 1

Roinnt téarmaí arna sainmhíniú in Alt 2(1) den Acht

ciallaíonn "**dréacht-scéim**" dréacht-scéim a bheidh le hullmhú ag comhlacht poiblí faoin Acht seo;

ciallaíonn "**achtachán**" reacht nó ionstraim arna déanamh faoi chumhacht a thugtar le reacht;

ciallaíonn "**limistéar Gaeltachta**" limistéar a mbeidh cinnte de thuras na huair le hordú arna dhéanamh faoi *Alt 2* den Acht Airí agus Rúnaithe (Leasú) 1956 gur limistéar Gaeltachta é;

ciallaíonn "**ceann**" ceann comhlachta phoiblí;

ciallaíonn "**an tAire**" an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta;

ciallaíonn "**na teangacha oifigiúla**" an Ghaeilge (ós í an teanga náisiúnta agus an phríomhtheanga oifigiúil í) agus an Béarla (ós teanga oifigiúil eile é) mar a shonraítear in Airteagal 8 den Bhunreacht;

déanfar "**comhlacht poiblí**" a fhorléiriú de réir an Chéad Sceidil;

ciallaíonn "**scéim**" scéim arna daingniú ag an Aire faoi *Alt 14*;

ciallaíonn "**seirbhís**" seirbhís arna tairiscint nó arna soláthar (cibé acu go díreach nó go neamhdhíreach) ag comhlacht poiblí don phobal i gcoitinne nó d'aicme den phobal i gcoitinne.

Appendix 1

Some terms as defined by Section 2(1) of the Act

"**draft scheme**" means a draft scheme to be prepared by a public body under this Act;

"**enactment**" means a statute or an instrument made under a power conferred by a statute;

"**Gaeltacht area**" means an area for the time being determined to be a Gaeltacht area by order made under *Section 2* of the Ministers and Secretaries (Amendment) Act 1956;

"**head**" means the head of a public body;

"**the Minister**" means the Minister for Community, Rural and Gaeltacht Affairs;

"**the official languages**" means the Irish language (being the national language and the first official language) and the English language (being a second official language) as specified in Article 8 of the Constitution;

"**public body**" shall be construed in accordance with the First Schedule;

"**a scheme**" means a scheme confirmed by the Minister under *Section 14*;

"**service**" means a service offered or provided (whether directly or indirectly) to the general public or a class of the general public by a public body.

Aguisín 2

**AIGHNEACHTAÍ Á LORG
ACHT NA DTEANGACHA OIFIGIÚLA 2003
- DRÉACHT-SCÉIM Á HULLMHÚ
AG AN [AINM AN CHOMHLACHTA].**

Tá sé i gceist ag an [ainm an chomhlachta] scéim a dhréachtadh de réir *Alt 11* d'Acht na dTeangacha Oifigiúla 2003. Is é bun-chuspóir an Achta ná a chinntiú go mbeadh fáil níos mó ar sheirbhísí poiblí trí Ghaeilge agus go mbeadh siad ar chaighdeán níos airde.

Tá aighneachtaí maidir le hullmhú na dréacht-scéime á lorg ag [ainm an chomhlachta] anois ó aon pháirtithe leasmhara. Ba chóir nach rachadh na haighneachtaí sin thar 4,000 focal (c. 8 leathanach). Ba chóir freisin, go hinmhianaithe, aighneachtaí, a bheidh ar fáil go poiblí ar láithreán gréasáin XXXXXXX, a sheoladh isteach go leictreonach chuig [ainm an chomhlachta].ie.

Ina ionad sin is féidir iad a sheoladh leis an bpost chuig.....

Tá eolas maidir le mandáid agus an ról/na seirbhísí arna soláthar don phobal ag [ainm an chomhlachta poiblí] ar fáil ar [www.\[ainm an chomhlachta poiblí\].ie](http://www.[ainm an chomhlachta poiblí].ie).

Is é an dáta deireanach d'aighneachtaí a bheith faighte ná 5.00 i.n., dáta

Tá tuilleadh eolais faoin Acht ar fáil ar láithreán gréasáin na Roinne Gnóthaí Pobail, Tuaithe agus Gaeltacha www.pobail.ie nó ar iarratas trí ríomhphoist chuig achtteanga@pobail.ie

Appendix 2

**REQUEST FOR SUBMISSIONS
OFFICIAL LANGUAGES ACT 2003
- PREPARATION OF A DRAFT SCHEME
BY [NAME OF BODY]**

The [name of body] proposes to draft a scheme in accordance with *Section 11* of the Official Languages Act 2003. The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish.

[name of body] now wishes to invite representations in relation to the preparation of the draft scheme from any interested parties. Submissions should ideally not exceed 4,000 words (c. 8 pages). Ideally submissions, which will be made available on the Department's website, should be forwarded electronically to [name of body].ie.

Alternatively, they may be posted to.....

Information in relation to the mandate and role / services provided to the public by [name of public body] is available on [www.\[name of public body\].ie](http://www.[name of public body].ie).

The latest date for receipt of representations is 5 p.m. on date.

Further information in relation to the Act is available on the Department of Community, Rural & Gaeltacht Affairs website www.pobail.ie or by E-mail request to achtteanga@pobail.ie

Acht na dTeangacha Oifigiúla 2003 Official Languages Act 2003

