

Obligations under act and scheme

South Dublin County Council is in the process of implementing our Language Scheme 2006-2009. The following requirements apply to external communications and must be adhered to at all times in order to comply with the Official Languages Act, 2003

Statutory Obligations under the Language Act 2003

- All Correspondence in Irish received in writing or email must be responded to in Irish
- Written communication for the purpose of furnishing information e.g. mail shots, must be in Irish and English within one document
- Annual Reports, audited accounts, Statements of Strategy must be published in Irish and English simultaneously
- Documents setting out public policy proposals must be published in Irish and English simultaneously

The following commitments are given in South Dublin County Council Language Scheme 2006-2009 and must be delivered over the lifetime of the scheme, available on www.southdublin.ie

- By the end of 2007 all application forms and accompanying information produced by SDCC will be available in Irish and English
- All new publications, information leaflets and posters will contain a short introduction and summary in Irish
- All Major Policy Documents will be available in Irish
- Press releases relating to Irish will be produced bilingually
- The Council Website will be developed in Irish
- An Irish Page containing information in relation to Irish and SDCC will be developed
- A generic email address, Gaeilge@sdbublincoco.ie will be developed.
- All Irish Associations/Schools in County will be encouraged to engage with the Connect Website.
- All new Software and interactive systems will be language compliant
- All Irish language forms will be made available for online submission, when service is available, or download
- Members of staff identified on staff listing who are capable and willing to deal with the public through Irish, and provide relevant support and training
- Ensure that all staff and councillors are given encouragement and opportunity to improve their Irish language skills through training and developments courses with a view to improving access to service provision through the Language Scheme
- Include Language Awareness as part of both induction and Customer Care training
- Training and guidelines in relation to this scheme will be developed and circulated to all staff
- Development and training, so that our staff will have basic understanding of the Irish Language
- High profile events shall incorporate an element of bilingualism in proceedings

- SDCC is committed to educational visits to schools having an element of Irish
- Our standard disclaimer on email will be bilingual
- A simple Irish lesson will be posted weekly on intranet
- We will undertake a project to assemble a database of our road and streetnames in Irish, which will be submitted to the Place Name Commission through the Ordnance Survey of Ireland for confirmation
- This database will be made available on our intranet, internet and published as a book, giving some local historical content
- All incorrect road signs will be replaced on a phased basis by the end of 2010

South Dublin County Council recognizes and acknowledges the particular linguistic preferences of Irish language schools and Gaelscoileanna in South Dublin County, as well as other Irish Language organisations and groups operating throughout the county and nationally. The provision of services in Irish to these particular bodies and groups will be facilitated over the lifetime of this scheme.

The Council will organise an annual forum to enable all interested individuals and groups within the county to come together with the purpose of coordinating the promotion of the Irish language.

Procedure for dealing with Irish Speaking Customers in South Dublin County Council

- Members of staff within SDCC are now identified on the Staff Index by ticking the Irish speakers box
- If a client approaches the counter or makes contact by telephone and begins conversation in Irish, please reply 'nóiméad amháin, le do thoil' (one minute please), and check for an Irish speaker, the Irish officer is the best first option at #6692
- If you can access the department concerned, check for Irish speakers in the relevant dept.
- There is an Irish speaker identified in Customer Care, Aoife Ní Cheallaigh and she may also be able to help with the initial query if made at the Customer Care Counter.
- Forms are being made available in Irish which will be available on the internet.
- A copy of each publication in Irish will be available online.
- Our website is being made available in Irish, please notify the Irish officer of any changes you are making to your departments internet site.

South Dublin County Council endeavour to provide support and training to assist staff with their use of Irish.

If you have any queries, please do not hesitate to contact the Irish Officer, **Aoileann Nic Dhonnacha** at Gaeilge@sdbublincoco.ie or **086 8228916 / #6692**

There has been much support from the staff of SDCC, which is hugely appreciated.

Irish Officer: Aoileann Nic Dhonnacha
Email: Gaeilge@sdbublincoco.ie
Phone: 086 8228916 / #6692
Web: www.southdublin.ie

Comhairle Contae Átha Cliath Theas
South Dublin County Council



Dualgais faoin Acht agus faoin Scéim

Tá Scéim Teanga na Comhairle 2006-2009 á cur i bhfeidhm ag Comhairle Contae Átha Cliath Theas faoi láthair. Baineann na ceanglais seo a leanas le cumarsáid sheachtrach agus ní mór cloí leo ag gach tráth d'fhonn fhorálacha Acht na dTeangacha Oifigiúla, 2003 a chomhlíonadh.

Dualgais Reachtúla faoin Acht Teanga 2003

- Ní mór an comhfhreagras go léir a fhaightear i scríbhinn nó ar ríomhphost i nGaeilge a fhreagairt i nGaeilge
- Ní mór cumarsáid i scríbhinn, chun críche faisnéis a thabhairt, m.sh. cora poist, a bheith i nGaeilge agus i mBéarla istigh in aon cháipéis amháin
- Ní mór Tuarascálacha Bliantúla, cuntais iniúchta, Ráitis Straitéise a fhoilsiú i nGaeilge agus i mBéarla ag an am céanna
- Ní mór doiciméid ina leagtar síos moltaí maidir le beartas poiblí a fhoilsiú i nGaeilge agus i mBéarla ag an am céanna

Tá na tiomantais seo a leanas tugtha i Scéim Teanga Chomhairle Contae Átha Cliath Theas 2006-2009 agus ní mór iad a chur i bhfeidhm le linn shaolré na scéime; tá an scéim le fáil ar www.athcliaththeas.ie

- Faoi dheireadh 2007 beidh na foirmeacha iarratais go léir agus an t-eolas a ghabhann leo agus a tháirgeann Comhairle Contae Átha Cliath Theas ar fáil i nGaeilge agus i mBéarla
- Beidh réamhrá gearr agus achoimre i nGaeilge i ngach foilseachán nua, ar gach bileog eolais agus gach póstaer nua
- Beidh gach Doiciméad Mór Beartais ar fáil i nGaeilge
- Cuirfear preaseisiúintí a bhaineann leis an nGaeilge ar fáil sa dá theanga
- Forbrófar Suíomh Gréasáin na Comhairle i nGaeilge
- Forbrófar Leathanach Gaeilge ar a mbeidh eolas faoin nGaeilge agus Comhairle Contae Átha Cliath Theas
- Forbrófar seoladh cineálach ríomhphoist Gaeilge@sdblincoco.ie
- Spreagfar gach Cumann/Scoil Ghaeilge sa Chontae chun baint a bheith acu leis an Suíomh Gréasáin NASCADH.
- Beidh na Bogearraí nua go léir agus na córais idirghníomhacha oiriúnach don teanga
- Beidh na foirmeacha Gaeilge go léir ar fáil chun iad a sheoladh ar ais ar líne - nuair a bheidh an tseirbhís seo ar fáil - nó chun iad a thógáil anuas den suíomh gréasáin
- Beidh baill foirne atá ábalta agus atá toilteanach déileáil leis an bpobal i nGaeilge aitheanta ar liosta foirne agus tabharfar an tacaíocht chúí dóibh agus cuirfear an oiliúint chúí orthu
- Cinnteofar go spreagfar agus go dtabharfar deiseanna do na baill foirne agus do na comhairleoirí go léir chun a scileanna Gaeilge a fheabhsú trí chúrsaí oiliúna agus forbartha agus beidh se mar aidhm leis seo teacht níos fearr a bheith ar sheirbhísí tríd an Scéim Teanga
- Feasacht ar an Teanga a bheith mar chuid den ionduchtúchán agus den oiliúint maidir le Cúram do Chustaiméirí
- Forbrófar cúrsaí oiliúna agus treoirilínte maidir leis an scéim seo agus scaipfear an t-eolas ar gach ball foirne
- Forbairt agus oiliúint ionas go mbeidh tuiscint bhunúsach ag ár mbaill foirne ar an nGaeilge
- Beidh gné den dátheangachas ag baint le hócáidí iomráiteacha
- Tá Comhairle Contae Átha Cliath Theas tiomanta cuairteanna oideachais a thabhairt ar scoileanna a bhfuil baint acu leis an nGaeilge

- Beidh an gnáthshéanadh ríomhphoist sa dá theanga
- Cuirfear ceacht éasca Gaeilge ar an inlín gach uile sheachtain
- Tabharfaidh muid faoi thionscadal chun bunachar sonraí d'ainmneacha bóithre agus sráidbhailte an Chontae a chur i dtoll a chéile i nGaeilge agus cuirfear é sin faoi bhráid an Choimisiúin Logainmneacha trí Shuirbhé Ordanáis na hÉireann lena dheimhniú.
- Cuirfear an bunachar sonraí ar fáil ar ár n-inlín, ar an idirlín agus foilseofar é i bhfoirm leabhair ina dtabharfar roinnt eolais faoi stair na háite.
- Cuirfear comharthaí nua bóithre in ionad na gcomharthaí bóithre go léir atá míchruinn; déanfar é seo de réir a chéile go deireadh 2010

Aithníonn agus admháinn Comhairle Contae Átha Cliath Theas na tosaíochtaí teangeolaíocha ar leith ata ag scoileanna Gaeilge agus ag Gaelscoileanna i gContae Átha Cliath Theas chomh maith leis na tosaíochtaí atá ag eagraíochtaí agus grúpaí Gaeilge eile atá ag feidhmiú ar fud na tíre agus go náisiúnta. Beifear ábalta seirbhís a chur ar fáil i nGaeilge do na comhlachtaí agus do na grúpaí ar leith seo le linn shaolré na scéime.

Eagróidh an Chomhairle fóram bliantúil chun cur ar chumas na ndaoine aonair agus na ngrúpaí leasmhara go léir sa chontae teacht le chéile chun comhordú a dhéanamh ar chur chun cinn na Gaeilge.

An nós imeachta chun déileáil le Custaiméirí de chuid Chomhairle Contae Átha Cliath Theas a labhraíonn Gaeilge

- Tá tic sa bhosca Cainteoir Gaeilge ag na baill foirne i gComhairle Contae Átha Cliath Theas a labhraíonn Gaeilge
- Má thagann cliant chomh fada leis an deasc nó má ghlaonn sé nó sí isteach ar an teiléafón agus má chuireann sé nó sí tús lena chomhrá/lena comhrá i nGaeilge abair 'nóiméad amháin, le do thoil' leis/léi agus féach an bhfuil cainteoir Gaeilge ar fáil - an tOifigeach Gaeilge an chéad rogha is fearr - #6692
- Má tá tú ábalta teacht ar an rannóg atá i gceist faigh amach an bhfuil cainteoirí Gaeilge sa rannóg sin.
- Tá cainteoir Gaeilge, Aoife Ní Cheallaigh, aitheanta sa rannóg Cúram don Chustaiméir agus d'fhéadfadh go mbeadh sí ábalta cabhrú leat leis an gcéad fhiosrú más ag Cuntar an Chúraim don Chustaiméir a dhéantar an fiosrú.
- Tá foirmeacha á gcur ar fáil i nGaeilge agus beidh siad ar fáil ar an idirlín.
- Beidh cóip de gach foilseachán a bheidh i nGaeilge ar fáil ar líne.
- Tá Gaeilge á cur ar an suíomh gréasáin atá againn. Cuir an t-oifigeach Gaeilge ar an eolas faoi athrú ar bith atá á dhéanamh ar shuíomh idirlín do rannóige.

Tá a dícheall á déanamh ag Comhairle Contae Átha Cliath Theas chun tacú leis an bhfoireann agus chun oiliúint a chur uirthi ó thaobh úsáid na Gaeilge de.

Má bhíonn ceist ar bith agat ná bíodh drogall ort teagmháil a dhéanamh leis an Oifigeach Gaeilge, **Aoileann Nic Dhonnacha**, ar Gaeilge@sdblincoco.ie nó ar **086 8228916/ #6692**.

Is mór againn an tacaíocht bhreá atá faighte againn ó fhoireann Chomhairle Contae Átha Cliath Theas.

Oifigeach Gaeilge: Aoileann Nic Dhonnacha
Ríomhphost: Gaeilge@sdblincoco.ie
Fón: 086 8228916/ #6692
Idirlín: www.athcliaththeas.ie

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