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Government of Ireland



Galway Rural Development Forbairt Tuaithe na Gaillimhe

OFFICIAL LANGUAGES ACT 2003 LANGUAGE SCHEME 2021-2024

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Chapter 1: Introduction and Background

1.1 Introduction

The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services which 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 currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

In accordance with section 14(3) of the Act, language schemes remain in force for a period of 3 years or until such time as a new scheme is confirmed by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media, whichever is the later.

1.2 Preparation and Content of the Scheme

In the preparation of this scheme, due regard has been given to the Guidelines issued by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media. In addition, there has been a comprehensive process of consultation with relevant stakeholders.

Galway Rural Development is guided by the principle that the provision of Irish language services should be based on:

- the level of demand for specific services in the Irish language,
- the importance of a proactive approach to the provision of such services, and
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by Galway Rural Development will be fully addressed on an incremental basis, through this and future schemes.

The time and effort put in by all concerned in this process is acknowledged and appreciated.

1.3 Publicising of Draft Scheme

In accordance with section 13(1) (a) of the Act, Galway Rural Development published a notice of the intention to prepare a draft Scheme. Bilingual advertisements inviting submissions were published in the local press and on the GRD website, and a notice in Irish was placed on the Irish language online news site – Tuairisc.ie. The same information was conveyed to GRD staff via our internal bulletin board. A total of 2 submissions were received from the external consultation and these are available on the GRD's website www.grd.ie

18 NOTICES

CONNACHT TRIBUNE
FRIDAY, DECEMBER 11, 2020

PLANNING, LEGAL & PUBLIC



**OFFICIAL LANGUAGES ACT 2003
PUBLIC CONSULTATION ON A DRAFT SCHEME BY
GALWAY RURAL DEVELOPMENT**

For further information and to make a submission, please see our website at
www.grd.ie/scéimteanga

**ACHT NA dTEANGACHA OIFIGIÚLA 2003
COMHAIRLIÚCHÁN POIBLÍ AR
DHRÉACHTSCÉIM TEANGA DE CHUID
FORBAIRT TUAITHE NA GAILLIMHE**

Chun aighneacht a dhéanamh agus tuilleadh eolais a fháil, féach ar ár láithreán gréasáin
www.grd.ie/scéimteanga

Tá an Clár Gníomhochtúcháin Pobail agus Cuimsiú Sóisialta (SICAP) 2018 – 2022 maoinithe ag rialtas na hÉireann trí an Roinn Forbartha Tuaithe agus Pobail agus ama chómhaoiniú ag Ciste Sóisialta na hEorpa faoi an Clár um Infhostaitheacht, Cuimsiú agus Foghlaim (PEIL) 2014–2020.

Figure 1. Image of advertisement in Connacht Tribune. December 11th 2020



Tuairisc.ie

Tuairimíocht Spórt Cultúr Saol Pobal Foghlaimoirí

**ACHT NA dTEANGACHA OIFIGIÚLA 2003
COMHAIRLIÚCHÁN POIBLÍ AR DHRÉACHTSCÉIM TEANGA
DE CHUID FORBAIRT TUAITHE NA GAILLIMHE**

Chun aighneacht a dhéanamh agus tuilleadh eolais a fháil
Clíceál anseo

Figure 2. Image of advertisement. Tuairisc.ie
December 15th 2020

1.4 Commencement date of the Scheme

This Scheme has been confirmed by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. It commences with effect from **30/01/2021** and shall remain in force for a period of 3 years or until a new scheme has been confirmed, whichever is the later.

Chapter 2: Overview of Galway Rural Development

2.1 Company Profile

Galway Rural Development Company CLG (GRD) is one of 50 Local Development Companies (LDCs) in Ireland who deliver a range of EU and national programmes. The company, established in July 1994, is 'Limited by Guarantee' (CLG) and its directors represent statutory agencies, social partners, business, farming, community and voluntary sectors. The main office is in Athenry, with a number of other offices throughout the county.

Galway Rural Development CLG provides a range of integrated community supports by administering the Social Inclusion Community Activation Programme (SICAP), LEADER, the Rural Social Scheme (RSS), and the TÚS Programme. The company also acts as a sponsor of a Community Employment (CE) Scheme providing maintenance work for local communities and clerical and administrative support.

The Athenry office is situated within the Teagasc campus; in addition, there are offices in Ballinasloe, Portumna, Ros Muc and Tuam. Outreach clinics are held in multiple other rural locations served from these offices. The company is especially committed to working with those most in need of assistance and to providing real opportunities for people to gain significant improvements for themselves, and their communities, throughout rural Galway.

2.2 Vision

To nurture the development of sustainable and prosperous towns and villages while maintaining the unique culture, heritage, environment, and natural beauty of County Galway.

2.3 Mission and Values

Mission: GRD to advocate for, and implement, inclusive rural and community development programmes that enhance people's lives, revitalise communities, support enterprise development and maintain the natural and built heritage throughout County Galway.

Values:

- **Diversity**

Galway Rural Development (**GRD**) promotes and supports diversity and equality in its organisation and in the programmes it implements.

- **Equal Opportunities**

GRD acts to ensure that people and communities throughout rural County Galway have access to the same socio-cultural and economic opportunities.

- **Person-centred**

GRD respects the rights of individuals to be heard and supported in the delivery of its programmes, and within the organisation.

- **Professionalism**

GRD is committed to maintaining excellent standards of client care and customer service, delivered with enthusiasm and professionalism.

- **Responsiveness**

GRD is committed to identifying and responding to the needs of all its stakeholders on a continuous basis.

- **Integrity**

GRD behaves with integrity and openness in its interactions with stakeholders. A commitment to act with honesty and be consistent is central to our values.

- **Transparency**

GRD reports on its activities and progress to stakeholders in a transparent manner. Similarly, the company is committed to transparency with its funders.

- **Continuous Learning**

Committed to continuous learning, GRD offers opportunities for personal and professional growth to its staff and the stakeholders it supports.

- **Trust and Respect**

GRD places beneficiaries and staff at the heart of the organisation and is committed to maintaining a respectful work environment for all stakeholders.

- **Sustainable Development**

With a focus on health and the environment, GRD is committed to sustainable goals –covering everything from poverty and climate change to infrastructure and industry.

2.4 Strategic Planning and Aims of GRD

GRD strives to act in the best interests of its stakeholders and on a continuous basis to develop its capacity to act as a premier support agency for individuals, community groups, and businesses in the county. The five overarching strategic aims for strategy implementation during the years 2020 – 2025 are:

Strategic Aim 1: Individual Well-being

Strategic Aim 2: Community Development

Strategic Aim 3: Enterprise Growth

Strategic Aim 4: Capacity Building

Strategic Aim 5: Increased Visibility

The company will pursue each of these strategic aims in accordance with its vision, mission and values.

2.4.1 Strategic Aim 1: Individual Well-being

To provide opportunities for people to participate in a variety of support programmes and activities throughout County Galway. The recent Covid-19 challenge re-enforced the importance of individual well-being.

Strategic Aim 1 Outcome

More people throughout County Galway participating in programmes and activities that increase their sense of empowerment and well-being, and also their awareness of same.

Strategic Aim 1 Objectives

Increase opportunities for individuals to participate in social, learning, pre-employment and employment opportunities.

2.4.2 Strategic Aim 2: Community Development

To support the communities, in collaboration with other stakeholders, throughout County Galway in a way that enables a sustainable socio-economic future.

Strategic Aim 2 Outcome

Decrease in levels of deprivation and rural isolation.

Strategic Aim 2 Objectives

Enhance the vibrancy of towns and communities.

2.4.3 Strategic Aim 3: Enterprise Growth

To provide equality of opportunities for the establishment and development of enterprises including social enterprises throughout County Galway.

Strategic Aim 3 Outcome

Increased economic activity and employment opportunities throughout the county, thereby helping to sustain local communities.

Strategic Aim 3 Objectives

Support enterprises including social enterprises in County Galway.

2.4.4 Strategic Aim 4: Capacity Building

To develop the capacity of Galway Rural Development to provide effective administrative, executive management, and governance of the company in response to future demands.

Strategic Aim 4 Outcome

Continue to provide responsive and effective supports to individuals, community groups and enterprises throughout rural County Galway.

Strategic Aim 4 Objectives

Develop a Learning Organisation.

2.4.5 Strategic Aim 5: Increased Visibility

To advance the mission of Galway Rural Development and build partnerships and working relationships with support agencies and community stakeholders throughout the county.

Strategic Aim 5 Outcome

Increased levels of participation by individuals, community groups and enterprises through the co-ordinated delivery of programmes and supports across County Galway.

Strategic Aim 5 Objectives

Increase participation levels by groups, and other stakeholders, in GRD digital initiatives such as Gaillimh.ie.

2.4.6 Delivering the Strategic Plan

The Chief Executive Officer and management team will manage the implementation of the Strategic Plan. The staff will work closely on an inter-agency basis with partners and stakeholders to ensure strategic outcomes are maximised.

The management team will develop Annual Operational Plans, which will be informed by the objectives and priority actions outlined in this Strategic Plan. Operational Plans will be approved by the Board of Directors. Progress in implementing strategic aims and objectives will be measured during the period 2020 – 2025 using key performance indicators. Specific targets for each key performance indicator will be set annually in response to company and community needs and priorities.

2.5 Main Functions of GRD

GRD administers the following services/programmes:

SICAP

Social Inclusion Community Activation Programme (SICAP) is a programme aimed at reducing disadvantage and poverty in Ireland. It provides the building blocks for Local and Community Development. It is designed to help people who experience poverty and social exclusion to develop the skills, confidence and contacts necessary to create change in their own lives and communities. The programme prioritises marginalised people and groups within the most disadvantaged communities, which means that it targets those furthest from access to education, training and employment, and those at highest risk of social exclusion.

There are two key programme goals of the SICAP programme:

1. **Goal 1 - Supporting Communities** through community development and social enterprise support
2. **Goal 2 - Supporting Individuals** through the provision of training and support.

LEADER

LEADER provide grant aid support to communities and businesses in rural towns and villages. There are three themes which are 1) Rural Economic Development, 2) Social Inclusion through Building Community Capacity and 3) Rural Environment.

RSS

The Rural Social Scheme (RSS) is aimed at low-income farmers and fishermen/women. The intention of the Scheme is that the projects carried out are beneficial to the local community and that participants have the opportunity to improve existing or develop new skills.

Tús Programme.

Tús is an activation initiative for those who are unemployed and aims to provide short term quality working opportunities for people who are unemployed while at the same time carrying out beneficial work within the community

Community Employment Scheme

GRD acts as a sponsor of a **Community Employment (CE)** Scheme providing maintenance work for local communities and clerical and administrative support.

CE project provides a meaningful work programme and training plan for each participant. The aim of CE is to enhance the employability and mobility of disadvantaged and unemployed persons by providing work experience and training opportunities for them within their communities.

2.6 Key Services

- GRD engage with community groups in their own areas and offer support for groups to develop their skills through advice, mentoring, training and small grants.
- GRD also supports the development of new and existing social enterprises.
- GRD works with schools to develop support programmes for children in outside the main school curriculum.
- GRD supports individuals through the provision of training and support.
- GRD works with rurally isolated dwellers individually and in their communities.
- GRD works to identify opportunities for training, work placement, apprenticeships & jobs.
- GRD provide larger grant aid support to communities and businesses through the LEADER funding
- GRD provide an opportunity to participants of schemes to improve existing or develop new skills

2.7 Customers and Clients

- Local community groups
- Individuals

2.8 Area of Remit of GRD

GRD provides its services to residents of County Galway excluding the area of Galway City itself. Galway County, as a whole, contains a higher percentage (48.9%) of those who report (2016 census) an ability to speak Irish than the percentage nationally of 39.8%. County Galway also has an above average percentage - 6.7% - of active (daily) speakers of Irish. The percentage nationally is 1.55%. The number of daily speakers of Irish in County Galway was reported in the 2016 census as being 11,530 with the vast majority of these resident in officially designated rural Gaeltacht areas within the county. GRD recognises its responsibility to provide services to this linguistic minority in the language of their choice.

Chapter 3: Details of services currently being provided in English only, in Irish only or bilingually

Please indicate which language your services are provided through, including services in Gaeltacht areas.

| Provision of Services (Please tick the relevant box) | | | |
|---|-----------------|---------------|-------------|
| Name of Service | In English Only | In Irish only | Bilingually |
| SICAP (Social Inclusion Community Activation Programme) | | | ✓ |
| LEADER | | | ✓ |
| Rural Social Scheme | ✓ | | |
| TÚS | ✓ | | |
| Community Employment Scheme | ✓ | | |
| Service Provision in Gaeltacht areas | | | |
| Name of Service | In English Only | In Irish only | Bilingually |
| SICAP (Social Inclusion Community Activation Programme) | | | ✓ |
| LEADER | | | ✓ |

Chapter 4: Enhancing the provision of Irish Language Services

The provisions shaded in grey in the table below are mandatory requirements under the Official Languages Act 2003.

| Means of communication with the public | | Commitment | |
|--|-----------------------------|--|---------------------|
| Recorded Oral Announcements | | <p>The following recorded oral announcements will be in Irish or bilingual:</p> <p>(a) Recorded oral announcements provided on the telephone when the offices of the public body are closed;</p> <p>(b) Recorded oral announcements transmitted by a public address system;</p> <p>(c) Recorded oral announcements created and transmitted by means of a computerised messaging system or a computerised telephone answering system.</p> <p>This provision relates to 'recorded' announcements rather than 'live announcements'.</p> <p>Where a Placenames Order is in force, a public body is required to use the Irish language version of the placename specified in that Order in recorded oral announcements made by it or on its behalf.</p> | All below mandatory |
| | Letters and Electronic Mail | All written communication will be responded to in the official language in which it was received. | |
| Written Communication | Stationery | Headings of stationery, including notepaper, compliment slips, file covers and other folders, labels and envelopes are provided in Irish or bilingually. | |
| | Signage | All signage placed by Galway Rural Development or on its behalf must be in Irish or bilingually, in accordance with the regulations (S.I. No.391/2008). | |

| | | | |
|----------------------|-----------------------------|---|--|
| Publications | Publications | Documents setting out public policy proposals, audited accounts or financial statements, annual reports and strategy statements will be published simultaneously in Irish and English. | |
| | Circulars/Mailshots | Where a public body communicates in writing or by electronic mail with the general public or a class of the general public for the purpose of furnishing information to the public or the class, the body shall ensure that the communication is in the Irish language or in the English and Irish languages. | |
| An Ghaeltacht | Gaeltacht Placenames | The official placenames of Gaeltacht areas will be used by the public body in accordance with the legislation. | |

Galway Rural Development will also undertake the following lists of actions under each service.

| Means of communication with the public | | Commitment | Timeline By end Yr. 1/ Yr. 2 / Yr. 3 |
|---|-------------------------------------|---|---|
| General | | It will be made clear to GRD customers and other stakeholders that GRD welcomes correspondence in Irish and will respond to Irish language correspondence in Irish. | Yr. 1 |
| Oral / Written Communication | Reception | Seeking services in Irish at reception will not cause any undue delay. Arrangements are in place to put members of the public in touch speedily with the relevant official(s) responsible for providing the service required through Irish. | Yr. 3 |
| | Face to Face/Counter Service | An up-to-date list of staff members who can provide a service through Irish will be made available. Appropriate signs will be placed at reception desks indicating that transacting business through Irish will be welcomed. | Yr. 1 Yr. 1 |
| | Switchboard | <ul style="list-style-type: none"> Switchboard staff will give the name of GRD in Irish and English. Customers will be greeted firstly in Irish and then in English. Switchboard staff will be provided with an up to date list of staff members | Yr. 1 Yr. 1 |

| | | | |
|--------------|--|---|---|
| | | <p>who can provide a service through Irish.</p> <ul style="list-style-type: none"> Standard procedures will be developed to deal efficiently with callers who wish to transact business through Irish and these procedures will be distributed to all GRD staff. Members of staff, who are willing to provide a bilingual service, will have bilingual voicemail messages. Only professionally qualified translators will be used in the provision of Irish translation services. It will be the policy of GRD to provide bilingual materials within the same document. | <p>Yr. 1</p> <p>Yr. 1</p> <p>Yr. 1</p> <p>Yr. 1</p> |
| | Recorded Oral Announcements | | N/A |
| | Live announcements | | N/A |
| | Information Leaflets/ Brochures | 50% of current material is bilingual. It is intended to raise this to 70% | Yr. 2 |
| | Application Forms | <p>GRD currently makes use of forms emanating from Pobal.ie. These forms are not available bilingually despite requests from GRD.</p> <p>25% of internal forms (i.e. non-Pobal) are currently in bilingual format. This will be raised to 50%</p> | Yr. 2 |
| | Logo | A bilingual logo will be designed and used. | Yr. 2 |
| Media | Press Releases | <ul style="list-style-type: none"> All press releases pertaining to the Gaeltacht or Irish language issues will be issued in Irish or bilingually 20% of press releases will be issued bilingually. | <p>Yr. 1</p> <p>Yr. 3</p> |
| | Media Spokespersons | <ul style="list-style-type: none"> We will provide a member of staff to liaise with the Irish language media. There will be a statement on every advertisement welcoming the use of the Irish language. | <p>Yr. 1</p> <p>Yr. 1</p> |
| | Speeches | <ul style="list-style-type: none"> Some Irish language content will be included in English language speeches. | Yr. 1 |

| | | | |
|-------------------------------|-------------------------|---|---|
| Information Technology | Email | <ul style="list-style-type: none"> We will publish a dedicated email address for queries in Irish on the GRD website. Standard email content such as disclaimers, will be bilingual. Email 'signature data' of staff with an ability to transact business through Irish will contain text stating that 'business through' is welcomed. | Yr.1 Yr. 1 Yr. 1 |
| | Websites | <ul style="list-style-type: none"> The static material on the home page of GRD's new website will be available bilingually. (It is expected that the GRD website will be updated in 2021. Due consideration will be given to an Irish language presence on the updated website) . The domain names GRD.IE and FTG.IE will be used. | Yr. 2 Yr. 2 |
| | Computer Systems | <ul style="list-style-type: none"> Any new computer system being procured will be fully capable of handling the Irish language. | Yr. 1 |
| | Social Media | <ul style="list-style-type: none"> The current level of Irish language social media content is 5%. This will be raised to 15%. | Yr. 2 |
| Gaeltacht | Meetings | <ul style="list-style-type: none"> Meetings organised by GRD that deal with Irish language issues will be held in Irish or bilingually, as appropriate. Meetings held outside the Gaeltacht will contain some Irish language content such as the initial welcome and conclusion. | Yr. 1 Yr. 1 |
| | Placenames | <ul style="list-style-type: none"> A copy of official placenames in the Gaeltacht will be made available on the GRD internal website and staff instructed to use these versions only. | Yr. 1 |
| | Other | Included in Chapter 5 below. | |

Chapter 5: Enhancing the Provision of Irish Language Services in Gaeltacht Areas

Enhancing the provision of Irish language services in Gaeltacht areas and ensuring that Irish becomes the working language in offices located in Gaeltacht areas by a certain date.

It should be noted that Irish is the current working language in GRD's Gaeltacht office in Ros Muc. At present, SICAP services in Ros Muc are delivered to Individuals and Local Community Groups through the medium of Irish.

Commitments in Gaeltacht Areas

| Description of services in Gaeltacht areas | Commitment | Timeline By end Yr. 1/ Yr. 2 / Yr. 3 |
|--|--|--|
| Fáiltiú | Customers will be greeted firstly in Irish and then in English (if deemed necessary). (this is the current situation) | Current and ongoing |
| Telephone | <ul style="list-style-type: none"> Incoming caller will be greeted in Irish. Staff will have their pre-recorded personal telephone greetings in Irish or bilingual with Irish first. | Current and ongoing |
| Application Forms | <ul style="list-style-type: none"> Irish language, or bilingual Irish/English forms will be available to customers. Please note issue regarding forms issued by Pobal noted above. | Yr 3 |
| Information Leaflets and Brochures | <ul style="list-style-type: none"> All GRD SICAP generated leaflets & brochures will be available bilingually. | Yr 2 |
| Correspondence | <ul style="list-style-type: none"> Correspondence with the Gaeltacht community will be in Irish only or bilingual with Irish first. A system will be put in place to ensure that correspondence with members of the Gaeltacht community will be in Irish only, if they so require. | Yr 1 Yr 1 |
| Press Releases | <ul style="list-style-type: none"> All press releases pertaining to the Gaeltacht or Irish language issues will be issued in Irish or bilingually with Irish first. | Yr 1 |
| Media | <ul style="list-style-type: none"> An Irish-speaking spokesperson/s will be available for interviews with the Irish language media. The support and services provided by GRD will be regularly publicised in Irish on social media platforms. | Yr 1 Yr 1 |
| Meetings | <ul style="list-style-type: none"> Irish will be the default and primary language of meetings arranged by GRD in the Gaeltacht. Non-Irish speakers will also be facilitated while maintaining Irish as the primary language. Where external speakers, such as those with specialised expertise are required to contribute to a meeting held by GRD in the Gaeltacht, every effort | Yr 1 Yr 1 Yr 1 |

| | | |
|---|---|---------|
| | will be made to source appropriate Irish-speaking contributors. | |
| Irish, as the current working language of the Gaeltacht office, will be maintained. | | Ongoing |

Chapter 6: Improving Language Capability

6.1 Recruitment

The recruitment of staff with the appropriate level of competence in the Irish language in each area of work of Galway Rural Development will be the primary means of optimising the availability of services through Irish. Our recruitment policy, which is subject to the framework of agreed national recruitment procedures, will have regard to the need to improve Irish language capability on an incremental basis.

6.2 Training and Development

Galway Rural Development is committed to making available opportunities for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

| | | Commitment | Timeline By end Yr 1/ Yr 2 / Yr 3 |
|-------------------------------------|---|--|---|
| Improving Language Capability | <u>Recruitment</u> | New staff will be provided with an induction pack containing a copy of our agreed Language Scheme. | Yr 1 |
| | <u>Training</u> | <ul style="list-style-type: none"> Information regarding the agreed languages scheme will be included as part of the training of new staff. Information regarding the agreed languages scheme will be included as part of any appropriate training of existing staff. | Yr 1 Yr 1 |
| | <u>Participation in language promotion activities</u> <u>/Provision of resources</u> | <ul style="list-style-type: none"> Staff will be encouraged to participate in cultural language activities. A special emphasis will be placed on encouraging a greater use of Irish during Seachtain na Gaeilge (March 1-17). Staff will be aware of the concept of proactively offering services in Irish to the public where this is possible. Access to information on language resources will be facilitated. | Yr 1 Yr 1 Yr 2 |

| | | | |
|--|--|---|-------------|
| | | <ul style="list-style-type: none"> If the demand exists for Irish language classes GRD will facilitate such classes for staff. | Yr 2 |
|--|--|---|-------------|

6.3 Designated Irish Language Posts

The posts listed below have been designated as having an Irish language competency requirement. It is the intention that holders of these posts will have achieved specified accredited standards in the Irish language, commensurate with the responsibilities of the post. When designating these posts, particular consideration has been given to posts located in Gaeltacht areas and to posts located outside Gaeltacht areas but whose customer base consists largely of Gaeltacht and/or Irish language speaking communities.

| Title of Post | Location | Gaeltacht/Irish speaking community served | Indication of standard of Irish required (choose from basic, intermediate or advanced) |
|---|----------|---|--|
| Office Administrator | Ros Muc | Gaeltacht na Gaillimhe Connemara & the Offshore Islands | Líofa / Fluent |
| Development Officer, Connemara | Ros Muc | Gaeltacht na Gaillimhe Connemara & the Offshore Islands | Líofa / Fluent |
| Enterprise & Development Officer, Connemara | Ros Muc | Gaeltacht na Gaillimhe Connemara & the Offshore Islands | Líofa / Fluent |
| Community Development Officer, Connemara | Ros Muc | Gaeltacht na Gaillimhe Connemara & the Offshore Islands | Líofa / Fluent |

Chapter 7: Monitoring and Review

The implementation of the scheme will be monitored and reviewed on a regular basis by Steve Dolan (CEO of GRD) The contact person for the scheme will be Gearóidín Uí Chualáin.

A formal system for monitoring requests for services through Irish will be available and recorded in our Annual Report.

Chapter 8: Publicising of Agreed Scheme

Upon acceptance of the Language Scheme, the scheme will be publicised both internally and externally, through a press release initially. A bilingual version of the scheme will be made available on our website and circulated to all staff and appropriate agencies. A particular emphasis will be placed on publicising the scheme in Gaeltacht communities and in the officially designated Irish Language Network town of Loughrea.

In addition, we will take every opportunity in our day-to-day interaction with customers to promote and publicise the services we provide in Irish through the following means:

- directly informing customers on a proactive basis of the option of conducting business with us through Irish, for example, by the display of notices at reception areas indicating the Irish language services that are available;
- prominently listing these services on our website;
- signifying on selected guidelines, leaflets and application forms that these documents are also available in Irish, unless presented bilingually;
- giving equal prominence to Irish and English language materials.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.

Appendix 1: Galway Rural Development Office Locations

| | |
|---------------------------|---|
| Athenry: Head Office | Mellows Campus, Athenry, Co. Galway. Tel: 091 844335 Email: grd@grd.ie Website: www.grd.ie |
| Ballinasloe | Dunlo Street, Ballinasloe, Co. Galway. Tel: 090 9645111 Email: ballinasloe@grd.ie |
| Loughrea | Barrack Street, Loughrea, Co. Galway. Tel: 091 847611 Email: grd@grd.ie |
| Portumna | Abbey Street, Portumna, Co. Galway. Saint Brendan's Street, Unit 2, Portumna, Co. Galway H53 R266 |
| Ros Muc: Gaeltacht Office | Oifig Ionad Fiontair, Ros Muc, Conamara, Co. na Gaillimhe. Tel: 091 574858 Email: rosmuc@grd.ie |
| Tuam | Lower Dublin Road, Tuam, Co. Galway. Tel: 093 26211/60288 |
| Rural Social Scheme & TÚS | Mellows Campus, Athenry, Co. Galway. Tel: 091 875732 Email: tusadmin@grd.ie |

GRD also has provides outreach services in other location within County Galway on a regular basis.