



Roinn an Taoisigh

Department of the Taoiseach

Scéim 2005-2008

Scheme 2005-2008

faoi Alt 11
d'**Acht na dTeangacha**
Oifigiúla, 2003

under Section 11 of the
Official Languages
Act, 2003



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Caibidil 1 Réamhrá agus Cúlra



Ullmhaíodh an scéim seo ag Roinn an Taoisigh faoi Alt 11 d’Acht na dTeangacha Oifigiúla 2003.

Tugann Alt 11 deis ullmhúcháin do chomhlachtaí poiblí scéim reachtúil ag sonrú na seirbhísí a chuirfear ar fáil -

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

– chomh maith leis na bearta a dtabharfar fúthu le cinntiú go soláthrófar aon tseirbhís trí mheán na Gaeilge, nach bhfuil ar fáil trí Ghaeilge cheana féin, taobh istigh do fhráma ama socraithe.

1.1 Ullmhúchán na Scéime Teanga

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

D’fhoilsigh an Roinn fógra faoi Alt 13 ar 2 Nollaig 2004, ag tabhairt cuiridh roimh uiríll maidir le hullmhúchán na dréachtscéime ó aon pháirtí leasmhar. Fuarthas ceithre mholadh déag ó réimse eagraíochtaí Gaeilge agus ó indibhidiúil príobháideacha. Tá na moltaí seo ar fáil ar láithreán Gréasáin na Roinne (www.taoiseach.gov.ie) agus tógadh san áireamh iad agus an scéim á dréachtú.

Chuathas i gcomhairle le baill d’fhoireann na Roinne agus tá a gcuid tuairimí agus moltaí curtha san áireamh agus an scéim a dréachtú freisin.

Chomh maith leis sin, mar chuid de mheastóireacht níos ginearálta ar dhul chun cinn maidir leis na coimintintí a bhaint amach ina gCairt do Chustaiméirí, thug an Roinn faoi shuirbhé leathan dár gcustaiméirí le deimhniú ar úsáid siad Gaeilge agus iad ag déileáil leis an Roinn, cé chomh sásta agus a bhí siad leis an tseirbhís agus dá n-ofrálaí an caighdeán seirbhíse céanna sa dá theanga, an roghnódh siad an Ghaeilge. Beidh torthaí an tsuirbhé seo á bhfothú i gcur i bhfeidhm na scéime seo.

1.2 Ábhar na Scéime Teanga

Cuireann an scéim seo leis na prionsabail QCS (Seirbhís Cháilíochta do Chustaiméirí), agus leis an gcoimintint sa Chairt do Chustaiméirí a dheimhniú gur féidir le custaiméirí ar mian leo gnó a dhéanamh trí Ghaeilge déanamh amhlaidh. Leagann sé amach an méid seirbhísí atá ar fáil faoi láthair trí Ghaeilge, agus aithníonn sé limistéir le feabhsú as seo amach. San áireamh leis seo tá coimintint le leibhéal éilimh seirbhísí trí Ghaeilge a mheas ar bhonn leanúnach trí shuirbhéanna custaiméara bliantúla, agus le cinntiú go gcoinníonn an Roinn léi ag baint an éilimh seo amach ar bhealach planáilte, soiléir agus inrochtana.

1.3 Dáta Tosaigh na Scéime

Tá an scéim seo cinntithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Tosaíonn sé le héifeacht ar an 1 Meán Fómhair 2005 agus fanfaidh sé i bhfeidhm ar feadh tréimhse trí bliana ón dáta seo nó go dtí go bhfuil scéim nua cinntithe ag an Aire de réir Ailt 15 den Acht, cibé ceann is luaithe.

Chapter 1 Introduction and Background

This scheme was prepared by the Department of the Taoiseach under Section 11 of the Official Languages Act 2003.

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 Preparation of the Language Scheme

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

The Department published a notice under Section 13 on 2 December 2004, inviting representations in relation to the preparation of the draft scheme from any interested parties. Fourteen submissions were received from a range of Irish language organisations and from private individuals. These submissions are available on the Department's website (www.taoiseach.gov.ie) and were taken into account in drawing up the scheme.

Members of the Department's staff were also consulted and their views and suggestions have also informed the scheme.

In addition, as part of a more general evaluation of progress in meeting the commitments in our Customer Charter, the Department has undertaken a widespread survey of our customers to ascertain whether they have used Irish in dealing with the Department, how satisfied they were with the service they received and whether, if offered the same quality of service in both languages, they would choose Irish. The results of this survey will be fed into our implementation of this scheme.

1.2 The Content of the Language Scheme

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

1.3 Commencement Date of the Scheme

The scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. It commences with effect from 1 September 2005 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is earlier.

1.4 Forbhreathnú ar Roinn an Taoisigh

1.4.1 Sainordú agus Bunchuspóir

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

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

- **Ag tacú le feidhmiú éifeachtach an Rialtais:** ag soláthar Rúnaíocht don Rialtas, teagmháil leis an Uachtarán agus le Tithe an Oireachtais, soláthar Seirbhísí Preas agus Eolais, Oifig Phríobháideach, Tacaíocht Chorporáideach agus Seirbhísí Prótacail don Taoiseach agus dá Airí Stát.
- **Ag Tacú le treoir pholasaithe Rialtais agus comhordnú Rialtais de phríomh-thosaíochtaí náisiúnta:** ag soláthar forbheathnaithe ar phríomh-thosaíochtaí an Rialtais, ag soláthar eolas tráthúil agus cuí agus comhairle ar chúrsaí a thagann chun solais; agus ag soláthar fis agus cur chuige fadtéarmach. Tá na tosaíochtaí straitéiseacha seo a leanas aitheanta ag *Ráiteas Straitéise 2005-2007* na Roinne:
 - Tuaisceart Éireann
 - Gnóthaí Eorpach agus Idirnáisiúnta
 - Beartais Eacnamaíoch agus Sóisialta
 - Comhpháirtocht Sóisialta
 - Nuachóiriú na Seirbhíse Poiblí
 - Sochaí an Eolais agus Rialtas Leictreonach
- **Ag soláthar tacaíocht riaracháin don Taoiseach agus d’Airí Stát,** san áireamh tá dréachtú óráidí agus teachtaireachtaí, ag ullmhú freagraí do Cheisteanna Parlaiminte agus ag freagairt iarratas maidir le Saoráil Faisnéise agus uiríll eile, go minic ag obair le Gníomhaíochtaí agus Ranna eile go díreach.

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

Agus na tascanna seo á n-iompú amach tá foireann níos mó ná 200 duine ag an Roinn.

1.4 Overview of the Department of the Taoiseach

1.4.1 Mission and Mandate

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

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

- **Supporting the efficient functioning of Government:** providing a Secretariat to the Government, liaison with the President and Houses of the Oireachtas, provision of Government Press and Information Services, and of Private Office, Corporate Support and Protocol Services to the Taoiseach and his Ministers of State
- **Supporting Government policy direction and Government co-ordination of major national priorities:** providing an overview of the key policy priorities of the Government; providing timely and relevant information and advice on issues that arise; and providing a longer-term vision and approach. The Department's *Strategy Statement 2005-2007* has identified the following strategic priorities:
 - Northern Ireland
 - European Union and International Affairs
 - Economic and Social Policy
 - Social Partnership
 - Public Service Modernisation
 - The Information Society and eGovernment
- **Providing administrative support to the Taoiseach and Ministers of State,** including drafting speeches and messages, preparing replies for Parliamentary Questions and responding to Freedom of Information requests and other representations, often working directly with other Agencies and Departments.

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

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

1.4.2 Custaiméirí agus Páirtithe Leasmhara

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

- An Taoiseach, Príomh-Aoire an Rialtais agus an Aire Stáit don Eoraip, an Rialtas, ionadaithe poiblí agus Ranna Rialtais, Oifigí agus Gníomhaireachtaí eile.
- Institiúidí agus páirtithe i dTuaisceart Éireann, Rialtais eile, institiúidí idirnáisiúnta.
- Réimse leathan aisteoirí atá taobh amuigh den tseirbhís poiblí, páirtneírí sóisialta san áireamh – fostaithe, ceardchumann, comhlachtaí feirmeoirí agus comhlachtaí ionadaíochta eile, agus grúpaí pobail agus deonacha.

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

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

1.4.3 Limistéir Fheidhmiúla na Roinne

Is iad na limistéir feidhmiúla den Roinn ná:

- Rúnaíocht an Rialtais
- Rannóg Phrótacail agus Ghinearálta
- Seirbhísí Eolais agus Preas an Rialtais
- Rannóg Thuaisceart na hÉireann
- Rannóg do Ghnóthaí Eorpacha agus Idirnáisiúnta
- Rannóg do Bheartais Eacnamaíoch agus Sóisialta
- Rannóg do Comhpháirtíocht Sóisialta agus Nuachóiriú na Seirbhíse Poiblí
- Aonad Polasaithe do Shochoaí an Eolais

Aonaid Tacaíochta:

- Oifig Phríobháideach an Taoisigh
- Oifig Príomh-Aoire an Rialtais
- Oifig an Aire Stáit
- Aonad Inmheánach Iniúchta
- Rannóg do Sheirbhísí Chorpáraídeacha, ina bhfuil an méid seo san áireamh:
 - Rannóg Phearsanra
 - Clárlann
 - Leabharlann
 - Cartlanna
 - Aonad um Bainistiú Athruithe agus Oiliúna
 - Aonad Airgeadais
 - Aonad IT
 - Aonad um Sheirbhísí Bainistíochta

1.4.2 Customers and Stakeholders

The Department interacts with a broad spectrum of stakeholders including:

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

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

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

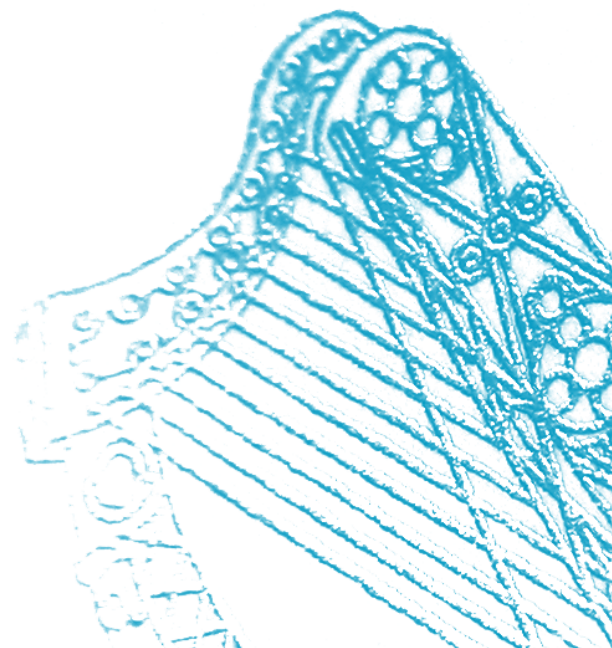
1.4.3 Functional Areas of the Department

The functional areas of the Department consist of:

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

Support Units:

- Taoiseach's Private Office
- Government Chief Whip's Office
- Minister of State's Office
- Internal Audit Unit
- Corporate Services Division, incorporating:
 - Personnel Section
 - Registry
 - Library
 - Archives
 - Change Management and Training Unit
 - Finance Unit
 - IT Unit
 - Management Services Unit



1.4.4 Measúnú ar na seirbhísí atá ann cheana féin trí Ghaeilge

Is í príomhchuspóir an Achta ná a chinntiú go bhfuil fáil níos fearr agus caighdeán níos airde den tseirbhís trí Ghaeilge a chuirtear ar fáil don phobal. Inár gCairt do Chustaiméirí, tugaimid faoi gur féidir le custaiméirí ar mian leo gnó a dhéanamh trí Ghaeilge amhlaidh a dhéanamh. Cuirtear an fhoireann ar an eolas ag a gcuid traenála faoi seo agus tá socruithe curtha in áit le go gcomhlíonfar an choimhínt sin. Maidir le gearán agus achomhairc faoi sheirbhísí trí Ghaeilge, téann siad tríd na gnáth nósanna imeachta gearáin QCS (Seirbhís Cháilíochta do Chustaiméirí) (www.taoiseach.gov.ie).

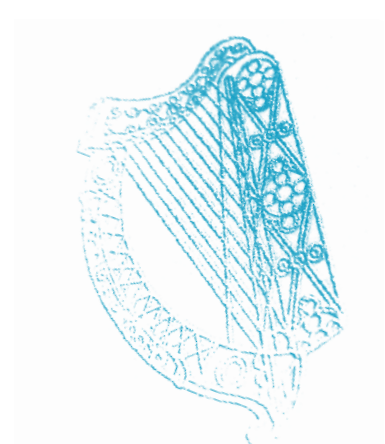
Mar gheall go bhfuil fócas obair na Roinne dírithe go mórmhór ar ghnóthaí an Rialtais agus ó Ranna agus Gníomhaireachtaí eile, ní fhaigheann muid mórán éilimh ón bpobal maidir lenár gcuid seirbhísí i nGaeilge. Mar sin féin, tá coimhínt ag an Roinn na seirbhísí a chuireann sí ar fáil a sholáthar trí Ghaeilge,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



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

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

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



Caibidil 2 Soláthar Seirbhísí/ Gníomhaíochtaí Ginearálta na Roinne



Déanann an Chaibidil seo imlíne ar réimeas na teanga oifigiúla á chur i bhfeidhm ag an Roinn maidir le soláthar seirbhísí ginearálta. Déanann Caibidil 3 imlíne ar an scéal maidir le soláthar seirbhísí/ gníomhaíochtaí á chur ar fáil ag Rannóga faoi leith taobh istigh den Roinn.

2.1 Meáin Teagmhála leis an bPobal/ Eolas don Phobal

Is iad príomh-mheáin teagmhála na Roinne ná:

- Doiciméid maidir le hoibleagáidí reachtúla nó eile (m.sh. Ráitis Straitéise, Tuarascálacha Bliantúla, agus ar uile.)
- Eisiúintí Preas
- Foilseacháin
- Láithreáin Ghréasáin
- Bróisiúir agus Bileoga Eolais

I láthair na huair, is iad na doiciméid, bróisiúir nó bileoga eolais a fhoilsítear i mBéarla agus i nGaeilge, nó i mBéarla amháin ná:

Béarla agus Gaeilge

- Ráitis Straitéise
- Tuarascálacha Bliantúla
- Cairt do Chustaiméirí
- Príomhdoiciméid Pholasaithe (m.sh. *Dul Chun Cinn a Chothú*)
- Tosaíochtaí agus Spriocanna an AE
- An Nuachtlitir *Nasc*
- *An Bhratach Náisiúnta*
- Lámhleabhar an Chomh-Aireachta
- Cód Iompair do Choinneálaithe Oifige
- Lámhleabhar Foirne Roinn an Taoisigh

Béarla amháin

- Tuarascálacha, le cúrsaíocht theoranta agus atá dírithe ar shainghrúpaí, nach bhfuil tograí polasaithe ag baint leo (m.sh. tuarascálacha ráithiúla ar *Dul Chun Cinn a Chothú*)
- An Nuachtlitir *Social Inclusion*
- Leabhar Tagartha Alt 15 & 16 (faoi Achtanna na Saoráile Faisnéise)
- Tuarascálacha Deimhnithe ar Dhul Chun Cinn faoi *Dul Chun Cinn a Chothú*

Is iad láithreáin Ghréasáin na Roinne ná (www.taoiseach.gov.ie), láithreán Gréasáin Nuachóiriú na Seirbhíse Poiblí (www.bettergov.ie) agus láithreán Gréasáin maidir le Rialáil Níos Fearr (www.betterregulation.ie). Bhí sé i gcónaí mar pholasaí againn a chinntiú go mbíonn an oiread sin téacs agus is féidir ar fáil trí Ghaeilge ar na láithreáin Ghréasáin seo.

Maidir le hóráidí nó ráitis, na cinn déanta san Oireachtas, ag an Taoiseach nó ag Airí Stáit san áireamh, nó ag daoine oifigiúla sinsearacha, is sa teanga nó sna teangacha a deirtear iad a fhanfaidh siad.

Chapter 2 Provision of General Departmental Services/Activities

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

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

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

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

At present documents, brochures or information leaflets published in English and Irish, or in English only, include:

English and Irish

- Strategy Statements
- Annual Reports
- Customer Charter
- Major policy documents (e.g. *Sustaining Progress*)
- EU Priorities and Goals
- *Link* Newsletter
- *An Bhratach Náisiúnta* (The National Flag)
- Cabinet Handbook
- Code of Conduct for Office Holders
- Department of the Taoiseach Staff Handbook

English only

- Reports, with limited circulation and aimed at specialist groups, which do not contain policy proposals (e.g. quarterly progress reports on *Sustaining Progress*)
- *Social Inclusion* Newsletter
- Section 15 & 16 Reference Book (under the Freedom of Information Acts)
- Performance Verification reports under *Sustaining Progress*

The Department's websites are (www.taoiseach.gov.ie), the Public Service Modernisation website (www.bettergov.ie) and the Better Regulation website (www.betterregulation.ie). Our policy has been to ensure that as much text as possible is available in both Irish and English on these sites.

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

2.2 Pointí Teagmhála leis an bPobal

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

- Tá foireann na bhfáilteoirí agus na n-oibritheoirí lasc-chláir ábalta ainm na Roinne a thabhairt as Gaeilge agus as Béarla. Faoi láthair, soláthraíonn ár lasc-chlár ardchaighdeán seirbhíse trí Ghaeilge.
- Tá siad eolasach ar a laghad maidir le beannachtaí bunúsacha i nGaeilge, agus tá socruithe cuí ar fáil le gur féidir le baill den phobal dul i dteagmháil gan mhoill le cibé oifig nó oifigeach a bhfuil sé de dhualgas air/uirthi an tseirbhís a chur ar fáil trí Ghaeilge.

Tá na háiseanna diailithe díreacha atá againn faoi láthair in ann oibriú go cumasach leis an méid glaonna a fhaigheann lasc-chlár na Roinne agus sroicheadh na socruithe seo caighdeán maidir le seirbhís cháilíochta chustaiméara agus ní bhíonn aon mhoill i gceist le glaonna a fhreagairt. Dá réir sin, níl aon phleananna againn córas freagartha teileafóin ríomhairithe a chur i bhfeidhm agus níl tairiscint na seirbhíse seo i gceist sa dá theanga.

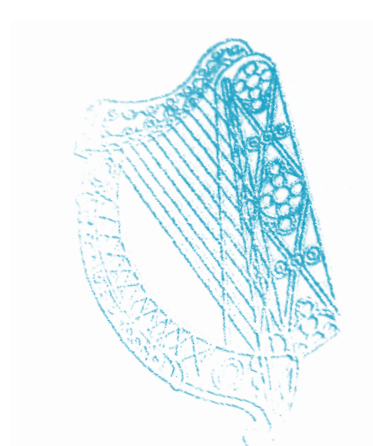


2.2 Points of Contact with the Public

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

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

Given our direct dial facilities, and the consequential limited volume of calls to the Department's switchboard, we are happy that our current arrangements meet quality customer service standards and do not result in any delay in calls being answered. Accordingly, we have no plans to introduce a computerised telephone answering system to deal with incoming calls and the question of offering this service in both official languages does not arise.



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



3.1 Réamhrá

Déanann an Chaibidil seo imlíne ar an scéal maidir le soláthar seirbhísí/gníomhaíochtaí ag Rannáin faoi leith taobh istigh den Roinn. Sa chéad chuid den chaibidil seo, liostaítear na Rannáin éagsúla agus réimeas na teanga oifigiúla a chuirtear i bhfeidhm i ngach cás. Cuireann an dara chuid síos go gairid ar fheidhmeanna/ ghníomhaíochtaí gach aon Rannán.

3.1.1 Liosta Rannáin na Roinne ag obair trí Ghaeilge

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

3.1.2 Liosta Rannán na Roinne ag obair go dátheangach

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

- Rúnaíocht an Rialtais
- Rannáin Phrótacail agus Ghinearálta
- Seirbhísí Eolais agus Preas an Rialtais
- Rannán Thuaisceart na hÉireann
- Rannán do Ghnóthaí Eorpacha agus Idirnáisiúnta
- Rannán do Bheartais Eacnamaíoch agus Sóisialta
- Rannán do Chomhpháirtíocht Sóisialta agus do Nuachoiriú na Seirbhíse Poiblí
- Aonad Polasaithe do Shochaí an Eolais

Aonaid Tacaíochta:

- Oifig Phríobháideach an Taoisigh
- Oifig Phríomh-Aoire an Rialtais
- Oifig an Aire Stáit
- Aonad Inmheánach Iniúchta
- Rannóg do Sheirbhísí Chorpáraídeacha, ina bhfuil an méid seo san áireamh:
 - Rannóg Phearsanra
 - Clárlann
 - Leabharlann
 - Cartlanna
 - Aonad um Bainistiú Athruithe agus Oiliúna
 - Aonad Airgeadais
 - Aonad IT
 - Aonad um Sheirbhísí Bainistíochta

Chapter 3 Summary of Services/Activities provided by Divisions

3.1 Introduction

This Chapter sets out the position in relation to service provision/activities by individual Divisions within the Department. The first section of the chapter lists the various Divisions and the official language regime operated in each case. The second section briefly describes the functions/activities of each Division.

3.1.1 List of Departmental Divisions working in Irish

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

3.1.2 List of Departmental Divisions working bilingually

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

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

Support Units:

- Taoiseach's Private Office
- Government Chief Whip's Office
- Minister of State's Office
- Internal Audit Unit
- Corporate Services Division, incorporating:
 - Personnel Section
 - Registry
 - Library
 - Archives
 - Change Management and Training Unit
 - Finance Unit
 - IT Unit
 - Management Services Unit

3.2 Rannáin na Roinne ag obair go dátheangach

Déanann an chuid seo imlíne ar ghníomhaíochtaí nó feidhmeanna na Roinne mar a thagraítear thuas a sholáthraíonn seirbhís dhátheangach duine-le-duine, trí mheán na Gaeilge agus an Bhéarla sa teanga a roghnaíonn an custaiméir. Soláthraítear an tseirbhís seo trí fhiosrúcháin a chuir chuig foireann a bhfuil cumas maith acu sa Ghaeilge agus ar féidir leo bheith mar idirghabhálaí teagmhála idir an Rannán agus an duine. Tá socruithe déanta sa chás nuair nach bhfuil ball den fhoireann cumasach sa Ghaeilge sa Rannán, nó má fhágann duine mar seo an Rannán, go soláthróidh duine den fhoireann ó Rannán eile an tseirbhís seo. Breathnófar arís ar na socruithe seo maidir le cúrsaí éilimh a bhíonn ag athrú, i gcaitheamh fhaid na scéime. Is é is aidhm dó ná a chinntiú go bhfuil an t-ard-chaighdeán céanna seirbhíse ar fáil sa dá theanga.

✓ Oifig Ghinearálta an Rúnaí agus Rúnaíocht an Rialtais

Cinntíonn Rúnaíocht an Rialtais iompar éifeachtach agus eagraithe ghnó an Rialtais. Cuidíonn sé leis an Taoiseach ina chuid breathnadóireachta ar riachtanais bunreachtúla agus dleathacha a oifige maidir leis an Rialtas agus an tUachtarán, agus cuireann sé le chéile Liostaí na gCeisteanna Parlaiminte Seachtainiúla don Roinn, in éineacht le bunachar sonraí aighneachtaí don Chathaoirleach agus rialacháin dó maidir leis na Ceisteanna Parlaiminte.

✓ Rannán Prótacail agus Ginearálta

Láimhseálann an Rannán seo prótacal Stáit, prótacal don Taoiseach agus do na hAirí Stáit san áireamh. Is iad na dualgais eile atá air ná caidrimh idir an tUachtarán agus an Rialtas, teagmháil le hOifigí an Ard-Aighne, Príomh-Aturnae Stáit, Stiúrthóir Ionchúiseamh Poiblí, an Coimisiún um Athchóiriú an Dlí agus Binsí Fiosraithe. Cuidíonn sé chomh maith le cur i bhfeidhm clár reachtúil an Rialtais, clár um Leasú an Oireachtais, agus Reachtaíocht um Shaoráil Faisnéise.

✓ Seirbhísí Preas agus Eolais an Rialtais

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

✓ Rannán Thuaisceart na hÉireann

Tacaíonn Rannán Thuaisceart na hÉireann leis an Taoiseach agus é ag comhlíonadh a chuid dualgais sa limistéar tosaíochta seo, agus é ag obair ar fhoirmlíú polasaithe straitéiseach, forbairt agus cumarsáid. Tacaíonn sé chomh maith lena chruinnithe agus teagmhálacha leis na daoine suntasacha. I gcomhpháirt leis an Roinn Gnóthaí Eachtracha, comhordnaíonn sé cur i bhfeidhm Chomhaontú Aoine an Chéasta, go háirithe Sraith a Dó, agus comhordnaíonn sé agus tacaíonn sé leis an Taoiseach agus é ag glacadh páirt sa Chomhairle Aireachta Thuaidh-Theas agus i gComhairle na Breataine Móir / na hÉireann.

✓ Rannán do Ghnóthaí Eorpacha agus Idirnáisiúnta

Tacaíonn an Rannán seo leis an Taoiseach ina ról mar bhall den Chomhairle Eorpach agus maidir lena dhualgais Eorpacha agus idirnáisiúnta eile. Comhordnaíonn sé agus cuireann sé le forbairt pholasaithe an Rialtais agus an straitéis iomlán ar ról na hÉireann i gcúrsaí an AE (i gcomhpháirt leis an Roinn Gnóthaí Eachtracha agus Ranna tábhachtacha eile), agus aithníonn sé agus freagraíonn sé do mhíreanna reatha agus féideartha clár oibre na Eorpa a bhfuil éifeacht aige ar spéis na hÉireann.

3.2 Departmental Divisions working bilingually

This section sets out the activities of the Divisions or functional areas referred to above that provide a one-to-one bilingual service, through the medium of Irish and English, in the language of the customer's choosing. This service is provided by referring queries to staff who have a good level of proficiency in Irish and who can act as a channel of communication between the Division and the individual. Arrangements have been made to ensure that, where Divisions do not have a member of staff proficient in Irish, or where such a person leaves, a designated member of staff from another Division will provide this service. These arrangements will be reviewed in light of evolving demand throughout the lifetime of the Scheme. The aim is to ensure that the same high quality of service is available in both languages.

✓ Secretary General's Office and Government Secretariat

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

✓ Protocol and General Division

This Division handles State protocol, including protocol for the Taoiseach and the Ministers of State. Its other responsibilities include relations between the President and Government; liaison with the Offices of the Attorney General, Chief State Solicitor, Director of Public Prosecutions, Law Reform Commission and Tribunals of Enquiry. It also assists in the implementation of the Government's legislative programme, the programme of Oireachtas Reform, and the Freedom of Information legislation.

✓ Government Press and Information Services

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

✓ Northern Ireland Division

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

✓ European and International Affairs Division

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

✓ Rannán do Bheartais Eacnamaíoch agus Sóisialta

Comhairlíonn an Rannán seo an Taoiseach maidir le polasaí eacnamaíoch agus sóisialta, páirtnéireacht sóisialta san áireamh, agus comhordnaíonn sé agus tacaíonn sé le polasaí ar chúrsaí tábhachtacha náisiúnta, cuir i gcás, infrastruchtúr, dífhostaíocht agus bochtaineacht. Buailéann sé le Ranna agus Gníomhaireachtaí Stáit eile ag oibriú sa limistéar seo, agus soláthraíonn sé rúnaíocht do líon áirithe Coistí Comh-Aireachta. Glacann sé an príomh-ról i dtaidhleoireacht agus i gcur i bhfeidhm chuspóirí polasaithe nach mbaineann le pá de na Cláir Náisiúnta aontaithe le Páirtneírí Sóisialta, agus soláthraíonn sé rúnaíocht do Chruinnithe Iomlánacha na Páirtnéireachta Sóisialta agus do Ghrúpa Stiúrtha *Dul Chun Cinn a Chothú*.

✓ Rannán do Chomhpháirtíocht Sóisialta agus do Nuachóiriú na Seirbhíse Poiblí

Maidir le Páirtnéireacht Sóisialta, glacann an Rannán ról chun tosaigh i dtaidhleoireacht agus i gcur i bhfeidhm na bhforálacha maidir le cúrsaí pá agus an ionaid oibre atá leagtha amach sna hAontuithe do Pháirtnéireacht Sóisialta. Comhairlíonn sé an Taoiseach ar chúrsaí pá, ar chaidrimh thionsclaíoch agus ar chúrsa an ionaid oibre, seirbhísíonn sé an Comhlacht um Chur i bhFeidhm Náisiúnta (NIB), agus tacaíonn sé le hobair an Ionaid Náisiúnta Comhpháirtíochta agus Feidhmíochta (NCPD).

Cuireann an Rannán chun cinn chomh maith forbairt agus treoir polasaithe maidir leis an gclár nuachóirithe don Státseirbhís agus don tSeirbhís Phoiblí. Tacaíonn sé leis an nGrúpa um Chur i bhFeidhm de Rúnaithe Ginearálta agus Fo-Ghrúpaí bainteacha agus Grúpaí Oibre éagsúla, agus oibríonn sé le Ranna, Oifigí agus an tSeirbhís Phoiblí níos leithne i gcur i bhfeidhm an chlár oibre nuachóirithe mar atá leagtha amach i n*Dul Chun Cinn a Chothú*.

✓ Aonad Polasaithe do Shochaí an Eolais

Comhairlíonn an tAonad seo an Taoiseach agus an Aire Stáit ar ghnéithe uilig pholasaí na Sochaí Eolais, agus comhordnaíonn sé forbairt agus cur i bhfeidhm an pholasaí le go mbeidh Éire chun tosaigh den tSochaí Eolais. Tá sé freagrach as an gComh-Aireacht Leictreonach (eCabinet), agus soláthraíonn sé chomh maith rúnaíocht don Choiste Comh-Aireachta ar an tSochaí Eolais agus don Choimisiún um Shochaí an Eolais, i measc grúpaí eile.

✓ Oifig Phríobháideach an Taoisigh

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

✓ Oifig Phríomh-Aoire an Rialtais

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

✓ Oifig an Aire Stáit

Soláthraíonn an Oifig seo seirbhís tacaíochta don Aire Stáit.

✓ Aonad Iniúchta Inmheánach

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

✓ Economic and Social Policy Division

This Division advises the Taoiseach on economic and social policy including social partnership, and co-ordinates and supports policy on key national issues, such as infrastructure, unemployment and poverty. It liaises with other Departments and State Agencies operating in this area, and provides a secretariat to a number of Cabinet Committees. It takes the lead role in the negotiation and implementation of the non-pay-related policy objectives of the National Programmes agreed with Social Partners, and provides a secretariat to the Plenary Meetings of Social Partnership and to the Steering Group of *Sustaining Progress*.

✓ Social Partnership and Public Service Modernisation Division

In relationship to Social Partnership, the Division takes a leading role in negotiation and implementation of the pay and workplace related provisions set out in the Social Partnership Agreements. It advises the Taoiseach on pay, industrial relations and workplace related issues, services the National Implementation Body (NIB), and supports the work of the National Centre for Partnership and Performance (NCPD).

The Division also promotes the development and direction of policies in relation to the modernisation programme for the Civil and Public Service. It supports the Implementation Group of Secretaries General and various associated Sub Groups and Working Groups, and works with Departments, Offices and the wider Public Service in implementing the modernisation agenda set out in *Sustaining Progress*.

✓ Information Society Policy Unit

The Unit advises the Taoiseach and the Minister of State on all aspects of Information Society policy, and co-ordinates the development and implementation of policy to place Ireland at the forefront of the Information Society. It is responsible for the eCabinet project, and also provides a Secretariat to the Cabinet Committee on the Information Society and to the Information Society Commission, among other groups.

✓ Taoiseach's Private Office

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

✓ Government Chief Whip's Office

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

✓ Minister of State's Office

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

✓ Internal Audit Unit

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

✓ Rannán do Ghnóthaí Corparáideacha

Tá dualgas ag an Rannán seo maidir le comhairle polasaithe agus straitéiseacha maidir le heagrúchán, bainistíocht, agus riarachán acmhainní daonna na Roinne, rud a théann an **Rannán Pearsanra** i ngleic leis. Chomh maith leis sin, tá forbairt agus soláthar seirbhísí tacaíochta don Roinn de dhualgas air. Soláthraíonn an **Chlárlann** taisce comhaid na Roinne, gníomhach agus míghníomhach, agus comhaid phearsanra don fhoireann reatha agus dóibh siúd a chuaigh ar pinsean, a d'aistrigh nó a d'éirigh as a bpost, chomh maith le seirbhís bainistíochta comhaid. Soláthraíonn an **Leabharlann** seirbhís leabharlainne agus eolais don fhoireann, agus soláthraíonn **Aonad na Cartlainne** seirbhís ghníomhach de réir na bhforálacha i reachtaíocht na Cartlainne Náisiúnta.

Tacaíonn an **tAonad um Bainistiú Athruithe** le cur i bhfeidhm próiseas leasaithe bainistíochta taobh istigh den Roinn faoin bpróiseas nuachóirithe, agus cinntíonn an **tAonad Traenála** soláthar thraenáil agus fhorbairt na foirne. Soláthraíonn an **tAonad Airgeadais** na seirbhísí airgeadais, agus bainistíonn sé acmhainní airgeadais na Roinne agus soláthraíonn sé seirbhísí airgeadais don Taoiseach, don Aire Stáit, don Oifigeach Cuntasaíochta, bainistíocht agus foireann, Ranna Rialtais eile agus Oifig an Ard-Reachtaire Cuntas agus Ciste.

Is iad na dualgais atá ag an **Aonad IT** ná feidhmeanna teicneolaíochta eolais na Roinne, agus soláthraíonn sé seirbhís dírithe ar riachtanais na Roinne agus a custaiméirí, maidir le soláthar agus bainistíocht an eolais agus na gcóras I.T.

Is iad na dualgais atá ag an **Aonad Seirbhísí Bainistíochta** ná: lóistín, cothabháil Thithe an Rialtais, slándáil, Sláinte agus Sábháilteacht, Seirbhís Cháilíochta do Chustaiméirí (QCS), stiúrthóireacht ar sheirbhísí agus an fhoireann ghlantacháin, ceannach agus cothabháil troscáin agus trealamh na hoifige, agus eagrúchán turais timpeall Thithe an Rialtais Dé Sathairn.

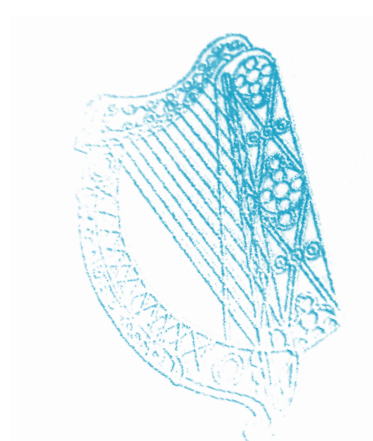
✓ Corporate Affairs Division

Corporate Affairs Division has responsibility for policies and strategic advice in relation to the organisation, management, and administration of the Department's human resources, which are dealt with by **Personnel Section**. The Division is also charged with the development and provision of support services in the Department. The **Registry** provides a central repository for departmental files, active and dormant, and for personnel files of serving staff and those who have retired, transferred or resigned, as well as providing a file management service. The **Library** provides a library and information service to staff, while the **Archives Unit** provides an archive service in accordance with the provisions of the National Archives legislation.

The **Change Management Unit** supports the implementation of the change management processes within the Department under the Strategic Management Initiative, and the **Training Unit** ensures the provision of staff training and development. Financial services are provided by the **Finance Unit**, which manages the Department's financial resources and provides all financial services to the Taoiseach, Minister of State, Accounting Officer, management and staff, other Government Departments and the Office of the Comptroller and Auditor General.

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

The responsibilities of **Management Services Unit** include: accommodation, maintenance of Government Buildings, security, Health & Safety, Quality Customer Service, supervision of services and cleaning staff, purchasing and maintenance of furnishings and office equipment, and organisation of the Saturday Tours of Government Buildings.



Caibidil 4 Méadú ar Sheirbhísí a chuirfear ar fáil go dátheangach



4.1 Cúlra

In ainneoin an méid íseal teagmhála idir an Roinn agus an Pobal, tá coimhlint againn seirbhís a sholáthar i nGaeilge atá d'aonchaighdeán le ceann an Bhéarla. Sa chuid seo, déanann muid imlíne ar na bearta a thógfaidh muid le linn fhaid na scéime chun ár seirbhísí a mhéadú agus chun sofheictheacht na Gaeilge a mhéadú agus muid ag déileáil leis an bpobal. Lorgóidh muid deiseanna do mhéadú breise sna scéimeanna amach anseo.

4.2 Seirbhísí atá Iomlán Dátheangach

Ag cur leis an méid atá ann cheana féin, is é polasaí na Roinne go gcuirfear na seirbhísí seo a leanas ar fáil go hiomlán dátheangach, trí mheán na Gaeilge agus an Bhéarla, thar rannáin go léir na Roinne. Bainfear seo amach chomh luath agus is féidir, ach ní bheidh sé níos déanaí ná deireadh na scéime reatha:

- ▶ Maidir le láithreáin Ghréasáin na Roinne, beidh an téacs agus na grafaicí ar fáil ar na príomhleathanaigh i mBéarla agus i nGaeilge. Beidh ainmneacha fearainn Gaeilge, a thabharfas rochtain dhíreach do chuid Ghaeilge na láithreán seo, cláraithe do na láithreán seo. Má chuirtear seirbhísí idirghníomhacha ar fáil, déanfar seo sa dá theanga ag an am céanna.
- ▶ Beidh seirbhísí ríomhphoist ar fáil sa dá theanga (m.sh. fógraí séanta). Bunófar seoladh ríomhphoist ginearálta le haghaidh fiosrúcháin i nGaeilge, agus cinnteoidh an Roinn go ndéileálfar leo chomh sciobtha agus a dhéileálfar le fiosrúcháin Bhéarla.
- ▶ Maidir le hathrú a dhéanamh ar ár gCóras Bainistíochta Airgeadais ríomhairithe ionas gur féidir leis oibriú sa dá theanga, breathnófar air seo i gcomhthéacs obair uasghrádaithe, pleanáilte le linn fhaid na scéime reatha.
- ▶ Beidh bileoga eolais ar fáil go dátheangach agus taobh istigh d'aon chlúdach amháin .
- ▶ Chomh maith leis na doiciméid ar fáil i mBéarla agus i nGaeilge atá liostaithe in Alt 2.1, cuirfear na doiciméid seo a leanas ar fáil sa dá theanga:
 - ▶ Alt 15 & 16 Leabhar Tagartha (faoi Achtanna na Saoráile Faisnéise)
 - ▶ An Nuachtlitir *Social Inclusion*
 - ▶ Lámhleabhar do Thithe an Rialtais

Maidir le doiciméid nach leagann amach moltaí ar pholasaithe poiblí, agus a bhfuil cúrsaíocht teoranta acu agus atá dírithe ar shainghrúpaí, beidh siad seo ar fáil i mBéarla amháin, sin mura bhfaigheann muid amach go bhfuil éileamh faoi leith ann d'fhoilseachán as Gaeilge. Coinneoidh muid linn ag breathnú air seo maidir le héileamh nua agus maidir le cúrsaí cáinníochta.

Cinnteoidh muid freisin go gcuirfear amach 20% dár n-eisiúintí preas i nGaeilge agus i mBéarla taobh istigh de dheireadh na Scéime.

4.3 Fógraí Béil

- ▶ Tá sé de pholasaí ag an Roinn obair le cinntiú go mbeidh gach fógra béil réamhthairfeadta i nGaeilge, nó i mBéarla nó sa dá theanga. Bainfear an chuspóir seo amach faoi dheireadh na scéime reatha.
- ▶ Chun an tseirbhís a fheabhsú ag ár bpríomhphointí teagmhála leis an bpobal (m.sh. fáilteoirí, foireann an lasc-chláir, agus ar uile) tabharfaidh muid faoi na bearta seo a leanas:

Chapter 4 Enhancement of Services to be provided bilingually

4.1 Background

Notwithstanding the relatively low level of interaction that the Department has with the general public, we are totally committed to providing a service in Irish of equal standard to the service we supply in English. In this section we outline the measures we will take within the life of this Scheme to enhance our services and to increase the visibility of Irish in our dealings with the public. We will also seek opportunities for further enhancement in future Schemes.

4.2 Fully Bilingual Services

Building on what has been achieved to date, the Department's policy is that the following services will be provided fully bilingually, through the medium of Irish and English, across all Divisions of the Department. This objective will be achieved as soon as possible, but not later than the end of the current scheme:

- ▶▶ In respect of all Departmental Websites, the text and graphics on the main pages will be available in both English and Irish. Irish language domain names, which will give direct access to the Irish language section of the sites, will be registered for these sites. If interactive services are provided, they will be introduced simultaneously in both languages.
- ▶▶ Email services will be in both languages (e.g. disclaimer notices). A generic email address for queries in Irish will be established, and the Department will ensure that such queries are dealt with as promptly as English language queries.
- ▶▶ The question of amending our existing computerised Financial Management System, so that it can function in both languages, will be looked at in the context of upgrading work, planned during the life of the current scheme.
- ▶▶ Information leaflets will be fully bilingual and within the same cover .
- ▶▶ In addition to the documents available in English and Irish which are listed in Section 2.1, the following documents will also be made available in both languages:
 - ▶ Section 15 & 16 Reference Book (under the Freedom of Information Acts)
 - ▶ *Social Inclusion* Newsletter
 - ▶ The Guide to Government Buildings

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

We will also ensure that 20% of our press releases will issue in both Irish and English by the end of the lifetime of the Scheme.

4.3 Oral Announcements

- ▶ It is the policy of the Department to work towards ensuring that all pre-recorded oral announcements to our customers will be in the Irish language, or in the English and Irish languages. This objective will be achieved by the end of the current scheme .
- ▶ In order to enhance the service provided at our main points of contact with the public (e.g. receptionists, switchboard staff, etc.) we will undertake the following measures:

- ▶ Chun an caighdeán ard seirbhíse atá á chur ar fáil ag an lasc-chlár a chothú, iarrfaidh muid ar Eircom (an soláthraí seirbhíse) go mbeidh Gaeilge mhaith líofa ag an bhfoireann ar an lasc-chlár.
- ▶ Cuirfidh muid traenáil inrochtana agus bhainteach ar fáil dóibh siúd i bpríomhlimistéir seirbhíse leis an méid is mó teagmhála leis an bpobal.
- ▶ Cuirfidh muid turas ar fáil Dé Sathairn timpeall Thithe an Rialtais i nGaeilge agus forbróidh muid fáil orthu seo le linn fhaid na scéime, ag cur éileamh san áireamh. Gheobhaidh siad seo an méid céanna poiblíochta, trí na bealaí céanna, agus na turais trí Bhéarla.

4.4 Earcaíocht & Socrúcháin Fostaíochta

Cuirfidh an Rannán Phearsanra na bearta seo in áit, thar fhaid na scéime, ionas go n-earcaítear agus go gcoinnítear líon cuí foirne le cumas sa Ghaeilge sa Roinn chun freastal ar fhorálacha an Achta:

- ▶ Mar chuid dá polasaí earcaíochta sa Roinn, i gcomhoibriú leis an tSeirbhís um Cheapacháin Phoiblí, déanfaidh an Roinn iarracht chomh fada agus is féidir go bhfuil foireann earcaithe le Gaeilge.
- ▶ Cé go n-oibríonn na socrúithe imlínithe in Alt 3.2 go neamhfhoirmeálta, déanfaidh an Roinn iad seo a dhéanamh foirmeálta. Agus constaicí eile maidir le hionadaíocht foirne curtha san áireamh, déanfaidh an Roinn iarracht a chinntiú go bhfuil ar a laghad ball foirne amháin i ngach Rannán a bhfuil Gaeilge aige nó aici. Nuair nach bhfuil sé seo indéanta, mar gheall ar easpa foirne, déanfar socrúithe foirmeálta le cinntiú gur féidir le foireann eile atá cumasach sa Ghaeilge déileáil le fiosrúcháin. Breathnófar ar na socrúithe seo arís de réir éilimh. Is é an aidhm do seo agus do scéimeanna as seo amach, seirbhís d'ardchaighdeán a chur ar fáil do chustaiméirí ar mian leo a ghnó a dhéanamh trí Ghaeilge, atá ar aon chéim le caighdeán seirbhíse an Bhéarla.

4.5 Traenáil & Forbairt

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

Déanfaidh **Grúpa Stiúrtha QCS na Roinne**, a threoróidh cur i bhfeidhm na scéime, an méid seo a leanas:

- ▶▶ Fardal a dhéanamh ar sholáthar agus éileamh na seirbhíse Gaeilge thar rannáin uilig na Roinne.
- ▶▶ Daoine deonacha a lorg a sholáthróidh seirbhíse Gaeilge thar an Roinn. Aithneofar na hoifigigh seo inár n-eolaire inmheánach agus scaipfear liosta cuimsitheach don deasc fáilte, don lasc-chlár agus do phríomhphointí teagmhála eile. Spreagfar oifigigh eile chun a gcuid scileanna teanga a fhorbairt chun an liosta seo a leathnú, ionas nach mbeidh barraíocht oibre ag baill áirithe den fhoireann má ardaítear an t-éileamh seo. Nuair atá freagracht don tseirbhís seo sannta, beidh an dualgas seo mar pháirt de ról gach aon oifigeach faoi PMDS (an Córas Bainistíochta agus Forbartha Feidhmíochta).
- ▶▶ **Líonra Gaeilge** de na hoifigigh seo a chur ar bun agus tacaíocht a thabhairt dó. Déanfaidh an líonra an méid seo a leanas:
 - ▶ Aontú ar dháileadh amach na freagrachta do sholáthar na seirbhíse i nGaeilge ag na Rannáin
 - ▶ A gcuid riachtanais a aithint maidir le traenáil agus acmhainní (m.sh. lámhleabhair, gluaiseanna, litreacha teimpléid agus ríomhphoist)
 - ▶ Eolas agus comhairle a mhalartú chun cáilíocht ard aistriúcháin, scileanna comhrá agus ar uile a chinntiú
 - ▶ Cuidiú le seirbhíse Corparáideacha agus an Grúpa Stiúrtha QCS chun monatóireacht a dhéanamh ar an éileamh ar sheirbhíse Gaeilge agus chun é a mheas

- ▶ To maintain the high standard of service currently provided by our switchboard, we will request Eircom (the service provider) to ensure that staff assigned to the switchboard continue to have a good level of fluency in Irish.
- ▶ We will provide relevant and accessible training to those in key service areas with the most direct relationship to the public.
- ▶ We will provide Saturday Tours of Government Buildings in Irish and develop their availability throughout the life of the scheme, having regard to demand. These will receive the same level of promotion, through our usual channels, as the English language tours.

4.4 Recruitment & Placement

Personnel Section will put the following measures in place, over the life of the current scheme, in order that an adequate number of staff with proficiency in the Irish language are recruited and retained within this Department in order to comply with the provisions of the Act:

- ▶ As part of its recruitment policy the Department, in co-operation with the Public Appointments Service, will seek to ensure that, as far as possible, staff recruited have proficiency in Irish.
- ▶ While the arrangements outlined in Section 3.2 currently operate on an informal basis, the Department will place these arrangements on a formal footing. Subject to the other constraints governing staff placement, the Department will seek to ensure that at least one staff member in each Division has proficiency in Irish. Where this is not possible, due to a shortage of such staff, formal arrangements will be put in place to ensure that other staff who are proficient in Irish can deal with queries. These arrangements will be reviewed in the light of evolving demand. The aim, over this and subsequent schemes, will be to develop a quality service for customers who wish to conduct their business in Irish, equal to the standard of service provided through English.

4.5 Training & Development

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

The Department's **QCS Steering Group**, which will drive the implementation of this scheme, will:

- ▶▶ Carry out an inventory of supply and demand for Irish language services across all sections of the Department.
- ▶▶ Seek volunteers to provide Irish language services across the Department. These officers will be identified in our internal telephone directory and a current and comprehensive list will be circulated to reception, switchboard and other key contact points. Other officers will be encouraged to develop their language skills in order to expand this list, so that individual staff members do not become over-burdened should demand increase. Once responsibility for the provision of service in Irish has been assigned, this responsibility will become part of each officer's role profile under PMDS.
- ▶▶ Set up and support an **Irish Language Network** of these officers which will:
 - ▶ Agree on the assignment of responsibility for the provision of service in Irish by Divisions.
 - ▶ Identify their requirements with regard to training and resources (e.g. manuals, glossaries, template letters and emails).
 - ▶ Exchange information and advice in order to ensure a high quality of translation, conversation skills, etc.
 - ▶ Assist Corporate Services and the QCS Steering Group in monitoring and analysing the demand for services in Irish.

- ▶ Cuidiú le haird a tharraingt ar an nGaeilge taobh istigh den Roinn
- ▶ Cuidiú le meantóireacht agus forbairt fhoireann eile le suim faoi leith acu i nGaeilge

Beidh an Lónra Gaeilge mar acmhainn eolais agus comhairle don Ghrúpa Stiúrtha QCS, a mheasfaidh leibhéal an chumais agus a fhorbróidh traenáil chuí agus acmhainní eile, leis na seirbhísí atá ar fáil a mheaitseáil. Déanfaidh sé monatóireacht freisin ar an Scéim ar bhun leanúnach, agus déanfaidh sé tuairisc don Choiste um Chomhairle Bhainistíochta mar is cuí.

Déanfaidh an **Rannán Seirbhísí Corparáideacha** an méid seo a leanas:

- ▶ Am a tharascint in lieu d'oifigigh atá ag freastal ar chúrsaí traenála Gaeilge taobh amuigh d'uaireanta oibre oifige
- ▶ Gach cúrsa Gaeilge a mheas ar bhun rialta le cinntiú cé chomh héifeachtach is a shroicheann siad spriocanna na Roinne.
- ▶ Feasacht teanga a bheith mar chuid de Thraenáil Ionduchtúcháin agus Seirbhís Chustaiméara ionas:
 - ▶ Go dtuigeann siad cén fáth a chuireann an Roinn polasaí dát heangach i bhfeidhm
 - ▶ Go dtuigeann siad comhthéacs agus cúlra an pholasaí
 - ▶ Go bhfuil siad iomlán eolasach faoin bpolasaí agus an chaoi a mbeidh tionchar aige ar a gcuid oibre
 - ▶ Gur féidir leo iad féin a aithint mar dhaoine le cumas sa Ghaeilge

4.6 Ag Cur Feabhas le Cumas Teanga Gaeilge na Roinne

Tá na bearta seo a leanas molta ionas go gcinnteofar leibhéal agus caighdeán na seirbhísí don phobal le linn fhaid na scéime:

- ▶ Forbróidh Aonad Traenála ranganna Gaeilge dírithe ar riachtanais seirbhísí custaiméara
- ▶ Leanfaidh an Roinn leis an bhfoireann a éascú le freastal ar ranganna Gaeilge le linn uaireanta oifige
- ▶ Leanfar ar aghaidh le comhairle a thabhairt don fhoireann maidir le ranganna Gaeilge d'ardchaighdeán agus gníomhaíochtaí atá ar fáil taobh amuigh d'uaireanta oifige (m.sh. Diplóma tríú leibhéal sa Ghaeilge, Sult, Gael-Linn agus ar uile.)
- ▶ Déanfaidh an Roinn poiblíocht ghníomhach ar fháil na seirbhísí Gaeilge trí chomharthaíocht, an láithreán Gréasáin, agus ar uile.
- ▶ Déanfaidh muid amach Treoirínte don Úsáid Is Fearr le míniú don fhoireann faoi impleachtaí Acht na dTeangacha Oifigiúla, agus bealaí a dhéanamh amach lenár seirbhísí Gaeilge a fheabhsú
- ▶ Faoi láthair, úsáideann muid comhlachtaí tráchtála d'aistriúchán cáipéisí móra. Tá Foras na Gaeilge, mar iarratas ón Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, ag ullmhú liosta de chomhlachtaí aistriúcháin inghlactha, agus úsáidfear seo le cinntiú go bhfuil na haistriúcháin a iarraidimid den cháilíocht is airde
- ▶ Chun feasacht ginearálta ar an nGaeilge a chur chun cinn sa Roinn, breathnóidh muid ar na bealaí atá ann chun seirbhís chustaiméara inmheánach a sholáthar don fhoireann trí Ghaeilge agus é seo de réir a chéile. Déanfaidh muid seo i gcomhthéacs fhiontair nuachóirithe dírithe ar sheirbhísí leictreonacha a sheachadadh, don fhoireann agus dár gcustaiméirí araon, mar sin ag cur as áireamh gá le foirmeacha atá ar fáil faoi láthair

4.7 Logainmneacha Gaeltachta

Mar a luadh níos luaithe, níl an Roinn seo bainteach go díreach le seirbhís a sholáthar don phobal, i gceantair Ghaeltachta nó Galltachta. Aon uair a thagann logainmneacha Gaeltachta suas (m.sh. foilseacháin nó bunachair sonraí inmheánach), úsáidfear ainmneacha na limistéir sin do chuspóirí oifigiúla mar a d'fhógair an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta san Ordú Logainmneacha (Ceantair Ghaeltachta) 2004.

- ▶ Assist in raising awareness of Irish within the Department.
- ▶ Assist in the mentoring and developing of other staff with an interest in Irish.

The Irish Language Network will serve as a source of information and advice for the QCS Steering Group, which will assess levels of competency and develop appropriate training and other resources, to match the services being provided. It will also monitor implementation of the Scheme on an ongoing basis, and report to the Management Advisory Committee as necessary.

Corporate Services Division will:

- ▶ Offer time in lieu to officers attending Irish language training courses outside of normal office working hours.
- ▶ Assess all Irish language courses on a regular basis to ascertain how effectively they meet the Department's goals
- ▶ Include language awareness as part of both Induction and Customer Service training, so as to ensure that staff:
 - ▶ Understand why the Department implements a bilingual policy
 - ▶ Understand the context and background to the policy
 - ▶ Are fully informed about how the policy will affect their work
 - ▶ Can identify themselves as having proficiency in Irish

4.6 Improving the Department'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 during the duration of the scheme:

- ▶ Training Unit will develop Irish language classes focused on customer service needs
- ▶ The Department will continue to facilitate staff attending Irish language classes during office hours
- ▶ Advice will continue to be given to staff in relation to the range of high-quality Irish language classes and activities available outside office hours (e.g. third-level Diploma in Irish, Sult, Gael-Linn etc)
- ▶ The Department will actively promote the availability of our Irish language services through signage, the website, etc.
- ▶ We will produce a set of Best Practice Guidelines for staff explaining the implications of the Official Languages Act, and setting out ways to enhance our Irish language services
- ▶ At present we use commercial companies for the translation of large documents. Foras na Gaeilge, at the request of the Department of Community, Rural and Gaeltacht Affairs, is currently preparing a list of approved translation companies, and this will be used to ensure that the translations we commission are of the highest quality.
- ▶ In order to promote general awareness of Irish within the Department, we will look at ways of providing, on a phased basis, an internal customer service to staff through Irish. We will do this in the context of modernisation initiatives aimed at delivering more services electronically, both to our staff and to customers, thereby eliminating the need for many forms currently in use.

4.7 Gaeltacht Placenames

As mentioned earlier, this Department is not primarily involved in providing services directly to the public, either in Gaeltacht or in non-Gaeltacht areas. In any situation where use of Gaeltacht placenames arises (e.g. publications or internal databases), the names of these areas to be used for official purposes will be as declared by the Minister for Community, Rural and Gaeltacht Affairs in the Placenames (Ceantair Ghaeltachta) Order 2004.

Caibidil 5 **Monatóireacht agus Athbhreithniú**



Coinneoidh an Coiste um Chomhairle Bhainistíochta taobh istigh den Roinn seo oibríocht éifeachtach na scéime faoi athbhreithniú, chomh fada is atá an Grúpa Stiúrtha QCS ag déanamh monatóireacht de sholáthar seirbhísí agus leibhéal éilimh na seirbhísí Ghaeilge, cuidithe ag an Líonra Gaeilge (féach Cuid 4.5).

Mar chuid dá ndualgais iomlána faoin gclár nuachóirithe, déanfaidh bainisteoirí líne i Rannáin monatóireacht ar chur i bhfeidhm laethúil na scéime taobh istigh dá limistéir féin, agus déanfaidh siad tuairisc rialta dá Rúnaí Cúnta.

Leanfaidh suirbhéanna custaiméirí ar aghaidh ag cur ceisteanna maidir le sástacht le soláthar na seirbhísí i nGaeilge, agus an t-éileamh do na seirbhísí seo.

Caibidil 6 **Poibliú ar Scéim Aontaithe**



Poibleofar ábhar na scéime seo, mar aon lena coimhíntí agus forálacha, don phobal ginearálta trí na bealaí seo a leanas:

- ▶ Eisiúint Phreas
- ▶ Seoladh oifigiúil na scéime
- ▶ Cúrsaíocht do ghníomhaireachtaí agus comhlachtaí poiblí cuí
- ▶ Láithreán Gréasáin

Mar bharr air seo, díreach nuair atá na Rannáin a bhfuil coimhínt acu seirbhís a sheachadadh trí Ghaeilge, in ann é sin a dhéanamh, poibleofar seo freisin ar an mbealach cuí.

Seoladh cóip den scéim seo chuig Oifig Choimisinéir na dTeangacha Oifigiúla cheana féin.

Chapter 5 Monitoring and Revision

The Management Advisory Committee within this Department will keep the effective operation of the scheme under review, while ongoing monitoring of service provision and of the level of demand for services through Irish will be carried out by the QCS Steering Group, assisted by the Irish Language Network (see Section 4.5).

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

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

Chapter 6 Publicising of Agreed Scheme

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

- ▶ Press release
- ▶ Official launch of the scheme
- ▶ Circulation to appropriate agencies and public bodies
- ▶ Website

In addition, once Divisions that have committed to delivering a service in Irish are in a position to do so, this will also be publicised in the appropriate manner.

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

AGUISÍN 1

Sonraí Teagmhála Phearsanra atá ag cur seirbhís Ghaeilge ar fáil

Úna Dempsey 01 619 4024
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Emer O'Connell 01 619 4103
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emer.o'connell@taoiseach.gov.ie

Coinneofar cothrom le dáta na sonraí seo
ar láithreán Ghréasáin na Roinne
(www.taoiseach.gov.ie)

APPENDIX 1

Contact details of personnel providing an Irish language service

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These details will be kept up to date
on our website
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