

Scéim

Oifig Ard Rúnaí an Uachtaráin

2005 – 2008

faoi Alt 11 d’Acht na dTeangacha Oifigiúla 2003

Office of the Secretary General to the President

Scheme 2005 – 2008

under Section 11 of the Official Languages Act

2003

Aibreáin 2005

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Caibidil 1

Réamhrá agus Cúlra

Oifig Ard Rúnaí an Uachtaráin a d'ullmhaigh an scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("An tAcht").

De réir *Alt 11* ní miste d'údaráis stáit scéim reachtúil a ullmhú ina gcuirfear síos ar na seirbhísí a chuirfidh siad ar fáil

- trí mheán na Gaeilge
- trí mheán an Bhéarla, agus
- trí mheán na Gaeilge agus an Bhéarla

agus na céimeanna a ghlacfar le cinntiú go gcuirfear ar fáil seirbhís ar bith nach bhfuil á cur ar fáil cheana féin trí mheán na Gaeilge; agus go ndéanfar é sin taobh istigh de réimse áirithe ama a mbeidh comhaontú ina leith.

1.1 A Bhfuil sa Scéim Teanga

Togfar an scéim ar na seirbhísí atá ar fáil cheana féin trí Ghaeilge. Tá cur síos i gcorp na scéime seo ar na bealaí ar féidir feabhas a chur ar an tseirbhís atá á cur ar fáil cheana féin ag an Oifig seo.

Measfar an t-éileamh le haghaidh seirbhísí i nGaeilge trí iniúchadh rialta a dhéanamh ar chóras a chuirfear ar bun. Faoin chóras seo déanfar iarratais ar sheirbhísí i nGaeilge a chomhaireamh.

1.2 Dáta Tosaithe na Scéime

Is é 28 Aibreán, 2005 dáta tosaithe na scéime agus mairfidh sé ar feadh trí bliana ón dáta sin, nó go dtí go gcuirfear scéim nua faoi *Alt 15* den Acht ina háit, cibé dáta acu sin is túisce.

1.3 Measúnú ar na seirbhísí atá ar fáil cheana féin trí Ghaeilge

Is é príomh-chuspóir an Achta ná go mbeidh fáil níos fearr ar sheirbhísí trí mheán na Gaeilge sa tseirbhís phoiblí, agus é sin ar chaighdeán níos airde. I dtaca leis sin cuireann an Oifig seo seirbhísí trí mheán na Gaeilge, nó san dá theanga, ar fáil cheana féin.

Caibidil 2

Seirbhísí a chuirfear ar fáil agus bearta a chuirfear i gcrích

le linn na scéime seo

Sa chaibidil seo cuirtear síos ar an chóras atá i bhfeidhm san Oifig seo maidir le seirbhísí a chuireann an Oifig ar fáil i gcoitinne.

2.1 Bealaí cumarsáide leis an phobal / Faisnéis don phobal

Déanann an Oifig teagmháil leis an phobal mar seo a leanas:

Bróisiúir agus billeoga eolais (ar fáil i mBéarla amháin faoi láthair)

- Faoi dheireadh na scéime seo beidh na bróisiúir agus na billeoga eolais ar fad ar fáil i mBéarla agus i nGaeilge.

Preas-eisiúintí

- Foilseofar preas-eisiúintí san dá theanga faoi dheireadh na scéime seo.
- Cuirfear ráitis agus óráidí ar fáil sa teanga ina dtugtar iad.

Suíomh Idirlín (ar fáil i mBéarla amháin faoi láthair)

- Foilsefar coinní poiblí an Uachtaráin san dá theanga faoin am a thiocfaidh deireadh leis an scéim seo.
- Maidir leis an eolas a bhíonn ar shuíomh idirlín an Árais, déanfaidh an Oifig seo machnamh, le linn na scéime seo, ar é a chur ar fáil san dá theanga. Déanfar cinneadh de réir an mhachnaimh seo nuair a bheas an dara scéim ar bun.

Fáilteoir / Fógraí ó Bhéal

An chéad duine teagmhála leis an phobal is ea an fáilteoir nó an freagróir gutháin. De réir an ghnáth-chleachtais i scoth-sheirbhís chustaiméara:

- Bíonn sé ar chumas an fháilteora/fhreagróra gutháin ainm na hOifige a thabhairt i nGaeilge agus i mBéarla.
- Tá cur amach ag foireann na hOifige ar na gnáth-bheannachtaí i nGaeilge. Tá socruithe ann chun go gcuirtear baill an phobail i dteagmháil leis an oifig chuí nó leis an oifigeach cuí chun go mbeidh seirbhís ar fáil dóibh i nGaeilge.

Cuairteanna ar na Seomraí Formálta

Cuirtear cuairteanna ar sheomraí formálta an Árais ar fáil don phobal gach Satharn. Oifig na nOibreacha Poiblí a eagraíonn na cuairteanna seo.

Rachaidh an Oifig seo i gcomhairle le bainistíocht Oifig na nOibreacha Poiblí le linn na scéime seo faoi chuairteanna dhátheangacha a bheith ar fáil.

Caibidil 3

Liosta na n-aonad gnó taobh istigh

d'Oifig Ard Rúnaí an Uachtaráin

I gcás gach ceann de na haonaid ghnó thíosluaite déanfaidh an Oifig seo a chinntiú go gceapfar duine amháin ar a laghad leis na scileanna cuí, nó go ndéanfar forbairt ar chuid scileanna duine den fhoireann atá ann cheana féin, chun go mbeidh an eagraíocht in ann déileáil go héifeachtach leis an phobal trí mheán na Gaeilge. Le linn na scéime seo a chuirfear an méid seo i gcrích.

Aonaid Ghnó:

- Seirbhísí Corparáideacha
- Prótacal/Eachtraí
- TEC – Teicneolaíocht Eolais agus Chumarsáide
- Bainistíocht Athchóirithe
- Tionscnaimh Ar Leith
- Na Meáin Chumarsáide

Caibidil 4

Seirbhísí feabhsaithe a chuirfear ar fáil san dá theanga

4.1 Cúlra

Tá rún docht daingean ag an Oifig seirbhísí trí mheán na Gaeilge a chur ar fáil i ngach ceann dá cuid aonad gnó.

Féachfar chuige ar dtús go ndéanfar forbairt mar is cuí ar scoth-sheirbhís le custaiméir aonair trí mheán na Gaeilge.

4.2 Earcaíocht agus Lonnú

Is iad seo a leanas na céimeanna a ghlacfaidh foireann na hOifige le cinntiú go ndéanfar baill foirne a bhfuil cumas sa Ghaeilge acu a earcú agus a choinneáil, sa mhéid agus is féidir agus is cuí, de réir fhorálacha an Achta:

- Lonnófar baill foirne le cumas san dá theanga mar is cuí. Sa dóigh seo, cuirfear le hinfhaighteacht seirbhísí trí Ghaeilge. Chomh maith leis sin, lonnófar baill den fhoireann a bhfuil ábaltacht sa Ghaeilge acu in san oiread rannóg éagsúla agus is féidir. Cuideoidh an méid seo le cuspóirí na scéime a bhaint amach.
- Déanfar athbhreithniú ar an pholasáí earcaíochta agus beidh cumas sa Ghaeilge mar choinníoll le haghaidh méid áirithe de na poist san Oifig.

4.3 Oiliúnt agus Forbairt

Tá sé de rún ag an Oifig seo oiliúint agus forbairt chuí a chur ar an fhoireann ar fad san dá theanga oifigiúla; cur leis an tseirbhís atá ar fáil do chustaiméirí; agus an cumas atá ag baill na foirne a fhorbairt chomh mór agus is féidir 'fhad is atá siad ag obair san Oifig seo.

Déanfaidh an tAonad um Bhainistíocht Athchóirithe:

- Daoine a lorg a bheas toilteanach seirbhísí trí Ghaeilge a chur ar fáil ar fud na hOifige, ar bhonn leanúnach, má's gá agus má's cuí.
- Measúnú rialta a dhéanamh ar chúrsaí, iad sin sa Ghaeilge agus iad sin a reachtáiltear trí Ghaeilge, féachaint cé chomh héifeachtach is atá siad chun cuspóirí na hOifige seo a bhaint amach.
- Iad siúd ar chúrsaí ionductaithe a bheith meabhrach faoi chúrsaí teanga sa dóigh:
 - go dtuigfidh siad cén fáth go bhfuil polasaí teanga ag an Oifig
 - go dtuigfidh siad comhthéacs agus cúlra an pholasaí, agus
 - go mbeidh siad go hiomlán ar an eolas faoi thionchar an pholasaí ar a gcuid oibre

4.4 Ag feabhsú chumas mhuintir na hOifige sa Ghaeilge

Le cinntiú go dtiocfaidh feabhas ar mhéid agus ar chaighdeán na seirbhíse a bheas ar fáil don phobal le linn na scéime seo, moltar an méid seo a leanas:

- Beidh cead ag muintir fhoireann na hOifige freastal ar ranganna Gaeilge i rith uaireanta oifige, má's féidir.
- Cuirfear comhairle ar bhail na foirne mar gheall ar réimse ranganna Gaeilge d'ard-chaighdeán a bheas ar fáil taobh amuigh d'uaireanta oibre (mar shampla Diplóma Tríú Leibhéil sa Ghaeilge; ranganna Sult; ranganna Gael-Linn, etc.)

Caibidil 5

Monatóireacht agus Athbhreithniú

An Grúpa Bainistíochta Sinsearach laistigh den Oifig a choinneoidh oibriú na scéime seo faoina n-aire.

Bainisteoirí líne a dhéanfaidh monatóireacht ar an scéim ó lá go chéile i ngach ceann de na rannóga líne. Iad siúd a bheas freagrach as oibriú na scéime taobh istigh dá gcuid earnálacha féin. Iad siúd freisin a choinneoidh an Bhainistíocht Shinsearach ar an eolas faoi oibriú na scéime.

Caibidil 6

Foilsíú na Scéime Faobhaithe

Cuirfear an pobal ar an eolas faoin scéim seo, faoina cuid rún agus faoina cuid forálacha, trí mheán:

- Suíomh Idirlín

Freisin, tá cóip den scéim seo i ndiaidh a bheith curtha chuig Oifig Choimisinéir na dTeangacha Oifigiúla.

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Scéim Oifig Árd Rúnai an Uachtaráin
2005 – 2008
faoi Alt 11d'Acht na dTeangacha Oifigiúla 2003

Aibreáin, 2005

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Chapter 1

Introduction & Background

This scheme was prepared under section 11 of the Official Languages Act 2003 (“the Act”) by the Office of the Secretary to the President.

Section 11 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 The Content of the Language Scheme

The scheme builds on the extent to which services are currently available through Irish as a starting base. Areas for future enhancement of the service provided by this Office are identified in the body of the scheme.

The Office will continue to gauge the level of demand for its services in the Irish language by carrying out regular and timed audits through a system of counting/measuring the level of queries/requests for services through Irish in a given period.

1.2 Commencement date of Scheme

The scheme is commenced with effect from **28 April 2005** and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed pursuant to *section 15* of the Act, whichever is the earlier.

1.3 Assessment of extent to which services are already available through Irish

The primary objective of the Act is to ensure better availability and a higher standard of public services through Irish. In this regard the Office already provides services through Irish or bilingually where required.

Chapter 2

Provision of Services and Actions to be taken

during the current Scheme

This Chapter sets down the official language regime operated by this Office in relation to the general provision of services by it.

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

The Office's communications with the general public are as follows:

Brochures & information leaflets (currently provided in English only)

- The Office will provide all brochures and information leaflets bilingually by the end of this scheme

Press releases

- Press releases will be published in both languages, by the end of this scheme.
- Speeches and statements will be made available in the language(s) in which they are delivered.

Website (currently provided in English only)

- The President's Public Engagements will be published bilingually by the end of the lifetime of this scheme.
- This office will consider, during the lifetime of this scheme, making Áras website information available bilingually, and the outcome of this consideration will inform action, as appropriate, during the second scheme.

Receptionist/Oral Announcements

- Receptionist / switchboard operator is the first point of contact with the public. Standard Quality Customer Service practice is that:
 - reception / switchboard staff are in a position to give the name of the Office in Irish and English,
 - staff are, at a minimum, familiar with the basic greetings in Irish, and arrangements are in place so that members of the public are put in contact with the relevant office or officer responsible for offering the required service through Irish.

Tour of Formal Rooms

- Tours of the Formal Rooms at Áras take place each Saturday, provided by Office of Public Works staff. This Office will raise the matter of providing bilingual tours of the Áras with the Office of Public Works management, within the lifetime of this scheme.

Chapter 3**List of Business Units within the
Office of the Secretary General to the President**

In the case of each of the following Business Units, the Office will ensure the assignment or upskilling of at least one member of staff, over the lifetime of this scheme, in order that the organisation can deal effectively with members of the public, through the medium of Irish:

Business Units:

- Corporate Services
- Protocol/Event
- ICT – Information & Communications Technology
- Change Management
- Special Initiatives
- Media

Chapter 4

Enhancement of Services to be provided bilingually

4.1 Background

The Office is committed to providing services through Irish in all its Business Units.

The primary deliverable will be the progressive development of a quality one-to-one customer service in Irish.

4.2 Recruitment & Placement

The following measures will be put in place by the Personnel function in order that staff, proficient in Irish, are recruited and retained insofar as it is possible and practical to do so, in order to comply with the provisions of the Act:-

- Appropriate placement of staff with proficiency in both languages will be implemented. This policy will optimize the availability of services through Irish. Complementing this, staff with a working knowledge of Irish will be placed across the various divisions to support the commitments set out in this scheme.

- Recruitment policy will be reviewed in the context of proficiency in the Irish language being a business requirement, for a certain number of positions.

4.3 Training & Development

There is an ongoing commitment to provide appropriate training and development for all staff, in both official languages, to improve customer service and to develop the full potential of staff during their careers in this Office.

The Change Management Unit will:-

- Seek volunteers to provide Irish language services throughout the Office on an ongoing basis and where necessary and appropriate to do so.

- Assess course content, including Irish language courses and courses delivered through Irish, on a regular basis to ascertain how effectively they meet the goals and objectives of the Office;

- Include language awareness as part of Induction training courses so as to ensure that staff:
 - understand why the Office implements a bilingual policy;
 - understand the context and background to the policy; and
 - are fully informed about how the policy will affect their work.

4.4 Improving the Office's Irish language capability:

The following actions are proposed in order to ensure that both the level and standard of services to the public are improved throughout the duration of the scheme:

- The Office will facilitate staff attending Irish language classes during office hours insofar as possible;

- Advice will be given to staff in relation to the range of high-quality Irish language classes available outside of office hours (e.g. third-level Diploma in Irish; Sult; Gael-Linn, etc);

Chapter 5**Monitoring & Revision**

The Senior Management Group within the Office will keep the effective operation of the scheme under review.

The day-to-day monitoring function will be carried out primarily by line managers in each of the line Divisions, with responsibility for the implementation of the scheme within their own function areas and reporting on a regular basis to Senior Management.

Chapter 6

Publicising of Agreed Scheme

The contents of this scheme along with the commitments and provisions of the scheme will be publicised to the general public by means of:-

- Website

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