

# *Comhairle Cathrach na Gaillimhe*

## *3<sup>ú</sup> Scéim Teanga*

*2016 – 2019*



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## ***Caibidil 1: Cúlra & Réamhrá***

D'iarr an tAire Ealaíon, Oidhreacht, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta ar Chomhairle Cathrach na Gaillimhe athbhreithniú a dhéanamh ar an 2ra Scéim Teanga agus 3<sup>ú</sup> Scéim Teanga ullmhú faoi Acht na dTeangacha Oifigiúla 2003 ("An tAcht"). Forálann an tAcht go n-ullmhóidh comhlachtaí poiblí scéim reachtúil a mhionsonraíonn na seirbhísí a chuirfidh siad ar fáil.

- as Gaeilge,
- as Béarla, agus
- as Gaeilge agus as Béarla;

agus na bearta atá i gceist ag an gcomhlacht a chur i bhfeidhm chun a chinntiú go gcuirfear aon seirbhís, nach mbeidh ar fáil as Gaeilge, ar fáil as Gaeilge laistigh d'achar ama aontaithe.

### ***1.1 Ullmhú an 3<sup>ú</sup> Scéim***

Chuir Comhairle Cathrach na Gaillimhe an 3<sup>ú</sup> Scéim Teanga seo le chéile le cúnaimh na Roinne Ealaíon, Oidhreacht, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta.

### ***1.2 An dáta atá beartaithe chun tús a chur leis an scéim***

Dheimhnigh an tAire Ealaíon, Oidhreacht, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta an scéim. Cuirfear tús leis an scéim ar an 15 Lúnasa 2016 agus beidh sí i bhfeidhm go ceann trí bliana ón dáta seo, nó go dtí go ndeimhneoidh an tAire scéim nua de réir Alt 15 den Acht, cibé ceann acu is déanaí.

## ***Caibidil 2: Forbairtí i gCathair na Gaillimhe ó cuireadh an 2<sup>ra</sup> Scéim Teanga de chuid Chomhairle Cathrach na Gaillimhe i bhfeidhm***

D'fhógair Cathair na Gaillimhe gurb í an chéad chathair dhátheangach í (an 7 Márta 2016). Cé go bhfuiltear i mbun comhairle go leanúnach féachaint céard a chiallaíonn an fógra sin do Chathair na Gaillimhe agus don phobal ilchineálach ilteangach a chónaíonn inti, táthar ag dréim go gcuirfidh an 3<sup>ú</sup> Scéim Teanga de chuid Chomhairle Cathrach na Gaillimhe go mór lena chur i ngníomh. Gheofar treoir ó eiseamláirí sárchleachtas i gcathracha dátheangacha eile d'fhonn a chinntiú gur tionscnamh praiticiúil agus réalaíoch a bheidh ann.

I dteannta an ainmniúcháin bheartaithe faoin Acht Gaeltachta 2012 maidir le cathair na Gaillimhe a ainmniú ina Baile Seirbhíse Gaeltachta, is léir go ndéanfar forbairtí suntasacha a léireoidh an pobal bríomhar labhartha Gaeilge i gCathair na Gaillimhe agus sa cheantar máguaird. Dá bhrí sin is céim dhearfach í aontú agus cur i bhfeidhm an 3<sup>ú</sup> Scéim Teanga de chuid Chomhairle Cathrach na Gaillimhe i dtreo fónamh ar an bpobal sin agus cur le héagsúlacht cultúir i gCathair na Gaillimhe.

## Caibidil 3: Seirbhísí reatha ar fáil go dátheangach agus bearta beartaithe an 3<sup>ú</sup> Scéim

### 3.1 Bróisiúir/Bileoga Eolais

Gníomh	Spriocdháta
1.1 Beidh gach bróisiúir agus bileog eolais nua de chuid na Comhairle dátheangach (Gaeilge agus Béarla) laistigh den aon cháipéis amháin, agus beidh an dá theanga ar chomhstádas. Cuirfear aon bhróisiúir nó bileoga eolas atá ann cheana féin nach bhfuil dátheangach go dtí seo, go dátheangach laistigh den chlúdach amháin ar athnuachan an fhoilseacháin.	Go leanúnach
1.2 Is í an fhormaid roghnaithe go mbeidh an dá theanga taobh le taobh agus Gaeilge ar chlé nó ar dheis, nó Gaeilge thuas agus Béarla thíos. Beidh téacs na Gaeilge le feiceáil ar dtús agus é chun tosaigh, infheicthe, soléite, cothrom le méid an Bhéarla ar a laghad, agus gan giorrúcháin seachas sa chás go bhfuil giorrúcháin leis an mBéarla freisin.	Go leanúnach
1.3 Féadfaidh bróisiúir agus bileoga eolais a bheith i mBéarla amháin má bhaineann siad le tionscnamh a bhaineann go saineúil leis an mBéarla (m.sh. grúpa drámaíochta/scríbhneoirí Béarla, srl.)	Go leanúnach
1.4 Sa chás go gcuireann eagraíocht eile bróisiúir nó bileoga eolais ar fáil, a bhíonn in úsáid nó á soláthar ag an gComhairle, iarrfar leagan dátheangach a chur ar fáil.	Go leanúnach
1.5 Nuair a chuireann comhlacht eile bróisiúir nó bileoga eolais amach go leithleach, dáilfear an leagan Béarla agus an leagan Gaeilge le chéile sa phost nó thar an gcuntar, nuair nach fios cén teanga atá á héileamh.	Go leanúnach

### 3.2 Comhfhreagras Scríofa

Gníomh	Spriocdháta
2.1 Leanfaidh an Chomhairle ar aghaidh le fáilte a chur roimh chomhfhreagras i nGaeilge nó i mBéarla.	Go leanúnach
2.2 Leanfar ar aghaidh le freagra a thabhairt (nuair atá gá leis) ar chomhfhreagras a fhaigheann an Chomhairle sa teanga inar scríobhadh an litir bhunaidh. Nuair atá gá le comhfhreagras breise ina dhiaidh sin, déanfar é sa teanga chéanna.	Go leanúnach
2.3 Ní bheidh aon mhoill mhíchuí mar gheall ar chomhfhreagras leis an gComhairle i nGaeilge. Cuirfear freagra ar fáil laistigh den spriocthréimhse atá sonraithe sa Phlean Cúram Custaiméirí.	Go leanúnach
2.4 Beidh gach comhfhreagras, tar éis glaoch gutháin nó comhrá i nGaeilge, sa teanga chéanna mura bhfuil an duine féin ag iarraidh a mhalairt.	Go leanúnach
2.5 Beidh gach comhfhreagras mar thoradh ar ghlaoch gutháin nó comhrá inar léirigh an duine gurbh fhearr leo Gaeilge a úsáid, i nGaeilge, cé go mb'fhéidir nach raibh an glaoch gutháin nó an comhrá féin i nGaeilge.	Go leanúnach
2.6 Is as Gaeilge a dhéanfaidh an Chomhairle comhfhreagras le haon duine, grúpa, Gaelscoil nó eagraíocht, má tá sé soiléir go mbaineann siad úsáid as an nGaeilge de ghnáth, nó más rud é gur fearr leo é sin a dhéanamh.	Go leanúnach
2.7 Má phléann oifigeach nach bhfuil Gaeilge aige/aici le comhfhreagras i nGaeilge, gheobhaidh sé/sí cuidiú ón Oifigeach Gaeilge, ó aistritheoir nó ó chomhghleacaí inniúil, ionas gur féidir freagra a thabhairt i nGaeilge.	
2.8 Mar chuid de ghnáthriarachán seirbhísí ar bhonn laethúil, cuirfear gnáthlitreacha agus imlitreacha ar fáil don phobal go dátheangach.	Go leanúnach
2.9 Beidh ráiteas caighdeánach ar pháipéarachas, ar fhógraí agus ar láithreán gréasáin na Comhairle etc. ag tabhairt le fios don léitheoir go bhfáilteofar roimh chomhfhreagras i nGaeilge nó i mBéarla.	Go leanúnach
2.10 Déanfar forbairt bhreise ar chlár agus ar bhunachar sonraí de dhaoine, de ghrúpaí, de scoileanna, de Ghaelscoileanna agus d'eagraíochtaí arbh fhearr leo go ndéanfaí cumarsáid leo i nGaeilge, i bhfoirm liostaí teagmhálacha d'úsáid oifigeach aonair, nó tagairtí níos leithne d'úsáid na nAonad	Go leanúnach

seirbhísí.	
<b>2.11</b> Cuirfear na prionsabail thuas i bhfeidhm i dtaca le comhfhreagras leictreonach.	Go leanúnach
<b>2.12</b> Taifeadfaidh gach ball foirne líon na n-idirbheart/na n-iarratas le haghaidh seirbhísí i nGaeilge trí chomhfhreagras scríofa ar dhóigh chórasach chun éileamh a mheas agus a mhonatóiriú ar bhonn leanúnach.	

### 3.3 Foirmeacha Iarratais

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>3.1</b> Beidh gach foirm iarratais nua, agus an t-ábhar gaolmhar míniúcháin a fhoilsíonn an Chomhairle, ar fáil i nGaeilge agus i mBéarla san aon cháipéis amháin. Tá sé mar bheartas ag an gComhairle a chinntiú go bhfuil agus go mbeidh gach foirm iarratais agus an doiciméadú bainteach ar fáil go comhuaineach sa dá theanga oifigiúla ar ár láithreán gréasáin. Cuirfear aon fhoirmeacha iarratais atá ann cheana féin agus an t-ábhar bainteach mínitheach, nach bhfuil dátheangach go dtí seo, ar fáil go dátheangach laistigh den aon chlúdach amháin ar athnuachan an fhoilseacháin.  Sa chás go gcuirtear foirmeacha iarratais agus bileoga eolais ar fáil mar leaganacha Gaeilge agus Béarla ar leith, cinnteoidh an Chomhairle go dtabharfar an suntas céanna don dá leagan ag gach suíomh poiblí, agus go mbeidh an fháil chéanna ar an leagan Gaeilge is a bheidh ar an leagan Béarla. Cuirfear custaiméirí ar an eolas go réamhghníomhach faoi fháil a bheith ar leagan ar leith Gaeilge trí ráiteas cuí ar leagan Béarla na cáipéise agus trí aon bhealach eile is cuí leis an gComhairle.	Go leanúnach
<b>3.2</b> Féadfaidh foirmeacha iarratais a bheith i 'mBéarla amháin' má bhaineann siad le tionscnamh a bhaineann go saineúil leis an mBéarla (e.g. grúpa drámaíochta/scribhneoirí Béarla, srl). Baineann an prionsabal céanna leis an nGaeilge.	Go leanúnach
<b>3.3</b> Sa chás go gcuireann eagraíocht eile foirmeacha iarratais ar fáil, a bhíonn in úsáid nó á soláthar ag an gComhairle, iarrfar foirmeacha Gaeilge amháin agus foirmeacha dátheangacha a chur ar fáil.	Go leanúnach
<b>3.4</b> Nuair a chuireann comhlacht eile foirmeacha iarratais ar fáil go leithleach, dáilfear an leagan Béarla agus an leagan Gaeilge le chéile sa phost nó thar an gcuntar, nuair nach fios cén teanga atá á éileamh. Iarrfaidh an Chomhairle go gcuirfí an t-eolas ar fad san aon cháipéis amháin.	Go leanúnach
<b>3.5</b> Déanfaidh an Chomhairle gach iarracht lena chinntiú go mbeidh an Ghaeilge a úsáidtear ar fhoirmeacha iarratais soléite agus intuigthe, ach go gcloífead leis an gCaighdeán Oifigiúil ó thaobh an litrithe agus na gramadaí de.	Go leanúnach

### 3.4 Preaseisiúintí agus Ráitis

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>4.1</b> Chuir an Chomhairle an Ghaeilge san áireamh agus a Straitéis Chumarsáide á forbairt aici, agus leanfaidh sí ar aghaidh leis seo agus an Straitéis Chumarsáide á hathbheithniú aici.	Go leanúnach
<b>4.2</b> Cinnteoidh an Chomhairle go leanfar ar aghaidh le gach preaseisiúint a eisiúint go dátheangach. Déanfar iad sin a eisiúint go comhuaineach nuair is féidir. I gcúinsí áirithe, seans nár bhféidir é sin a dhéanamh de bharr na práinne a bhainfeadh le Preaseisiúintí áirithe.	Go leanúnach
<b>4.3</b> Déanfaidh an Chomhairle cinnte go mbeidh dóthain urlabhraithe a bhfuil Gaeilge acu ar fáil, ag a mbeidh an t-údarás cuí, chun agallaimh a dhéanamh leis na meáin maidir le ceisteanna ar bith na Comhairle nuair is gá é sin a dhéanamh.	Go leanúnach
<b>4.4</b> Cuireann an Chomhairle teagmhálaí dátheangach na meán ar fáil faoi láthair le haghaidh tuilleadh eolais, agus cinnteoidh sí go mbeidh oifigeach ar fáil chun eolas a sholáthar i nGaeilge nó i mBéarla sa chás go mbíonn ainmneacha teagmhálacha le haghaidh tuilleadh eolais ar phreaseisiúintí/ráitis.	Go leanúnach

4.5 Nuair a iarrann na Meáin Ghaeilge agallamh, cuirfear agalláí eolach oile sna meáin agus a bhfuil Gaeilge aige/aici ar fáil nuair is féidir. Ní bheadh sé cuí Gaeilgeoir a chur ar fáil nach raibh mórán eolais ar an ábhar i gceist aige/aici.	Go leanúnach
4.6 Nuair a iarrann na meáin Ghaeilge ar freagra scríofa ar fhiosrú, déanfar gach iarracht an freagra sin a sholáthar as Gaeilge.	Go leanúnach
4.7 Nuair a eagraíonn an Chomhairle feachtas fógraíochta nó tionscnaimh trí na meáin chlól, chraolta nó leictreonacha, cinnteoidh sí go mbeidh an Ghaeilge le feiceáil ar an ábhar.	Go leanúnach
4.8 Beidh 25% ar a laghad de théacs ar ábhar atá ar bhuantaispeáint dátheangach, m.sh. meirgí aníos a bheidh in úsáid go minic.	Go leanúnach
4.9 Spreagfar eagraíochtaí seachtracha a eagraíonn taispeántais nó a thaispeánann meirgí i bhfoirgnimh na Comhairle, taispeantí dátheangacha a sholáthar agus iad ag iarraidh an spáis taispeántais.	Go leanúnach
4.10 Cinnteoidh lucht Cumarsáide na Comhairle go gcuirfear an Ghaeilge chun cinn trí na Meáin Ghaeilge maidir le himeacht ar bith a eagraíonn an Chomhairle.	Go leanúnach

### 3.5 Foilseacháin

<b>Gníomh</b>	<b>Spriocdháta</b>
5.1 Beidh gach foilseachán dátheangach na Comhairle laistigh den chlúdach céanna de réir dea-chleachtais, seachas sa chás nach féidir é seo a dhéanamh mar gheall ar mhéid nó cineál na cáipéise. Cuirfear gach foilseachán dátheangach na Comhairle ar fáil ar <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> agus spreagfar an pobal chun an tseirbhís a úsáid trí na foilseacháin ábhartha a íoslódáil.	Go leanúnach
5.2 Nuair atá cáipéis le foilsiú go dátheangach, glacfar leis nach mbeidh an cháipéis iomlán réidh go dtí go mbeidh an leagan Gaeilge agus an leagan Béarla críochnaithe.	Go leanúnach
5.3 Leanfar le foilsiú dátheangach gach cáipéise atá á bhfoilsiú go dátheangach cheana féin ag an gComhairle agus nach bhfuil clúdaithe faoi Alt 10 den Acht.	Go leanúnach
5.4 Leanfar le cáipéisí teicniúla a fhoilsiú 'i mBéarla amháin', seachas sa chás go bhfuil spéis ar leith ag an bpobal sa cháipéis nó mura bhfuil tábhacht éigin áitiúil leis. Sa chás sin cuirfear leagan dátheangach nó achoimre sa Ghaeilge ar fáil.	Go leanúnach
5.5 Ní gá cáipéisí straitéiseacha eile a bhaineann le leas ar leith, agus/nó cáipéisí teicniúla, a chur ar fáil go dátheangach. Cuirfear achoimre nó achoimre fheidhmeach ar fáil go dátheangach.	Go leanúnach
5.5 Beidh an Ghaeilge a úsáidtear i bhfoilseacháin soláite agus intuigthe, agus aird ar leith ar chruinneas litrithe agus gramadaí de réir an Chaighdeáin Oifigiúil.	Go leanúnach

### 3.6 Seirbhísí Teicneolaíochta Faisnéise, Idirlín & an Láithreán Gréasáin

<b>Gníomh</b>	<b>Spriocdháta</b>
6.1 Chinntigh an Roinn ICT go n-éascaíonn láithreán gréasáin na Comhairle ábhar dátheangach. I bhfianaise na n-athruithe a tháinig ar an láithreán le blianta beaga anuas, tá sé ar fáil go dátheangach anois.	Go leanúnach
6.2 Tá foirmeacha, bileoga eolais, cáipéisí agus foilseacháin a fhoilsiú go dátheangach ar fáil ar an laithreán gréasáin, agus leanfar ar aghaidh leis seo de réir mar a thiocfaidh ábhar nua ar fáil. Beidh an rannán ábhartha freagrach as foirmeacha, bileoga srl. dátheangacha a choinneáil. Déanfar na huasdátuithe seo go comhuaineach.	Go leanúnach
6.3 Bunaíodh leathanach Gaeilge ar an laithreán gréasáin <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> agus leanfar ar aghaidh lena fhorbairt agus nuacht, treoracha, urraíocht agus naisc le haghaidh Gaeilgeoirí á dtairiscint.	Go leanúnach

6.4 Cuirfear riachtanais chomhoiriúnachta teanga san áireamh nuair atá córais inmheánacha nua IT á dtabhairt isteach nó córais IT reatha á n-uasghrádú. Ós rud é go bhfuil fadhbanna móra teicniúla agus acmhainní ann faoi láthair, is ceist í seo a mbeifear ag dul i ngleic léi sa bhfadtéarma.	Go leanúnach
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### 3.7 Cumarsáid ar an nGuthán

Gníomh	Spriocdháta
7.1 Cuirfear gach custaiméir teileafóin ar an eolas go leanúnach ar bhonn réamhghníomhach i dtaca leis an rogha atá acu déileáil leis an gComhairle as Gaeilge, mar shampla: beannaítear do ghlaiteoirí chuig Comhairle Cathrach na Gaillimhe go dátheangach agus tá an rogha acu leanúint ar aghaidh leis an gcomhrá i mBéarla nó i nGaeilge.	Go leanúnach
7.2 Bunaíodh Ionad Seirbhísí do Chustaiméirí i bhFeabhra 2009, agus cuireann gach ionadaí seirbhísí do chustaiméirí, chomh maith le fáilteoirí agus oibreoirí lasc-chláir, ainm na Comhairle in iúl go dátheangach, agus eolas acu ar bheannachtaí bunúsacha i nGaeilge. Rinneadh socrúcháin cuí ionas go mbíonn siad in ann an pobal a chur i dteagmháil, gan mhoill, leis an oifig nó leis an oifigeach atá freagrach as seirbhís as Gaeilge a chur ar fáil. Níl gach seirbhís ar fáil go hiomlán dátheangach agus leanfar ar aghaidh le hoiliúint agus/nó earcú go mbainfear é seo amach. Míneoidh an t-oibreoir nach bhfuil Gaeilge acu féin go cúirtéiseach, agus cuirfidh siad an glaoiteoir i dteagmháil le Gaeilgeoir.	Go leanúnach
7.3 Mura bhfuil Gaeilgeoir ar fáil chun déileáil leis an nglao, míneoidh an fostaí don ghlaiteoir nach bhfuil agus tógfaidh siad a (h)ainm agus a (h)uimhir theagmhála agus sonraí faoin gceist atá acu. Deanfaidh an fostaí cinnte go gcuireann Gaeilgeoir ón gComhairle glao ar ais orthu. Ní féidir é seo a dhéanamh ach nuair atáthar cinnte go gcuirfear glao ar ais chomh luath agus is féidir laistigh de lá amháin oibre. Murar féidir é sin a dhéanamh, tabharfar rogha don ghlaiteoir fanacht le glao ar ais i nGaeilge a luaithe agus is féidir nó leanúint ar aghaidh i mBéarla.	Go leanúnach
7.4 Mura bhfuil an Gaeilgeoir atá ábalta déileáil le ceist an ghlaiteora ar fáil, tabharfar rogha don ghlaiteoir leanúint leis an nglao i mBéarla nó fanacht go gcuirfear glao ar ais air i nGaeilge.	Go leanúnach
7.5 Glacann an tIonad Seirbhísí do Chustaiméirí gach glao ón bpobal i gcoitinne agus tá na córais fhreagartha uathoibríocha theileafóin go hiomlán dátheangach. Dírionn siad glaoiteoirí go leictreonach (trí oibriúcháin tadhalltoin) chuig an áit a bhfuil seirbhísí Gaeilge ar fáil ann. Poiblíodh na seirbhísí seo go forleathan trí bhunú an Ionaid Sheirbhísí do Chustaiméirí.	Go leanúnach
7.6 Tá eolaire de Ghaeilgeoirí atá sásta glaonna a ghlacadh i nGaeilge sa Chomhairle ar fáil don fhoireann ar chúraim an lasc-cláir, agus leanfar ar aghaidh le forbairt ar an eolaire seo de réir mar a thagann feabhas ar Scileanna Gaeilge nó trí earcú.	Go leanúnach
7.7 Beidh teachtaireachtaí taifeadta dhátheangacha ar sheirbhís teachtaireachta na nGaeilgeoirí sa Chomhairle, agus iad ag iarraidh ar an nglaoiteoir teachtaireacht a fhágáil i mBéarla nó i nGaeilge.	Go leanúnach
7.8 Mar shonraíochtaí pearsanta don fhoireann san ionad glaonna sa todhchaí, beidh scileanna cumarsáide i mBéarla nó i nGaeilge inmhianaithe.	Go leanúnach
7.9 Beidh ball foirne amháin ar a laghad ar fáil i gcónaí san Ionad Glaonna le Seirbhís Ghaeilge a sholáthar. Bainfear é seo amach trí earcú agus/nó oiliúint.	Go leanúnach

### 3.8 Seirbhísí Cuntair

Gníomh	Spriocdháta
8.1 Cuirfear gach glaoiteoir chuig an Deasc Seirbhísí do Chustaiméirí go díreach ar an eolas ar bhonn réamhghníomhach i dtaca leis an rogha atá acu déileáil leis an oifig i nGaeilge, mar shampla, trí thaispeántas fógraí ag an deasc fáiltithe a léiríonn na seirbhísí Gaeilge atá ar fáil, chomh maith leis na seirbhísí Gaeilge a liostú ar láithreán gréasáin na hoifige. Beannófar do gach glaoiteoir chuig an Deasc Seirbhísí do Chustaiméirí agus chuig	Go leanúnach

cuntair poiblí le beannú simplí dátheangach.	
<b>8.2</b> Tabharfar aird ar theanga chumarsáide an chustaiméara. Mura bhfuil Gaeilgeoir ar fáil chun déileáil leis an gceist atá aige/aici, míneofar dóibh go múinte as Béarla nach bhfuil agus gur féidir leo fanacht ar Ghaeilgeoir nó gur féidir leo a gcuid sonraí a fhágáil agus go mbeidh Gaeilgeoir i dteagmháil leo níos déanaí, nó is féidir leo leanúint leis an gcomhrá i mBéarla.	Go leanúnach
<b>8.3</b> Beidh gach comhfhreagras, tar éis don chustaiméir a bheith ag an gcuntar, i nGaeilge, más í sin atá ag teastáil ón gcustaiméir, fiú más i mBéarla a rinneadh cumarsáid ag an gcuntar i dtús báire.	Go leanúnach
<b>8.4</b> Déanfaidh an Chomhairle cinnte go mbeidh struchtúir ann ionas go mbeidh na seirbhísí cuntair ar fad ar fáil go dátheangach agus go mbeifear in ann déileáil le custaiméirí i gceachtar den dá theanga oifigiúla.	Ó thosach feidhme na scéime
<b>8.5</b> Beidh na córais fhógartha phoiblí, a úsáideann an Chomhairle nó a chuirtear ar fáil thar ceann na Comhairle in oifigí na Comhairle, i mBéarla agus i nGaeilge.	Go leanúnach
<b>8.6</b> Glacfaidh an fhoireann sonraí an chustaiméara i nGaeilge agus ní bheidh aon bhrú ag aon am ar an gcustaiméir a c(h)uid sonraí a thabhairt i mBéarla.	Go leanúnach
<b>8.7</b> Ba ghá amach anseo go mbeadh cumas cumarsáide i nGaeilge agus i mBéarla ag baill foirne a bheidh ag an gcuntar poiblí.	Go leanúnach
<b>8.8</b> Beidh ar a laghad ball foirne amháin ag Deasc Seirbhísí do Chustaiméirí i gcónaí chun Seirbhísí trí Ghaeilge a chur ar fáil. Bainfear é seo amach trí earcú agus/nó oiliúint.	Go leanúnach
<b>8.9</b> Spreagfar Baill Foirne ag an Deasc Seirbhísí do Chustaiméirí atá dátheangach suaitheantas a chaitheamh ar a bhfuil a n-ainm, agus leibhéal a gcumas Gaeilge (go dátheangach).	Go leanúnach

### 3.9 Cruinnithe Poiblí/Cruinnithe leis an bPobal

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>9.1</b> Fáilteofar roimh ionchur ón bpobal i mBéarla nó i nGaeilge ag cruinnithe leis an bpobal a eagraíonn an Chomhairle nó a eagraítear ar son na Comhairle.	Go leanúnach
<b>9.2</b> Nuair a eagraítear cruinniú, san oifig nó sa bhaile, nó taobh amuigh den oifig, tabharfar aird ar theanga an chliant, agus sa chás gur Gaeilge an teanga sin, cinnteoidh an Chomhairle go mbuaileann oifigeach dátheangach leis an gcliant chun seirbhís dátheangach a chur ar fáil.	Go leanúnach
<b>9.3</b> Má bhí an Chomhairle ag déileáil le cliant i nGaeilge roimhe seo, glacfar leis go mbeidh an cruinniú agus aon teagmháil ina dhiaidh sin i nGaeilge freisin.	Go leanúnach
<b>9.4</b> Mura bhfuil dóthain ama ann chun oifigeach dátheangach a chur ar fáil chun bualadh leis an gcliant ag an gcruinniú, míneofar an chás go múinte don chliant agus tabharfar dhá rogha dó/di: <ul style="list-style-type: none"> <li>• coinne eile a dhéanamh le hOifigeach a bhfuil Gaeilge aige/aici; nó</li> <li>• Comhrá a dhéanamh as Béarla.</li> </ul>	Go leanúnach
<b>9.5</b> Cuirfear seirbhís ateangaireachta ar fáil don phobal ag cruinnithe poiblí chun go mbeidh siad in ann a rogha teanga a úsáid, Gaeilge nó Béarla, sa chás gur fios an rogha teanga roimh ré.	Go leanúnach
<b>9.6</b> Spreagfar baill foirne a dhéanann cur i láthair ag cruinnithe poiblí chun cuid den chur i láthair a ullmhú i nGaeilge.	Go leanúnach
<b>9.7</b> Fiafrófar de dhaoine a bheidh ag freastal ar chruinniú poiblí cé acu i mBéarla nó i nGaeilge ba mhian leo an cruinniú a reáchtáil agus iarrfar orthu é sin a chur in iúl i bhfógra an chruinnithe.	Go leanúnach



9.8 Má eagraíonn an t-údarás áitiúil cruinniú poiblí, agus an Ghaeilge mar ábhar an chruinnithe, is i nGaeilge a reachtófar an cruinniú sin agus beidh seirbhísí ateangaireachta ar fáil.	Go leanúnach
9.9 Nuair a eagraíonn an Chomhairle cruinnithe le heagraíochtaí a fheidhmíonn de ghnáth trí mheán na Gaeilge, is i nGaeilge a bheidh an cruinniú sin.	Go leanúnach
9.10 Beidh áiseanna aistriúcháin ar fáil ag gach cruinniú poiblí a eagraíonn an Chomhairle.	Go leanúnach
9.11 Eagróidh an Chomhairle foirne oibre chun go mbeidh fostóir a bhfuil Gaeilge aige/aici ar fáil ag cruinnithe poiblí, sa chás go bhfuil an Chomhairle eolach ar an rogha teanga roimh ré.	Go leanúnach

### 3.10 Íomhá Chorparáideach, Comharthaíocht agus Bearta Ginearálta

Gníomh	Spriocdháta
10.1 Is Comhairle Cathrach na Gaillimhe / Galway City Council a bheidh mar ainm oifigiúil dátheangach na Comhairle.	Go leanúnach
10.2 Ghlac an Chomhairle le féiniúlacht chorparáideach lán-dátheangach, agus leanfaidh sí ar aghaidh leis seo a chur chun cinn.	Go leanúnach
10.3 Éascóidh an Chomhairle go hiomlán aon cheantar sa chathair ina bhfuil toil an phobail ann comharthaíocht i nGaeilge amháin a bheith acu ina gceantar, de réir na dtreoirlínte a leagtar amach sna hOrduithe cuí Logainmneacha.	Go leanúnach
10.4 Leanfaidh an Chomhairle ar aghaidh ag le plean straitéiseach céimnithe a fhiosrú agus a chur le chéile ionas gur féidir stádas dátheangach Chathair na Gaillimhe a chur i ngníomh, i gcomhar le lucht leasa cuí Chathair na Gaillimhe.	Ar bhonn leanúnach: Tionscnamh fadtréimhseach, a chuirfear i bhfeidhm thar thréimhse níos faide ama ná tréimhse an 3 <sup>ú</sup> Scéim.
10.5 Leanfar le hainmneacha Gaeilge a chur ar aon fhorbairt nua tithíochta. Beidh sé de dhualgas ar Choiste Logainmneacha na Comhairle na hainmneacha a chinntiú agus a roghnú de réir na téarmaí tagartha atá leagtha amach agus tar éis dul i gcomhairle leis an mBrainse Logainmneacha sa Roinn Ealaíon, Oidhreachta, Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta, más gá, agus tar éis logainmneacha atá ann cheana féin, chomh maith le stair agus oidhreachta na háite a thabhairt san áireamh.	Go leanúnach
10.6 Molfar ainmneacha Gaeilge a chur ar shráideanna, ar bhóithre agus ar ghnéithe nua sa chathair, agus beidh comhairliúchán cuí ann chun ainm na sráide, an bhóthair srl a shainmhíniú. Rachaidh coiste logainmneacha na Comhairle i ngleic leis seo.	Go leanúnach
10.7 Úsáidfídh an Chomhairle na hOrduithe Logainmneacha ábhartha i ngnó oifigiúil.	Go leanúnach
10.8 Sa chás go bhfuil gá ann athrú/ceartúcháin a dhéanamh ar earráidí maidir le logainmneacha agus ainmneacha sráideanna, déanfar é seo le linn cothabhála agus oibreacha feabhsúcháin.	Go leanúnach

### 3.11 Beartais agus Tionscnaimh Nua

Gníomh	Spriocdháta
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<b>11.1</b> Beidh beartais agus tionscnaimh nua ag teacht leis an Scéim agus ní thiocfaidh siad salach uirthi.	Go leanúnach
<b>11.2</b> Cothóidh beartais agus tionscnaimh nua oidhreacht chultúir agus theangeolaíoch na Cathrach.	Go leanúnach
<b>11.3</b> Déanfaidh beartais agus tionscnaimh nua úsáid na Gaeilge a chothú agus a éascú cibé uair is féidir.	Go leanúnach
<b>11.4</b> Cuirfear an Scéim agus oibleagáidí na heagraíochta faoi Acht na dTeangacha Oifigiúla 2003 in iúl do bhaill foirne agus do chomhairleoirí a mbíonn baint acu le beartas a chur le chéile.	Go leanúnach
<b>11.5</b> Déanfar beartais reatha a athbhreithniú agus a leasú más gá de réir fhorálacha na Scéime sin.	Go leanúnach
<b>11.6</b> Cuireadh beartas i bhfeidhm a chuirfidh gach ball foirne ar an eolas faoin na hoibleagáidí a bhaineann leis an Scéim Teanga agus iad ag cur ábhar seasta ar láithreán gréasáin Chomhairle Cathrach na Gaillimhe. Feicfidh baill foirne meabhrúchán faoi na hoibleagáidí agus iad ag uaslódáil ábhair, agus déanfar conair iomláni iníúchta a logáil sa bogearra.	Go leanúnach
<b>11.7</b> I bhfianaise nach ann do mheán cumarsáide clóite i nGaeilge, cuireadh beartas sealadach i bhfeidhm a leasaíonn alt <b>11.6</b> den 2 <sup>ra</sup> Scéim Teanga de chuid Chomhairle Cathrach na Gaillimhe, leasú a deir: 'Sa chás go bhfoilsíonn an Chomhairle fógraí poiblí sna meáin chlóite, cinnteoidh sí go leanfar ar aghaidh le leagan Gaeilge a fhoilsiú sna meáin chlóite Ghaeilge.' Foilseofar leaganacha dátheangacha den fhógra céanna sa nuachtán reatha áitiúil (faoi réir coinníollacha).	Go leanúnach
<b>11.8</b> Cuireadh Treoir um Chomharthaíocht Shealadach Tráchtá i bhfeidhm chun úsáid na Gaeilge ar chomharthaí tráchtá a chuirtear in airde ar bhonn sealadach a rialú. Bainfidh sé sin le conraitheoirí seachtracha agus na rannáin de chuid Chomhairle Cathrach na Gaillimhe.	Go leanúnach

### *3.12 Seirbhísí a chuirtear ar fáil ar son na Comhairle*

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>12.1</b> I ngnáthnósanna imeachta agus an Chomhairle ag déileáil le 3 <sup>ú</sup> páirtithe a bhíonn ag soláthar seirbhísí don phobal, i gcomhar leis an gComhairle nó thar a ceann, déanfar cinnte go dtabharfar aird ar an Scéim seo agus a riachtanais, ar Acht na dTeangacha Oifigiúla 2003, agus ar aon rialacháin atá déanta faoin Acht sin.	Go leanúnach
<b>12.2</b> Nuair atá teagmháil leis an bpobal i gceist, iarrfar ar ghníomhaireachtaí nó ar chonraitheoirí a léiriú cén chaoi a mbeidh na seirbhísí seo á soláthar go dátheangach. Bainfear é seo amach trí shonraí cuí riachtanas na Scéime a chur san áireamh i dtaca le dtairiscint na gcáipéisí, comhaontais agus coinníollacha conartha agus, nuair is cuí, ag lorg ráiteas ar an gcaoi a seachadfar na seirbhísí seo.	Go leanúnach
<b>12.3</b> Agus aon chonradh nua á ligean maidir le seachadadh seirbhísí, beidh an Stiúrthóir Seirbhísí cuí freagrach as a chinntiú go gcomhlíonann an ghníomhaireacht nó an chuideachta a dhéanann an obair ar son na Comhairle riachtanais na scéime.	Go leanúnach
<b>12.4</b> Is féidir go mbeidh conarthaí nó socrúcháin ghearrthéarma ann agus iad siúd le haghaidh taise áirithe nuair nach bhfuil lánchomhlíonadh leis an scéim praiticiúil. Sa chás seo iarrfar ar chomhlíonadh chomh hiomlán agus is féidir sna himthosca.	Go leanúnach
<b>12.5</b> Beidh teoracha ar na nósanna imeachta le leanúint ar fáil don fhoireann a bhfuil baint acu le hullmhúchán na gconarthaí, agus mar chuid de seo beidh ullmhúchán ailt a chuirfear le conarthaí agus le cáipéisí tairisceana.	Go leanúnach
<b>12.6</b> Nuair atá an Chomhairle ag obair i gcomhpháirtíocht le heagraíochtaí eile, cuirfidh an Chomhairle na páirtithe sin ar an eolas faoin Scéim Teanga agus déanfaidh sí cinnte go gcuirfear na bearta atá sa Scéim i bhfeidhm. Aon uair is féidir, spreagfaidh an Chomhairle cur chun cinn agus treisiú na Gaeilge.	Go leanúnach

### 3.13 Deontais & Urraíocht

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>13.1</b> Spreagfaidh an Chomhairle eagraíochtaí, comhlachtaí nó daoine aonair nach bhfuil mar chuid de chomhlacht poiblí, a fhaigheann urraíocht airgeadais ón gComhairle seo, seirbhísí dátheangacha nó seirbhísí trí mheán na Gaeilge a sholáthar don phobal.	Go leanúnach
<b>13.2</b> Mar an gcéanna, sa chás d'eagraíochtaí, comhlachtaí nó daoine aonair nach n-ionadaíonn comhlacht poiblí agus a bhíonn ag obair i gcomhoibriú leis an gComhairle, nó sa chás d'aon chomhpháirtíocht idir an Chomhairle agus aon eagraíocht eile, iarrfar ar a leithéid de thionscadail nó comhpháirtíochtaí feidhmiú de réir na scéime seo.	Go leanúnach
<b>13.3</b> Mar chuid d'Fhoirmeacha Iarratais le haghaidh maoinithe agus deontas, beidh rannán inar féidir an t-iarratasóir cur in iúl cén chaoi a mbainfear úsáid as an nGaeilge agus cén chaoi a gcuirfear chun cinn í i ngníomhaíochtaí, imeachtaí poiblí, foilseacháin, srl.	Go leanúnach

## Caibidil 4

### 4.1 Oiliúint

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>1.1</b> Molfar don fhoireann freastal ar chúrsaí iomchuí a bheidh dírithe ar úsáid na Gaeilge leis an bpobal san ionad oibre a éascú dóibh, de réir riachtanas a bpost.	Go leanúnach
<b>1.2</b> Spreagfar an fhoireann le cur isteach ar Scéimeanna Scoláireachtaí Gaeltachta má bhíonn a leithéid ar fáil.	Go leanúnach
<b>1.3</b> Tabharfar Tosaíocht Oiliúna d'oifigigh sna réimsí sin de sheachadadh seirbhísí nuair a bhíonn teagmháil rialta le Gaeilgeoirí sa phobal, nó má bhíonn easpa aitheanta de bhaill foirne a bhfuil Gaeilge acu, mar a leagtar amach agus a aontaítear i bpleananna forbartha an duine aonair agus na foirne, agus i bPleananna Oiliúna na Stiúrthóireachta freisin.	Go leanúnach
<b>1.4</b> Tuigeann gach ball foirne a chríochnaíonn Oiliúint sa Ghaeilge ag costas don Chomhairle go soláthróidh siad Seirbhís i nGaeilge ar son na Comhairle nuair is gá sin a dhéanamh.	Go leanúnach
<b>1.5</b> Leanfaidh Comhairle Cathrach na Gaillimhe ar aghaidh le tacaíochtaí Gaeilge a sholáthar don fhoireann ar bhonn leanúnach tríd an Oifigeach Gaeilge – frásaí, téarmaíocht, litreacha, foirmeacha agus fógraí. Spreagtar oifigigh atá ag foghlaim na Gaeilge í a úsáid chomh minic agus is féidir in ainneoin aon easpa muiníne nó cleachtaidh.	Go leanúnach
<b>1.6</b> Soláthrófar seisiúin Oiliúna Feasachta Teanga faoi réir buiséid.	Go leanúnach
<b>1.7</b> Soláthrófar Sainoiliúint Teanga don Fhoireann Seirbhísí do Chustaiméirí agus don fhoireann a bhíonn ag obair go díreach leis an bpobal ag cuntaí phoiblí agus/nó ar theileafóin phoiblí, faoi réir buiséid.	Go leanúnach
<b>1.8</b> Mar chuid d'ionduchtú na foirne tabharfar aird an duine ar riachtanais agus ar impleachtaí na Scéime Gaeilge.	Go leanúnach
<b>1.9</b> Tacóidh an Chomhairle le baill foirne atá ag foghlaim na Gaeilge. Áirítear sa tacaíocht sin ranganna Gaeilge a chur ar fáil sa Chomhairle féin, saoire oiliúna do ranganna den chineál sin, agus grúpaí comhrá a chur ar fáil ag am sosa/am lóin.	Go leanúnach
<b>1.10</b> Cuirfidh an Chomhairle córas bliantúil aitheantais ar bun do bhaill foirne a d'aontaigh a bheith mar phointe teagmhála na Gaeilge, nó dóibh siúd a rinne cúrsa oiliúna nó a d'fhreastail ar Scoláireacht na Gaeilge.	Go leanúnach

### 4.2 Foireann

<b>Gníomh</b>	<b>Spriocdháta</b>
<b>2.1</b> Agus iad ag socrú ar scileanna Gaeilge riachtanach do phoist áirithe, tabharfaidh an Chomhairle an méid seo san áireamh: <ul style="list-style-type: none"><li>• Saincileanna ar leith don phost;</li><li>• Scileanna atá riachtanach don fhoireann uile;</li><li>• Gnéithe cultúrtha, timpeallachta agus teanga atá ceangailte le cineál scileanna teanga an phoist agus leis an bpobal/ceantar ar a fhreastalaíonn sé.</li></ul>	Go leanúnach
<b>2.2</b> Sainaitheoidh an Chomhairle, ar dhóigh oibiachtúil, na poist sin nuair is gá don fhoireann Gaeilge a bheith acu, chomh maith leis na poist sin nuair a bheadh sé inmhianaithe, de réir bheartas an Rialtais (féach 2.7).	Go leanúnach
<b>2.3</b> Agus na poist Ghaeilge sainaitheanta, socróidh an Chomhairle ar an dóigh lena riachtanas soláthair fhoirne. Is féidir go mbeidh oiliúint nó earcú i gceist i dtaca leis seo.	Go leanúnach

2.4 Ag féachaint do bheartas an Rialtais i dtaca le soláthar níos fearr seirbhísí as Gaeilge, sonróidh an Chomhairle, faoi dheireadh bhliain 1 den Scéim, cibé poist ina mbeidh inniúlacht sa Ghaeilge riachtanach. Déanfar gach iarracht na ceanglais sin a chomhlíonadh faoi dheireadh na scéime seo ag féachaint d'earcaíocht, do dhul chun cinn agus do bheartais oiliúna, de réir mar is cuí. Cuirfidh sé sin ar chumas Chomhairle Cathrach na Gaillimhe feabhsú incriminteach seirbhísí as Gaeilge a phleanáil agus tosaíocht a thabhairt dóibh ar bhealach níos straitéisí.	Faoi dheireadh bhliain 1 den Scéim
2.5 Leanfaidh an scrúdú seo ar aghaidh le hanailís a chur ar fáil faoin leibhéal líofachta a theastaíonn i ngach Rannóg le cinntiú go mbeidh siad siúd, ar mian leo a ngnó a dhéanamh leis an gComhairle trí Ghaeilge, é sin a dhéanamh; cláir oiliúna agus scileanna breise a chur ar fáil don fhoireann.	Go leanúnach
2.6 Tá sé mar aidhm ag an gComhairle líon na mball foirne atá in ann seirbhísí a chur ar fáil trí mheán na Gaeilge a mhéadú le linn tréimhse na scéime seo agus, maidir leis seo, spreagfaidh an Chomhairle fostaithe go gníomhach na Scileanna Gaeilge atá acu a fhorbairt chun cur i bhfeidhm agus feidhmiú na scéime seo a éascú.	Go leanúnach

### 4.3 Earcaíocht

<b>Gníomh</b>	<b>Spriocdháta</b>
3.1 Beidh líofacht teanga ar cheann de na scileanna a chuirfear san áireamh in earcú foirne.	Go leanúnach
3.2 Má bhíonn scileanna cumarsáide dátheangacha i nGaeilge as i mBéarla riachtanach nó inmhianaithe do phost, beidh sé seo sonraithe i sonraíocht an phoist agus san fhógra earcaíochta don phost.	Go leanúnach
3.3 Sa chás is go mbeidh beirt iarrthóirí atá ar chomhchéim maidir le taithí agus le cáilíochtaí ag cur isteach ar phost ina bhfuil an Ghaeilge inmhianaithe, glacfar leis an gcumas a bheidh ag duine cumarsáid a dhéanamh i mBéarla nó i nGaeilge ar chaighdeán ard mar scil bhreise.	Go leanúnach
3.4 Beidh scileanna scríofa agus labhartha dhátheangacha sonraithe i sonraíocht an phoist agus i bhfógra an phoist.	Go leanúnach
3.5 Cuirfear an Scéim Teanga faoi bhráid gach ball nua foirne agus cuirfear ar an eolas iad maidir leis na himpleachtaí a bheidh ag an Scéim ar an mbealach a ndéanfaidh siad a gcuid oibre. Cuirfear ar an eolas iad maidir leis na meicníochtaí éagsúla tacaíochta atá ann d'fhonn éascaíocht a dhéanamh d'úsáid na Gaeilge i bhfeidhmiú a gcuid dualgas.	Go leanúnach
3.6 Gheofar sonraí ar scileanna dátheangacha na bhfostaithe nua trí fhoirmeacha nua tosaitheoirí agus ar dhoiciméadú a chomhlánaíonn bainisteoirí.	Go leanúnach
3.7 Má bhíonn an Ghaeilge inmhianaithe do phost áirithe, beidh an fógra earcaíochta don phost go hiomlán dátheangach.	Go leanúnach
3.8 Sa chás nárbh fhéidir duine a cheapadh i bpost ina raibh riachtanas do Scileanna Gaeilge, is féidir iarrthóir a cheapadh nach bhfuil Gaeilge aige/aici. Sa chás seo beidh air/uirthe, mar choinníoll an cheapacháin, glacadh le leibhéal inghlactha líofachta sa Ghaeilge a fhorbairt chun riachtanais an phoist a chomhlíonadh.	Go leanúnach
3.9 Le hiarrthóirí a bhfuil scileanna Gaeilge acu a spreagadh, forbrófar comhpháirtíocht le hinstiúidí oideachais/oiliúna a dhéanfaidh éascaíocht do thionscnaimh, cuir i gcás taithí oibre agus rannpháirtíocht in aontaí fostaíochta.	Go leanúnach
3.10 Chun cuidiú le hearcú Gaeilgeoirí, spreagfar Acmhainní Daonna na háiteanna ina gcuirtear fógraí do phoist a mheas go haireach. Ba chóir breithniú a dhéanamh ar fhógraíocht i meáin dhigiteacha na Gaeilge.	Go leanúnach
3.11 Déanfar an méid atá luaite thuas de réir beartas earcaíochta náisiúnta agus de réir na rialachán fostaíochta ábhartha.	Go leanúnach

#### 4.4 Cur i bhfeidhm

<b>Gníomh</b>	<b>Spriocdháta</b>
4.1 Beidh an Príomhfheidhmeannach agus gach Stiúrthóir freagrach as a chinntiú go bhfeidhmíonn gach oifigeach agus gach rannóg sa Chomhairle de réir riachtanas na Scéime seo, Acht na dTeangacha Oifigiúla 2003 agus aon Rialacháin Reachtúla a dhéantar faoina treoir.	Go leanúnach
4.2 Ceapfar go foirmiúil Oifigeach Sinsearach laistigh de gach stiúrthóireacht/rannóg chun freagracht bhainistíochta a ghlacadh i dtaca le cur i bhfeidhm laistigh de stiúrthóireacht/rannóg; an Grúpa Feidhmithe Tras-Rannach a thabharfar ar an ngrúpa sin go hoifigiúil.	Go leanúnach
4.3 Beidh an Feidhmeannach Sinsearach i Rannóg na Seirbhísí Corparáideacha ag feidhmiú mar chathaoirleach sa Ghrúpa Feidhmithe Tras-Rannach (CDIG).	Go leanúnach
4.4 Déanfaidh an Feidhmeannach Sinsearach i Seirbhísí Corparáideacha cur i bhfeidhm corparáideach na Scéime a chomhordú don eagraíocht go ginearálta, agus déanfaidh sé/sí breithniú ar fheidhmíocht na Comhairle maidir le seachadadh riachtanas na Scéime, agus chun tuairisciú ar na ceisteanna seo chuig an bhFoireann Bhainistíochta, agus más gá chuig an gCoimisinéir Teanga freisin.	Go leanúnach
4.5 Beidh comhaltaí an CDIG freagrach as cur i bhfeidhm na scéime laistigh dá rannóga féin, agus as tuairisciú bliantúil ar dhul chun cinn feidhmithe.	Go leanúnach
4.6 Déanfaidh comhaltaí an CDIG cinnte go bhfuil baill foirne ina rannóga féin eolach ar riachtanais na scéime. Ina theannta sin, cuirfidh siad cur i bhfeidhm na Scéime Teanga chun cinn agus lorgóidh siad deiseanna chun comhairle a chur ar rannóga agus chun iad a spreagadh an Ghaeilge a chur isteach i mbeartais agus tionscnaimh nua.	Go leanúnach
4.7 Beidh ar chomhaltaí an CDIG Plean Gníomhaithe a ullmhú dá gcuid Stiúrthóireachtaí féin agus an tasc seo a chur san áireamh ina bpleananna bliantúla pearsanta (PDPanna) agus foirne (TDPanna), a mhionsonróidh na gníomhaíochtaí atá riachtanach chun cur i bhfeidhm riachtanas na Scéime a chinntiú, chomh maith le spriocdhátaí a chomhfhreagraíonn do spriocdhátaí atá leagtha amach sa scéim seo.	Go leanúnach
4.8 Beidh gach ball d'fhoireann na Comhairle freagrach as feidhmiú de réir riachtanas na scéime seo.	Go leanúnach
4.9 Déanfar fiosrú ar aon ghearán maidir le cur i bhfeidhm na Scéime de réir an phróisis gearán atá leagtha amach sa Plean Gníomhaíochta maidir le Seirbhísí do Chustaiméirí.	Go leanúnach

#### 4.5 Monatóireacht

<b>Gníomh</b>	<b>Spriocdháta</b>
5.1 Beidh freagracht bhainistíochta ar chomhaltaí an CDIG, faoi chathaoirleacht SEO na Seirbhísí Corparáideacha, do chur i bhfeidhm laistigh de stiúrthóireacht/rannóg a mhonatóirí.	Go leanúnach
5.2 Beidh cur i bhfeidhm na scéime faoi réir athbhreithnithe rialta ag an bhFoireann Bhainistíochta.	Go leanúnach
5.3 Déanfaidh comhaltaí an CDIG tuarascáil mhonatóireachta a ullmhú ar dhul chun cinn a rannóg ar leith i dtaca lena ngealltanais sa scéim seo.	Go leanúnach
5.4 Déanfaidh na tuarascálacha monatóireachta do gach rannóg monatóirí ar chomhlíonadh a ngealltanais faoin scéim, agus beidh aiseolas iontu faoi na ceanteidil seo a leanas: <ul style="list-style-type: none"> <li>• PLEAN GNÍMH <ul style="list-style-type: none"> <li>○ Conas atá réamhphleanáil na heagraíochta i dtaca le Plean Gníomhaithe na Scéime – an bhfuil an eagraíocht ag comhlíonadh a spriocanna leagtha amach sa phlean gníomhaithe le haghaidh feidhmithe sa scéim.</li> </ul> </li> <li>• MONATÓIREACHT INMHEÁNACH</li> </ul>	Go leanúnach

<ul style="list-style-type: none"> <li>○ Feasacht ag baill foirne aonair agus ag an eagraíocht go corparáideach ar a riachtanais faoin scéim.</li> <li>○ Tacú don Scéim – an bhfuil go leor socrúchán ann chun cur i bhfeidhm na scéime a éascú ar bhonn laethúil?</li> <li>● MONATÓIREACHT SHEACHTRACH <ul style="list-style-type: none"> <li>○ Riachtanas /Éileamh ar sheirbhísí dátheangacha – tá taifead d’iarratais le coinneáil ag an bhfoireann.</li> <li>○ Gearáin – forbróidh bainisteoirí laistigh de rannóga meicníocht ghearán agus aird acu ar chineál agus tarlú na ngearán.</li> </ul> </li> </ul>	
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#### 4.6 An Scéim aontaithe a phoibliú

<b>Gníomh</b>	<b>Spríocdháta</b>
<b>6.1</b> Foilseofar an Scéim agus dáilfear go forleathan í – na meáin, oifigigh thofa, leabharlanna, Amharclann Halla an Bhaile, Leisureland, Iarsmalann Chathair na Gaillimhe, Comhairlí cóngaracha.	Go leanúnach
<b>6.2</b> Fógrófar an Scéim go poiblí sna meáin áitiúla.	Go leanúnach
<b>6.3</b> Déanfar an Scéim a phoibliú go himmheánach ag seimineáir foirne agus trí ríomhphost agus beidh sí ar fáil do gach ball foirne ar an Inlón.	Go leanúnach
<b>6.4</b> Déanfar an Scéim a phoibliú ar láithreán gréasáin na Comhairle <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> agus eiseofar preaseisiúint agus é ceadaithe ag an Roinn Gnóthaí Pobail, Tuaithe & Gaeltachta.	Go leanúnach
<b>6.5</b> Déanfar tagairt don Scéim i bhfoilseacháin eile de chuid na Comhairle, m.sh. An Plean Forbartha Cathrach, An Plean Cúraim do Chustaiméirí srl.	Go leanúnach
<b>6.6</b> Mar chuid den eolas in úsáid chun an scéim a phoibliú beidh cur síos ar an gcuspóir agus ar raon na scéime, agus cá huair agus cá háit a mbeidh rochtain ar an scéim ag an bpobal, lena n-áirítear sonraí ar an méid teagmhála a d’fhéadfadh a bheith ag an bpobal leis an gComhairle trí mheán na Gaeilge.	Go leanúnach
<b>6.7</b> Glacfaidh an Chomhairle gach deis ina hidirghníomhaíochtaí le custaiméirí na seirbhísí a sholáthraíonn sí trí mheán na Gaeilge a chur chun cinn agus a phoibliú, ina measc: <ul style="list-style-type: none"> <li>● Custaiméirí a chur ar an eolas go díreach ar bhonn réamhghníomhach i dtaca leis an rogha atá acu déileáil leis an gComhairle i nGaeilge, mar shampla, trí thaispeáint d’fhógraí ag limistéir fháiltithe a léiríonn go bhfuil seirbhísí Gaeilge ar fáil agus trí na seirbhísí seo a liostú go feiceálach ar láithreán gréasáin na Comhairle;</li> <li>● Fonótaí a chur i dtreoirlínte, bileoga agus foirmeacha iarratais roghnaithe, a mhíníonn go bhfuil na cáipéisí seo ar fáil i nGaeilge freisin (seachas sa chás nach ndéantar ábhar clóite dátheangach faoin aon chlúdach amháin); agus</li> <li>● Nótaí a chur i bhfoilseacháin agus i bhfógraí a chuireann in iúl go soláthraíonn an Chomhairle seirbhísí trí mheán na Gaeilge, agus, dá bharr sin, cuirtear fáilte roimh chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge, de réir na ngealltanais ina Scéim aontaithe.</li> </ul>	Go leanúnach

Ar fhaomhadh na Scéime seo, cuirfear cóip di ar aghaidh chuig Oifig an Choimisinéara Teanga.

Is é an leagan Béarla an téacs bunaidh den scéim seo.

# *Galway City Council*

## *3<sup>rd</sup> Language Scheme*

**2016 – 2019**





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## ***Chapter 1: Background & Introduction***

Galway City Council was requested by the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs to review the second Language Scheme and to prepare a third Language Scheme under Section 15 of the Official Languages Act 2003 ('the Act'). 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.

### ***1.1 Preparation of the Third Scheme***

Galway City Council prepared this Third Language Scheme with support from the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs.

### ***1.2 Proposed Commencement Date***

This scheme has been confirmed by the Minister for Arts, Heritage, Regional, Rural and Gaeltacht Affairs. The scheme is commenced with effect from 15 August 2016 and will remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

## ***Chapter 2: Developments in Galway City since the implementation of Galway City Council 2<sup>nd</sup> Language Scheme***

Galway City has recently self-declared as Ireland's first bilingual city (7<sup>th</sup> March 2016). While consultation is ongoing to explore what this declaration means to Galway City and its diverse multilingual population, it is expected that the 3<sup>rd</sup> Language Scheme of Galway City Council will contribute greatly to its implementation. Guidance in the form of examples of best practice in other bilingual cities will be explored to ensure that the initiative is practical and realistic.

This, together with the proposed designation under the Gaeltacht Act 2012 of Galway City as a Gaeltacht Service Town signals the significant developments that are reflective of a vibrant Irish speaking population in Galway City and its surrounds. The agreement and implementation of Galway City Council's 3<sup>rd</sup> Language Scheme is therefore a positive step in serving that population and in contributing to the diversity of culture in Galway City.

## Chapter 3: Current Services available bilingually & proposed measures of the 3rd Scheme

### 3.1 Brochures/Information Leaflets

<b>Action</b>	<b>Target Date</b>
1.1 All new brochures and information leaflets produced by the Council will be bilingual (Irish and English) within the one document, with both languages given equal status. Any existing brochures and information leaflets, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.	Ongoing
1.2 The preferred format will be both languages side by side with Irish on the left or on the right or Irish above and English below. Irish text shall appear first and will be as prominent, visible, legible, and no smaller than English text, and not abbreviated unless the English is also abbreviated.	Ongoing
1.3 Brochures or information leaflets may be in English only if related to an initiative specific to the English language. (e.g. English language drama/writers group etc.).	Ongoing
1.4 In the case of brochures and information leaflets used or provided by the Council, being issued by another body apart from the Council, bilingual forms will be actively requested.	Ongoing
1.5 Where brochures and information leaflets issuing from another body are produced separately they will be available and distributed together by post or over the counter, where the language preference has not been established.	Ongoing

### 3.2 Written Communication

<b>Action</b>	<b>Target Date</b>
2.1 The Council will continue to welcome correspondence in either Irish or English.	Ongoing
2.2 Correspondence received by the Council will continue to be acknowledged (where such is required) in the language of the original letter. When further correspondence is required it will continue in the same language.	Ongoing
2.3 Corresponding with the Council in Irish will not cause any undue delay. All correspondence will receive a reply within the target period set out in the Customer Care Plan.	Ongoing
2.4 All correspondence following a telephone or face-to-face conversation in Irish will be in Irish unless the member of the public has indicated otherwise.	Ongoing
2.5 Correspondence ensuing from a meeting/telephone conversation where it has been established that the customer's preferred language is Irish, will continue be in Irish, although the meeting/telephone conversation may not have been held through the medium of Irish.	Ongoing
2.6 Where it is known that an individual, group, school, Gaelscoil or an organisation normally uses Irish or prefers to do, so the Council will continue to initiate correspondence in that language.	Ongoing
2.7 When a non Irish-speaking officer deals with correspondence in Irish, he/she will obtain the assistance of the Irish Language Officer, a translator or a competent colleague so that correspondence can be answered in Irish.	
2.8 In the day to day running of services, circulars and standard letters will continue to be issued to the public bilingually.	Ongoing
2.9 A standard statement will continue to be included on the Council's headed paper, compliment slip, advertisements, website etc. to say that correspondence is welcomed in Irish or English.	Ongoing

2.10 A database and register of individuals, groups, schools, Gaelscoileanna and organisations that it is known prefer to carry out communications in Irish will continue to be further developed, either in the form of contact lists for the use of individual officers or wider references for the use of service Units.	Ongoing
2.11 The above principles will apply when corresponding electronically.	Ongoing
2.12 All staff will record the number of transactions / requests for service in Irish via written correspondence in a systematic manner in order to assess and monitor demand on an ongoing basis.	

### 3.3 Application Forms

Action	Target Date
<p>3.1 All new application forms and associated explanatory material published by the Council will continue to be available in Irish and in English within the one document. It is the policy of the Council to ensure that all application forms and associated documentation are and will continue to be made available simultaneously in both official languages on our website. Any existing application forms and associated explanatory material, which are not already bilingual, will be made bilingual within the one cover on renewal of publication.</p> <p>Where application forms and information leaflets are provided as separate Irish and English language versions, the Council will ensure that equal prominence is given to both versions at all public locations and that the Irish language version will be as readily accessible as the English language version. Customers will proactively be made aware of the availability of a separate Irish version by way of a suitable statement on the English version of the document and by any other means that the Council deems appropriate.</p>	Ongoing
3.2 Application forms may be in 'English only' if related to an initiative specific to the English language (e.g. English language drama/writers group etc). The same principle applies in Irish.	Ongoing
3.3 In the case of application forms used or provided by the Council, being issued by another body apart from the Council, Irish only and bilingual forms will be actively requested.	Ongoing
3.4 Where application forms issuing from another body are produced separately, forms will be equally available and distributed together by post or over the counter, where the language preference has not been established. The Council will request to produce the information on one document.	Ongoing
3.5 The Council will make every effort to ensure that the Irish used in forms is legible and easily understood while having regard to accuracy of standard spelling and grammar.	Ongoing

### 3.4 Press Releases and Statements

Action	Target Date
4.1 The council has taken the Irish language into account when developing its Communications Strategy and will continue to do so when reviewing the Communications Strategy.	Ongoing
4.2 The Council will ensure that all press releases will continue to be issued bilingually. Where possible, these will be issued simultaneously. In certain situations, this may not be possible due to the urgent nature of some press releases.	Ongoing
4.3 The Council will continue to ensure that an adequate number of Irish speaking spokespersons, of sufficient authority, will be available for media	Ongoing

interviews on any Council issues when the need arises.	
4.4 The Council currently provides a bilingual media contact for further information and will continue ensure that where contact names for further information are given on press releases/statements that an officer will be available to provide that information in Irish or English.	Ongoing
4.5 Where the Irish Language Media request an interview, a knowledgeable, media trained Irish speaking interviewee will be provided where possible. It would not be appropriate to provide an Irish speaker with little knowledge of the subject matter.	Ongoing
4.6 Where the Irish language media request a written response to a media enquiry, the response will be in Irish.	Ongoing
4.7 When the Council conducts an advertising or promotional campaign through the print, broadcast or electronic media it will ensure that the Irish language will be represented on material produced.	Ongoing
4.8 At least 25% of text on permanent display material, such as pop up banners which will be used on several occasions will be bilingual.	Ongoing
4.9 External Organisations displaying exhibitions or banners within Council buildings or in the ownership of the Council will be encouraged to provide bilingual displays when requesting the display space.	Ongoing
4.10 The Council will ensure that any events the council plans to promote the Irish language will be promoted through the Irish language Media.	Ongoing

### 3.5 Publications

<b>Action</b>	<b>Target Date</b>
5.1 All of the Council's bilingual publications will be within the same cover in accordance with best practice except where this is not possible because of the size or nature of the document. All of the Council's bilingual publications will be made available on <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> and the public will be encouraged to avail of the service by downloading the relevant publications.	Ongoing
5.2 Where a publication is to be produced bilingually, it will continue to be assumed that the document is not ready for publication unless both language versions are available.	Ongoing
5.3 Documents currently published bilingually by the Council and not covered by Section 10 of the Act will continue to be published bilingually.	Ongoing
5.4 Documents of a technical nature will continue to be published in English only, except where there is a wide interest to the public or the document is of local significance in which case a bilingual version or an Irish summary will be made available.	Ongoing
5.5 Other strategic documents of specific interest and or technical in nature will not be required to be produced bilingually. A summary version or an executive summary will be made available bilingually.	Ongoing
5.5 Irish used in publications will continue to be legible and easily understood, having regard to accuracy of standard spelling and grammar.	Ongoing

### 3.6 Website, Online & IT Services

<b>Action</b>	<b>Target Date</b>
6.1 The ICT Section has ensured that the Council's website facilitates bilingual content. Given the structural changes of the website in recent years, it is now available bilingually.	Ongoing
6.2 Forms, Information leaflets, documents and publications published bilingually are available on the website and this will continue as new material becomes available. Responsibility for keeping bilingual forms, leaflets etc updated will rest with the relevant section. These updates will be made simultaneously.	Ongoing

6.3 An Irish Portal has been established on the website <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> and this will continue to be developed offering news, guidance, sponsorship and links for Irish Language users.	Ongoing
6.4 Language compatibility requirements will be included when introducing new internal ICT systems and upgrading existing ICT systems. Given the major technical and resource issues this is an issue to be tackled in the long term.	Ongoing

### 3.7 Telephone Communication

<b>Action</b>	<b>Target Date</b>
7.1 All telephone customers will continue to be directly informed on a proactive basis of the option of dealing with the Council through Irish, for example: customers calling Galway City Council are greeted bilingually and have the option of proceeding with the call in English or Irish.	Ongoing
7.2 A Customer Service Centre was established in February 2009 and all customer service representatives in addition to receptionists and switchboard operators give Council/section name bilingually and have knowledge of 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. Not all services are fully available bilingually and training and/or recruitment will continue until this can be achieved. Non-Irish speaking operators will explain the situation courteously and will offer to transfer the caller to an Irish speaker.	Ongoing
7.3 If the/an Irish speaker able to deal with the call is not available, the person receiving the call explains the situation courteously and takes the caller's name, number and details of the query and ensures that an Irish speaker from the Council returns the call. This will continue to be done only if it can be ensured that calls will be returned as early as possible within one working day. Otherwise the caller will be offered the choice of being called back in Irish as soon as possible, or continuing in English.	Ongoing
7.4 If the Irish speaker able to deal with a specialised specific enquiry is not available the caller is given the choice of being called back in Irish or continuing the conversation in English.	Ongoing
7.5 The Customer Service Centre answers all calls from the general public and the automatic phone answering systems is fully bilingual and directs callers electronically (through touch tone options) to where Irish services are available. These services have been widely publicised through the establishment of the Customer Service Centre.	Ongoing
7.6 A directory of Irish speakers willing to deal with Irish language calls within the Council is available to staff on switchboard duties and this directory will continue to be developed as Irish Language Skills improve or through recruitment.	Ongoing
7.7 Answer-phone systems, of Irish speaking staff, will continue to have a bilingual recorded message inviting the caller to leave a message in either language.	Ongoing
7.8 Person specifications for call centre staff will in future contain an ability to communicate via Irish and English as a desirable skill	Ongoing
7.9 The Call Centre will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and/or training.	Ongoing

### 3.8 Counter Services

<b>Action</b>	<b>Target Date</b>
<b>8.1</b> All callers to the Customer Service Desk will be directly informed on a proactive basis of the option of dealing with the office through Irish, for example by the display of notices at reception areas indicating what Irish language services are available and also listing the Irish language services that are available in a prominent location on the office's website. All callers to the Customer Service Desk and to public counters will continue to be greeted with a simple bilingual greeting.	Ongoing
<b>8.2</b> The choice of language of the customer will continue to be established. If an Irish speaker is not available, the person dealing with the customer will explain the situation courteously in English and inform the customer of his options to wait or to note his/her contact details and get an Irish speaker to call him/her at a later date or else continue the conversation in English.	Ongoing
<b>8.3</b> Any correspondence, consequent to a counter transaction where the customer's language preference is determined to be Irish will continue to be in Irish even if the transaction may have transpired in English.	Ongoing
<b>8.4</b> The Council will ensure that the necessary structures are in place so that all counter services will be available bilingually to assist with customers through either of the official languages.	From commencement of scheme
<b>8.5</b> Public announcement systems used by or on behalf of the Council on its premises will continue to function bilingually.	Ongoing
<b>8.6</b> Staff will continue to readily accept any customer's details in Irish and there will be no compulsion or coercion for the customer to change their details to English at any time.	Ongoing
<b>8.7</b> Person specifications for public counter staff will in future contain an ability to communicate via Irish and English as a desirable skill.	Ongoing
<b>8.8</b> The Customer Service Desk will always have at least one member of staff available to provide an Irish Language Service. This will be achieved through recruitment and/or training.	Ongoing
<b>8.9</b> Customer Service Desk Staff with bilingual skills will be encouraged to wear a badge clearly identifying (bilingually) their name and level of language ability.	Ongoing

### 3.9 Public Meetings/Meetings with the public

<b>Action</b>	<b>Target Date</b>
<b>9.1</b> Contributions in Irish or English will continue to be welcome at meetings with the public, organised by or on behalf of the Council.	Ongoing
<b>9.2</b> Upon organising a meeting, in the office, home or outside the office the choice language of the client will continue to be established and should that choice language be Irish, the Council will continue to ensure that a bilingual officer meets with the client for the purposes of providing a bilingual service.	Ongoing
<b>9.3</b> If previous dealings with the client have been through Irish it will be assumed that the language of the meeting and any consequent contact will continue to be through Irish.	Ongoing
<b>9.4</b> If the meeting occurs without adequate time to arrange for a bilingual officer to meet with the client the situation will continue to be explained courteously and the client will be given a choice of:	Ongoing

<ul style="list-style-type: none"> <li>• arranging a further appointment with an Irish speaking officer; or</li> <li>• Holding the discussion in English.</li> </ul>	
9.5 An interpretative service will continue to be available for members of the public to use their preferred language, Irish or English, at public meetings where the language preference is known.	Ongoing
9.6 Staff making presentations at public meetings will be encouraged to prepare part of the presentation in Irish.	Ongoing
9.7 The language preference of those attending a public meeting, whether in English or Irish will be sought in advance by inviting them to declare their language preference in the notice of the meeting.	Ongoing
9.8 If a meeting is organised by the local authority dealing with Irish Language issues, that meeting will continue to be held in Irish with interpretative services available.	Ongoing
9.9 When the Council arranges meetings with organisations that normally work in Irish, the meeting will continue to take place in Irish.	Ongoing
9.10 All public meetings organised by the Council will have translation facilities available.	Ongoing
9.11 The Council will make arrangements to organise work teams so as to include, or have availability of, an Irish-speaking employee at public meetings where the language preference is known in advance.	Ongoing

### 3.10 Corporate Image, Signage, General Measures

<b>Action</b>	<b>Target Date</b>
10.1 The Council's official bilingual name will continue as Comhairle Cathrach na Gaillimhe/Galway City Council.	Ongoing
10.2 The Council has adopted a fully bilingual corporate identity and will continue to promote this.	Ongoing
10.3 The Council will continue to fully facilitate any area within the City that would by public consensus wish to have signage in their area in Irish only, with regard to the guidelines as laid out in the relevant Placenames Orders.	Ongoing
10.4 The Council will continue to explore and develop a staged strategic plan to implement the bilingual city status of Galway City, in conjunction with relevant stakeholders in Galway City.	Ongoing: Long term initiative, expected to be implemented over longer period of time than 3 <sup>rd</sup> Scheme.
10.5 Any new residential developments will continue to be named in Irish. The Council's Placenames Committee will have the responsibility of vetting and selecting such names according to its terms of reference, in consultation with the Placenames Branch of the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs, if required, and having consideration for the existing placenames, history and local heritage of the area.	Ongoing
10.6 Adoption of Irish names for new streets, roads, features will be promoted and appropriate consultation will be conducted in order to define the name of the street, road etc. This will be the responsibility of the Council's Placenames Committee.	Ongoing
10.7 The relevant Placenames Orders will be used by the Council for official purposes.	Ongoing



10.8 Where there is a need for change/correction of errors in relation to placenames and street names, this will take place in the course of maintenance and improvements works.	Ongoing
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### 3.11 New Policies & Initiatives

Action	Target Date
11.1 New policies and initiatives will be consistent with the Scheme and will not undermine it.	Ongoing
11.2 New policies and initiatives will promote the cultural and linguistic heritage of the City.	Ongoing
11.3 New policies and initiatives will promote and facilitate the use of Irish wherever possible.	Ongoing
11.4 Staff and consultants involved in policy formulation will be informed of the Scheme and of the organisation's obligations under the Official Languages Act 2003.	Ongoing
11.5 Existing policies will be reviewed and altered if deemed necessary to be in line with the provisions of this Scheme.	Ongoing
11.6 A policy has been implemented to make staff aware of obligations under the Language Scheme, when uploading static material to Galway City Council website. A reminder will appear to staff when uploading material to make them aware of obligations, and full audit trail will be logged with the software.	Ongoing
11.7 In the absence of Irish language print media, a temporary policy has been implemented to update article 11.6 of Galway City Council 2 <sup>nd</sup> Language Scheme, which states: 'Where the Council publishes public notices in the print media, it will ensure that an Irish language version will continue to be published in the Irish language print media'. Bilingual versions of the same notice will be published in the current local contracted newspaper (subject to conditions).	Ongoing
11.8 A Temporary Traffic Signage Guide has been implemented to regulate use of Irish on traffic signage erected on a temporary basis. This will apply to both external contractors and GCC sections that erect temporary signage.	Ongoing

### 3.12 Services delivered on behalf of the Council

Action	Target Date
12.1 Standard procedures for dealing with third parties delivering services to the public in conjunction with or on behalf of the Council will make provision to ensure that account is taken of this Scheme and its requirements, and the Official Languages Act 2003 and any regulations made under that Act.	Ongoing
12.2 Where services involve contact with the public, agents or contractors will continue to be asked to state how those services will be delivered bilingually. This will be achieved by including relevant details of the Scheme's requirements in the tendering documents, contract agreements and conditions and where appropriate, asking for statements on how these services will be delivered.	Ongoing
12.3 In letting any new contract for the delivery of services, the relevant Director of Services will be responsible for ensuring that the agency or company that undertakes the work on the Council's behalf conforms to the requirements of the scheme.	Ongoing
12.4 There may be contracts or arrangements of short duration and for a specific task where it is not practicable to require full compliance with the scheme, in which case, as full compliance as possible in the circumstances will be sought.	Ongoing
12.5 Guidance on the procedures to be followed will be available to staff involved in the preparation of contracts and this will include preparing a standard clause to be added to contracts and tender documents.	Ongoing

<b>12.6</b> When working in partnership with other organisations the Council will continue to inform all parties of the Language Scheme and ensure that the measures contained are implemented. Wherever possible the Council will encourage, promote and strengthen the use the Irish Language.	Ongoing
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### *3.13 Grants & Sponsorship*

<b>Action</b>	<b>Target Date</b>
<b>13.1</b> The Council will encourage organisations, bodies or individuals that do not represent a public body, which receive financial sponsorship from this Council, to provide bilingual or Irish medium services to the public.	Ongoing
<b>13.2</b> Similarly, in the case of organisations, bodies or individuals that do not represent a public body and with which the Council co-operate or in the case of any partnership between the Council and any organisation, such projects or partnerships will be urged to operate in accordance with this scheme.	Ongoing
<b>13.3</b> Application Forms for funding and grants will include a section for the applicant to indicate how the Irish Language will be used and promoted in activities, public events, publications etc.	Ongoing

## Chapter 4

### 4.1 Training

<b>Action</b>	<b>Target date</b>
1.1 Members of staff are and will be encouraged to attend appropriate courses aimed at facilitating their use of Irish with the public at work, according to the requirements of their job.	Ongoing
1.2 Staff will be encouraged to apply for Gaeltacht Scholarship Schemes, where available.	Ongoing
1.3 Training Priority will be given to officers in those areas of service delivery where there is regular contact with the Irish speaking public or where there is an identified shortfall of Irish speaking staff as outlined and agreed in personal and team development plans and also contained in Directorate Training Plans.	Ongoing
1.4 All staff members who complete Irish Language training at the expense of the Council do so with the understanding that they will in turn provide an Irish Language Service in behalf of the Council when requested.	Ongoing
1.5 Galway City Council will continue to provide Irish Language supports for staff on an ongoing basis through the Irish Language Officer – phrases, terminology, letters, forms and advertisements. Officers who are learning Irish are encouraged to use it at every opportunity without being deterred by lack of confidence or practice.	Ongoing
1.6 Language Awareness Training sessions will be provided subject to budget.	Ongoing
1.7 Specialist Language Training will be provided for the Customer Service Team and staff dealing directly with the public at public counters and or public telephones subject to budget.	Ongoing
1.8 All staff inductions will include bringing the requirements and implications of the Irish Language Scheme to the individual's attention.	Ongoing
1.9 The Council will support staff members that are learning Irish. This includes provision of inhouse Irish language classes, training leave for said classes, and the provision of break/lunchtime conversation groups.	Ongoing
1.10 The Council will establish an annual acknowledgement system for staff members that have undertaken to act as an Irish contact point or who have undertaken a training course or attended and Irish Language Scholarship.	Ongoing

### 4.2 Staffing

<b>Action</b>	<b>Target date</b>
2.1 In deciding on the Irish language skill requirements of posts the Council will continue to consider <ul style="list-style-type: none"> <li>• Job specific skills;</li> <li>• Skills required by the wider team;</li> <li>• Cultural, environmental and linguistic factors linked to the nature of the language skills of the post and the public/area it serves.</li> </ul>	Ongoing
2.2 The Council will identify in an objective manner the posts where an ability to speak Irish is an essential skill and those where it is desirable, in line with Government policy (please see 2.7).	Ongoing
2.3 Once Irish Language posts are identified, the Council will decide how to meet its staffing requirement. This may involve recruiting and or training.	Ongoing

<b>2.4</b> Having regard to Government policy for enhanced provision of services in Irish, the Council will, by the end of year 1 of the scheme, identify any posts for which Irish language competency is an essential requirement. Every effort will be made to fulfil these requirements by the end of this scheme having regard to recruitment, promotion and training policies, as appropriate. This will enable Galway City Council to plan and prioritise the incremental improvement of services in Irish in a more strategic manner.	End of year 1 of the Scheme
<b>2.5</b> This examination will continue to deliver an analysis of the level of linguistic competence required in each Department to ensure that those wishing to do their business with the Council through the medium of Irish can do so; provide the basis for appropriate training & upskilling programmes for staff.	Ongoing
<b>2.6</b> The Council's aim is to increase the number of staff members who are able to provide services through the medium of Irish throughout the lifetime of this scheme and in this regard, the Council will actively encourage employees to develop Irish language Skills in order to facilitate the effective implementation and operation of this Scheme.	Ongoing

#### 4.3 Recruitment

<b>Action</b>	<b>Target date</b>
<b>3.1</b> Linguistic ability will continue to be one of a number of skills considered in staff appointments.	Ongoing
<b>3.2</b> Where bilingual communication skills through the medium of Irish and English are considered essential or desirable for any post, this will be specified in the job specification and in the advertisement when recruiting to that post.	Ongoing
<b>3.3</b> In a situation where two candidates for a post for which the ability to communicate bilingually is desirable have equal essential qualifications and experience, the ability to communicate through the medium of Irish and English to a high standard will be considered an additional skill.	Ongoing
<b>3.4</b> Oral and written bilingual skills for a post will be specified in the job specification and in the advertisement.	Ongoing
<b>3.5</b> All new members of staff will be given an introduction to the Irish Language Scheme and its implications for the way they execute their job as part of their induction training. They will be advised of the various support mechanisms in place in facilitating the use of Irish as part of their duties.	Ongoing
<b>3.6</b> Data on bilingual skills of new employees will be captured via new starter forms and on documentation completed by managers.	Ongoing
<b>3.7</b> Where Irish is considered desirable for a particular post the recruitment advertisement will be fully bilingual.	Ongoing
<b>3.8</b> Where it has not been possible to appoint an individual with the requisite language competency to a post requiring Irish Language Skills, the candidate appointed will be required to accept as a condition of appointment the acquisition of an acceptable level of fluency in the Irish language in terms of meeting the requirements of the post.	Ongoing
<b>3.9</b> To encourage applicants with Irish Language skills, a partnership will be developed with educational/training institutes to facilitate initiatives such as work experience opportunities and participation in career fairs.	Ongoing
<b>3.10</b> To assist the recruitment of Irish speakers, HR will be encouraged to consider carefully where posts are advertised. Consideration should be given to advertising in the Irish Language Media.	Ongoing
<b>3.11</b> All of the above will be in line with national recruitment policies and relevant employment legislation.	Ongoing

#### 4.4 Implementation

<b>Action</b>	<b>Target date</b>
4.1 The Chief Executive and all Directors will be responsible for ensuring that every officer and every department within the Council acts in accordance with the requirements of this Scheme, the Official Languages Act 2003 and any Statutory Regulations made under its direction.	Ongoing
4.2 A Senior Officer within each directorate/section will be formally appointed to take managerial responsibility for implementation within a Directorate/section; this group will be formally referred to as the 'Cross Departmental Implementation Group'.	Ongoing
4.3 The Senior Executive Officer in the Corporate Services Department will chair the Cross Departmental Implementation Group (CDIG).	Ongoing
4.4 The Senior Executive Officer in Corporate Services will coordinate the corporate implementation of the Scheme for the organisation as a whole and will evaluate the Council's performance in delivering the requirements of the Scheme and to report on these matters to the Management Team and if required to the Language Commissioner also.	Ongoing
4.5 Members of the CDIG will be responsible for implementing the scheme within their own sections and for reporting on progress on implementation annually.	Ongoing
4.6 Members of the CDIG will ensure that all staff within their respective sections are aware of the requirements of the scheme, will promote the implementation of the Language Scheme and will seek opportunities to advice departments and to encourage them to mainstream the Irish Language into new policies and initiatives.	Ongoing
4.7 Members of the CDIG will be required to prepare an Action Plan for their respective Directorates and to include this task in their own annual personal (PDP) and team development plans (TDPs) which will detail the actions required to ensure implementation of the requirements of the Scheme, together with target dates which correspond to the target dates set out in this scheme.	Ongoing
4.8 Every member of the Council's staff will be responsible for acting in accordance with the requirements of this scheme.	Ongoing
4.9 Complaints concerning the implementation of the Scheme will be investigated through the complaints procedure set out in the Customer Service Action Plan.	Ongoing

#### 4.5 Monitoring

<b>Action</b>	<b>Target date</b>
5.1 Members of the CDIG, chaired by the SEO of Corporate Services will take managerial responsibility for monitoring implementation within a Directorate/section.	Ongoing
5.2 The implementation of the scheme will be subject to regular review by the Management Team	Ongoing
5.3 Members of the CDIG will prepare a monitoring report on how well their respective sections are meeting the commitments in the scheme.	Ongoing
5.4 The monitoring reports for each section will monitor how well it is meeting its commitments under the scheme and will contain feedback under the following headings: <ul style="list-style-type: none"> <li>• ACTION PLAN <ul style="list-style-type: none"> <li>○ How is the organisation forward planning in relation to the Scheme's Action Plan – is the organisation meeting the targets set out in the action plan for implementation in the scheme.</li> </ul> </li> </ul>	Ongoing

<ul style="list-style-type: none"> <li>• INTERNAL MONITORING <ul style="list-style-type: none"> <li>○ Awareness of individual staff and the organisation corporately of its requirements under the scheme;</li> <li>○ Supporting the Scheme – are there sufficient arrangements in place to facilitate the implementation of the scheme on a day-to-day basis?</li> </ul> </li> <li>• EXTERNAL MONITORING <ul style="list-style-type: none"> <li>○ Need/Demand for bilingual services – staff to keep a record of requests;</li> <li>○ Complaints – a complaints mechanism will be developed by managers within sections taking account of the nature and incidence of complaints;</li> </ul> </li> </ul>	
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#### 4.6 Publicising the agreed scheme

<b>Action</b>	<b>Target date</b>
<b>6.1</b> The Scheme will be published and distributed widely – media, elected officials, libraries, Town Hall Theatre, Leisureland, Galway City Museum, and neighbouring Councils.	Ongoing
<b>6.2</b> The Scheme will be publicised in the local media.	Ongoing
<b>6.3</b> The Scheme will be publicised internally at staff seminars and via email and will be made available for all staff on the Intranet.	Ongoing
<b>6.4</b> The Scheme will be published on the Council’s website <a href="http://www.galwaycity.ie">www.galwaycity.ie</a> and a press release will be issued once it has been agreed with the Department of Arts, Heritage and the Gaeltacht.	Ongoing
<b>6.5</b> The Scheme will be referenced in other Council publications such as the City Development Plan, Customer Care Plan etc.	Ongoing
<b>6.6</b> The information publicising the scheme will include a description of the purpose and scope of the scheme and when and where members of the public may have access to the scheme, including details on the extent to which members of the public can deal with the Council in Irish.	Ongoing
<b>6.7</b> The Council will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, including by: <ul style="list-style-type: none"> <li>• Directly informing customers on a proactive basis of the option of dealing with the Council through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available and also by prominently listing these on the Council's website;</li> <li>• Including footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover); and</li> <li>• Including notes in publications and advertisements that the Council provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed Scheme.</li> </ul>	Ongoing

A copy of this Scheme will be forwarded to Oifig an Choimisinéara Teanga.

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