

**AN ROINN AIRGEADAIS**

**Scéim 2006 – 2009**

**faoi Alt 11 d’Acht na dTeangacha Oifigiúla  
2003**

**DEPARTMENT OF FINANCE**

**Scheme 2006– 2009**

**under Section 11 of the Official Languages  
Act 2003**

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# Caibidil 1

## Réamhrá agus Cúlra

### Réamhrá

D'ullmhaigh an Roinn Airgeadais an scéim seo faoi alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht").

Foráiltear leis an Acht go n-ullmhóidh comhlachtaí poiblí scéim reachtúil ina sonrúfar 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 bearta a rachfar ina muinín chun a chinntiú go ndéanfar aon seirbhísí nach gcuirfidh an comhlacht ar fáil trí mheán na Gaeilge a sholáthar amhlaidh faoi chuimsiú na frámaíochta ama ar a gcinnfear.

### Lorg Aighneachtaí

D'fhoilsigh an Roinn fógra faoi Alt 13 den Acht ar na nuachtáin náisiúnta Dé hAoine, 12 Samhain 2004 ag lorg aighneachtaí maidir le hullmhú na dréacht-scéime faoi Alt 11 den Acht ó aon pháirtithe leasmhara. Cuireadh an fógra ar shuíomh gréasáin na Roinne agus scaipeadh ar an bhfoireann é chomh maith.

Fuarthas seacht n-aighneacht déag ó dhaoine aonair agus ó eagraíochtaí. Tá rian na n-aighneachtaí sin agus na dtuairimí agus na moltaí a sholáthraigh an fhoireann i Rannáin éagsúla na Roinne ar an scéim. Is mór ag an Roinn an t-am agus an dúthracht a chaith na daoine go léir a raibh lámh acu sa phróiseas seo ar a n-iarrachtaí.

### Ábhar na Scéime Teanga

Tá an scéim bunaithe ar leibhéil na seirbhísí atá ar fáil laistigh den Roinn cheana féin agus ar phrionsabail Thogha Seirbhíse do Chustaiméirí. Bunaíodh Grúpa Oibre ar a raibh ionadaithe ó gach aon Rannán den Roinn chun cabhrú le dréachtadh na scéime. Ar an mbainistíocht shinsearach sa Roinn a bheas cúram monatóireachta agus athbheithnithe na scéime.

Tá an scéim bunaithe ar bhunsraith an líon seirbhísí trí Ghaeilge atá ar fáil i láthair na huaire. Saináithnítear i gcorp na scéime limistéir ina bhféadfar an tseirbhís a chuireann an Roinn seo ar fáil a fheabhsú san am atá romhainn .

Ina theannta sin gabhann an Roinn uirthi féin sa scéim leibhéal an éilimh ar sheirbhísí trí Ghaeilge a mheas ar bhonn leanúnach agus a chinntiú go leanfaidh sí ag soláthair freastail ar an éileamh sin ar dhóigh phleanáilte, leanúnach, indéanta. Leanfaidh an Roinn ag tomhas an éilimh atá ar a seirbhísí i nGaeilge trí iniúchadh a dhéanamh go rialta chun líon na bhfiosruithe faoi/iarratas ar/sheirbhísí trí Ghaeilge i gcaitheamh tréimhse ar leith a fháil amach.

# **Chapter 1**

## **Introduction and Background**

### **Introduction**

This scheme was prepared under section 11 of the Official Languages Act 2003 (“the Act”) by the Department of Finance.

Section 11 provides for the preparation of a statutory scheme by public bodies 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.

### **Request for submissions**

The Department published a notice under Section 13 of the Act in the national newspapers on Friday, 12 November 2004, inviting submissions in relation to the preparation of the draft scheme under Section 11 of the Act from any interested parties. The notice was also put on the Department’s website and circulated to staff.

Submissions were received from seventeen individuals and organisations. The scheme has been informed by these submissions and the views and suggestions put forward by staff in the various Divisions of the Department. The Department appreciates the time and effort put in by all concerned in this process.

### **The content of the Language Scheme**

The scheme builds on the existing levels of services within the Department as well as on the principles of Quality Customer Service. A Departmental Working Group, comprising representatives from each Division of the Department was set up to assist in drafting the scheme. Responsibility for monitoring and reviewing the scheme will rest with the senior management within the Department.

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 Department are identified in the body of the scheme.

The scheme also includes a commitment to assess on an ongoing basis the level of demand for services through Irish and to ensure that the Department continues to meet this demand in a planned, coherent and accessible way. The Department will continue to gauge the level of demand for its services in the Irish language by carrying out regular audits to determine the level of queries/requests for services through Irish in a given period.

## **Dáta tosaithe na Scéime**

Tá an scéim seo daingnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Beidh tús leis an scéim le héifeacht ó 1 Feabhra 2006 agus beidh sí i bhfeidhm go ceann tréimhse trí bliana ón dáta sin nó go dtí go ndaingneofar scéim nua

**Commencement date of Scheme**

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme is commenced with effect from 1 February 2006 and shall remain in force for a period of three years from this date or until a new scheme has been confirmed.

## **Caibidil 2**

### **Forfhéachaint ar an Roinn Airgeadais**

#### **Sainordú agus Misean**

Tá ról ceannasach ag an Roinn Airgeadais i bhfeidhmiú beartas Rialtais, go háirithe Clár an Rialtais, agus i soláthar comhairle agus tacaíochta don Aire Airgeadais i dtaca le bainistiú geilleagrach agus airgeadais an Stáit agus riar agus forbairt fhoriomlán na hearnála poiblí. Déanann an Roinn beart de réir a misin

**geilleagar atá ag fás, a sholáthróidh ardleibhéal fostaíochta inmharthana, dul chun cinn sóisialta agus caighdeán maireachtála a chur chun cinn**

agus an chomhairle sin á cur ar fáil aici.

Ar a bhfuil i gceist i misean seo na Roinne tá:

- Cur chun cinn beartas a sholáthróidh cumas iomaíochta idirnáisiúnta agus éifeacht intíre.
- Soláthar comhairle don Rialtas faoi agus riar phróiseas táirgthe acmhainní agus a leithdháileadh idir infheistíocht agus tomhaltas chun sochair inmharthana gheilleagracha agus shóisialta a bhaint amach.
- Feabhsuithe leanúnacha éifeachtachta agus éifeachtúlachta ar fud na hearnála poiblí a bhaint amach.

#### **Tosaíochtaí Straitéiseacha**

Tá intinn na Roinne leagtha ar sheacht dtosaíocht straitéiseacha i láthair na huaire.

- Tacaíocht a thabhairt d'fhás inmharthana agus do chruthú fostaíochta, do dhul chun cinn sóisialta agus do chaighdeán níos fearr maireachtála trí bheartais chúí gheilleagracha agus bhuiséadacha a chur ar fáil.
- Seachadadh aidhmeanna geilleagracha agus sóisialta an Rialtais a uasmhéadú trí bheartais éifeachtacha cánachais agus caiteachais phoiblí a fhorbairt agus a riar.
- Beartais a fhorbairt a leanfaidh ar leas na hÉireann a chur ar aghaidh ag leibhéal an AE agus ag leibhéal idirnáisiúnta agus a thacaíonn le dul chun cinn sóisialta agus geilleagrach an AE.
- Rialáil éifeachtach earnáil na seirbhísí airgeadais a chur ar aghaidh;
- Beartais a chur ar aghaidh agus a fheidhmiú i leith ioncam, go háirithe i gcás na seirbhíse poiblí, a thugann staid an Státchiste san áireamh agus a thacaíonn le cumas iomaíochta agus seachadadh seirbhísí poiblí níos fearr.



## **Chapter 2**

### **Overview of the Department of Finance**

#### **Mandate and Mission**

The Department of Finance has a central role in implementing Government policy, in particular the Programme for Government, and in advising and supporting the Minister for Finance and the Government on the economic and financial management of the State and the overall management and development of the public sector. In formulating this advice the Department is guided by its mission which is

**to promote a growing economy which will deliver a high level of sustainable employment, social progress and living standards.**

This mission involves:

- promoting policies which deliver international competitiveness and internal efficiency.
- advising the Government on and managing, the overall process of resource generation and its allocation between investment and consumption to secure sustainable economic and social benefits.
- achieving ongoing improvements in efficiency and effectiveness across the public sector.

#### **Strategic Priorities**

The Department currently focuses on seven strategic priorities.

- To support sustainable growth and employment creation, social progress and improved living standards through the formulation of appropriate economic and budgetary policies.
- To maximise delivery of the Government's economic and social objectives through the development and management of effective taxation and public expenditure policies.
- To develop policies that continue to promote Ireland's interests at EU and international level and which support the social and economic progress of the EU.
- To promote the effective regulation of the financial services sector.
- To promote and implement policies in relation to incomes, with particular reference to the public service, which take account of the financial position of the Exchequer and which support competitiveness and the delivery of better public services.

- Tacaíocht a thabhairt do bhainistiú na seirbhíse poiblí, an bainistiú sin a fheabhsú agus sa chomhthéacs sin an bóthar a réiteach d'fheidhmiú éifeachtach an chláir dhíláraithe.
- Seirbhís éifeachtach d'ardchaighdeán a chur ar fáil dár gcustaiméirí de réir na gcaighdeán agus na spriocanna atá leagtha síos i bPlean Gníomhaíochta um Sheirbhís do Chustaiméirí agus i gCairt Chustaiméirí na Roinne.

## **Eagar na Roinne**

Tá sé Rannán ag gabháil d'obair na Roinne. Nuair a chuirtear san áireamh an cineál róil atá ag an Roinn, a feidhmeanna agus a cuid oibre, maraon lena bunachar custaiméirí mar a léirítear ina dhiaidh seo é, is don Aire, don Rialtas, do Ranna eile Rialtais, don AE agus d'eagraíochtaí idirnáisiúnta agus eile go príomha a sholáthraíonn na Rannáin seo seirbhísí go díreach agus ní do bhaill den phobal go díreach. Is iad Rannáin na Roinne ná:

**An Rannán Baincéireachta, Airgeadais agus Idirnáisiúnta**, a dhéileálann le beartas baincéireachta agus rialáil airgeadais; forbairt ar bheartas an AE maidir le rialáil earnáil na seirbhísí airgeadais; cur i ngníomh an Phlean Forbartha Náisiúnta agus tarraingt anuas Cistí Struchtúracha agus Comhtháthaithe; comhordú beartas i dtaca leis an AE; Buiséad an AE agus Beartas Réigiúnach an AE; Comhar Thuaidh/Theas; ballraíocht na hÉireann d'institiúidí airgeadais idirnáisiúnta; beartas faoi riar fiachais; beartas faoi riar airgeadais agus chuntasaíocht rialtais; comhordú agus feidhmiú ar Fhrámaíocht Fhaisnéis Bhainistíochta; agus seirbhísí cuntasaíochta, párolla, baincéireachta agus airgeadais i gcás Ranna agus Oifigí éagsúla.

**An Rannán Buiséid agus Geilleagair** a dhéileálann le beartas foriomlán buiséadach, beartas cánachais, beartas geilleagrach agus réamhaisnéis, leis an Lárionad Seirbhísí Airgeadais agus le soláthar seirbhísí do choistí de chuid an AE agus ECFE ar bheartas cánachais agus ar chomhar i gcúrsaí buiséid agus geilleagair laistigh den Aontas Airgeadaíochta Eorpach (AAE).

**An Rannán Seirbhísí Corparáideacha** a dhéileálann le beartas faoi fhoireann, chóiríocht agus eagar na Roinne, comhordú an phróisis a bhaineann le bainistiú straitéiseach sa Roinn agus (in éineacht le Roinn an Taoisigh) sa státseirbhís i gcoitinne, le hoiliúint foirne, feidhmiú bearta a bhaineann le beartas acmhainní daonna (ar a n-áirítear riar feidhmíochta agus forbartha), caighdeán seirbhíse do chustaiméirí, dílárú codanna d'obair na Roinne, agus oibriú na nAcht um Shaoráil Faisnéise sa Roinn.

Soláthraíonn Oifig an Phríomh-Dhochtúra Oifigiúil don Státseirbhís seirbhís sláinte slite beatha atá ag teacht i gcrích do ranna rialtais, d'oifigí agus d'oibríthe tionsclaíocha an Stáit. Cuirtear seirbhís chomhairleach leighis ar fáil do Sheirbhís Phríosúin na hÉireann i ndáil le hoifigigh phríosúin agus don Roinn Oideachais agus Eolaíochta i dtaca le múinteoirí. Tá 83,000 fostaí ar fad i gceist anseo.

- To support and improve public service management and in that context to facilitate the effective implementation of the decentralisation programme.
- To provide an efficient, high quality service to our customers in line with the standards and targets set out in the Department's Customer Service Action Plan and Customer Charter.

## **Organisation of the Department**

The work of the Department is carried out by six Divisions. Given the nature of the Department's role, functions and work and its customer base as outlined below, these Divisions primarily provide services directly to the Minister, the Government, other Government Departments, EU and international bodies etc, rather than directly to members of the public. The Divisions of the Department are:

**Banking, Finance and International Division** deals with banking policy and financial regulation; development of EU policy on the regulation of the financial services sector; implementation of the National Development Plan and draw-down of EU Structural and Cohesion Funds; co-ordination of EU policy; the EU Budget and EU Regional Policy; North/South co-operation; Irish membership of international financial institutions; debt management policy; financial management and government accounting policy; co-ordination and implementation of the Management Information Framework; and accounting, payroll, banking and financial services for various Departments and Offices.

**Budget and Economic Division** deals with overall budgetary policy, taxation policy, economic policy and forecasting, the International Financial Services Centre, and servicing EU and OECD committees on taxation policy and budgetary and economic co-operation within EMU.

**Corporate Services Division** deals with the internal staffing, accommodation and organisational policy of the Department, co-ordination of the strategic management process in the Department and (in conjunction with the Department of the Taoiseach) in the civil service generally, staff training, implementation of human resource policy measures (including performance management and development), customer service standards, decentralisation of certain sections of the Department's operations, and operation internally of the Freedom of Information Acts.

The Office of the Chief Medical Officer provides an evolving occupational health service for government departments, offices and state industrial workers. A medical advisory service is provided to the Irish Prison Service in relation to prison officers, and the Department of Education and Science in regard to teachers. In total this encompasses over 83,000 employees.

**An Rannán Eagrúcháin, Bainistíochta agus Oiliúna** a dhéileálann le ceisteanna eagrúcháin sa státseirbhís mar chórais, struchtúir, líon foirne, buiséid riaracháin, feidhmiú theicneolaíocht faisnéise, oiliúint agus forbairt foirne, agus socruithe a chinnteoidh go gcuirfear Saoráil Faisnéise i bhfeidhm go héifeachtach sa tseirbhís phoiblí.

**An Rannán Pearsanra agus Luach Saothair** a dhéileálann le beartas pá agus pinsin sa tseirbhís phoiblí agus le coinníollacha eile seirbhíse sa státseirbhís, ar a n-áirítear earcaíocht, arduithe céime agus combhionannas.

**An Rannán Caiteachais Phoiblí** a dhéileálann le riar caiteachais phoiblí agus le ceisteanna beartais, le hinfheistíocht i mbuneagar agus leis an bPlean Forbartha Náisiúnta, le gnéithe de bheartas faoi chomhlachtaí tráchtála stáit, le clár díláraithe na seirbhíse poiblí agus le beartas faoi chonarthaí Rialtais, r-sholáthar, an crannchur náisiúnta agus comhpháirtíochtaí príobháideach-poiblí.

### **Custaiméirí**

Is iad an tAire Airgeadais, an tAire Stáit, an Rialtas agus an tOireachtas príomhchustaiméirí na Roinne agus is tríothu sin a dhéanann sí freastal ar an bpobal i gcoitinne agus ar a n-ionadaithe tofa, chomh maith le freastal ar Ranna eile Rialtais agus ar fhoireann atá i mbun seirbhíse sa tseirbhís phoiblí nó ar scor. Ní mór don Roinn freisin agus a comhairle á cur i gceann a chéile aici aird a thabhairt ar réimse fairsing páirtithe leasmhara, ar a n-áirítear na comhpháirtithe sóisialta, ionadaithe gnó agus earnálacha, ionaid taighde agus institiúidí, agus eagraíochtaí AE agus idirnáisiúnta, maraon le tuairimí agus coinní na sochaí i gcoitinne.

**Organisation, Management and Training Division** deals with civil service organisational issues such as systems, structures, staff numbers, administrative budgets, the application of information technology, staff training and development, and arrangements for ensuring the effective implementation of Freedom of Information in the public service.

**Personnel and Remuneration Division** deals with policy on pay and superannuation in the public service and other conditions of service in the civil service, including recruitment, promotion and equality.

**Public Expenditure Division** deals with public expenditure management and policy issues, infrastructural investment and the NDP, aspects of policy in relation to commercial state bodies, the public service decentralisation programme, and policy on Government contracts, e-procurement, the national lottery and public-private partnerships.

### **Customers**

The Department's principal customers are the Minister for Finance, the Minister of State, the Government and the Oireachtas, through whom it serves the public at large and their elected representatives, as well as other Government Departments, serving and retired staff in the public service. In formulating its advice, the Department must also have regard to the views of a wide range of interests, including the social partners, business and sectoral representatives, research forums and institutions, and EU and international bodies, as well as the views and expectations of society at large.

## **Caibidil 3**

### **Seirbhísí atá ar fáil trí Ghaeilge cheana féin**

#### **Réamhrá**

De réir a Plean Gníomaíochta um Sheirbhís do Chustaiméirí agus a Cairt Chustaiméirí tá rún ag an Roinn Airgeadais a leordhícheall a dhéanamh freastal ar na custaiméirí sin dá cuid gur mian leo a ngnó a chur i gcrích trí Ghaeilge.

Is é príomhról na Roinne, mar a cuireadh in iúl i gCaibidil 2, comhairle a sholáthar don Aire agus don Rialtas araon maidir le cur i gcrích a n-aidhmeanna agus feidhmiú bheartas an Rialtais. Tá ról ceannasach ag an Roinn maidir le comhairle faoi bheartas a thagann le riachtanais fhadtéarmacha an gheilleagair agus na sochaí i gcoitinne a fhorbairt. De bharr chineál a feidhmeanna agus a cuid oibre ní bhíonn ardleibhéal teagmhála go díreach le baill aonair den phobal i gcoitinne ag an Roinn, ná ní sholáthraíonn sí scéimeanna ná seirbhísí go díreach dóibh, cé is moite dá ndéanann Rannóg na bPinsean in Oifig an Phámháistir Ghinearálta, a chuireann seirbhís íoctha pinsean ar fáil do 14,000 seirbhíseach poiblí atá ar scor.

Is trí Bhéarla is mó a chuireann an Roinn seirbhísí ar fáil, ach cuirtear líon teoranta seirbhísí, seachas na seirbhísí a sholáthraíonn Gaeleagras, ar fáil go dátheangach.

#### **Doiciméid/seirbhísí atá ar fáil trí Ghaeilge cheana féin**

Le cois na ndoiciméad a fhoilsítear i nGaeilge agus i mBéarla araon faoi Alt 10 den Acht tá na doiciméid seo a leanas foilsithe i nGaeilge agus i mBéarla cheana féin,

- *an Cód Cleachtais um Rialú Comhlachtaí Stáit;*
- *roinnt foirmeacha pinsin ó Rannóg na bPinsean in Oifig an Phámháistir Ghinearálta;*
- *achoimrí rite, leabhráin faisnéise, fógraíocht agus póstaíreí faoin bPlean Forbartha Náisiúnta;*
- *doiciméid áirithe faoi bheartas comhionannais agus iolarthachta sa státseirbhís;*
- *tá suíomh gréasáin na Roinne [www.finance.gov.ie](http://www.finance.gov.ie) inseolta i nGaeilge agus i mBéarla agus tá roinnt leathanach agus foilseachán ar fáil ar an suíomh gréasáin i nGaeilge agus i mBéarla araon;*
- *Cártaí Tráchta Chustaiméirí ag ionaid fáiltithe agus cártaí tráchta aiseolais ar shuímh ghréasáin.*

Cuirfear óraideanna nó ráitis Airí, agus a leithéidí san Oireachtas san áireamh, nó óraideanna oifigeach sinsearach ar fáil sa teanga/sna teangacha inar tugadh iad.

## **Chapter 3**

### **Services already available through Irish**

#### **Introduction**

The Department of Finance under its Customer Service Action Plan and Customer Charter is committed to making every effort to accommodate its customers who wish to conduct their business through Irish.

The Department's primary role, as stated in Chapter 2, is the provision of advice to both the Minister and the Government on the achievement of their objectives and the implementation of Government policy. The Department has a central role in developing policy advice consistent with the long-term needs of the economy and society in general. The Department, given the nature of its functions and work, does not have a high level of direct contact with, or provide schemes and services directly to, individual members of the general public, other than the Paymaster General's Office, Pension Section, who provide a pensions payment service to some 14,000 retired public servants.

Services are provided by the Department primarily through English, with limited services, apart from those provided by Gaeleagras, being provided bilingually.

#### **Documentation/services already available through Irish**

In addition to the documents which are published in both Irish and English under Section 10 of the Act, the following documents are already published in both Irish and English,

- *the Code of Practice for the Governance of State Bodies;*
- *a number of pension forms from the Paymaster General's Office, Pension Section;*
- *executive summaries, information booklets, advertising and posters on the National Development Plan;*
- *certain documentation on equality and diversity policy in the civil service;*
- *the Department's website [www.finance.gov.ie](http://www.finance.gov.ie) is navigable in both Irish and English, and a number of pages and publications are available on the website in both Irish and English;*
- *Customer Comment cards at receptions and website feedback comment cards.*

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

## **Doiciméid/seirbhísí nach bhfuil ar fáil trí Ghaeilge**

De bharr chineál na Roinne bíonn cuid mhór de na doiciméid a chruthaítear lasmuigh de réimse scéime faoi Acht na dTeangacha Oifigiúla ar an ábhar nach seirbhísí don phobal i gcoitinne nó d'aicmí den phobal iad a leithéidí, nó modh cumarsáide i dtaca le seirbhísí dá leithéidí. Leanfar ag soláthar a lán doiciméad i mBéarla amháin agus an scéal amhlaidh. Áirítear orthu sin doiciméid a chruthóidh an Roinn a mbeidh luí le cúrsaí speisialtacha nó teicniúla acu, ach nach le haghaidh an phobail i gcoitinne iad. Ina measc sin bheadh iarratais ar dhoiciméid thairisceana, foirmeacha iarratais mhóra a mbeadh a lán mionsonraí á lorg iontu, ciorcláin agus lámhleabhair oiliúna inmheánacha.

## **Gaeleagras**

Is trí Ghaeleagras na Seirbhísí Poiblí a bhíonn an chuid is mó de chaiteachas na Roinne Airgeadais ar Ghaeilge sa Roinn. Bunaíodh Gaeleagras sa Roinn in 1971 agus cur chun cinn na Gaeilge ar fud na Státseirbhíse mar aidhm ghinearálta leis. Tá iarracht shuntasach á déanamh i gcónaí ag Gaeleagras chun úsáid na Gaeilge sa Státseirbhís a chur chun cinn agus a fhorbairt agus tacaíocht d'fheidhmiú Acht na dTeangacha Oifigiúla san áireamh. Is i nGaeilge a chuireann Gaeleagras a sheirbhísí go léir ar fáil. Tugtar faisnéis faoi Ghaeleagras i gCaibidil 5.



### **Documentation/services not available through Irish**

Because of the nature of the Department, a large proportion of documentation produced is outside the scope of a scheme under the Official Languages Act, not being services to the general public or classes of the general public or the means of communication in relation to such services. As such, many documents will continue to be available in English only. This includes documents of a specialist or technical nature produced by the Department not designed for the general public including, request for tender documentation, large and detailed application forms, circulars and internal instruction manuals.

### **Gaeleagras**

The main area of expenditure in relation to the Irish language in the Department of Finance is through Gaeleagras na Seirbhísí Poiblí. Gaeleagras was established in the Department in 1971 with the general aim of promoting the Irish language throughout the Civil Service. Gaeleagras continue to make a significant contribution to the promotion and development of the use of Irish in the Civil Service including supporting the implementation of the Official Languages Act 2003. Gaeleagras provide all their services through Irish. Information in relation to Gaeleagras is provided in Chapter 5.

## **Caibidil 4**

### **Feabhsú Seirbhísí a sholáthraítear go dátheangach**

#### **Réamhrá**

Roinn í an Roinn Airgeadais a bhfuil beartas mar chúram uirthi. Ar an ábhar sin is iad an tAire agus an tAire Stáit, an Rialtas agus an tOireachtas, Ranna eile Rialtais, foireann atá i mbun seirbhíse sa tseirbhís phoiblí nó atá ar scor, an tAE agus eagraíochtaí idirnáisiúnta eile maraon leis na comhpháirtithe sóisialta, ionadaithe gnó agus earnálacha, ionaid agus institiúidí taighde, agus an pobal i gcoitinne a príomhchustaiméirí. Ina theannta sin, mar Roinn cheannasach ní féidir cuid mhór dár dtáirgeacht a sheachadadh ach in éineacht nó i gcomhar le Ranna, Oifigí agus comhlachtaí poiblí eile

De bharr chineál na bhfeidhmeanna atá ag an Roinn agus a cuid oibre déileálann cuid mhór dá Rannáin go díreach le Ranna eile, le Coimisiún an AE, leis an Oireachtas, le hinstiúidí airgeadais agus lena foireann féin. Is fíorbheag an plé, nó ní bhíonn aon phlé, go díreach acu le baill den phobal i gcoitinne ó lá go lá.

#### **Gnéithe d’Acmhainní Daonna/Bearta chun eolas agus inniúlacht sa Ghaeilge a neartú sa Roinn**

Tá breis bheag agus 600 duine ar fhoireann na Roinne Airgeadais faoi láthair. Tá príomhoifig na Roinne suite i dTithe an Rialtais, Sráid Mhuirfean, Baile Átha Cliath 2, ach tá lucht foirne ar shé láthair eile i mBaile Átha Cliath chomh maith. Ina theannta sin tá beartaithe, mar chuid de chlár díláraithe an Rialtais, codanna den Roinn a athshuíomh sa Tulach Mhor agus i gCill Dara. Níl oifigí ná foireann ar bith ag an Roinn i gceantair Ghaeltachta.

Tá rún ag an Roinn tógáil ar an leibhéal eolais agus inniúlachta i gcás scileanna sa Ghaeilge atá sa Roinn i láthair na huaire. D’fhonn leibhéal na hoilteachta sa Ghaeilge atá i measc na foirne a fháil amach rinneadh suirbhé ar an bhfoireann ag iarraidh orthu a gcumas an Ghaeilge a scríobh, a léamh agus a labhairt a mheas agus a chur in iúl an raibh siad sásta go gcuirfeadh leibhéal a gcuid eolais agus a scileanna mar atá sé ar a gcumas bheith ar liosta teagmhála don Roinn (i.e. an mbeidís in ann agus toilteanach plé le glaoiteoirí a chuirfeadh oibreoirí lasc-chlár na Roinne nó an oifig fáilte i dteagmháil leo. Cé go bhfuarthas neart freagraí de thoradh an tsuirbhé léiríodh go follasach go bhfuil an leibhéal inniúlachta atá ar fáil lasmuigh de Ghaeleagras chun déileáil le ceisteanna riarcháin agus teicniúla teoranta go leor.

Beidh gá le hiarracht mhór thar achar fada blianta chun leibhéal eolais agus inniúlachta i gcás na Gaeilge a ardú. Is iad oiliúint agus forbairt fhoireann na Roinne an príomhbhealach le cumas na Roinne a neartú chun go mbeidh sí in ann níos mó dá gnó a dhéanamh trí Ghaeilge

## **Chapter 4**

### **Enhancement of Services to be provided bilingually**

#### **Introduction**

The Department of Finance is a policy Department. As such its main customers are the Minister and Minister of State, the Government and the Oireachtas, other Government Departments, serving and retired staff in the public service, the EU and other international bodies as well as the social partners, business and sectoral representatives, research forums and institutions, and the general public. In addition, as a central Department, many of our outputs can be delivered only in conjunction or in co-operation with other Departments, Offices and public bodies.

Given the nature of the Department's functions and work many of its Divisions deal directly with other Departments, EU Commission, the Oireachtas, financial institutions and its own staff. They have little or no day to day dealings directly with members of the general public.

#### **Human Resources Aspects/Measures to strengthen knowledge of and competency in Irish in the Department**

The Department of Finance has currently just over 600 staff members. The Department's main office is at Government Buildings, Merrion Street, Dublin 2, but staff are also located at six other locations in Dublin. Furthermore as part of the Government decentralisation programme, plans are being progressed to re-locate parts of the Department to Tullamore and Kildare. The Department has no offices or staff in Gaeltacht areas.

The Department is committed to building on the existing levels of knowledge and competency in relation to Irish language skills currently available within the Department. In order to ascertain the level of expertise in Irish among staff a survey has been carried out of staff asking them to rate their ability to write, read and speak Irish and to indicate if they were satisfied their existing level of knowledge and skills would enable them to be included in a contact list for the Department (i.e. would they be able and willing to accept callers referred from the Department's switchboard operators or reception). While a large response to the survey was received, it clearly indicated that, outside Gaeleagras, the existing level of competence to deal with administrative and technical issues through Irish is rather limited.

There will be a need for significant effort over a long number of years to raise the level of knowledge and competency in relation to the Irish language. The principal mechanism to deepen the capacity of the Department to transact more of its business through the medium of Irish is the training and development of the Department's staff.

Leanfaidh an Roinn ag lorg deonach breise chun seirbhís i nGaeilge a sholáthar ar fud na Roinne de réir mar a bheas forbairt ag teacht faoi acmhainn sa Ghaeilge. Le comhaontú na foirne féin sainaitheofar a leithéidí ar bhealach cuí ar liostaí teileafóin agus ar chairteanna eagrúcháin.

Sa chomhthéacs seo agus mar chuid de rún leanúnach oiliúint agus forbairt chuí a chur ar fáil do lucht foirne chun riachtanais chustaiméirí na Roinne atá ag teacht i gcric a shásamh agus chun acmhainn na foirne a fhorbairt tá beartaithe beart a dhéanamh i gcaitheamh na tréimhse a mbeidh an scéim reatha i bhfeidhm chun leibhéal na Gaeilge i measc na foirne atá sa Roinn a fheabhsú mar a leanas:

- leanfaidh an Roinn ag réiteach an bhóthair do lucht foirne freastal ar réimse ranganna Gaeilge, go háirithe ranganna a chuirfidh Gaelgras ar fáil;
- leanfaidh an Roinn ag réiteach an bhóthair do lucht foirne a dhéanfaidh freastal ar ranganna Gaeilge le linn uaireanta oifige;
- cuirfear lucht foirne ar an eolas faoin réimse ranganna Gaeilge d'ardchaighdeán a bheas ar fáil lasmuigh d'uaireanta oifige (e.g. Dioplóma tríú leibhéal sa Ghaeilge; Sult; Gael-Linn agus eile) agus faoi réir théarmaí na Scéime um Aisíoc Táillí ar Oideachas Iariontrála tabharfar cabhair airgid do lucht foirne a bheas ag gabháil do chúrsaí mar sin.

Cuirfear an obair ullmhúcháin i gcric d'fhonn aghaidh a thabhairt ar iarracht a dhéanamh seirbhís d'ardchaighdeán aon le haon a sholáthar i gcás rannóga ábhartha den Roinn sa dara scéim agus i scéimeanna níos faide anonn.

Féadfaidh tuilleadh forbartha sa limistéar seo ceisteanna faoi earcaíocht foirne agus faoi bheartas faoi arduithe céime a mhúscailt, ábhair a thagann faoi réim fhorálacha reachtúla agus chomhaontuithe a thugtar i gcric go lárnach idir taobh na Foirne agus an taobh Oifigiúil de chóras Chaidrimh Thionsclaíochta na státseirbhíse. Tabharfaidh an Roinn Airgeadais, agus aghaidh á tabhairt ar riachtanais an Achta laistigh den Roinn aici, lán-aird ar aon bhearta a fhorbrófar agus ar a n-aontófar lena gcur i bhfeidhm ar fud na státseirbhíse.

### **Feabhsú Seirbhísí a sholáthraítear go dátheangach**

De réir shuirbhéanna ar chustaiméirí, liostaí d'éilimh ar sheirbhísí Gaeilge atá déanta ag an bhfoireann agus amas ar an suíomh gréasáin i gcásanna ina mbíonn leaganacha Gaeilge agus leaganacha Béarla de dhoiciméid ar fáil ar an ngréasán bíonn éileamh chustaiméirí na Roinne ar sheirbhísí i nGaeilge an-íseal.

D'fhonn idir leibhéal agus chaighdeán na seirbhísí a chuireann sí ar fáil go dátheangach don phobal a fheabhsú cuirfidh an Roinn na bearta seo a leanas, idir ghinearálta agus shainiúla, i bhfeidhm faoi dheireadh na scéime seo.

The Department will continue to seek additional volunteers to provide Irish Language services across the Department as Irish language capability develops. With the agreement of staff they will be identified in an appropriate way on telephone lists and organisation charts.

In this context, and as part of an ongoing commitment to provide appropriate training and development for staff to meet the evolving needs of the Department's customers and to develop the potential of staff, it is planned to take the following steps throughout the duration of the current scheme to enhance the level of Irish among staff in the Department:

- the Department will continue to facilitate staff attending a range Irish language classes especially those provided by Gaeleagras;
- the Department will continue to facilitate staff attending Irish language classes during office hours;
- advice will be provided to staff in relation to the range of high-quality Irish language classes available outside office hours (e.g. third-level Diploma in Irish; Sult, Gael-Linn, etc) and financial support will be provided to staff pursuing such courses under the terms of the Post-Entry Education Refund of Fees Scheme.

This preparatory work will be carried out with a view to addressing the issue of seeking to provide a quality one to one service from relevant sections of the Department in 2<sup>nd</sup> and subsequent schemes.

The further development of this area may raise questions of staff recruitment and promotion policy, which are governed by statutory provisions and agreements negotiated centrally between Staff and Official sides of the Industrial Relations machinery for the civil service. The Department of Finance, in addressing the needs of the Act within the Department, will have full regard to any measures which are developed and agreed for application across the civil service.

### **Enhancement of Services provided bilingually**

Based on customer surveys, staff inventory of demand for Irish language services from customers and website hits where Irish and English versions of documents are available on the web, the demand for services in Irish by the Department's customers is very low.

With a view to improving both the level and standard of its services provided bilingually to the public the Department will implement the following general and specific measures by the end of this scheme.

## Bearta ginearálta

- Tairgeofar oiliúint d'fháilteoirí/oibreoirí lasc-chlár, daoine a bhíonn ar an gcéad phointe teagmhála leis an bpobal, chun go mbeidh ar a gcumas ainm na Roinne a thabhairt i nGaeilge agus i mBéarla agus chun go mbeidh eolas acu ar bheannachtaí bunúsacha na Gaeilge.
- Sainaitheofar baill den fhoireann a bheas toilteanach déileáil le fiosruithe teileafóin i nGaeilge le 'G' ar liostaí teileafóin a chuirfear ar fáil d'fháilteoirí agus d'oibreoirí lasc-chlár. Aistreoidh oibreoirí lasc-chlár nó fáilteoirí glaonna a thiocfaidh i nGaeilge go cainteoir Gaeilge sa Rannán a mbainfidh an glao leis.
- Cuirfear fógraí réamhthairfeadta béil teileafóin a thabharfar isteach ar fáil i nGaeilge agus i mBéarla.
- Beidh cead ag baill aonair den fhoireann fógraí glórphoist teileafóin a fhágáil sa teanga (sna teangacha) is rogha leo.
- Cuirfidh an Roinn feasacht ar theangacha san áireamh mar chuid de chúrsaí oiliúna ar Ionduchtú agus ar Sheirbhís do Chustaiméirí araon lena chinntiú go dtuigfidh lucht foirne cén fáth a bhfuil sé d'aidhm ag an Roinn leibhéal na seirbhísí a chuirfear ar fáil go dátheangach a ardú, comhthéacs agus cúlra an bheartais, agus cén chaoi a rachaidh an beartas i bhfeidhm ar a gcuid oibre.

## **General measures**

- Receptionist/switchboard operators, who are the first points of contact with the public, will be offered training to enable them to be able to provide the name of the Department in Irish and English and to be familiar with the basic greetings in Irish.
- Staff who are willing to deal with telephone queries in Irish will be identified by a 'G' on phone lists provided to receptionist and switchboard operators. Calls received in Irish will be transferred by the switchboard operators or receptionist to an Irish speaker in the relevant Division.
- Telephone pre-recorded oral announcements introduced will be provided in Irish and English.
- Individual staff members are free to leave telephone voice mail announcements in the language(s) of their choice.
- The Department will include language awareness as part of both Induction and Customer Service training courses so as to ensure that staff understand why the Department is aiming to increase the level of services provided bilingually, the context and background to the policy and how the policy will affect their work.

## **Rannóg na bPinsean in Oifig an Phámháistir Ghinearálta**

Cuireann Rannóg na bPinsean in Oifig an Phámháistir Ghinearálta seirbhís íocaíochta pinsean ar fáil do 14,000 éigin seirbhíseach poiblí atá ar scor. Is iad príomhchustaiméirí na rannóige mar sin foireann seirbhíse poiblí atá ar scor agus atá ar phárolla pinsin agus a dteaghlaigh, teaghlaigh lucht foirne atá marbh agus gníomhaireachtaí tráchtála éagsúla lena n-íoctar asbhaintí as pinsin e.g. comhlachtaí árachais sláinte.

Chun leibhéal na seirbhíse a chuirtear ar fáil go dátheangach dá custaiméirí a fheabhsú déanfaidh an rannóg faoi dheireadh na scéime seo:

- na foirmeacha go léir agus aon bhileoga faisnéise a ghabhann leo a chuireann an rannóg ar fáil i nGaeilge agus i mBéarla araon a sholáthar go dátheangach faoi aon chlúdach amháin nó i leaganacha ar leith Gaeilge agus Béarla. Sa chás nach mbeifear in ann foirm agus an bhileog faisnéise a ghabhann léi a sholáthar go dátheangach faoi chlúdach amháin rachfar i gcomhairle go fuinniúil lena custaiméirí faoi cén leagan de dhoiciméad ab fhearr leo a fháil. Tabharfar na foirmeacha dátheangacha faoi chlúdach amháin isteach de réir mar a bheas caitheamh ag teacht ar an soláthar atá ann faoi láthair agus na foirmeacha nua á gclóbhualadh.
- foirmeacha a chuireann comhlachtaí eile ar fáil ach a scaipeann an rannóg ar a custaiméirí a chur thart go dátheangach ach iad a bheith ar fáil amhlaidh;
- an Nuachtlitir Bhliantúil do Phinsinéirí a fhoilsiú go comhuaineach i nGaeilge agus i mBéarla.

## **Monatóireacht**

Chun go mbeifear in ann monatóireacht a dhéanamh ar éileamh déanfar litreacha, glaonna teileafóin, iarratais agus eile a gheofar i nGaeilge in Oifig an Phámháistir Ghinearálta a logáil.

## **Oiliúint**

Ó tharla go bhfuil cumas na foirne atá ann i láthair na huairé déileáil leis an bpobal i nGaeilge teoranta bíonn an rannóg ag brath ar Ghaeleagras agus ar aistritheoirí seachtracha chun cabhair a fháil i gcás comhfhreagrais, glaonna teileafóin agus eile. Tairgeofar oiliúint i gcomhrá bunúsach agus i scileana scríbhneoireachta a bhaineann le hábhar a gcuid oibre don fhoireann. Táthar chun an rannóg a dhílárú go dtí an Tulach Mhór, beart a mbeidh athrú mór foirne mar thoradh air i gcaitheamh na bliana atá le teacht agus gan mórán eolais ar fáil faoi láthair faoina gcumas Gaeilge. Breithneofar riachtanais oiliúna foirne nua dá leithéid agus na rúin atá sa scéim seo á gcur san áireamh.



## **Paymaster General's Office, Pension Section**

The Paymaster General's Office, Pensions Section, provides a pensions payment service to some 14,000 retired public servants.

The main customers of the section are therefore retired public service staff on pension payroll and their families, families of deceased staff and various commercial agencies to which deductions from pensions are paid over to e.g. health insurance companies.

To improve the level of service provided bilingually to its customers the section will by the end of this scheme:

- make available all forms and any accompanying information leaflets produced by the section in both Irish and English, either bilingually under one cover or as separate Irish and English versions. Where it is not practicable to produce a form /accompanying information leaflet bilingually under one cover its customers will be consulted proactively as to which version of documentation they would prefer to receive. The bilingual forms under one cover will be introduced as current stocks expire and new forms are printed;
- forms produced by other bodies, but circulated to its customers by the section, will be circulated bilingually where they are so available
- the section's Annual Newsletter for Pensioners will be published simultaneously in Irish and English;

### **Monitoring**

Letters, phone calls, requests, etc, received in Irish in the office of the Pay Master Generals will be logged to allow for monitoring of demand.

### **Training**

As there is limited capability among the current staff to deal with the public in Irish at present, the section is reliant on Gaeleagras and external translators for help with correspondence, phone calls, etc. Staff will be offered training in basic Irish conversation and writing skills relevant to their work. The section is being decentralised to Tullamore which will involve a large turnover of staff with a currently unknown Irish language capability over the next year. The training requirements of such new staff will be considered having regard to the commitments in this scheme.

## Preasoifig

Déileálann an Phreasoifig le cumarsáid leis na meáin thar ceann an Aire agus na Roinne Airgeadais. Is iad na hAirí, an Roinn, Seirbhísí Eolais an Rialtais, na meáin náisiúnta agus idirnáisiúnta agus an pobal i gcoitinne a príomhchustaiméirí.

Chun leibhéal na seirbhíse a chuirtear ar fáil go dátheangach dá custaiméirí a fheabhsú déanfaidh an Phreasoifig faoi dheireadh na scéime seo:

- 20% de na preasráitis a sholáthar i nGaeilge ar shuíomh gréasáin na Roinne [www.finance.gov.ie](http://www.finance.gov.ie).
- Ar 1 Nollaig 2005 tá 17 ndocaiméad ar fáil i nGaeilge ar shuíomh gréasáin na Roinne [www.finance.gov.ie](http://www.finance.gov.ie). Méadófar an líon seo 20% ar a laghad faoi dheireadh na scéime.
- Leanfar d'óraideanna agus de ráitis ón Aire, ón Aire Stáit agus ó oifigigh shinsearacha a chur ar fáil sa teanga (sna teangacha) inar tugadh iad.

## Monatóireacht

Chun go mbeifear in ann monatóireacht a dhéanamh ar éileamh déanfar litreacha, glaonna teileafóin, iarratais agus eile a gheofar i nGaeilge sa Phreasoifig a logáil.

## Oiliúint

Ó tharla go bhfuil cumas na foirne déileáil leis an bpobal i nGaeilge teoranta i láthair na huairé bionn an Phreasoifig ag brath ar Ghaeleagras agus ar aistriútheoirí seachtracha chun cabhair a fháil chun fógraí preasa, óraideanna, comhfhreagras agus eile a sholáthar i nGaeilge. Tairgeofar oiliúint i gcomhrá bunúsach agus i scileanna scríbhneoireachta a bhaineann lena gcuid oibre d'fhoireann na Preasoifige.

## Suímh Ghréasáin

Tá suíomh gréasáin na Roinne Airgeadais ([www.finance.gov.ie](http://www.finance.gov.ie)) agus roinnt suíomh gréasáin eile atá á n-oibriú ag an Roinn, ar a n-áirítear suíomh Rialtas na hÉireann ([www.gov.ie](http://www.gov.ie)) agus suíomh an tsoláthair phoiblí ([www.etenders.gov.ie](http://www.etenders.gov.ie)), inseolta go hiomlán i nGaeilge agus i mBéarla. Beidh an suíomh gréasáin nua tairsí “treorach” ([www.procurement.ie](http://www.procurement.ie)) a shaináithneoidh agus a sholáthróidh naisc leis na suímh ghréasáin go léir a bhaineann le soláthar poiblí in Éirinn inseolta i nGaeilge agus i mBéarla chomh maith.

Tá rún ag an Roinn faoin scéim a chinntiú go mbeidh suímh ghréasáin nua a bheas á dtabhairt isteach agus a mbeidh teacht ag an bpobal i gcoitinne orthu, agus gréasáin dá leithéidí atá ann cheana a bheas á n-uasghrádú go suntasach inseolta i nGaeilge agus i mBéarla. Mar a cuireadh in iúl roimhe seo beidh méadú 20% faoi dheireadh na scéime seo ar líon na ndoiciméad/leathanach atá ar fáil i nGaeilge ar shuíomh gréasáin na Roinne ([www.finance.gov.ie](http://www.finance.gov.ie)) i láthair na huairé. Beidh suíomh gréasáin Rialtas na hÉireann ([www.finance.gov.ie](http://www.finance.gov.ie)) dátheangach ar fad faoi dheireadh na scéime.

## **Press Office**

The Press Office handles communications to the media on behalf of the Minister and the Department of Finance. Its main customers are the Ministers, the Department, the Government Information Services, the national and international media and the general public.

To improve the level of service provided bilingually to its customers the Press Office will by the end of this scheme:

- make available on the Department's website [www.finance.gov.ie](http://www.finance.gov.ie) 20% of press releases, in Irish
- There are 17 documents available in Irish on the Department's website [www.finance.gov.ie](http://www.finance.gov.ie) on 1 December 2005. This will be increased by a minimum of 20% by the end of the scheme.
- speeches and statements by the Minister, Minister of State and senior officials of the Department will continue to be made available in the language(s) in which they are delivered.

## **Monitoring**

Letters, phone calls, requests, etc, received in Irish in the Press Office will be logged to allow for monitoring of demand.

## **Training**

As the capability of staff to deal with the public in Irish is currently limited, the Press Office is reliant on Gaeleagras and outside translators for assistance in providing press releases, speeches, correspondence etc, in Irish. Staff in the Press Office will be offered training in basic Irish conversation and writing skills relevant to their work.

## **Websites**

The Department of Finance's website ([www.finance.gov.ie](http://www.finance.gov.ie)) and a number of other websites operated by the Department, including the Irish Government ([www.gov.ie](http://www.gov.ie)) and public procurement ([www.etenders.gov.ie](http://www.etenders.gov.ie)) sites are fully navigable in both Irish and English. The new "signpost" portal website ([www.procurement.ie](http://www.procurement.ie)) that will identify and provide links to all the websites associated with public procurement in Ireland, will also be navigable in Irish and English.

The Department is committed under the scheme to ensuring that where new websites to which the general public have access are being introduced, and where such existing websites are being significantly upgraded; they will be made navigable in Irish and English. As indicated above the number of documents/pages currently available in Irish on the Department's website ([www.finance.gov.ie](http://www.finance.gov.ie)) will be increased by 20% by the end of the scheme. The Irish Government website ([www.gov.ie](http://www.gov.ie)) will be made completely bilingual by the end of the scheme.

## **Caibidil 5**

### **Gaeleagras na Seirbhísí Poiblí**

#### **Réamhrá**

Mar a cuireadh in iúl thuas bunaíodh Gaeleagras na Seirbhísí Poiblí sa Roinn Airgeadais in 1971 agus é mar chuspóir leis an Ghaeilge a fhorbairt agus a chur chun cinn ar fud na státseirbhíse. Chun soláthar a dhéanamh i gcomhair ghníomhaíochta breise dáileadh €369,000 ar Ghaeagras le haghaidh 2005 agus b'ionann é sin agus méadú €131,000 ar an gcaiteachas a bhí ann in 2004.

Maidir le riachtanais oiliúna teanga Ranna agus Oifigí, agus forálacha Acht na dTeangacha Oifigiúla á gcur san áireamh, thuig Gaeleagras gur ghá go dtabharfaí aghaidh go fónta ar oiliúint teanga. Chun teacht roimh an éileamh breise ar oiliúint teanga a measadh a bheadh ann cheap Gaeleagras múinteoir lánaimseartha Gaeilge in 2003 agus ina theannta sin painéal breise d'aon mhúinteoir déag páirtaimseartha Gaeilge chun cabhrú, de réir mar a bheadh gá lena leithéid, leis an bhfoireann pháirtaimseartha a bhí ann cheana féin. Déanfaidh Gaeleagras athbhreithniú in 2005 ar líon agus ar shuíomh na múinteoirí páirtaimseartha de réir an éilimh a bheas ar a sheirbhísí ó Ranna agus ó Oifigí.

Nuair a bheas seirbhísí á gcur ar fáil tabharfar tús áite do na Ranna agus do na hOifigí sin a bhfuil beartas oiliúna teanga acu a thagann lena riachtanais ghnó agus do phostshealbhóirí atá ag obair nó ar dócha go mbeidh siad ag obair i limistéir ina bhfuil gá follasach le hoilteacht i nGaeilge.

#### **Cúrsaí Oiliúna**

Leanann Gaeleagras ag forbairt agus ag leathnú réimse a chúrsaí. I láthair na huairé cuirtear cúrsaí lae ar fáil ag leibhéal Réamhchúrsa (leibhéal ullmhúcháin), Bunchúrsa, Meánchúrsa agus Ardchúrsa do dhaoine a scaoiltear óna gcuid oibre. Tá cúrsaí i scríobh na Gaeilge maraon le Cúrsa Comhrá agus Cúrsaí Ullmhúcháin ar fáil chomh maith.

D'fhonn freastal ar an ngá le measúnú atá ann cuireadh tús i mí Dheireadh Fómhair 2004 le Cúrsa Modúlach Píolótach thríocha seachtain ag Bunleibhéal agus ag Meánleibhéal. Ag deireadh na tréimhse oiliúna seo déanfar na cúrsaí a mheas agus a athbhreithniú d'fonn tuilleadh forbartha a dhéanamh ar an gclár modúlach sna blianta atá romhainn.

De bhrí go dtuigeann sé an gá atá le solúbthacht chun freastal ar riachtanais éagsúla cuireann Gaeleagras oiliúint ar fáil lasmuigh de ghnáthuaireanta oibre. Tá sraith cúrsaí tráthnóna ag Bunleibhéal agus ag Meánleibhéal á cur ar fáil i láthair na huairé. Tá soláthar á dhéanamh freisin le Ciorcal Comhrá agus le Cúrsaí Ullmhúcháin.

Cuirtear Cúrsaí Scoláireachtaí Gaeltachta ar fáil gach bliain sna háiteanna seo a leanas: Baile an Fheirtéaraigh, Gaoth Dobhair/Gort an Choirce, agus dhá chúrsa sa Cheathrú Rua.

## **Chapter 5**

### **Gaeleagras na Seirbhísí Poiblí**

#### **Introduction**

Gaeleagras na Seirbhísí Poiblí, as indicated above, was established in the Department of Finance in 1971 with the general aim of promoting and developing the Irish language throughout the Civil Service. In anticipation of an increased level of activity the allocation for Gaeleagras for 2005 was set at €369,000, an increase of €131,000 on expenditure in 2004.

In response to the language training needs of Departments and Offices, and in the light of the provisions of the Official Languages Act, Gaeleagras recognised the need to ensure that language training would be adequately addressed. In anticipation of the increased demand for language training Gaeleagras appointed a full-time Irish teacher in 2003 and also appointed a further panel of eleven part time Irish teachers to assist the existing part time team, as required. Gaeleagras will review in 2005 the existing number and location of part-time teachers in light of demand for its services from Departments and Offices.

In providing services, priority will continue to be given to those Departments and Offices who have developed a language training policy which adequately reflects their business needs and to jobholders who are working or who are likely to be working in areas with a clearly defined need for Irish language proficiency.

#### **Training Courses**

Gaeleagras are continuing to expand and develop their range of courses. At present, day release courses are provided at Réamhchúrsa (preparatory level) Bunchúrsa, Meánchúrsa and Ardchúrsa leibhéal. Courses are also available in Scríobh na Gaeilge, Cúrsa Comhrá and Cúrsaí Ullmhúcháin.

In response to the need for assessment, a thirty week Pilot Modular Course at Bun and Meán Leibhéal commenced in October 2004. At the end of this training period the courses will be assessed and re-evaluated with a view to further developing the modular programme in the years ahead.

Recognising the need for flexibility to meet diverse needs, Gaeleagras also provide training outside normal working hours. A range of evening courses at Bun and Meán Leibhéal are currently provided. Courses are also available in Ciorcal Comhrá and Cúrsaí Ullmhúcháin.

On an annual basis Gaeltacht Scholarship Courses are offered in the following locations Baile an Fheirteirigh, Gaoth Dobhair/ Gort a Choirce, and two courses in An Cheathrú Rua.

Tugann na cúrsaí seo, a bhíonn ar siúl i rith míonna Bealtaine, Meithimh agus Meán Fómhair, deis dóibh siúd a ghlacann páirt iontu iad féin a thumadh go huile is go hiomlán sa teanga fad a bhíonn na cúrsaí ar siúl, bualadh agus labhairt le muintir na háite agus tógáil ar an oilteacht sin a bhain siad amach i ranganna cheana. Bíonn aidhm dhearfach le hábhar na gcúrsaí. Cuirtear daoine a ghlacann páirt sna cúrsaí ar an eolas freisin faoi Acht na dTeangacha Oifigiúla, faoina bhfuil le tuiscint uaidh san ionad oibre agus faoi obair na n-eagraíochtaí éagsúla Gaeilge sa Stát.

### **Sainoilúint**

Tuigeann Gaeleagras chomh tábhachtach is atá sé Oilíúint i nGaeilge a chur in oiriúint do riachtanais ar leith ghnó agus leanfaidh sé ag soláthar Sainchúrsaí Intí do Ranna agus d'Oifigí faoi chuimsiú na n-acmhainní a bheas ar fáil.

Leanfaidh Gaeleagras ag soláthar oiliúna teanga aon le haon ach a leithéid a iarraidh.

### **Acmhainn agus Comhairle**

Ina theannta sin gníomhaíonn Gaeleagras mar acmhainn agus i gcáil chomhairleora do Ranna agus d'Oifigí maidir le hoiliúint foirne, obair aistriúcháin agus riachtanais Acht na dTeangacha Oifigiúla. Tá dlúthbhaint aige leis an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, le Foras na Gaeilge agus leis an bhForas Riaracháin maidir le himeachtaí leanúnacha a bhaineann leis an reachtaíocht teanga a achtaíodh le deireanas. Bhí páirt ghníomhach aige chomh maith mar eagraí ar an gComhdháil ar éagsúlacht teangacha

“Ó Acht go Gníomh” a tionóladh i gColáiste na Tríonóide i mí Bhealtaine 2004 agus mar chomhpháirtí inti.

I gcaitheamh na míonna atá le teacht buailfidh Gaeleagras le sampla ionadaíoch de na Ranna/Oifigí atá ar na chéad chomhlachtaí a sholáthraigh scéimeanna faoi Acht na dTeangacha Oifigiúla. Is é cuspóir atá leis seo na tosaíochtaí oiliúna agus forbartha foriomlána a fháil amach agus chun freastal orthu sin plean cuí oiliúna a chur le chéile faoi chuimsiú na n-acmhainní a bheas ar fáil. Bhíothas i gcomhairle cheana féin leis na Coimisinéirí Ioncaim agus le Coimisiún na Scrúduithe Stáit maidir le Sainoilúint Teangacha.

Cuirfear tuilleadh téarmaíochta oifigiúla agus leaganacha cainte suas chun dáta a shásóidh riachtanais Ranna ar fáil i rith 2005.

Soláthraíonn suíomh gréasáin Ghaeleagrais [www.gaeleagras.gov.ie](http://www.gaeleagras.gov.ie), atá dhátheangach, faisnéis faoi chúrsaí uile Ghaeleagrais, faoi Thástáil Inniúlachta, Scoláireachtaí Gaeltachta, maraon le leaganacha cainte agus téarmaíocht úsáideach a mbíonn gá leo in oifigí gach lá. Déanfar an fhaisnéis seo a nuashonrú go leanúnach céim ar chéim le cúrsaí reatha.

D'fhéadfadh sé go gcaithfear clár oibre Ghaeleagrais, mar a chuirtear i láthair thuas é, a athrú nó a athbheithniú i gcomhthéacs chlár díláraithe an Rialtais, agus dílárú an aonaid go dtí an Tulach Mhór san áireamh. Leanfaidh Gaeleagras ag cur na Gaeilge agus an dátheangachais chun cinn sa Státseirbhís de réir an mhana atá aige:

**“ag saothrú don Ghaeilge i dteannta a chéile”**

These courses which are held during the months of May, June and September give the participants the opportunity to become immersed in the language for the duration, to meet and speak with muintir na háite, and to build on that expertise already achieved in previous classes. The content of the courses is business focused. Participants are also informed of the Official Languages Act and its implications in the work place and of the contributions of the various Irish Language organisations in the State.

### **Specialised Training**

Gaeleagras recognise the need to tailor Irish Language Training to the particular business needs of organisations and will continue to deliver Specialised In House Courses to Departments and Offices within available resources.

Gaeleagras will continue to provide one to one language training on request.

### **Resource and Advice**

Gaeleagras also serve as a resource and in an advisory capacity for Departments and Offices in relation to staff training, translations, and in relation to the requirements of the Official Languages Act. They have active involvement with An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta/ Foras na Gaeilge / Foras Riaracháin in relation to ongoing developments regarding the recent language legislation. They were also actively involved in the organisation of and participation in the “Ó Acht go Gníomh” Conference on linguistic diversity held in Trinity College in May 2004.

Gaeleagras will, over the coming months, meet with a representative sample of Departments / Offices which feature in the initial provision of schemes under the Official Languages Act. The aim is to ascertain the overall training and development priorities and to develop an appropriate training plan response within available resources. Initial consultations and briefings regarding specialised Language Training have taken place with the Revenue Commissioners and the State Examinations Commission.

Further official terminology and up to date phrases to reflect the needs of Departments will also be made available during 2005.

The Gaeleagras website [www.gaeleagras.gov.ie](http://www.gaeleagras.gov.ie), which is bilingual, provides information on all Gaeleagras Courses, Proficiency Testing, Gaeltacht Scholarships as well as providing useful phrases and terminology needed in everyday office situations. It will continue to be updated in line with current events.

The Gaeleagras’ work programme outlined above may require to be altered or readdressed in light of the Government’s decentralisation programme, including the decentralisation of the unit to Tullamore. Gaeleagras will continue to promote the Irish Language and the policy of bilingualism in the Civil Service in accordance with their motto

**“ag saothrú don Ghaeilge i dteannta a chéile”.**

## **Caibidil 6**

### **Monatóireacht agus Athbhreithniú**

Coinneoidh Grúpa na Bainistíochta Sinsearaí sa Roinn feidhmiú éifeachtach na scéime faoi athbhreithniú.

Bainisteoirí feidhme, a mbeidh sé de dhualgas orthu feidhmiú na scéime laistigh dá limistéir féin a chur i gcrích agus a thuairisceoidh go rialta dá Rúnaí Cúnta, is mó a dhéanfaidh an mhonatóireacht ó lá go lá i ngach ceann de na Rannáin feidhme.

## **Caibidil 7**

### **Poiblíocht do Scéim Chomhaontaithe**

Déanfar ábhar na scéime seo maraon le geallta agus forálacha na scéime a phoibliú don phobal i gcoitinne trí:

- Phreasráiteas ag seoladh na scéime;
- Scaipeadh an ábhair chuig gníomhaireachtaí agus chuig comhlachtaí poiblí cuí;
- Shuíomh gréasáin.

Seoladh cóip den scéim seo chuig Oifig Choimisinéir na dTeangacha Oifigúla chomh maith.



## **Chapter 6 Monitoring and Revision**

The Senior Management Group within this Department 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 who are responsible for the implementation of the scheme within their own areas and reporting on a regular basis to their Assistant Secretary.

## **Chapter 7 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:-

- Press Release launching the scheme;
- Circulation to appropriate agencies and public bodies;
- Website.

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