



Roinn an Taoisigh

Department of the Taoiseach

Scéim 2009-2012

Scheme 2009-2012

faoi Alt 15

d'**Acht na dTeangacha
Oifigiúla, 2003**

under Section 15 of the

**Official Languages
Act, 2003**



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D'ullmhaigh Roinn an Taoisigh an scéim seo faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003.

Foráiltear le hAlt 11 den Acht, go n-ullmhódh comhlachtaí poiblí scéim reachtúil ina sonraítear na seirbhísí a chuirfidh siad ar fáil

- › trí mheán na Gaeilge
- › trí mheán an Bhéarla; agus
- › trí mheán na Gaeilge agus an Bhéarla;

agus do na bearta atá le glacadh lena chinntiú go ndéanfar aon seirbhís nach soláthraíonn an comhlacht trí mheán na Gaeilge a chur ar fáil laistigh de thréimhse socraithe ama. Tháinig an chéad scéim faoin Acht i bhfeidhm an 23 Lúnasa 2005. Éilíonn Alt 15 den Acht ar chomhlachtaí poiblí an scéim atá acu a athbhreithniú, agus scéim nua a ullmhú.

1.1 Ullmhúchán na Scéime Teanga

Ullmhaíodh an scéim seo de réir na **Treoirlínte faoi Alt 12 d'Acht na dTeangacha Oifigiúla 2003**.

D'fhoilsigh an Roinn fógra faoi Alt 13 an 18 Aibreán 2008, ag tabhairt cuiridh roimh uiríll maidir le hullmhúchán na dréachtscéime ó aon pháirtí leasmhar. Fuarthas ceithre aighneacht ag léiriú leasa indibhidiúla agus eagraíochtaí Gaeilge. Tá na haighneachtaí sin ar fáil ar láithreán gréasáin na Roinne (www.taoiseach.gov.ie) agus tógadh san áireamh iad agus an scéim á dréachtú.

Chuathas i gcomhairle le comhaltaí d'fhoireann na Roinne agus tá a gcuid tuairimí agus moltaí curtha san áireamh agus an scéim a dréachtú freisin, mar aon le torthaí na suirbhéanna custaiméirí a rinneadh le déanaí maidir le soláthar seirbhísí i nGaeilge.

1.2 Ábhar na Scéime Teanga

Cuireann an scéim seo leis an gcéad scéim teanga ón Roinn, ar phrionsabail QCS (Seirbhís Cháilíochta do Chustaiméirí), agus leis an tiomantas sa Chairt do Chustaiméirí a dheimhníonn gur féidir le custaiméirí ar mian leo gnó a dhéanamh trí Ghaeilge é sin a dhéanamh. Leagann sé amach an méid seirbhísí atá ar fáil faoi láthair trí Ghaeilge, agus aithníonn sé limistéir le feabhsú as seo amach. Áirítear ar an scéim tiomantas le measúnú a dhéanamh ar leibhéal an éilimh ar sheirbhísí trí Ghaeilge trí shuirbhéanna custaiméirí rialta, agus lena chinntiú go leanfaidh an Roinn d'fhreastal a dhéanamh ar an éileamh sin ar bhealach beartaithe, comhleanúnach ina mbeidh teacht ag daoine air.

1.3 Dáta Tosaigh na Scéime

Dheimhnikh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta an scéim seo. Cuirfear tús leis an scéim le héifeacht ón 21 Nollaig 2009 agus beidh feidhm léi ar feadh tréimhse de 3 bliana ón dáta sin nó go ndeimhneoidh an tAire scéim nua de bhun Alt 15 den Acht, cibé acu is túisce.

Chapter 1 Introduction and Background

This scheme was prepared by the Department of the Taoiseach under Section 15 of the Official Languages Act 2003.

Section 11 of the Act provides for the preparation by public bodies of a statutory scheme detailing the services they will provide –

- › through the medium of Irish
- › through the medium of English, and
- › through the medium of Irish and English

- and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. Our first scheme under the Act came into force on 23 August 2005. Section 15 of the Act requires public bodies to review their existing scheme, and to prepare a new scheme.

1.1 Preparation of the Language Scheme

This scheme has been prepared in accordance with the **Guidelines under Section 12 of the Official Languages Act 2003**.

The Department published a notice under Section 13 on 18 April 2008, inviting representations in relation to the preparation of the draft scheme from any interested parties. Four submissions were received, representing individual and Irish language organisation interests. These submissions are available on the Department's website (www.taoiseach.gov.ie) and were taken into account in drawing up the scheme.

Members of the Department's staff were also consulted and their views and suggestions have also informed the scheme, as have the findings, in relation to the provision of service in Irish, of our recent customer surveys.

1.2 The Content of the Language Scheme

This scheme builds on the Department's first language scheme, on the principles of Quality Customer Service, and on the commitment in the Department's Customer Charter to ensure that customers who wish to conduct their business through Irish can do so. It sets out the extent to which services are currently available through Irish, and identifies areas for future enhancement. It also includes a commitment to assess on an ongoing basis the level of demand for services through Irish through regular customer surveys, and to ensure that the Department continues to meet this demand in a planned, coherent and accessible way.

1.3 Commencement Date of the Scheme

The scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. It commences with effect from 21 December 2009 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is earlier.

1.4 Forbhreathnú ar Roinn an Taoisigh

1.4.1 Misean agus Sainordú

Is é misean Roinn an Taoisigh ná tacaíocht, comhairle ar pholasaithe agus eolas riachtanach a sholáthar don Rialtas, don Taoiseach agus d'Airí Stát ar son iompair éifeachtach an Rialtais agus do cheannaireacht dinimiceach, comhordnú agus treoir straitéiseach de pholasaí Rialtais.

Is é an sainordú na Roinne tacú leis an Taoiseach ina ról bunreachtúil agus searmanach mar Cheann an Rialtais agus cuidiú leis ceannaireacht, comhordú agus treoir éifeachtach a thabhairt thar phríomhlimistéir pholasaithe. Soláthraíonn an Roinn trí phríomhchineál tacaíochta don Taoiseach:

- **Ag tacú le feidhmiú éifeachtach an Rialtais:** ag soláthar Rúnaíocht don Rialtas, idirchaidreamh leis an Uachtarán agus le Tithe an Oireachtais, soláthar Seirbhísí Preasa agus Eolais Rialtais, Oifig Phríobháideach, Tacaíocht Chorporáideach agus Seirbhísí Prótacail don Taoiseach agus dá Airí Stát.
- **Ag Tacú le treoir pholasaithe Rialtais agus comhordnú Rialtais de phríomh-thosaíochtaí náisiúnta:** forléargas a sholáthar ar phríomhthosaíochtaí polasaí an Rialtais; eolas agus comhairle iomchuí maidir le saincheisteanna a thagann chun cinn a chur ar fáil go tráthúil; agus fíis agus cur chuige níos fadtéarmaí a chur ar fáil. Tá na tosaíochtaí straitéiseacha seo a leanas aitheanta ag *Ráiteas Straitéise 2008-2010* na Roinne:
 - Tuaisceart Éireann
 - Gnóthaí an Aontais Eorpaigh agus Idirnáisiúnta
 - Polasaí Eacnamaíocha agus Sóisialta
 - Comhpháirtocht Shóisialta
 - Nuachóiriú na Seirbhíse Poiblí
 - Seirbhísí Tacaíochta Corparáidí
- **Ag soláthar seirbhísí tacaíochta don Taoiseach, do Phríomh-Aoire an Rialtais, agus don Aire Stáit do Ghnóthaí Eorpacha,** lena n-áirítear dréachtú óráidí agus teachtaireachtaí, ag ullmhú freagraí do Cheisteanna Parlaiminte agus ag freagairt iarratas maidir le Saoráil Faisnéise agus uiríll eile, go minic ag obair le Gníomhaíochtaí agus Ranna eile go díreach.

Faigheann an Taoiseach cuidiú ón Aire Stáit do Ghnóthaí Eorpacha agus ó Phríomh-Aoire an Rialtais. Eagraíonn an Príomh-Aoire gnó Rialtais sa Dáil agus tá dualgais shainiúla aige do chlár reachtúil an Rialtais, Leasú Oireachtas, an Lároifig Staidrimh, agus Saoránacht Ghníomhach. Tá dualgas ag an Aire Stáit um Ghnóthaí Eorpacha comhordnú a chur chun cinn ar réimse iomlán gnóthaí an Aontais Eorpaigh, agus déanann sé/sí ionadaíocht don Rialtas ag cruinnithe i réimse leathan comhthéacsanna a bhaineann le gnóthaí Eorpacha.

Agus na tascanna seo á ndéanamh tá foireann níos mó ná 200 duine ag an Roinn.

1.4 Overview of the Department of the Taoiseach

1.4.1 Mission and Mandate

The mission of the Department of the Taoiseach is to provide the Government, Taoiseach and Ministers of State with the support, policy advice and information necessary for the effective conduct of Government and for the dynamic leadership, co-ordination and strategic direction of Government policy.

The mandate of the Department is to support the Taoiseach in his constitutional and ceremonial role as Head of Government and to assist him in providing effective leadership, co-ordination and guidance across key policy areas. The Department provides three main kinds of support to the Taoiseach:

- › **Supporting the efficient functioning of Government:** providing a Secretariat to the Government, liaison with the President and Houses of the Oireachtas, provision of Government Press and Information Services, and of Private Office, Corporate Support and Protocol Services to the Taoiseach and his Ministers of State
- › **Supporting Government policy direction and Government co-ordination of major national priorities:** providing an overview of the key policy priorities of the Government; providing timely and relevant information and advice on issues that arise; and providing a longer-term vision and approach. The Department's *Strategy Statement 2008-2010* identifies the following strategic priorities:

 - Northern Ireland
 - European Union and International Affairs
 - Economic and Social Policy
 - Social Partnership
 - Public Service Modernisation
 - Corporate Support Services
- › **Providing support services to the Taoiseach, Government Chief Whip, and Minister of State for European Affairs,** including drafting speeches and messages, preparing replies for Parliamentary Questions, and responding to Freedom of Information requests and other representations, often working directly with other Agencies and Departments.

The Taoiseach is assisted by the Minister of State for European Affairs and by the Government Chief Whip. The Chief Whip organises Government business in the Dáil and has specific responsibilities for the Government's legislative programme, Oireachtas Reform, the Central Statistics Office, and Active Citizenship. The Minister of State for European Affairs has responsibility for advancing co-ordination on the full range of European Union issues, and also represents the Government at meetings in a wide range of contexts related to European affairs.

In carrying out these tasks the Department has a staff of just over 200 people.

1.4.2 Custaiméirí agus Páirtithe Leasmhara

Idirghníomhaíonn an Roinn le speictream leathan páirtithe leasmhara agus ina measc siúd tá:

- › An Taoiseach, Príomh-Aoire an Rialtais agus an tAire Stáit don Eoraip, an Rialtas, ionadaithe poiblí agus Ranna Rialtais, Oifigí agus Gníomhaireachtaí eile.
- › Institiúidí agus páirtithe i dTuaisceart Éireann, Rialtais eile, agus institiúidí idirnáisiúnta.
- › Réimse leathan gníomhaithe atá taobh amuigh den tseirbhís poiblí lena n-áirítear páirtneírí sóisialta – fostóirí, ceardchumann, comhlachtaí feirmeoirí agus comhlachtaí ionadaíochta eile, agus grúpaí pobail agus deonacha.

Tá naisc againn freisin leis an bpobal acadúil agus taighde, le gnó, le gairmeacha dlí agus eile, agus le soláthraithe earraí agus seirbhísí don Roinn.

Ní hionann is go leor Ranna Rialtais eile, tá teagmháil dhíreach theoranta againn leis an bpobal ginearálta agus níl muid páirteach go mór i soláthar seirbhísí poiblí ginearálta don phobal ginearálta. Mar sin féin, téann comhaltaí den phobal i dteagmháil leis an Roinn le haghaidh eolais agus le haghaidh fiosrúchán eile, agus téann Oifigí Príobháideacha agus Oifigí Dáilcheantair an Taoisigh i ngleic leis an gcuid is mó de na fiosrúcháin seo. Tá ról suntasach ag Seirbhísí Eolais agus Preas an Rialtais le heolas a chur in iúl don phobal níos leithne. Eagraímid turais timpeall Fhoirgnimh an Rialtais Dé Sathairn a dhéanann comhaltaí den phobal ginearálta.

1.4.3 Limistéir Feidhmiúla na Roinne

Is iad na limistéir fheidhmiúla den Roinn ná:

- › Rúnaíocht an Rialtais
- › Rannán Prótacail agus Ginearálta
- › Seirbhísí Eolais agus Preas an Rialtais
- › Rannán Thuaisceart na hÉireann
- › Rannán do Ghnóthaí Eorpacha agus Idirnáisiúnta
- › Rannán do Pholasaí Eacnamaíochta agus Sóisialta
- › Rannán d’Nuachóiriú na Seirbhíse Poiblí
- › Rannán do Chomhpháirtíocht Shóisialta/Comhrá Sóisialta

Aonaid Tacaíochta:

- › Oifig Phríobháideach an Taoisigh
- › Oifig Phríomh-Aoire an Rialtais
- › Oifig an Aire Stáit
- › Aonad Iniúchta Inmheánach
- › Seirbhísí Tacaíochta Corparáideacha (lena n-áirítear Airgeadas, Pearsanra, IT, Bainistiú agus Oiliúint Athruithe, agus Aonaid sheirbhísí bhainistíochta eile).

1.4.2 Customers and Stakeholders

The Department interacts with a broad spectrum of stakeholders including:

- › The Taoiseach, Government Chief Whip and Minister of State for Europe, the Government, public representatives and other Government Departments, Offices and Agencies
- › The institutions and parties in Northern Ireland, other Governments, and international institutions
- › A wide range of actors from outside the public service including the social partners - employers, trade unions, farmers' and other representative bodies, and community and voluntary groups.

We also have links with the academic and research community, with business, with the legal and other professions, and with suppliers of goods and services to the Department.

Unlike many Government Departments, we have limited direct contact with the general public and are not primarily involved in the provision of specific public services to the general public. However, members of the public contact the Department for information or with other queries, and the Taoiseach's Private and Constituency Offices deal with most of these enquiries. The Government Press and Information Services also have a significant role to play in conveying information to the wider public. We also facilitate Saturday Tours of Government Buildings by members of the general public.

1.4.3 Functional Areas of the Department

The functional areas of the Department consist of:

- › Government Secretariat
- › Protocol and General Division
- › Government Press and Information Services
- › Northern Ireland Division
- › European and International Affairs Division
- › Economic and Social Policy Division
- › Public Service Modernisation Division
- › Social Partnership/Social Dialogue Division

Support Units:

- › Taoiseach's Private Office
- › Government Chief Whip's Office
- › Minister of State's Office
- › Internal Audit Unit
- › Corporate Support Services (including Finance, Personnel, IT, Change Management and Training, and other management services Units).

1.4.4 Measúnú ar na seirbhísí atá ann cheana féin trí Ghaeilge

Is é príomh-chuspóir an Achta ná a chinntiú go bhfuil rochtain níos fearr ar sheirbhísí poiblí trí Ghaeilge agus go bhfuil siad ar chaighdeán níos airde. Sa Chairt do Chustaiméirí, tugann an Roinn fúithi gur féidir le custaiméirí ar mian leo gnó a dhéanamh trí Ghaeilge é sin a dhéanamh. Cuirtear an fhoireann ar an eolas faoi seo ag a gcuid traenála agus tá socruithe curtha i bhfeidhm le go gcomhlíonfar an tiomantas sin. Maidir le gearán agus achomhairc faoi sheirbhísí trí Ghaeilge, téann siad tríd na gnáth nósanna imeachta gearáin QCS (Seirbhís Cháilíochta do Chustaiméirí) (www.taoiseach.gov.ie).

Mar gheall go bhfuil príomhfhócas oibre na Roinne dírithe ar ghnóthaí an Rialtais agus le Ranna agus Gníomhaireachtaí eile, ní fhaigheann muid mórán éilimh ón bpobal maidir lenár gcuid seirbhísí i nGaeilge. Mar sin féin, tá an Roinn tiomanta na seirbhísí a chuireann sí ar fáil a sholáthar trí Ghaeilge chomh maith le cultúr dearfach a fhorbairt a spreagann úsáid na Gaeilge taobh istigh den Roinn agus lenár gcustaiméirí féin araon.

Tá na tiomantais ar fad a rinneadh i gCéad Scéim na Roinne chun leibhéal na seirbhíse i nGaeilge a fheabhsú i gcrích. Is é cuspóir na Dara Scéime ná leanúint ag seachadadh na dtiomantas sin agus leibhéal na seirbhíse a fheabhsú thar tréimhse na Scéime (2009-2012).

1.4.4 Assessment of the extent to which services are already available through Irish

The primary objective of the Act is to ensure better availability and a higher standard of service to the public in Irish. In its Customer Charter the Department undertakes that customers who wish to conduct their business through Irish can do so. Staff are made aware of this provision as part of their induction and customer service training, and arrangements are in place to ensure that this commitment is fulfilled. Complaints and appeals regarding service in Irish are dealt with through the normal Quality Customer Service (QCS) complaint procedures (www.taoiseach.ie).

Because the primary focus of the Department's work is on dealings with Government and with other Departments and Agencies, we do not experience a significant level of demand from the public for service in Irish. Nevertheless, the Department is committed to improving the services it provides in Irish, and to developing a positive culture that encourages the use of Irish both within the Department and with our customers.

All the commitments made in the Department's First Scheme to improve the level of service in Irish have been delivered. The objective of this Second Scheme is to continue the delivery of these commitments and to enhance the level of service over the period of the Scheme (2009-2012).

Caibidil 2 | Soláthar Seirbhísí/ Gníomhaíochtaí Ginearálta na Roinne



Leagann an Chaibidil seo amach córas na teanga oifigiúla arna cur i bhfeidhm ag an Roinn maidir le soláthar seirbhísí ginearálta. Leagann Caibidil 3 amach an scéal maidir le soláthar seirbhísí/ gníomhaíochtaí arna cur ar fáil ag Rannáin faoi leith laistigh den Roinn.

2.1 Modh Cumarsáide leis an bPobal/ Eolas don Phobal

Is iad príomhmhodhanna cumarsáide na Roinne leis an bpobal ginearálta ná:

- › Cáipéisí a eascraíonn ó hoibleagáidí reachtúla nó eile (m.sh. Ráitis Straitéise, Tuarascálacha Bliantúla, etc.)
- › Preasráitis
- › Foilseacháin
- › Láithreáin Ghréasáin
- › Bróisiúir & Bileoga Eolais

Béarla agus Gaeilge

I rith saolré na Chéad Scéime, foilsíodh réimse leathan cáipéisí sa dá theanga. Foilsíodh roinnt díobh go dátheangach laistigh de chlúdach amháin, trí Ghaeilge agus Béarla a chur ar leathanaigh ar aghaidh a chéile (Gaeilge ar chlé, Béarla ar dheis), i gcomhréir le sár-chleachtas, lena n-áirítear:

- › Tuarascáil Bhliantúil (Achoimre) 2005
- › Lámhleabhar do Thithe an Rialtais
- › Scéim Theangacha Oifigiúla Roinn an Taoisigh 2005-2008
- › Tuarascáil Bhliantúil 2006
- › Lámhleabhar an Chomh-Aireachta
- › Ráiteas Straitéise Roinn an Taoisigh 2008- 2010 (Márta 2008)
- › Tuarascáil Bhliantúil 2007

Tá an Roinn tiomanta lena chinntiú go leanfar ag foilsiú go dátheangach laistigh de chlúdach amháin na foilseacháin ar nós na cinn a bhfuil tagairt dóibh thuas, mar shampla Tuarascálacha Bliantúla agus Ráitis Straitéise, i bhformáid chruachóip.

Foilsíodh cáipéisí eile i leaganacha Gaeilge agus Béarla ar leithligh.

Gaeilge amháin

- › Roinnt barántas ceaptha cosúil le Paitinní Tosaíochta do chead isteach ar an mBarra Laistigh.

Chapter 2 Provision of General Departmental Services/Activities

This Chapter sets out the official language regime operated by the Department in relation to the general provision of services. Chapter 3 sets out the position in relation to service provision/activities by individual Divisions within the Department.

2.1 Means of Communication with the Public/Information to the Public

The Department's principal means of communication with the general public are:

- › Documents arising from statutory or other obligations (e.g. Strategy Statements, Annual Reports, etc.)
- › Press Releases
- › Publications
- › Websites
- › Brochures and Information Leaflets

English and Irish

During the lifetime of our First Scheme, a wide range of documents was published in both languages. A number were published bilingually within one cover, by placing the Irish and English text on facing pages (Irish on the left, English on the right), in accordance with best practice, including:

- › Annual Report (Summary) 2005
- › Guide to Government Buildings
- › Department of the Taoiseach's Official Languages Scheme 2005-2008
- › Annual Report 2006
- › Cabinet Handbook
- › Department of the Taoiseach Strategy Statement 2008 – 2010 (March 2008)
- › Annual Report 2007

The Department is committed to ensuring that where publications such as those referred to above, for example Annual Reports and Statements of Strategy, are published in hard-copy format, they will continue to be published bilingually within the one cover.

Other documents were published in separate Irish and English versions.

Irish only

- › Certain warrants of appointment such as Patents of Precedence for admission to the Inner Bar

Béarla amháin

- › Tuarascálacha, le ciorclaíocht theoranta agus atá dírithe ar shainghrúpaí, nach bhfuil tograí polasaithe ag baint leo (m.sh. tuarascálacha dul chun cinn ráithiúla ar *dTreo 2016*; tuarascálacha dul chun cinn chuig Grúpa Fíoraithe Feidhmíochta na Státseirbhíse faoi *dTreo 2016*)

Tá na príomhleathanaigh ó láithreáin ghréasáin na Roinne - www.taoiseach.ie; www.rialamhain.ie (láithreán gréasáin ar Athchóiriú na Seirbhísí Poiblí); www.rialainiosfearr.ie (láithreán Gréasáin maidir le Rialachán Níos Fearr); agus www.orp.ie (láithreán gréasáin an chláir athbhreithnithe eagraíochtúil) – ar fáil i nGaeilge agus i mBéarla araon.

Maidir le hóráidí nó le ráitis, lena n-áirítear na cinn sin a dhéantar san Oireachtas, ag an Taoiseach nó ag Airí Stáit, nó ag daoine oifigiúla sinsearacha, is sa teanga nó sna teangacha a deirtear iad a chuirfear ar fáil iad.

2.2 Pointí Teagmhála leis an bPobal

Tá a fhios againn go maith cé chomh tábhachtach is atá oibritheoirí lasc-chláir agus fáilteoirí, mar an chéad phointe teagmhála leis an bpobal. Is iad cleachtas na Seirbhíse Cháilíochta Custaiméara (QCS), agus cleachtas reatha na Roinne ná:

- › Go mbeadh foireann na bhfáilteoirí agus na n-oibritheoirí lasc-chláir ábalta ainm na Roinne a thabhairt as Gaeilge agus as Béarla. Faoi láthair, soláthraíonn ár lasc-chlár seirbhís d'ardchaighdeán trí Ghaeilge.
- › Tá eolas ag na comhaltaí foirne seo ar a laghad ar bheannachtaí bunúsacha i nGaeilge, agus tá socruithe cúí i bhfeidhm le gur féidir le muintir an phobail dul i dteagmháil gan mhoill le cibé oifig nó oifigeach a bhfuil sé de dhualgas air/uirthi an tseirbhís a chur ar fáil trí Ghaeilge.

Tá na háiseanna diail-dhírigh atá againn faoi láthair in ann oibriú go cumasach leis an méid glaonna a fhaigheann lasc-chlár na Roinne agus freastlaíonn na socruithe seo ar na hardchaighdeáin seirbhíse custaiméara agus ní bhíonn aon mhoill i gceist le glaonna a fhreagairt.

English only

- › Reports, with limited circulation and aimed at specialist groups, which do not contain policy proposals (e.g. quarterly progress reports on *Towards 2016*; progress reports to the Civil Service Performance Verification Group under *Towards 2016*)

The main pages of the Department's websites - www.taoiseach.ie; www.onegov.ie (the Transforming Public Services website); www.betterregulation.ie (the Better Regulation website); and www.orp.ie (the Organisational Review Programme website) – are available in both Irish and English.

Speeches or statements, including those made in the Oireachtas, by the Taoiseach or Ministers of State, or speeches by senior officials, are and will continue to be made available in the language(s) in which they are delivered.

2.2 Points of Contact with the Public

We are aware of the importance of switchboard operators and receptionists as our first points of contact with the public. Standard Quality Customer Service (QCS) practice, and current practice in the Department, is that:

- › Reception/switchboard staff give the name of the Department in Irish and English. Our switchboard currently provides a high standard of service in Irish
- › These staff are at least familiar with the basic greetings in Irish, and suitable arrangements are in place so that they can put members of the public in touch without delay with whatever office or officer is responsible for offering the service required through Irish

Given our direct dial facilities, and the consequential limited volume of calls to the Department's switchboard, we are happy that our current arrangements meets quality customer service standards and do not result in any delay in calls being answered.

Caibidil 3 | Achoimre ar Sheirbhísí/ Ghníomhaíochtaí a chuireann Rannáin ar fáil



3.1 Réamhrá

Leagann an Caibidil seo amach an scéal maidir le soláthar seirbhísí/gníomhaíochtaí arna cur ar fáil ag Rannáin faoi leith laistigh den Roinn. Sa chéad chuid den chaibidil seo, liostaítear na Rannáin éagsúla agus córas na teanga oifigiúla a chuirtear i bhfeidhm i ngach cás. Déanann an dara cuid cur síos gairid ar fheidhmeanna/gníomhaíochtaí gach aon Rannán. Sa tríú chuid liostaítear limistéir ar cuireadh feabhas ar sholáthar seirbhísí i nGaeilge i rith saolré na scéime roimhe seo.

3.1.1 Liosta Rannáin na Roinne ag obair trí Ghaeilge

Níl aon Rannán sa Roinn atá ag obair trí mheán na Gaeilge amháin.

3.1.2 Liosta Rannáin na Roinne ag obair go dátheangach

Seo a leanas liosta de na Rannáin laistigh den Roinn atá in ann seirbhís dhátheangach a chur ar fáil sa teanga oifigiúil a roghnaíonn an custaiméir:

- › Rúnaíocht an Rialtais
- › Rannán Prótacail agus Ginearálta
- › Seirbhísí Eolais agus Preas an Rialtais
- › Rannán Thuaisceart na hÉireann
- › Rannán do Ghnóthaí Eorpacha agus Idirnáisiúnta
- › Rannán do Pholasaí Eacnamaíochta agus Sóisialta
- › Rannán Nuachóiriú na Seirbhíse Poiblí
- › Rannán do Chomhpháirtíocht Shóisialta/Comhrá Sóisialta

Aonaid Tacaíochta:

- › Oifig Phríobháideach an Taoisigh
- › Oifig Phríomh-Aoire an Rialtais
- › Oifig an Aire Stáit
- › Aonad Iniúchta Inmheánach
- › Seirbhísí Tacaíochta Corparáideacha (lena n-áirítear Airgeadas, Pearsanra, IT, Bainistiú agus Oiliúint Athruithe, agus Aonaid sheirbhísí bhainistíochta eile).

Chapter 3 Summary of Services/ Activities provided by Divisions

3.1 Introduction

This Chapter sets out the position in relation to service provision/activities by individual Divisions within the Department. The first section of the chapter lists the various Divisions and the official language regime operated in each case. The second section briefly describes the functions/activities of each Division. The third section lists areas where the provision of services in Irish was enhanced during the lifetime of our previous scheme.

3.1.1 List of Departmental Divisions working in Irish

There are no Divisions of the Department that work exclusively in Irish.

3.1.2 List of Departmental Divisions working bilingually

The following is a list of Divisions within the Department that are in a position to provide a bilingual service in the official language of the customer's choosing:

- › Government Secretariat
- › Protocol and General Division
- › Government Press and Information Services
- › Northern Ireland Division
- › European and International Affairs Division
- › Economic and Social Policy Division
- › Public Service Modernisation Division
- › Social Partnership/Social Dialogue Division

Support Units:

- › Taoiseach's Private Office
- › Government Chief Whip's Office
- › Minister of State's Office
- › Internal Audit Unit
- › Corporate Support Services (including Finance, Personnel, IT, Change Management and Training, and other management services Units).

3.2 Rannáin na Roinne ag obair go dátheangach

Leagann an chuid seo amach gníomhaíochtaí nó feidhmeanna na Rannán mar a thagraítear thuas a sholáthraíonn seirbhís dhátheangach duine-le-duine, trí mheán na Gaeilge agus an Bhéarla sa teanga a roghnaíonn an custaiméir. Mar atá leagtha amach in alt 1.4.4 thuas, ciallaíonn nádúr oibríochtaí na Roinne nach bhfuil an leibhéal idirghníomhaithe leis an bpobal ginearálta forleathan. Nuair a idirghníomhaíonn an Roinn leis an bpobal áfach bíonn sí tiomanta go hiomlán a n-oibleagáidí faoi Acht na dTeangacha Oifigiúla a chomhlíonadh. Dá réir sin, is é polasaí an Roinne é go leithdháiltear comhalta foirne amháin ar an laghad a bhfuil sé de chumas acu gnó a dhéanamh i nGaeilge chun déileáil le custaiméirí a bhfuil an Ghaeilge ar an teanga a roghnaíonn siad, faoi réir ag comhaltaí foirne mar sin a bheith ar fáil.

Soláthraítear an tseirbhís seo trí fhiosrúcháin a chuir chuig comhaltaí foirne a bhfuil cumas maith acu a ngnó a dhéanamh trí Ghaeilge agus ar féidir leo bheith mar idirghabhálaí teagmhála idir an Rannán agus an duine. Tá socruithe déanta chomh maith sa chás nuair nach bhfuil comhalta foirne cumasach ó thaobh na Gaeilge de sa Rannán, go soláthróidh comhalta foirne ó Rannán eile an tseirbhís seo. Breathnófar arís ar na socruithe seo maidir le cúrsaí éilimh a bhíonn ag athrú, i gcaitheamh saolré na scéime. Is í an aidhm ná a chinntiú go bhfuil an t-ardchaighdeán céanna seirbhíse ar fáil sa dá theanga. Tá sonraí teagmhála na gcomhaltaí foirne a dhéileálann le fiosrúcháin trí Ghaeilge tugtha in Aguisín 1.

✓ Oifig Ghinearálta an Rúnaí agus Rúnaíocht an Rialtais

Cinntíonn Rúnaíocht an Rialtais iompar éifeachtach agus eagraithe ghnó an Rialtais. Cuidíonn sé leis an Taoiseach agus é ag comhlíonadh riachtanais bhunreachtúla agus dleathacha a oifige maidir leis an Rialtas agus leis an Uachtarán, agus cuireann sé le chéile liostaí seachtainiúla na gCeisteanna Parlaiminte don Roinn, in éineacht le bunachar sonraí aighneachtaí chuig agus rialacháin ón gCathaoirleach maidir leis na Ceisteanna Parlaiminte sin.

✓ Rannán Prótacail agus Ginearálta

Tá an Rannán seo freagrach as prótacal Stáit, lena n-áirítear prótacal don Taoiseach agus do na hAíre Stáit. Is iad na dualgais eile atá air ná caidrimh idir an tUachtarán agus an Rialtas, teagmháil le hOifigí an Ard-Stiúrthóir Ghinearálta, Príomh-Aturnae Stáit, an Stiúrthóir Ionchúiseamh Poiblí, an Coimisiún um Leasaithe Dlí agus an Binse Fiosraithe (Íocaíochtaí chuig Polaiteoirí). Cuidíonn sé chomh maith le cur i bhfeidhm clár reachtúil an Rialtais, clár um Leasú an Oireachtais, agus cur i bhfeidhm freagrachtaí na Roinne faoi na hAchtanna um Shaoráil Faisnéise.

Soláthraítear seirbhís trí Ghaeilge mar chuid de dhualgais phrótacail an Rannáin. Bíonn biachláir agus cuirí chuig dinnéir, lóna etc. sa dá theanga agus bíonn ábhar i nGaeilge san áireamh in óráidí, nuair is cuí. Cuirtear cuirí agus bróisiúir chuimhneacháin, mar aon le líne teifeafóin RSVP, ar fáil trí Ghailge agus trí Bhéarla d'ócáidí ardphróifíle ar nós Comóradh 1916.

✓ Seirbhísí Eolais agus Preasa an Rialtais

Soláthraíonn na seirbhísí seo eolas do na meáin agus don phobal maidir le cúrsaí an Rialtais, agus tugann Rúnaí Preasa an Rialtais comhairle don Taoiseach ar chúrsaí na meán.

3.2 Departmental Divisions working bilingually

This section sets out the activities of the Divisions or functional areas referred to above that provide a one-to-one bilingual service, through the medium of Irish and English, in the language of the customer's choosing. As outlined in paragraph 1.4.4 above, the nature of the operations of the Department means that the level of interaction with the general public is not extensive. However, where the Department does interact with the public it is fully committed to fulfilling its obligations under the Official Languages Act. Accordingly, it is the Department's policy that at least one staff member with the competence to conduct business through Irish is allocated to deal with customers where Irish is the language of choice, subject to availability of such staff.

This service is provided by referring queries to staff who have the competence to conduct business through Irish, and who can act as a channel of communication between the Division and the individual. Arrangements have also been made to ensure that, where Divisions do not have a member of staff proficient in Irish, a designated member of staff from another Division will provide this service. These arrangements will be reviewed in light of evolving demand throughout the lifetime of the Scheme. The aim is to ensure that the same high quality of service is available in both languages. Contact details of staff who deal with queries in Irish are given in Appendix 1.

✓ Secretary General's Office and Government Secretariat

The Government Secretariat ensures the efficient and orderly conduct of the Government's business. It assists the Taoiseach in his observance of the constitutional and legal requirements of his office in relation to the Government and the President, and it compiles the weekly Parliamentary Questions (PQ) listings for the Department, together with a database of submissions to and rulings of the Chair in relation to these PQs.

✓ Protocol and General Division

This Division has responsibility for State protocol, including protocol for the Taoiseach and the Ministers of State. Its other responsibilities include relations between the President and Government; and liaison with the Offices of the Attorney General, Chief State Solicitor, Director of Public Prosecutions, Law Reform Commission and the Tribunal of Enquiry (Payments to Politicians). It also assists in the implementation of the Government's legislative programme, the programme of Oireachtas Reform, and the operation of the Department's responsibilities under the Freedom of Information Acts.

A service in Irish is provided as part of the Division's protocol duties. Menus and invitations for dinners, luncheons etc. are in both languages, and material in Irish is included in speeches, as appropriate. Invitations and commemorative brochures, together with an RSVP phone line, are made available in both Irish and English for high-profile events such as the 1916 Commemoration.

✓ Government Press and Information Services

These services provide information to the media and the public on Government matters, while the Government Press Secretary advises the Taoiseach on media relations.

✓ Rannán Thuaisceart na hÉireann

Tacaíonn Rannán Thuaisceart na hÉireann leis an Taoiseach agus é ag comhlíonadh a dhualgais sa limistéar tosaíochta seo, trí oibriú ar fhoirmiú pholasaí straitéiseach, ar fhorbairt agus ar chumarsáid. Tacaíonn sé chomh maith lena chruinnithe agus teagmhálacha leis na daoine suntasacha. I gcomhair leis an Roinn um Ghnóthaí Eachtracha, comhordnaíonn sé cur i bhfeidhm Chomhaontú Aoine an Chéasta, agus comhordnaíonn sé agus tacaíonn sé leis an Taoiseach agus é ag glacadh páirte sa Chomhairle Aireachta Thuaidh-Theas agus i gComhairle na Breataine-na hÉireann.

✓ Rannán do Ghnóthaí Eorpacha agus Idirnáisiúnta

Tacaíonn an Rannán seo leis an Taoiseach ina ról mar chomhalta den Chomhairle Eorpach agus maidir lena dhualgais Eorpacha agus idirnáisiúnta eile. Comhordnaíonn sé agus cuireann sé le forbairt pholasaíthe an Rialtais agus an straitéis foriomlán ar ról na hÉireann i gcúrsaí an AE (i gcomhair leis an Roinn Gnóthaí Eachtracha agus Ranna tábhachtacha eile), agus aithníonn sé agus freagraíonn sé do mhíreanna reatha agus féideartha ar chlár oibre na Eorpa a bhfuil éifeacht acu ar phríomhréimsí spéise na hÉireann.

✓ Rannán do Pholasaí Eacnamaíoch agus Sóisialta

Cuireann an Rannán seo comhairle ar an Taoiseach maidir le polasaí eacnamaíoch agus sóisialta d'fhonn forbairt inbhuanaithe agus chuimsitheach gheilleagair agus sochaí na hÉireann a chur chun cinn. Comhordnaíonn agus tacaíonn an Rannán le polasaí ar phríomhshaincheistanna náisiúnta, cosúil le infrastruchtúr, uilechuimsitheacht shóisialta agus athrú aeráide. Bíonn caidreamh aige le Ranna agus le Gníomhaireachtaí Stáit eile a bhíonn ag oibriú sa limistéar seo, agus soláthraíonn sé rúnaíocht do roinnt Choistí Comhaireachta. Ina theannta sin, tá ról ag an Rannán forbairt agus ráthúlacht thionscal seirbhísí airgeadais idirnáisiúnta in Éirinn a chinntiú, le tacaíocht ó Ranna Rialtais, gníomhaireachtaí agus an tionscal, trí mheicníocht Ghrúpa Tí Imreítigh (CHG) an IFSC agus na Grúpaí Oibre agus Tascfhórsaí éagsúla a oibríonn faoi chúram na Roinne.

✓ Rannán do Nuachóiriú na Seirbhísí Poiblí

Déanann Rannóg Nuachóiriú na Seirbhísí Poiblí forbairt agus comhordú ar an bpolasaí ar athrú ar an tseirbhís poiblí, cinntíonn sí idirbheartaíocht agus feidhmiú maidir le clár nuachóirithe don tseirbhís poiblí mar chuid de chomhaontuithe comhpháirtíochtaí sóisialta, agus tacaíonn sí le heagraíochtaí seirbhíse poiblí ó thaobh fheidhmiú a gcuid clár athraithe. Tá an Rannóg comhdhéanta den Oifig Clár d'ATHchóiriú na Seirbhísí Poiblí, An tAonad Feabhais Rialála agus an Fhoireann Clár Athbhreithnithe Eagraíochta.

Tacaíonn an Oifig Clár leis an Rialtas ó thaobh tiomáint, comhordú agus monatóireacht a dhéanamh ar fheidhmiú ar an gClár d'ATHchóiriú na Seirbhísí Poiblí. Tacaíonn sí freisin le heagraíochtaí feadh na Seirbhíse Poiblí agus iad ag iarraidh athrú a chur i bhfeidhm. Tá sé de dhualgas ar an Aonad Feabhais Rialála an Clár Oibre Feabhais Rialála a chur chun cinn feadh Ranna agus Oifigí Rialtais agus tá an Clár Athbhreithnithe Eagraíochta (ORP) bunaithe sa Rannóg le scrúdú a dhéanamh ar acmhainn na seirbhíse poiblí ó thaobh ceannaireacht a thabhairt maidir le seirbhísí poiblí fócasaithe agus iad a sheachadadh amach anseo.

✓ Northern Ireland Division

Northern Ireland Division supports the Taoiseach in carrying out his responsibilities in this priority area, by working on strategic policy formulation, development and communication. It also supports his meetings and contacts with relevant key players. In conjunction with the Department of Foreign Affairs, it co-ordinates implementation of the Good Friday Agreement, and it co-ordinates and supports the Taoiseach's participation in the North-South Ministerial Council and the British-Irish Council.

✓ European and International Affairs Division

This Division supports the Taoiseach in his role as a member of the European Council and in respect of his other European and international responsibilities. It co-ordinates and contributes to the development of Government policy and overall strategy in relation to Ireland's role in EU issues (in conjunction with the Department of Foreign Affairs and other key Departments), and identifies and responds to current and prospective items on the European agenda which affect Ireland's core interests.

✓ Economic and Social Policy Division

This Division advises the Taoiseach on economic and social policy with a view to promoting sustainable and inclusive development of Ireland's economy and society. The Division co-ordinates and supports policy on key national issues such as infrastructure, social inclusion and climate change. It liaises with other Departments and State Agencies operating in this area, and provides a secretariat to a number of Cabinet Committees. In addition, the Division has a role in ensuring the continued development and success of the international financial services industry in Ireland, with the support of Government Departments, agencies and the industry, through the mechanism of the IFSC Clearing House Group (CHG) and the various Working Groups and Task Forces which operate under the aegis of the Department.

✓ Public Service Modernisation Division

The Public Service Modernisation Division develops and co-ordinates policy on public service transformation, ensures negotiation and implementation of modernisation programmes for the public service as part of social partnership agreements, and supports public service organisations in the implementation of their transformation programmes. The Division comprises the Transforming Public Services Programme Office, the Better Regulation Unit and the Organisational Review Programme Team.

The Programme Office supports the Government in driving, co-ordinating and monitoring progress on implementation of the Transforming Public Service Programme. It also supports organisations across the Public Service in their transformation efforts. The Better Regulation Unit is tasked with the promotion of the Better Regulation agenda across Government Departments and Offices while the Organisational Review Programme (ORP) has been established in the Division to examine the capacities of the public service to lead and deliver focussed public services into the future.

✓ Rannán do Chomhpháirtíocht Shóisialta/Comhrá Sóisialta

Féachann an Rannán le comhpháirtíocht shóisialta a chur chun cinn mar mheicníocht d'fhorbairt eacnamaíoch agus shóisialta náisiúnta, agus chun leibhéal síochána agus cobhsaíochta i ndáil le caidreamh tionscail a ardú trí phróiseas cinnte pá, réiteach díospóid agus comhpháirtíocht ag an obair, ag teacht le spriocanna iomaíochta agus sóisialta an Rialtais agus leis na forálacha atá leagtha amach in *IdTreó 2016*. Déanann sé monatóireacht ar chur i bhfeidhm fhorálacha *IdTreó 2016* agus tacaíonn sé le struchtúir na Comhpháirtíochta Sóisialta a bunaíodh faoin scéim. Tugann sé comhairle don Taoiseach ar phá, caidreamh tionsclaíoch agus saincheistanna a bhaineann leis an áit oibre; freastlaíonn sé ar an gComhlacht Náisiúnta Forfheidhmithe (NIB); tacaíonn sé obair na hOifige Náisiúnta d'Fhorbairt Eacnamaíoch agus Shóisialach (NESDO), lena n-áirítear An Chomhairle Náisiúnta Eacnamaíoch agus Sóisialta (NESC), An Fóram Náisiúnta Eacnamaíoch agus Sóisialta (NESF) agus an tIonad Náisiúnta Comhpháirtíochta agus Feidhmíochta (NCPP).

✓ Oifig Phríobháideach an Taoisigh

Tacaíonn an Oifig Phríobháideach leis an Taoiseach maidir lena ról agus oibleagáidí Parlaiminte, agus ina ról mar Cheann an Rialtais. Tacaíonn sé chomh maith leis maidir le tiomantais na Roinne agus poiblí, agus bainistíonn sé a ghníomhaíochtaí baile agus eachtracha. Láimhseálann an Oifig Phríobháideach comhfhreagras ginearálta agus fiosrúcháin a chuireann an pobal chuig an Taoiseach.

✓ Oifig Phríomh-Aoire an Rialtais

Soláthraíonn an Oifig seo seirbhís tacaíochta do Príomh-Aoire an Rialtais.

✓ Oifig an Aire Stáit

Soláthraíonn an Oifig seo seirbhís tacaíochta don Aire Stáit.

✓ Aonad Iniúchta Inmheánach

Soláthraíonn an t-aonad seo deimhniú don Oifigeach Cuntasaíochta ar na córais rialaithe inmheánacha agus an méid a chuireann siad le cuspóirí polasaithe agus gnó a bhaint amach sa bhealach is eacnamaíche agus is éifeachtúla agus is éifeachtaí. Tá sé mar acmhainn do bhainistíocht na Roinne lena anailís agus breithiúnas ar chórais rialaithe na Roinne.

✓ An Rannán Gnóthaí Corparáideacha

Tá an Rannán seo freagrach as polasaithe agus as comhairle straitéiseach maidir le heagrú, bainistíocht, agus riarachán acmhainní daonna na Roinne, a théann an **Rannán Pearsanra** i ngleic leo. Tacaíonn an tAonad um Bainistiú an Athraithe le cur i bhfeidhm an chláir oibre nuachóirithe laistigh den Roinn, agus cinntíonn an **tAonad Traenála** soláthar oiliúint agus fhorbairt na foirne.

Soláthraíonn an **tAonad Airgeadais** na seirbhísí airgeadais, agus bainistíonn sé acmhainní airgeadais na Roinne agus soláthraíonn sé na seirbhísí airgeadais ar fad don Taoiseach, don Aire Stáit, don Oifigeach Cuntasaíochta, do bhainistíocht agus don fhoireann, do Ranna Rialtais eile agus d'Oifig an Ard-Reachtaire Cuntas agus Ciste.

✓ Social Partnership/Social Dialogue Division

This Division seeks to promote and support social partnership as a mechanism for national economic and social development, and to maximise the level of industrial relations peace and stability through the process of pay determination, dispute resolution and workplace partnership, in line with the Government's competitive and social goals and the provisions set out in *Towards 2016*. It monitors implementation of the provisions of *Towards 2016* and supports the social partnership structures established under the agreement. It advises the Taoiseach on pay, industrial relations and workplace related issues; services the National Implementation Body (NIB); and supports the work of the National Economic and Social Development Office (NESDO), including the National Economic and Social Council (NESD), the National Economic and Social Forum (NESF) and the National Centre for Partnership and Performance (NCPP).

✓ Taoiseach's Private Office

The Private Office supports the Taoiseach in respect of his Parliamentary role and obligations, and in his role as Head of Government. It also supports him in respect of his Departmental and public commitments, and manages his domestic and foreign engagements. The Private Office handles general correspondence and queries addressed to the Taoiseach by the public.

✓ Government Chief Whip's Office

This Office provides a support service to the Government Chief Whip.

✓ Minister of State's Office

This Office provides a support service to the Minister of State.

✓ Internal Audit Unit

This unit provides assurance to the Accounting Officer on the internal control systems and the extent to which these systems contribute to the achievement of policy and business objectives in the most economic, efficient and effective way. It also acts as a resource to the Department's management through its analysis and appraisal of departmental control systems.

✓ Corporate Affairs Division

Corporate Affairs Division has responsibility for policies and strategic advice in relation to the organization, management, and administration of the Department's human resources, which are dealt with by **Personnel Section**. The **Change Management Unit** supports the implementation of the modernisation agenda within the Department, and the **Training Unit** ensures the provision of staff training and development.

Financial services are provided by the **Finance Unit**, which manages the Department's financial resources and provides all financial services to the Taoiseach, Minister of State, Accounting Officer, management and staff, other Government Departments and the Office of the Comptroller and Auditor General.

Tá an **tAonad IT** freagrach as feidhmeanna teicneolaíochta eolais na Roinne, agus soláthraíonn sé seirbhís atá dírithe ar riachtanais na Roinne agus a custaiméirí, maidir le soláthar agus bainistíocht an eolais agus na gcóras I.T.

Tá an Rannán freagrach chomh maith as forbairt agus soláthar seirbhísí tacaíochta na Roinne. Áirítear ar fhreagrachtaí an **Aonaid Seirbhísí Bainistíochta**: Ióistín, cothabháil Thithe an Rialtais, slándáil, Sláinte agus Sábháilteacht, Seirbhís Ardchaighdeáin do Chustaiméirí (QCS), maoirseoireacht ar sheirbhísí agus ar an bhfoireann ghlantacháin, ceannach agus cothabháil troscán agus trealamh oifige, agus eagrúchán na dturas timpeall Thithe an Rialtais Dé Sathairn. Soláthraíonn an **Chlárann** taisce do chomhaid na Roinne, gníomhach agus dímhaoín, agus do chomhaid na gcomhaltaí foirne reatha agus iad siúd a chuaigh ar pinsean, a d'aistrigh nó a d'éirigh as a bpost, chomh maith le seirbhís bainistíochta comhaid; agus soláthraíonn **Aonad na Cartlainne** seirbhís ghníomhach de réir na bhforálacha i reachtaíocht na Cartlainne Náisiúnta. Soláthraíonn an **Leabharlann** seirbhís leabharlainne agus eolais don fhoireann.

3.3 Gnóthachtálacha faoin gCéad Scéim

Chuathas i mbun raon beart i rith shaolré na scéime roimhe seo chun ár sprioc a bhaint amach seirbhís a sholáthar i nGaeilge atá ar an gcaighdeán céanna leis an tseirbhís a sholáthraímid i mBéarla. I measc na mbeart sin tá siad seo a leanas:

- › Tionóladh ranganna intí sa Roinn, agus d'fhreastal an fhoireann chomh maith ar chúrsaí i seirbhísí do chustaiméirí i nGaeilge agus in oiliúnt feasachta teanga.
- › Táirgíodh sraith Treoirínite don fhoireann, a mhíníonn impleachtaí Acht na dTeangacha Oifigiúla, agus sárchleachtas maidir le húsáid na Gaeilge.
- › Sháraíomar téarmaí Acht na dTeangacha Oifigiúla trí iliomad cáipéis a bhaineann le leas an phobal a sholáthar sa dá theanga.
- › Tá an téacs agus na grafaicí ar phríomhleathanaigh ár láithreáin go hiomlán dátheangach (www.taoiseach.ie; www.rialamhain.ie (www.rialtasniosfearr.ie roimhe seo), www.rialailniosfearr.ie agus www.orp.ie)
- › Cláraíodh ainmneacha fearainn Gaeilge do www.rialamhain.ie (www.onegov.ie), www.rialtasniosfearr.ie (www.bettergov.ie) agus do www.rialailniosfearr.ie (www.betterregulation.ie) Thug na hainmneacha rochtain dhíreach ar na codanna Gaeilge de na láithreáin ghréasáin sin.
- › Cuireadh socruithe i bhfeidhm lena chinntiú go raibh ár bhfógra séanta ríomhphoist agus na teachtaireachtaí As Oifig sa dá theanga.
- › Cuireadh socruithe aistriúcháin i bhfeidhm go foirmeálta, lena chinntiú go raibh aistriúcháin ardchaighdeáin agus tráthúil á sholáthar.
- › Forbraíodh gluais de théarmaí teicniúla agus de théarmaíocht chun cabhrú le haistriúcháin a dhéanamh
- › Cuireadh seoladh ríomhphoist ar bun i nGaeilge agus déantar monatóireacht air ar bhonn leanúnach (gaeilge@taoiseach.ie).
- › Maidir lenar dTuarascáil Bhliantúil agus roinnt cáipéisí eile (féach paragraf 2.1), leanamar sárchleachtas trí an téacs Gaeilge agus an téacs Béarla a chur ar leathanaigh ar aghaidh a chéile (Gaeilge ar chlé agus Béarla ar dheis) lena chinntiú go bhfuil sé feiceálach sa dá theanga.

The **IT Unit** has responsibility for the Department's information technology functions, and provides a service geared to meet the Department's needs and those of its customers, in relation to the provision and management of information and I.T. Systems.

The Division is also charged with the development and provision of support services in the Department. The responsibilities of **Management Services Unit** include: accommodation, maintenance of Government Buildings, security, Health & Safety, Quality Customer Service, supervision of services and cleaning staff, purchasing and maintenance of furnishings and office equipment, and organisation of the Saturday Tours of Government Buildings. The **Registry** provides a central repository for departmental files, active and dormant, and for personnel files of serving staff and those who have retired, transferred or resigned, as well as providing a file management service; while the **Archives Unit** provides an archive service in accordance with the provisions of the National Archives legislation. The **Library** provides a library and information service to staff.

3.3 Achievements under our first Scheme

A range of measures was taken during the lifetime of our previous scheme to achieve our aim of providing a service in Irish of equal standard to the service we supply in English. Among these measures are the following:

- › In-house classes in Irish were held in the Department, and staff also attended courses in customer service in Irish and language awareness training.
- › A set of Guidelines for staff was produced, which explain the implications of the Official Languages Act, and best practice in relation to the use of Irish
- › We went beyond the terms of the Official Languages Act by providing many documents of public interest in both languages
- › The text and graphics on the main pages of our websites (www.taoiseach.ie; www.onegov.ie (formerly www.bettergov.ie), www.betterregulation.ie and www.orp.ie) are fully bilingual
- › Irish language domain names for www.bettergov.ie (www.rialtasniosfearr.ie) and for www.betterregulation.ie (www.rialailniosfearr.ie) were registered. These names gave direct access to the Irish language sections of these sites
- › Arrangements were made to ensure that our email disclaimer notice and all out-of-office messages are in both languages
- › Arrangements for translation were formalised, in order to ensure provision of high-quality and timely translations
- › A glossary of technical terms and terminology was developed to assist in translations
- › An email address for queries in Irish (gaeilge@taoiseach.ie) was set up and is monitored on an ongoing basis
- › In relation to our Annual Report and certain other documents (see paragraph 2.1), we followed best practise by placing the Irish and English text on facing pages (Irish on the left, English on the right) to ensure the equal visibility of both languages

- › Tá bogearraí agus acmhainní eile riachtanacha ar fáil do chomhaltaí foirne le Gaeilge.
- › Tá na turais timpeall Fhoirgnimh an Rialtais Dé Sathairn ar fáil i nGaeilge, ach iad a iarraidh.
- › Chinntíomar go bhfuil ár bpáipéarachas agus ár gcomharthaí poiblí go hiomlán dátheangach.
- › Tá na paragraif tosaigh d'óráidí an Taoisigh, a thugann achoimre gearr ar an ábhar, i nGaeilge
- › Tá an glórphost a úsáidtear don phobal i gcoitinne (e.g. chun freagraí a thabhairt ar chuirí chuig imeachtaí poiblí) dátheangach lena léiriú go bhfuil fáilte roimh theachtaireachtaí sa dá theanga
- › Earcaíodh comhalta foirne ó phainéal na Seirbhíse um Cheapacháin Phoiblí chun cabhrú an tseirbhís a sholáthar i nGaeilge don phobal
- › Bhaineamar amach ár sprioc 20% dár bpreas ráitis a eisiúint i nGaeilge agus i mBéarla

Sa chaibidil a leanas léireoidimid an tslí a bhfuil sé i gceist againn tógáil ar na gnóthachtálacha sin chun ár seirbhís a fheabhsú tuilleadh.

- › Staff working with Irish are provided with the necessary software and other resources
- › The Saturday Tours of Government Buildings in Irish are provided in Irish, on request
- › We have ensured that our stationery and public signage are fully bilingual
- › The opening paragraphs of the Taoiseach's speeches, giving a brief summary of the contents, are in Irish
- › Voicemail for use by the general public (e.g. for replying to invitations to public events) is bilingual to indicate that messages in both languages are welcome
- › A member of staff was recruited from the Irish language panel of the Public Appointments Service, to assist in providing a service in Irish to the public
- › We have met our target of issuing 20% of our press releases in both Irish and English.

In the following chapter we outline how we intend to build on these achievements in order to further enhance our service.



4.1 Cúlra

Leanfaimid orainn ag soláthar na seirbhísí a baineadh amach faoin ár gcéad Scéim Teanga Oifigiúil. Ina theannta sin, tógfaimid ar an méid atá bainte amach againn trí sheirbhísí a fheabhsú, agus feiceálacht na Gaeilge a mhéadú, agus muid ag déileáil leis an bpobal. Sa chuid seo leagaimid amach na bearta breise a thógaimid i rith saolré na Scéime.

4.2 Seirbhísí atá Iomlán Dátheangach

- › Leanfaimid ag cinntiú, agus athruithe á ndéanamh ar ár láithreán gréasáin, go mbeidh agus go bhfanfaidh an téacs seasta agus na grafaicí iomlán dhátheangach.
- › Má thugann an Roinn isteach aon láithreáin ghréasáin nua le linn na scéime seo, beidh an téacs seasta agus na grafaicí ar na príomhleathanaigh dhátheangach. Cuirfear míreanna éisteachta agus físe ar fáil sa teanga/sna teangacha ar seachadadh/tugadh iad. Déanfar fearann-ainmneacha i nGaeilge, a thabharfaidh rochtain dhíreach ar na páirteanna Gaeilge den láithreán, a chlárú do na láithreáin sin.
- › Cuirfear leathanach baile nua ('scáileán steille') in airde ar ár láithreán gréasáin chun rogha a thabhairt do chustaiméirí leagan Béarla nó leagan Gaeilge an láithreáin gréasáin a úsáid. Liostófar an leagan Gaeilge ar dtús lena chinntiú go mbeidh sé feiceálach.
- › Tá ár gcórais ríomhaireachta inrochtaine poiblí lánchumasach chun dul i ngleic leis an nGaeilge, agus coinneofar an cumas sin in aon uasghrádú ar an gcóras sin amach anseo.
- › Déanfar gach foirm iarratais agus aon eolas a bheidh ag dul leo a chur ar fáil sa dá theanga laistigh den aon chlúdach amháin, ach amháin sa chás nach féidir sin go praiticiúil de bharr mhéid nó chineál an doiciméid. Sna cásanna sin beidh an leagan Gaeilge den doiciméad ar fáil chomh héasca leis an leagan Béarla.
- › Ní sholáthraíonn an Roinn seirbhísí idirghníomhacha ar-líne don phobal i láthair na huaire. Má chuirtear seirbhísí idirghníomhacha ar fáil don phobal amach anseo, beidh fáil orthu sa dá theanga.
- › Beidh bileoga eolais go hiomlán dátheangach agus laistigh den chlúdach céanna.
- › Cuirfear leagan Gaeilge de gach seoladh ríomhphoist neamhphearsanta ar fáil, agus beidh sé nasctha leis an leagan Béarla le go rachaidh gach ríomhphost chuig an seoladh céanna.
- › Scrúdóimid an bhféadfaí an córas rianaithe comhfhreagrachta in Oifig Phríobháideach an Taoisigh a mhodhnú, a chabhróidh a chinntiú go ndéanfar comhfreagras i nGaeilge a fhreagairt go tráthúil agus le ardchaighdeán.
- › Leanaimid ag soláthar Turais timpeall Fhoirgnimh an Rialtais i nGaeilge agus forbróimid an infhaighteacht sin i rith shaolré na scéime, agus aird á thabhairt ar éileamh. Gheobhaidh siad sin an leibhéal céanna chur chun cinn, trí na gnáthchainéil, agus a gheobhaidh na turais Bhéarla.

Chapter 4 | Enhancement of Services to be provided bilingually

4.1 Background

We will continue to provide the services achieved under our first Official Languages Scheme. In addition, we will build on these achievements by further enhancing our services, and increasing the visibility of Irish, in our dealings with the public. In this section we outline the additional measures we will take within the lifetime of this Scheme.

4.2 Fully Bilingual Services

- › We will continue to ensure, as changes are made to all our websites, that the static text and graphics are and will remain fully bilingual
- › Should the Department introduce any new websites during the course of this scheme, the static text and graphics on the main pages on these websites will be bilingual. Audio and video clips will be made available in the language(s) in which they were delivered/given. Irish language domain names, which will give direct access to the Irish language section of the sites, will be registered for these sites
- › A new home page ('splash screen') will be introduced for our websites to give customers the choice of using the Irish or the English version of the site. The Irish version will be listed first to ensure visibility
- › Our publicly accessible computer systems are fully capable of handling the Irish language, and this capability will be retained in any future upgrade of such systems
- › Any application forms and any accompanying information will be made available in both languages and within the one cover, except where this is not practicable because of the size or nature of the document. In such cases, the Irish language version of the document will be as readily available as the English language version
- › The Department does not currently provide on-line interactive services for the public. If interactive services for the public are provided in the future, they will be made available in both languages
- › Information leaflets will continue to be fully bilingual and within the same cover
- › An Irish version of each non-personal email address will be made available, and linked to the English version so that each email will go to the same address
- › We will explore the possibility of modifying the correspondence tracking system in the Taoiseach's Private Office, to help ensure a timely and high-quality response to correspondence in Irish
- › We will continue to provide Saturday Tours of Government Buildings in Irish and develop their availability throughout the life of the scheme, having regard to demand. These will receive the same level of promotion, through our usual channels, as the English language tours.

Maidir le cáipéis nach leagann amach moltaí ar pholasaithe poiblí, agus a bhfuil ciorclaíocht teoranta acu agus atá dírithe ar shainghrúpaí, is i mBéarla amháin a bheidh na cáipéisí sin, ach amháin mura bhfuilimid ar an eolas go bhfuil éileamh faoi leith ann d'fhoilseachán i nGaeilge. Leanaimid orainn á mbreathnú sin i bhfianaise éilimh nua agus aird á dtabhairt ar shaincheisteanna acmhainneachta.

Cuirfear óráidí ar fáil sa teanga ina deirtear iad. Cuirfear óráidí a mbeadh spéis ar leith iontu sa phobal nó go náisiúnta ar fáil sa dá theanga.

Cinnteoimid freisin go gcuirfear amach 20% dár bpreas ráitis in aghaidh na bliana i nGaeilge agus i mBéarla ó thús na Scéime.

4.3 Fógraí Béil

- › Chun an tseirbhís a fheabhsú ag ár bpríomhphointí teagmhála leis an bpobal (m.sh. fáilteoirí, foireann lasc-chláir etc) tabharfaidh muid faoi na bearta seo a leanas:
 - Ardchaighdeán seirbhíse fhoireann an lasc-chláir a chothabháil, trí iarraidh ar an soláthróir seirbhíse a chinntiú go mbeidh Gaeilge mhaith líofa ag foireann an lasc-chláir.
 - Oiliúint inrochtana agus ábhartha a sholáthar sna príomhlimistéir seirbhísí sin leis an méid is mó teagmhála leis an bpobal.
- › Úsáidfidh na comhaltaí foirne a sholáthraíonn a gcuid seirbhísí i nGaeilge teachtaireachtaí glórphoist dátheangacha.

4.4 Earcaíocht & Socrúchán Fostaíochta

Lena chinntiú go mbeidh líon cuí comhaltaí foirne le cumas sa Ghaeilge sa Roinn chun cloí le fórála an Acht:

- › Mar chuid dá polasaí earcaíochta sa Roinn, i gcomhoibriú leis an tSeirbhís um Cheapacháin Phoiblí, déanfaidh an Roinn iarracht chomh fada agus is féidir go bhfuil foireann earcaithe le Gaeilge.
- › Faoi réir ag constaicí eile maidir le socrúchán foirne, déanfaidh an Roinn iarracht a chinntiú go bhfuil ar a laghad comhalta foirne amháin i ngach Rannán a bhfuil Gaeilge aige nó aici. Nuair nach bhfuil sé sin indéanta, mar gheall ar easpa foirne dá leithéid, déanfar socrúithe foirmeálta le cinntiú gur féidir le comhaltaí foirne eile atá cumasach sa Ghaeilge déileáil le fiosrúcháin. Athbreithneofar na socrúithe sin arís de réir mar a bhíonn éileamh.

4.5 Oiliúint & Forbairt

Tá tiomantas leanúnach ann oiliúint agus forbairt chuí a sholáthar don fhoireann ar fad, sa dá theanga oifigiúil, le freastal ar riachtanais ár gcustaiméirí atá ag teacht chun cinn agus chun poitéinseal iomlán na foirne a fhorbairt le linn a ngairmeacha sa Roinn seo.

Leanfaidh an **tAonad um Bainistiú an Athraithe** (CMTU), a stiúránn feidhmiú na scéime seo, ag déanamh an méid seo a leanas:

- › Monatóireacht a dhéanamh ar sholáthar agus ar éileamh na seirbhísí Gaeilge thar na rannóga ar fad sa Roinn

Documents which do not set out public policy proposals, and which have limited circulation and are aimed at specialist groups, will continue to be in English only unless we are aware that there is a specific prior demand for their publication in Irish. We will continue to review this position in the light of evolving demand and having regard to capacity issues.

Speeches will continue to be made available in the language in which they were made. However, speeches of particular public and national interest will continue to be made available in both languages.

We will continue to ensure that at least 20% of our press releases per annum issue in both Irish and English from the commencement of the Scheme.

4.3 Oral Announcements

- › In order to enhance the service provided at our main points of contact with the public (e.g. receptionists, switchboard staff, etc.) we will continue to:
 - Maintain the high standard of service currently provided by our switchboard, by requesting the service provider to ensure that staff assigned to the switchboard continue to have a good level of fluency in Irish
 - Provide relevant and accessible training to those in key service areas with the most direct relationship to the public
- › Staff who provide a service in Irish will use bilingual voicemail messages.

4.4 Recruitment & Placement

In order to ensure that the Department has an adequate number of staff with proficiency in the Irish language to comply with the provisions of the Act:

- › As part of its recruitment policy the Department, in co-operation with the Public Appointments Service, will continue to seek that, as far as possible, staff recruited have proficiency in Irish
- › Subject to the other constraints governing staff placement, the Department will seek to ensure that at least one staff member in each Division has proficiency in Irish. Where this is not possible, due to a shortage of such staff, formal arrangements will be put in place to ensure that other staff who are proficient in Irish can deal with queries. These arrangements will be reviewed in the light of evolving demand

4.5 Training & Development

There is an ongoing commitment to provide appropriate training and development for all staff, in both official languages, to meet the evolving needs of our customers and to develop the full potential of staff during their careers in this Department.

The **Change Management and Training Unit (CMTU)**, which drives the implementation of this scheme, will continue to:

- › Monitor supply and demand for Irish language services across all sections of the Department

- › Daoine deonacha a lorg a sholáthróidh seirbhísí Gaeilge ar fud na Roinne. Aithneofar na hoifigigh sin inár n-eolaire inmheánach a bheidh ar fáil don fhoireann ar fad. Spreagfar oifigigh eile chun a gcuid scileanna teanga a fhorbairt chun an liosta sin a leathnú, ionas nach mbeidh an iomarca oibre ag comhaltaí foirne áirithe má thagann ardú ar éileamh. Nuair atá freagracht don tseirbhís seo sannta, beidh an dualgas seo mar pháirt de ról gach aon oifigeach faoi PMDS (an Córas Bainistíochta agus Forbartha Feidhmíochta).
- › Tacaíocht a thabhairt do ghníomhaíochtaí sóisialta a chuireann úsáid na Gaeilge chun cinn
- › Monatóireacht a dhéanamh ar riachtanais foirne maidir le oiliúint Ghaeilge agus acmhainní Gaeilge (e.g. lámhleabhair, gluaiseanna, litreacha teimpléid agus ríomhphoist chuideachta aistriúcháin
- › Cuidiú le haird a tharraingt ar an nGaeilge taobh istigh den Roinn, agus spreagadh a thabhairt do chomhaltaí foirne freastal ar ranganna agus ar imeachtaí eile a bhaineann leis an nGaeilge.
- › Iníúchadh a dhéanamh ar fhorbairt chomhthionscnaimh le Ranna agus le hOifigí eile chun Gaeilge a chur chun cinn
- › Ag comhaontú sannadh freagrachta maidir le soláthar seirbhísí trí Ghaeilge ó thaobh na Rannóige.
- › Monatóireacht a dhéanamh ar chur i bhfeidhm na Scéime ar bhonn leanúnach, agus tuairisc a thabhairt don Choiste Comhairleach Bainistíochta nuair a bhíonn gá.
- › Ag déanamh comhcheangail leis an nGréasán Gaeilge a:
 - Thabharfaidh aischothú ar fheidhmiú na Scéime agus a dhéanfaidh monatóireacht ar bhealaí chun feabhas a chur ar an tseirbhís
 - Mhalartóidh eolas agus comhairle le caighdeán ard aistriúcháin, scileanna comhrá etc, a chinntiú
 - Chuideoidh le CMTU ó thaobh monatóireacht agus anailisiú a dhéanamh ar an éileamh ar sheirbhísí i nGaeilge
 - Chuideoidh le cur leis an bhfeasacht faoin nGaeilge laistigh den Roinn
 - Chuideoidh le meantóireacht agus forbairt daoine eile den fhoireann a bhfuil suim i nGaeilge acu.

Maidir le hoiliúint, leanfaidh sé ag déanamh an méid seo a leanas:

- › Ag déanamh measúnú ar leibhéil inniúlachta agus déanfar forbairt ar oiliúint chúí agus ar acmhainní eile
- › Ranganna Gaeilge intí a sholáthar don fhoireann ar fad
- › Am a thariscint in ionad d'oifigigh atá ag freastal ar chúrsaí oiliúna Gaeilge ar an Satharn
- › Gach cúrsa Gaeilge a mheas ar bhun rialta d'fhonn a fháil amach cé chomh héifeachtach agus a fhreastalaíonn siad ar spriocanna na Roinne
- › Leanúint ag cur feasacht teanga san áireamh mar chuid d'oiliúint Ionduchtúcháin agus Seirbhís do Chustaiméirí, agus leanúint ag scaipeadh na dTreoirínte, lena chinntiú:
 - Go dtuigeann an fhoireann an fáth go gcuireann an Roinn polasaí dátheangach i bhfeidhm
 - Go dtuigeann an fhoireann comhthéacs agus cúlra an pholasaí
 - Go bhfuil an fhoireann go hiomlán ar an eolas faoin dtionchar a bheidh ag an bpolasaí ar a gcuid oibre
 - Go bhfuil an fhoireann in ann iad féin a aithint mar dhaoine le cumas sa Ghaeilge

- Seek volunteers to provide Irish language services across the Department. These officers are identified in our internal telephone directory which is available to all staff. Other officers will be encouraged to develop their language skills in order to expand this list, so that individual staff members do not become over-burdened should demand increase. Once responsibility for the provision of service in Irish has been assigned, this responsibility will become part of each officer's role profile under PMDS.
- Support social activities which promote the use of Irish
- Monitor staff requirements with regard to Irish language training and resources (e.g. manuals, glossaries, template letters, translation company emails) and work to meet these requirements
- Assist in raising awareness of Irish within the Department, and encourage staff to attend classes and other events related to Irish
- Explore the development of joint initiatives with other Departments and Offices to promote Irish
- Agree on the assignment of responsibility for the provision of service in Irish by Divisions
- Monitor implementation of the Scheme on an ongoing basis, and report to the Management Advisory Committee as necessary
- Liaise with the Irish Language Network, which will :
 - Provide feedback on implementation of the Scheme and monitor ways of improving service
 - Exchange information and advice in order to ensure a high quality of translation, conversation skills etc
 - Assist CMTU in monitoring and analysing the demand for services in Irish
 - Assist in raising awareness of Irish within the Department
 - Assist in the mentoring and developing of other staff with an interest in Irish

In relation to **training**, the CMTU will continue to:

- Assess levels of competency and develop appropriate training and other resources
- Offer in-house Irish language classes to all staff
- Offer time in lieu to officers attending Irish language training courses on Saturdays
- Assess all Irish language courses on a regular basis to ascertain how effectively they meet the Department's goals
- Continue to include language awareness as part of both Induction and Customer Service training, and to circulate the Guidelines, so as to ensure that staff:
 - Understand why the Department implements a bilingual policy
 - Understand the context and background to the policy
 - Are fully informed about how the policy will affect their work
 - Can identify themselves as having proficiency in Irish

4.6 Ag Cur Feabhas le Cumas Teanga Gaeilge na Roinne

Moltar na gníomhartha seo a leanas ionas go bhfeabhsófar leibhéal agus caighdeán na seirbhísí don phobal le linn shaolré na scéime:

- › Leanfaidh an Roinn ag éascú leis an bhfoireann freastal ar ranganna Gaeilge intí, agus déanfaidh an tAonad Oiliúna iniúchadh ar sholáthar na ranganna seo a leathnú, faoi réir ag éileamh.
- › Leanfaidh an Roinn ag cur infhaighteacht na seirbhísí Gaeilge chun cinn trí chomharthaí, tríd an láithreán gréasáin, etc.
- › Leanfar ag cinntiú go bhfuil na haistriúcháin a choimisiúnaímid den chaighdeán is airde.
- › Chun feasacht ginearálta ar an nGaeilge a chur chun cinn sa Roinn, breathnóimid ar na bealaí atá ann chun seirbhís chustaiméara inmheánach a sholáthar don fhoireann trí Ghaeilge de réir a chéile, faoi réir ag éileamh.

4.7 An Ghaeltacht

Mar a luadh níos luaithe, níl an Roinn seo bainteach go príomha le seirbhísí a sholáthar don phobal go díreach, i gceantair Ghaeltachta nó i gceantair nach bhfuil sa Ghaeltacht. Cé nach mbíonn teagmháil dhíreach againn leis an bpobal Gaeltachta, áfach, dá n-eascródh sin chinnteoimis go ndéanfaí an teagmháil sin trí Ghaeilge.

Aon uair a thagann logainmeacha Gaeltachta chun cinn (m.sh. foilseacháin nó bunachair shonraí inmheánacha), úsáidfear ainmneacha na gceantar sin chun críocha oifigiúla arna dearbhú ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta san Ordú Logainmneacha (Ceantair Ghaeltachta) 2004.

4.6 Improving the Department's Irish Language capability

The following actions will be pursued in order to ensure that both the level and standard of services to the public are improved during the duration of the scheme:

- › The Department will continue to facilitate staff attending in-house Irish language classes, and Training Unit will investigate extending the provision of these classes, subject to demand.
- › The Department will continue to promote the availability of our Irish language services through signage, the website, etc.
- › Continue to ensure that the translations we commission are of the highest quality.
- › In order to promote general awareness of Irish within the Department, we will look at ways of providing an internal customer service to staff through Irish on a phased basis, subject to demand.

4.7 An Ghaeltacht

As mentioned earlier, this Department is not primarily involved in providing services directly to the public, either in Gaeltacht or in non-Gaeltacht areas. However, while we do not normally have direct contact with the Gaeltacht community, should this arise we would ensure that such contact would be conducted through Irish.

In any situation where use of Gaeltacht placenames arises (e.g. publications or internal databases), the names of these areas to be used for official purposes will be as declared by the Minister for Community, Rural and Gaeltacht Affairs in the Placenames (Ceantair Ghaeltachta) Order 2004.



Coinneoidh an Coiste Comhairleach Bainistíochta laistigh den Roinn seo oibríocht éifeachtach na scéime faoi athbhreithniú, chomh fada is atá an tAonad um Bainistiú an Athraithe ag déanamh monatóireacht leanúnach ar sholáthar seirbhísí agus ar leibhéal éilimh na seirbhísí Gaeilge.

Mar chuid dá ndualgas foriomlána faoin gclár nuachóirithe, déanfaidh bainisteoirí líne i Rannáin monatóireacht ar chur i bhfeidhm laethúil na scéime laistigh dá limistéir féin, agus déanfaidh siad tuairisc rialta chuig a Rúnaí Cúnta.

Leanfaidh suirbhéanna custaiméirí ar aghaidh ag cur ceisteanna maidir le sástacht le soláthar na seirbhísí Gaeilge, agus an t-éileamh atá ann do na seirbhísí sin.

Foilseofar an dul chun cinn atá déanta maidir le freastal ar spriocanna na scéime i dTuarascálacha Bliantúla na Roinne.

Chapter 5 | Monitoring and Review

The Management Advisory Committee within this Department will keep the effective operation of the scheme under review, while ongoing monitoring of service provision and of the level of demand for services through Irish will be carried out by the Change Management and Training Unit.

As part of their overall responsibilities under the modernisation programme, line managers in Divisions will monitor the day-to-day implementation of the scheme within their own areas, and report on a regular basis to their Assistant Secretary.

Future customer surveys will continue to include questions in relation to satisfaction with the provision of services in Irish, and the demand for these services.

Progress on meeting the aims of the scheme will be published in the Department's Annual Reports.



Poibleofar ábhar na scéime seo mar aon le gealltanais agus soláthairtí na scéime don phobal i gcoitinne trí na nithe seo a leanas:-

- › Preasráiteas
- › Seoladh Oifigiúil na Scéime
- › Scaipeadh ar ghníomhaireachtaí agus comhlachtaí poiblí cuí
- › Nasc an-fheiceálach, buan chuig an Scéim ar leathanach baile na Roinne

I dteannta na mbeart sin, agus idirghníomhaíochtaí lá go lá á ndéanamh le custaiméirí, cuirfidh an Roinn na seirbhísí atá ar fáil i nGaeilge chun cinn agus déanfaidh sí poiblíocht orthu, mar shampla:

- › Trí chustaiméirí a chur ar an eolas go díreach ar bhonn forghníomhacha ar an rogha atá acu déileáil leis an Roinn i nGaeilge, mar shampla fógraí a chur ar taispeáint ag áit fáiltiú a léiríonn go bhfuil seirbhís Ghaeilge ar fáil. Beidh an t-eolas sin ar taispeáint in áit shofheichte ar láithreán gréasáin na Roinne chomh maith.
- › Trí fhonótaí a chur ar threoirilínte, ar bhileoga eolais agus ar bhróisiúir ar leith a mhíneoidh go bhfuil na cáipéisí sin ar fáil i nGaeilge chomh maith (i gcásanna nuair nach mbíonn an t-ábhar priontáilte dátheangach ar fáil faoi clúdach amháin)
- › Trí nótaí a chur isteach i bhfoilseacháin ar leith, ar nós fógraí i nuachtáin agus i bhfoilseacháin eile, go soláthraíonn an Roinn seirbhísí i nGaeilge agus dá réir sin go bhfáiltíonn siad roimh chustaiméirí ar mhian leo déileáil léi i nGaeilge, faoi réir ag na tiomantais sa Scéim chomhaontaithe.

Chomh maith leis sin, nuair atá na Rannáin a bhfuil gealltanais tugtha acu seirbhís a sheachadadh trí Ghaeilge, in ann é sin a dhéanamh, poibleofar seo freisin ar an mbealach cuí mar aon le feabhsúcháin sheirbhísí suntasacha eile.

Cuireadh cóip den scéim seo ar aghaidh chuig Oifig an Choimisinéara Teanga freisin.

An leagan Béarla de théacs bunaidh na scéime seo.

Chapter 6 Publicising of Agreed Scheme

The contents of this scheme, together with its commitments and provisions, will be publicised to the general public by means of:

- › Press release
- › Official launch of the scheme
- › Circulation to appropriate agencies and public bodies
- › A permanent, high-visibility link to the Scheme on the homepage of the Department's website

In addition to these measures, the Department will, in its day-to-day interactions with customers, promote and publicise the services it provides through Irish, for example:

- › By directly informing customers on a pro-active basis of the option of dealing with the Department through Irish, for example by the display of notices at reception indicating that an Irish language service is available. This information will also be displayed in a prominent location on the Department's website
- › By including footnotes on selected guidelines, leaflets and brochures explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover)
- › By including notes in selected publications, such as advertisements in newspapers and other publications, that the Department provides services through Irish and accordingly welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.

Furthermore, once Divisions that have committed to delivering a service in Irish are in a position to do so, this will also be publicised in the appropriate manner, as will other significant service enhancements.

A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

The English language version is the original text of this scheme.



Sonraí Teagmhála na Foirne a sholáthraíonn seirbhís Ghaeilge

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Coinneofar na sonraí seo cothrom le dáta ar láithreán Ghréasáin na Roinne
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APPENDIX 1

Contact details of personnel providing an Irish language service

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These details will be kept up to date on our website

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