



Comhairle Contae Chiarraí  
Kerry County Council

# Athbhreithniú ar Acht na dTeangacha Oifigiúla 2003

## Review of the Official Languages Act 2003

### 1. Cumarsáid faoi alt 9 den Acht (litreacha, ríomhphoist & cora poist)

I do thuairimse, an leor na dualgais seo, an bhfuil siad iomarcach nó an dteastaíonn leasú orthu?

Tá siad i gceart ach is gá iad a fhorbairt tríd an dualgas a chur ag an gcéad pointe teagmhála don bpobal, le hoifigigh ata líofa sa Ghaeilge agus liúntas dá réir chun an dualgas sin a dheimhniú.

**1(a) Moladh:** Go bhfeicfidh Comhlachtaí Poiblí ar shlite chun freastal ar na fiosrúcháin ghinearálta Ghaeilge ón bPobal i slí lárnach agus de réir dea-chleachtas, mar shampla tríd **Deasc Sheirbhísí Chustaiméara Lárnach**, rud a d'fheadfadh freastal ar an bpobal sa dá theanga oifigiúil.

**1(b) Moladh:** Go gcuirfí **Córas Nua Earcaíochta Náisiúnta** in áit a chinnteoidh go ndéanfar céatadán áirithe daoine le líofacht Ghaeilge a earcú go leanúnach isteach san Earnáil Phoiblí (nuair a thosnaíonn cúrsaí earcaíochta athuair). Chinnteodh seo go bhféadfadh Comhlachtaí Poiblí ardsheirbhís trí Ghaeilge a sholáthar sa Ghaeltacht agus don bpobal i gcoitinne, go háirithe sna réimsí thuas.

**1(c) Moladh:** Táimid ag braith ar dhea-thoil foirne chun seirbhísí a chur ar fáil trí Ghaeilge i láthair na huaire. Molaimid mar sin go mbeidh **Liúntas Gaeilge** ag dul d'oifigigh aitheanta chun Seirbhísí trí Ghaeilge a sholáthar don bpobal go rialta sna Comhlachtaí Poiblí, ar nós Liúntas na Gaeltachta nó Liúntas do Sheirbhísí Dátheangach i gCeanada.

**In your opinion, are these obligations adequate, are they excessive or do they need to be amended?**

These obligations are fine but should be developed by placing them on officials, that are fluent in Irish, at the first point of contact with customers, and an allowance to ensure such.

**1(a) Proposal:** That Public Companies look at ways of dealing with general enquiries through Irish from the Public in a centralised manner according to best practise, for example by establishing a **Central Customer Services Desk**, which could serve the public in both official languages.

**1(b) Proposal:** That a **New National System of Recruitment** be introduced to ensure that a certain percentage of people with fluent Irish are recruited continuously into the Public Service (when recruitment begins again). This will ensure that Public Companies can provide a high standard of service through Irish in the Gaeltacht and to the community in general, in particular in the areas mentioned above.

**1(c) Proposal:** We currently depend on the goodwill of staff to deliver services through the medium of Irish. We propose that an **Irish Allowance** be put in place for designated staff in Public Companies to provide services regularly through Irish for the public, similar to the Gaeltacht Allowance or the Allowance for Bilingual Services in Canada.



## 2. Foilseacháin faoi alt 10 den Acht

I do thuairimse, an leor na dualgais seo, an bhfuil siad iomarcach nó an dteastaíonn leasú orthu?

**2(a) Moladh:** Go n-aontóidh gach Comhlacht Poiblí **Liosta Foilseachán Dátheangach** leis an Roinn na Gaeltachta/Coimisinéir Teangan bunaithe ar an éileamh is mó ó phobal na Gaeilge.

**2(b) Moladh:** Go ndeinfí córas náisiúnta a fhorbairt chun **caighdeánú a dhéanamh ar na Foirmeacha agus Bileoga Eolais** is mó a chuirtear ar fáil sa Stáit agus go ndéanfaí iad a fhoilsiú le 'Gnáth Bhéarla & Gaeilge Nádurtha' i bhfoirm dhátheangach dath-chódaithe, de réir deá-chleachtais agus ag luí le moltaí ón Údarás Náisiúnta Míchumais.

In your opinion, are these obligations adequate, are they excessive or do they need to be amended?

**2(a) Proposal:** That each Public Company agree a **List of Bilingual Publications** with the Department of the Gaeltacht/Coimisinéir Teangan according to greatest demand from the Irish Speaking public.

**2(b) Proposal:** That a national system be developed to **standardise the Forms and Information Leaflets** most available in the State and that they be published in 'Plain English & Natural Irish' bilingual format and colour-coded in line with best practise and the recommendations of the National Disability Authority.

## 3. Comharthaí, stáiseanóireacht & fógairtí taifeadta béil

I do thuairimse, an leor na dualgais seo, an bhfuil siad iomarcach nó an dteastaíonn leasú orthu?

**3. Moladh:** Go gcomhnascfaí **Lámhleabhar na gComharthaí Tráchtála le Rialacháin Chomharthaíochta Acht na dTeangacha Oifigiúla** i gcáipéis amháin mar threoir comónta ar chomharthaíocht dátheangach don earnáil phoiblí, agus é sin bunaithe ar dhath-chódú in áit cló iodálach chun idirdhealú idir teangacha, de réir deá-chleachtas agus ag luí le moltaí ón Údarás Náisiúnta Míchumais - féach sampla thíos.

In your opinion, are these obligations adequate, are they excessive or do they need to be amended?

**3. Proposal:** That the **Traffic Signs Manual and the Official Languages Act Signage Regulations** be amalgamated into one document as a common guide to bilingual signage for the public sector, and that it be based on colour-coding instead of italics to distinguish between languages, in line with best practise and National Disability Authority recommendations - see sample below from Garret Reil / Conradh na Gaeilge 2009.





## 4. Scéimeanna Teanga faoin Acht

I do thuairimse, an bhfuil córas na scéimeanna teanga sásúil, an bhfuil sé iomarcach nó an dteastaíonn leasú air?

**4. Moladh:** Molaimid go gcuirfí Rialacháin san Acht in áit na Scéimeanna Gaeilge chun bunleibhéal Seirbhísí trí Ghaeilge a chuirfidh Comhlachtaí Poiblí (Deasc Sheirbhísí Chustaiméara) ar fáil don bpobal a aithint, bunaithe ar na príomhchuspóirí reatha san Acht agus sna Scéimeanna Gaeilge (féach seicliosta samplach).

In your opinion, are these obligations adequate, are they excessive or do they need to be amended?

**4. Proposal:** We recommend that the Irish Language Schemes are replaced with Regulations under the Act that identify a minimum Level of Services through Irish that Public Companies (Customer Services Desk) will deliver to the public, and that this be based on current key objectives of the Act and Irish Language Schemes (see sample checklist).

## 5. Seirbhísí ó chomhlachtaí poiblí sa Ghaeltacht

An bhfuil leasuithe a mholfá a chuirfeadh le héifeachtacht agus le héifeachtúlacht na gcomhlachtaí poiblí sa réimse seo?

**5. Moladh:** Dianphróiseas oiliúna a chur in áit (m.sh fé chúram Gaeleagras) a chinnteodh go mbeidh foireann ón earnáil phoiblí atá ag obair sa Ghaeltacht (lonnaithe nó obair ann go rialta) ábalta seirbhísí ar ardchaighdeán a chur ar fáil trí Ghaeilge.

Would you recommend any amendments that would enhance the effectiveness and efficiency of public bodies in this area?

**5. Proposal:** To establish an intensive training process, (e.g. under Gaeleagras), that will ensure that staff from the public sector who work in the Gaeltacht (based or working there regularly) can deliver a high standard of services through Irish.

## 6. Forálacha eile faoin Acht

Cearta Gaeilge san Oireachtas, sna cúirteanna agus i gcóras logainmneacha an Stáit

I do thuairimse, an leor na forálacha seo, an bhfuil siad iomarcach nó an dteastaíonn leasú orthu?

**6(a) Moladh:** Go leagfaí síos go soiléir critéir, próiseas marcála agus na hacmhainní tagartha a bheidh in úsáid chun logainmneacha a aithint agus a litriú, agus a bheidh oiriúnach do chomhéadain nua aimseartha léarscáilíochta.

**6(b) Moladh:** Cleachtas a chur in áit don litriú Gaeilge ar logainmneacha ina mbeidh leanúnachas san litriú agus úsáid leanúnach de na rialacha gramadaí is déanaí.

In your opinion, are these provisions adequate, are they excessive or do they need to be amended?

**6(a) Proposal:** To clearly lay out the criteria, the weighting process and the reference sources to be used for the identification and spelling of placenames, including compatibility with modern mapping interfaces.

**6(b) Proposal:** To establish a practise for the Irish spelling of placenames that includes continuity of spelling and consistent use of up to date grammatical rules.



**6(c) Moladh:** Go bhfeicfí ar chóras a chur ar bun chun ionchur a thabhairt don bpobal áitiúil ar logainmneacha m.sh. tríd **Coiste Logainmneacha** do gach contae.

**6(c) Proposal:** To look at establishing a system that will give local communities an input into placenames e.g. via a **Placenames Committee** for each county.

## 8. Oifig an Choimisinéara Teanga

I do thuairimse, an bhfuil cumhachtaí agus feidhmeanna na hOifige sin dóthanach nó iomarcach 's an dteastaíonn leasuithe orthu?

**8. Moladh:** Tá cumhachtaí agus feidhmeanna Oifig an Choimisinéara Teanga dóthanach ach maidir le **Gearán ó Chustaiméirí** molaimid go gcuirfí próiseas in áit ar nós an phróisis atá in úsáid ag Oifig Bhean an Phobail, sé sin go gcuirfí gearáin go dtí an Comhlacht Poiblí i dtosach báire chun déileáil leo, agus go dtí Oifig an Choimisinéara Teangan ina dhiaidh sin, mara bhfaightear aon sásamh.

**In your opinion, are the powers and functions of that Office adequate or excessive and do they need to be amended?**

**8. Proposal:** The powers and functions of the Coimisinéir Teangan's Office are adequate however we recommend in respect of **Customer Complaints** that a process be put in place similar to that which is in use by the Office of the Ombudsman, i.e. that complaints are first sent to the Public Company to deal with, and then to the Coimisinéir Teangan's Office, if not dealt with satisfactorily.

## 9. An bhfuil leasuithe eile a mholfá ar an Acht le cinntiú gur reachtaíocht í atá oiriúnach agus cuí dá feidhm?

**9(a) Moladh:** Go mbeidh oifigeach sonrach le Gaeilge líofa, **Oifigeach Forbartha Gaeilge**, ag gach Comhlacht Poiblí chun seirbhísí trí Ghaeilge a fhorbairt agus a chur chun cinn sa Chomhlacht sin, (Deasc Seirbhísí Chustaiméara san áireamh).

**9(b) Moladh:** Go mbeidh Alt 11 d'Acht na dTithe 1988 ar aon dul le Alt 47 den Acht um Pleanáil agus Forbairt i gcás **Tithíocht Sóisialta i gCeantair Catagóir A na Gaeltachta** ar mhaithe leis an nGaeilge a chosaint mar theanga pobail.

**9(a) Proposal:** That Public Company's have a dedicated officer with fluent Irish, **Oifigeach Forbartha Gaeilge**, responsible for developing and promoting services through Irish in that Company, (including a Customer Services Desk)









**9(b) Proposal:** That section 11 of the Housing Act, 1988 be in line with Section 47 of the Planning and Development Act regarding **Social Housing in Category A Gaeltacht Areas** so as to protect Irish as the community language.



# SEICLIOSTA GAEILGE DON bhFOIREANN

(le cloí le hAcht na dTeangacha Oifigiúla 2003)



 <p><b>Comhfhreagras &amp; Staiseanóireacht</b></p>	<p>Gach comhfhreagras a fhaightear i nGaeilge (leictreonach san áireamh) <b>caithfear</b> é a fhreagairt i nGaeilge.</p> <p>Más tú a chuireann tús le comhfhreagras le <b>heolas a chur ar fáil don phobal</b>, caithfidh sé bheith i nGaeilge, nó i nGaeilge agus i mBéarla</p> <p>Caithfidh gach páipéarachas agus staiseanóireacht bheith <b>go hiomlán dátheangach</b>; .i. ainm seirbhíse, seoladh, sonraí teagmhála srl.</p>
<p><b>Foirmeacha Iarratais</b></p> 	<p>Ba chóir gach foirm iarratais <b>a sheoladh</b>, agus a chur <b>ar taispeánt</b>, i nGaeilge agus i mBéarla.</p>
 <p><b>Glaonna Gutháin</b></p>	<p>Ba chóir gach glaoch fóin ón bpobal a fhreagairt i nGaeilge, nó i nGaeilge agus i mBéarla: msh. ainm seirbhíse nó beannú.</p> <p>Ba chóir do gach oifig féachaint le <b>cainteoir(i) Gaeilge</b> a cheapadh le plé le glaonna fóin i nGaeilge</p>
 <p><b>Suímh Idirlín</b></p>	<p><b>Caithfidh</b> gach ábhar ar shuíomh idirlín na heagraíochta bheith i nGaeilge agus i mBéarla, <b>ag an am céanna</b>.</p> <p>Má tá aon suíomh idirlín eile fé chúram ag d'oifig ar son na heagraíochta, ba chóir <b>ábhar seasta</b> ar an suíomh seo a bheith i nGaeilge leis.</p>
<p><b>Preas-Ráitis &amp; Fógraí Poiblí</b></p> 	<p><b>Caithfear</b> gach preas-ráiteas a eisiúint go dátheangach i nGaeilge agus i mBéarla, <b>ag an am céanna</b>, chuig na meán cuí.</p> <p><b>Caithfear</b> gach fógra poiblí nuachtáin a chlúdaíonn an Contae nó ceantar Gaeltachta a fhoilsiú go dá-theangach.</p>
 <p><b>Bileoga &amp; Cáipéisí</b></p>	<p><b>Caithfidh</b> gach bileog eolais nó bróisiúr (ms., tionscadail, imeachtaí, eolas ginearálta srl) a bheith i nGaeilge agus i mBéarla, <b>ag an am céanna</b>.</p> <p><b>Caithfidh</b> gach doiciméad mórbeartais, tuarascáil bhliantúil, ráiteas bliantúil airgeadais bheith i nGaeilge agus i mBéarla, <b>ag an am céanna</b>.</p>
 <p><b>Ag obair sa Ghaeltacht</b></p>	<p><b>Ag obair sa Ghaeltacht</b> (msh. scoileanna, cruinnithe, tionsnaimh) <b>ceap ball foirne le Gaeilge</b> agus úsáid an oiread Gaeilge agus is féidir, nuair is féidir.</p> <p>Ba chóir do bhaill foirne atá <b>lonnaithe</b> in Oifigí Gaeltachta (Ionaid, Leabharlanna, Stáisiúin Dóiteáin, srl) Gaeilge a labhairt lena chéile san oifig.</p>
 <p><b>Comharthaíocht</b> <a href="http://www.logainm.ie">www.logainm.ie</a></p>	<p>Caithfidh <b>comharthaí</b> na Comhairle (oifig, tionscadal, amuigh srl) a bheith i <b>nGaeilge nó dátheangach</b>, leis an nGaeilge chun tosaigh, chomh mór agus chomh feiceálach leis an mBéarla. (msh. <i>gan cló Iodálach</i>)</p> <p>Tabharfar túsáite don nGaeilge ar <b>Chomharthaí Gaeltachta</b> dhátheangacha.</p> <p>Tá gach <b>comhartha bóthair</b>, comharthaí rabhaidh san áireamh, faoi réir ag rialacháin dhátheangacha sa Lámhleabhar do Chomharthaí Tráchta, 2010.</p>

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## IRISH LANGUAGE CHECKLIST FOR STAFF

(To comply with The Official Languages Act 2003)



 <b>Correspondence &amp; Stationary</b>	<p>All correspondence received in Irish (including electronic) <b>must</b> be replied to in Irish</p> <p>When you initiate correspondence to <b>provide information to the public</b>, it must be in Irish, or Irish and English</p> <p>All headed paper or stationary <b>must</b> be fully bilingual, including service name, address, contact details etc.</p>
<b>Application Forms</b> 	<p>All application forms should be <b>issued</b>, and publicly <b>displayed</b>, in Irish and English.</p>
 <b>Telephone Calls</b>	<p>All telephone calls from the public should be answered in Irish, or both Irish and English: eg, the name of the service or a greeting.</p> <p>Each office should seek to appoint a <b>designated Irish speaker(s)</b> to whom calls in Irish can be forwarded.</p>
 <b>Websites</b>	<p>All material on the Kerry County Council websites <b>must</b> be in Irish and English, <b>simultaneously</b>.</p> <p>If your office is producing or managing any other websites on behalf of the Council, then <b>static content</b> on these websites must also be in Irish.</p>
<b>Press Releases &amp; Public Notices</b> 	<p>All press releases <b>must</b> be released bilingually in Irish and English, at the same time, to all relevant media outlets.</p> <p>All newspaper public notices or advertisements covering the County or a Gaeltacht area <b>must</b> be bilingual.</p>
 <b>Leaflets &amp; Documents</b>	<p>All leaflets or brochures (eg projects, events, general information etc) <b>must</b> be in Irish and English, <b>simultaneously</b>.</p> <p>All major policy documents, annual reports, annual financial statements <b>must</b> be in Irish and English, <b>simultaneously</b>.</p>
 <b>Working in the Gaeltacht</b>	<p>When <b>working in Gaeltacht areas</b> (eg schools, meetings, projects) <b>designate Irish-speaking staff</b> and use as much Irish where possible.</p> <p>Staff <b>based in Gaeltacht Offices</b> (PSCs, Libraries, Fire Stations, Depots etc) should use Irish as the <b>working language</b> of the office.</p>
 <b>Signage</b> <a href="http://www.logainm.ie">www.logainm.ie</a>	<p>All <b>Council signage</b> (office, project, external etc) <b>must</b> in Irish or bilingual, with Irish first and at least as prominent and visible as English. (<i>eg. not italics</i>) Irish will be the dominant wording on <b>Gaeltacht Signage</b> that is bilingual.</p> <p>All <b>road traffic signs</b>, including temporary warning signs, are subject to bilingual regulations in the Traffic Signs Manual, November 2010.</p>