

Scéim na Seirbhíse
Cúirteanna faoi Alt 11
d'Acht na dTeangacha
Oifigiúla 2003

Scheme of the Courts
Service under Section
11 of the Official
Languages Act 2003

Tá an leabhrán seo curtha le chéile

Oifig Eolais na Seirbhíse Cúirteanna,
Teach an Fhionnuisce,
15-24 Sráid an Fhionnuisce Thuaidh,
Margadh na Feirme, Baile Átha Cliath 7.

Guthán: 01 888 6462
Facs: 01 873 5250
Suíomh Gréasáin: www.courts.ie

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This booklet is produced by

The Courts Service Information Office,
Phoenix House,
15-24 Phoenix Street North,
Smithfield, Dublin 7.

Telephone: 01 888 6462
Fax: 01 873 5250
Website: www.courts.ie

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COURTS SERVICE
An tSeirbhís Chúirteanna



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Scéim na Seirbhíse Cúirteanna faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003

Réamhrá & Cúlra

Cúlra

D'ullmhaíodh an scéim sin faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("an t-Acht") ag an Seirbhís Chúirteanna.

Forálann Alt 11 don ullmhúcháin ag comhlachtaí poiblí de scéim reachtúil ag cur síos ar na seirbhísí a soláthróidh siad trí mheán na Gaeilge, trí mheán an Bhéarla, agus trí mheán na Gaeilge agus an Bhéarla agus na bearta le bheith uchtaithe chun a chinntiú go mbeidh aon seirbhís nach bhfuil á sholáthair ag an gcomhlacht trí mheán na Gaeilge soláthartha laistigh de fhráma ama aontaithe. Tá dréacht na scéime riachtanach le bheith ullmhaithe agus curtha i láthair roimh 29ú Márta 2005 don Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta dá dhaingniú.

Treoirínte don ullmhúcháin de Scéim

Soláthraíodh treoirínte don ullmhúchán de Scéim ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta faoi Alt 12 den Acht. Tá an scéim seo cabhraithe freisin lenár mbaint san Líonra Tacaíochta do Chomhlachtaí Poiblí, déanta suas de bhaill ó líon comhlachtaí poiblí leis an Seirbhís Chúirteanna san áireamh.

Ag cur an t-ullmhúchán den Scéim Dréachta chun cinn

I bhfógra dátheangach foilsithe san Irish Times, san Irish Independent, agus san Irish Examiner ar an 8ú lá de Nollaig 2004, i Lá ar an 9ú Nollaig agus i bhFoinse ar an 12ú Nollaig, d'fhógair an tSeirbhís Chúirteanna a rún chun scéim dreachta a ullmhú faoi Alt 11. Bhí achoimre gearr de na sainorduithe agus de ról na Seirbhíse Cúirteanna san áireamh san fhógra seo agus chuir sé fáilte roimh aighneachtaí ó pháirtithe le suim acu ann. Fuarthas iomlán de 17 aighneacht agus tá siad go léir ar fáil ar shuíomh gréasáin na Seirbhíse Cúirteanna

www.courts.ie

Réamhrá

Chabhraigh Grúpa Oibre, déanta suas d'ionadaithe ó gach réimse feidhmíochta den Sheirbhís Chúirteanna, chun an scéim seo a dhréachtú. Tá an scéim á chur ar an eolas ag na haighneachtaí agus tuairimí agus moltaí seo atá curtha ar aghaidh ag baill foirne na Cúirteanna agus ag an ionchur de bhaill an Ghrúpa Oibre. Tá sé curtha ar an eolas freisin ag comhairlí le Painéil Úsáideora na Seirbhíse Custaiméara den Sheirbhís Chúirteanna. Aithníonn an tSeirbhís Chúirteanna go buíoch an t-am agus an t-iarracht a cuireadh isteach ag gach duine bainteach sa phróiseas seo.

Luífidh an fhreagracht as monatóireacht agus athbhreithniú a dhéanamh ar an scéime leis an

Scheme of the Courts Service under Section 11 of the Official Languages Act 2003

Introduction & Background

Background

This scheme was prepared under Section 11 of the Official Languages Act 2003 ("the Act") by the Courts Service.

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. The draft of the scheme is required to be prepared and presented not later than 29th March 2005 to the Minister for Community Rural and Gaeltacht Affairs for his confirmation.

Guidelines for preparation of a Scheme

Guidelines for the preparation of a Scheme were provided by the Minister for Community, Rural and Gaeltacht Affairs under Section 12 of the Act. This scheme has also been assisted by our involvement in the Support Network for Public Bodies, comprising members from a number of public bodies including the Courts Service.

Advertising the preparation of the Draft Scheme

In a bilingual notice published in the Irish Times, Irish Independent, and the Irish Examiner on the 8th day of December 2004, Lá on the 9th December and Foinse on the 12th December, the Courts Service advertised its intention to prepare a draft scheme under Section 11. This notice contained a brief synopsis of the mandates and role of the Courts Service and invited submissions from any interested parties. A total of 17 such submissions were received and all are available on the Courts Service website www.courts.ie

Introduction

A Working Group, comprising representatives from each functional area of the Courts Service, has assisted in drafting this scheme. The scheme has been informed by these submissions and views and suggestions put forward by Courts staff and the input of the members of the Working Group. It has also been informed by consultations with Customer Service User Panels of the Courts Service. The Courts Service gratefully acknowledges the time and effort put in by all concerned in this process.

mbainistíocht sinsearach laistigh den Sheirbhís seo. Tá réimsí d'fheabhsú todhchaíochta den sheirbhís atá soláthartha ag an Seirbhís Chúirteanna aitheanta i gcorp na scéime.

Áiríonn an scéim geallta freisin chun measúnú a dhéanamh ar bhonn leanúnach ar leibhéal éilimh de sheirbhísí trí mheán na Gaeilge agus chun a chinntiú go leanann an tSeirbhís

Chúirteanna ag comhlíonadh an t-éileamh seo i slí guamach, comhtháite agus infhaighte.

Leanfaidh an tSeirbhís Chúirteanna ag tomhas leibhéal an éilimh dá seirbhísí i dteanga na

Gaeilge trí iniúchadh a dhéanamh ar leibhéal na ceisteanna / n-iarratas do sheirbhísí trí

Ghaeilge in aon tréimhse. Beidh an t-ord ina mbeidh tosaíocht curtha ar sheirbhísí áirithe

d'fhoráil i dteanga na Gaeilge socraithe ag an Seirbhís Chúirteanna le aontú an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta.

Dáta tosaigh na Scéime

Tá an scéim seo daingnithe ag an Aire Gnóthaí Pobail, Tuaithe & Gaeltachta. Tá an scéim

tosaithe le héifeacht ó 31ú Iúil 2005 agus fanfaidh sé i bhfeidhm ar feadh tréimhse 3 bliain

ón dáta seo nó go dtí go bhfuil scéim nua daingnithe ag an Aire de réir Ailt 15 den Acht, cibé ceann is luaithe.

Próiseas comhairlithe

Ina theannta leis an bhfógra thuas a fhoilsiú sna nuachtáin, lorg agus fuair an tSeirbhís

Chúirteanna, trí Ghrúpaí Úsáideora bunaithe chun a bPlean Gnímh Seirbhíse Custaiméara a

chur i bhfeidhm, tuairimí na n-úsáideoirí dá sheirbhísí faoina roghanna teanga d'fhonn

riachtanais agus fuireachais custaiméirí a thuiscint. Scríobh cathaoirleach an Ghrúpa Oibre

airteagal faoi Acht na dTeangacha Oifigiúla agus faoi scéim dreachta na Seirbhíse Cúirteanna

don *Courts Service News*. Is foilseacháin é seo a déantar 4 uair gach bhliain atá dailte saor

in aisce do gach bhall den fhoireann agus de bhaill scortha den Bhreithiúnacht agus

d'fhoireann na Seirbhíse Cúirteanna, gach ball de shlite bheatha dleathacha agus réimse

leathan geallshealbhóirí. Chuathas i gcomhairle le roinnt custaiméirí aonarachacha ó lasmuigh de

cheantair Gaeltachta a léirigh roimhe seo gur fearr leo Gaeilge a úsáid d'aidhm idirbhearta le

na Cúirteanna agus rinneadh measúnú ar chumas na foirne chun seirbhísí a sheachadadh trí

Ghaeilge laistigh agus lasmuigh de cheantair Gaeltachta araon. Sa tslí seo rinne an tSeirbhís

Chúirteanna measúnú trialach den éileamh ábhartha do sheirbhísí trí theanga na Gaeilge.

Achoimre de na seirbhísí a sholáthraíonn an tSeirbhís Chúirteanna

Bunaíodh an tSeirbhís Chúirteanna ag an Acht um Sheirbhís Chúirteanna 1998 a leagann

feidhmeanna na Seirbhíse amach mar seo a leanas:

- ◆ na cúirteanna a bhainistiú
- ◆ seirbhísí tacaíochta a sholáthair do bhreithimh
- ◆ faisnéis a chur ar fáil don phobal maidir leis an gcóras cúirte
- ◆ foirgnimh chúirte a soláthar, a bhainistiú agus a chothabháil
- ◆ áiseanna a sholáthar d'úsáideoirí na gcúirteanna

Responsibility for monitoring and reviewing the scheme will rest with the senior management within this Service. Areas for future enhancement of the service provided by the Courts Service 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 Courts Service continues to meet this demand in a planned, coherent and accessible way. The Courts Service will continue to gauge the level of demand for its services in the Irish language by auditing the level of queries /requests for services through Irish any period. The order in which particular services will be prioritised for provision in the Irish language will be determined by the Courts Service with the agreement of the Minister for Community Rural and Gaeltacht Affairs.

Commencement date of Scheme

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme is commenced with effect from 31st July 2005 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the earlier.

Consultation process

In addition to publishing the above notice in the newspapers, the Courts Service, through User Groups established to implement its Customer Service Action Plan, sought and obtained the views of the users of its services as to their language choices in order to understand customers' needs and expectations. The chairperson of the Working Group wrote an article about the Official Languages Act and the Courts Service draft scheme for the *Courts Service News*. This is a publication produced 4 times each year which is distributed free of charge to all serving and retired members of the Judiciary and staff of the Courts Service, all members of the legal professions and a wide range of stakeholders. A number of individual customers from outside the Gaeltacht areas who have previously indicated that they prefer to use Irish for the purpose of transactions through the courts were also consulted and the ability of staff to deliver services through Irish both within and outside Gaeltacht areas was assessed. In this way the Courts Service has made a tentative assessment of the potential demand for services through the Irish language.

Summary of the services the Courts Service provides

The Courts Service was established by the Courts Service Act 1998 which sets out the functions of the Service as follows:

- ◆ to manage the courts
- ◆ to provide support services for the judges
- ◆ to provide information on the courts system to the public
- ◆ to provide, manage and maintain court buildings
- ◆ to provide facilities for users of the courts

Is é "na cúirteanna a bhainistiú, tacú leis na breithiúna agus seirbhís ard cháilíochta agus ghairmiúil a sholáthar do d'úsáideoirí uile na gcúirteanna cúirteanna a bhainistiú." Ráiteas Misin na Seirbhíse Cúirteanna.

Tá an tSeirbhís rialaithe ag bord atá déanta suas de chathaoirleach agus seisear baill déag eile leis an bPríomh Oifigeach Feidhmiúcháin san áireamh. Tá an Fhoireann Bhainistíochta Sinsearach déanta suas den Príomh Oifigeach Feidhmiúcháin agus seachtar stiúrthóirí. Is é an Phríomh Oifigeach Feidhmiúcháin an t-oifigeach cuntasáíochta agus tá sé freagrach as an bhfoireann a bhainistiú agus a smachtú chomh maith le gnó laethúil na Seirbhíse. Tá ceanncheathrúna na Seirbhíse ag Teach an Fhionnuisce, 15/24 Sráid an Fhionnuisce Thuaidh, Margadh na Feirme, Baile Átha Cliath 7.

Tá Oifig na Cúirte Uachtarach, Oifig na Cúirte Achomhairc Choiriúil, Oifig Lárnach an Aird Chúirt, Oifig an Chláraitheora Contae Bhaile Átha Cliath agus formhór na hoifigí den Chúirt Dúiche Cathrach Bhaile Átha Cliath lonnaithe in ionad na Ceithre Cúirteanna i mBaile Átha Cliath. Tá oifigí réigiúnacha i gcúig shuíomh lasmuigh de Bhaile Átha Cliath: Muineachán, Nás, Tulach Mhór, Corcaigh agus Caisleán an Bharraigh. Tá Oifig na Cúirte Cuarda, faoi bhainistíocht Cláraitheoir Contae i ngach bhaile chontae. Tá oifigí ag an gCúirt Dúiche ar fud an chontae, i 43 suíomh.

Is iad príomh geallshealbhóirí agus custaiméirí na Seirbhíse ná:

1. An Breithiúnacht. Ní geallshealbhóirí iad breithimh ar an ngnáth rud. Comhdhéanann an Breithiúnacht an ball breithiúnachta den rialtas faoi réir forálacha na Bunreachta agus is é príomh ról na Seirbhíse Cúirteanna ná tacaíocht riarthach a sholáthar don bhreithiúnacht sa chleachtadh dá gcumhachtaí agus dá bhfeidhmeanna.
2. An Rialtas, an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí agus Ranna Rialtais eile.
3. Úsáideoirí cúirte: an lucht gairmiúla dleathach agus a gcomhlachtaí ionadaithe faoi seach, cliaint de na lucht gairmiúla faoi seach, gach páirtí ag teacht os comhair na gCúirteanna agus daoine i ndáil do sheirbhís Ghiúiré.
4. Gníomhaireachtaí agus grúpaí laistigh den Earnáil Dlí ar nós An Garda Síochána, an tSeirbhís Phríosúin, an tSeirbhís Phromhaidh agus Leasa, an Coiste ar Chleachtas agus Nós Imeachta Cúirte agus an Coimisiún um Athchóiriú an Dlí.
5. Gníomhaireachtaí agus comhlachtaí ar nós an Bhoird Measúnaithe Díobhálacha Pearsanta, Oifig den Stiúrthóir um Fhorfheidhmiú Corparáideach, an Grúpa Athbhreithnithe Dhlí na gCuideachtaí, baill an Oireachtais, Údaráis Áitiúla, na Coimisinéirí Ioncaim, agus an Coimisiún an Aontais Eorpaigh.
6. Fóram Lárnach Custaiméirí na Seirbhíse Cúirteanna, agus a Ghrúpaí Úsáideoirí Réigiúnacha agus Lárnacha, agus baill an phobail.

The Mission Statement of the Courts Service is "To manage the courts, support the judiciary and provide a high quality and professional service to all users of the courts."

The Service is governed by a board consisting of a chairperson and sixteen other members including the Chief Executive Officer. The Senior Management Team comprises the Chief Executive Officer and seven directors. The Chief Executive Officer is the accounting officer and has responsibility for managing and controlling staff as well as the day-to-day business of the Service. The Service is currently head-quartered in Phoenix House, 15/24 Phoenix St North, Smithfield, Dublin 7.

The Supreme Court Office, the Office of the Court of Criminal Appeal, the Central Office of the High Court, the Office of the Dublin County Registrar and most offices of the Dublin Metropolitan District Court are located in the Four Courts complex in Dublin. There are regional offices in five locations outside Dublin: Monaghan, Naas, Tullamore, Cork and Castlebar. There is a Circuit Court Office, under the management of a County Registrar in each county town. The District Court has offices throughout the country, in 43 locations.

The key stakeholders and customers of the Service are:

1. The Judiciary. Judges are not stakeholders in the ordinary sense. The Judiciary constitute the judicial organ of government pursuant to the provisions of the Constitution and a primary role of the Courts Service is to provide administrative support for the judiciary in the exercise of their powers and functions.
2. The Government, the Department of Justice Equality and Law Reform and other Government Departments.
3. Court users: the legal professions and their respective representative bodies, the clients of the respective professions, all parties appearing before the Courts and persons called for Jury service.
4. Agencies and groups within the Justice Sector such as An Garda Síochána, the Prisons Service, the Probation and Welfare Service, the Committee on Court Practice and Procedure and the Law Reform Commission.
5. Agencies and bodies such as the Personal Injuries Assessment Board, the Office of the Director of Corporate Enforcement, the Company Law Review Group, members of the Oireachtas, Local Authorities, the Revenue Commissioners, and the Commission of the European Union.
6. The Courts Service Central Customer Forum, and its Central and Regional User Groups, and members of the public.

Scéim:**(i) Seirbhísí molta amháin trí mheán teanga na Gaeilge,****Gaeilge amháin**

Iarann nádúr na seirbhísí a sholáthraíonn na hoifigí Cúirte go mbeadh seirbhísí ar fáil sa dá theanga oifigiúla, mar d'fhéadfadh ár gcustaiméirí a bheith ag úsáid seirbhísí Oifige Cúirte laistigh de cheantar Gaeltachta ach gan a bheith ina cainteoir Gaeilge. Ní bheadh a lán custaiméirí ina chónaí sa Cheantar Cúirte ar a d'iarradh orthu freastal.

Toisc nádúr ár ngnó, ní meastar gur cuí go mbeadh seirbhís Gaeilge-amháin soláthartha ag aon oifig na Seirbhíse Cúirteanna. Toisc go bhfuil formhór an ghnó lena déileálann oifigí Cúirte conspóideach ina nádúr agus mar sin baineann sé le dhá nó níos mó páirtí, caithfidh an tSeirbhís Chúirteanna a bheith meabhrach go bhfuil an ceart ag gach pháirtí á láimhseáil lena rogha teanga.

Tá 25 oifig Cúirte Cuarda agus 42 oifig Cúirte Dúiche ag an Seirbhís Chúirteanna lasmuigh de Bhaile Átha Cliath. Tá oifigí na Cúirte Cuarda agus na Cúirte Dúiche araon teoranta go ceantar geografach áirithe. Tá roinnt oifigí cúirte a chlúdaíonn ceantair Gaeltachta ach ní dhéileálann aon oifig ar leith le Ceantar Gaeltachta amháin. Tá oifig amháin ag an Seirbhís Chúirteanna lonnaithe i nGaeltacht na Gaillimhe, oifig na Cúirte Dúiche de Dhoire an Fhéich, cé go leathnaíonn breithiúnacht geografach na hoifige seo go ceantair neamh-Ghaeltachta, an Clochán san áireamh.

(ii) Seirbhísí molta amháin trí mheán teanga an Bhéarla**Béarla amháin*****Oifigí Cúirte***

Faoi láthair, is féidir le hoifigí na Seirbhíse Cúirteanna seirbhísí a sholáthar trí mheán an Bhéarla le seirbhísí teoranta as Gaeilge. Tá roinnt oifigí, go sonrach an oifig na Cúirte Dúiche i nDoire an Fhéich i nGaillimh, atá lonnaithe i nGaeltacht, agus na hoifigí Cúirte i gContaetha Gaillimh, Dún na nGall agus Ciarraí, ina mbíonn foireann a labhraíonn Gaeilge ar fáil, áfach.

Imlíononn moltaí san Scéim straitéisí na Seirbhíse Cúirteanna chun a sheirbhísí a sholáthar trí mheán na Gaeilge.

Aonaid Inmheánacha

Ní imoibríonn roinnt Stiúrtóireachta leis an bpobal coitianta mar chuid dá ngnó. Thar saoil roinnt scéimeanna, cinnteoidh an tSeirbhís Chúirteanna go bhfuil seirbhísí ó na rannóga seo ar fáil trí mheán na Gaeilge, mar is gá, trínár gclár traenála mar a dhéantar cur síos ar thíos.

Cáipéisí agus cainteanna

Beidh cáipéisí de nádúr teicniúil déanta do chomhlachtaí poiblí eile nó do lucht féachana idirnáisiúnta ar fáil i mBéarla amháin.

Scheme:

(i) Services proposed exclusively through the medium of the Irish language, Irish only

The nature of services provided by Court offices requires that services be available in both official languages, as our customers may be using the services of a Court Office within a Gaeltacht area but may not be Irish-speaking. Many customers would not be resident in the Court Area they are required to attend.

In view of the nature of our business, it is not considered appropriate that an Irish-only service be provided by any Courts Service office. As most of the business dealt with by Court offices is contentious in nature and therefore involves two or more parties, the Courts Service needs to be mindful that all parties have the right to be dealt with in the language of their choice. The Courts Service has 25 Circuit Court and 42 District Court offices outside Dublin. Both Circuit and District Court offices are limited to a certain geographical area. There are several court offices which cover Gaeltacht areas but no office deals exclusively with a Gaeltacht Area. The Courts Service has one office situated in the Galway Gaeltacht, the District Court office of Doire an Fhéich, although the geographical jurisdiction of this office extends to non-Gaeltacht areas, including Clifden.

(ii) Services proposed exclusively through the medium of the English language

English only

Court offices

At present, offices of the Courts Service can provide services through the medium of English with limited services in Irish. However, there are some offices, notably the District Court office in Doire an Fhéich in Galway, which is located in a Gaeltacht, and the Court offices in Counties Galway, Donegal and Kerry, where Irish-speaking staff are available

The proposals in the Scheme outline the strategies of the Courts Service to provide its services in Irish.

Internal Units

A number of support Directorates do not interact with the general public as part of their business. Over the lifetime of a number of schemes, the Courts Service will ensure that services from these sections are available through Irish, as required, through our programme of training as described below.

Documents and speeches

Documents of a technical nature produced for other public bodies or an international audience will be available in English only.

Beidh cainteanna nó ráitis ar fáil sna teanga(cha) ina sheachadtar iad. Beidh mion agus mór fhoirmeacha forthairisceana de nádúr teicniúil, lena n-áirítear forthairiscintí fógartha san AE i mBéarla amháin, toisc a nádúr teicniúil, seachas forthairiscintí do sheirbhísí teanga na Gaeilge. Beidh roinnt lámhleabhair teagaisc inmheánacha sainiúla i mBéarla amháin.

Córais TF

Níl ár gcórais TF reatha in ann doiciméadú Cúirte a eisiúint i nGaeilge.

Tabharfaidh an tSeirbhís Chúirteanna, nuair a thosaíonn alt 8 d'Acht na dTeangacha Oifigiúla, tosaíocht don sholáthar de théacs agus de fheidhmeanna i gcórais TF úsáidte ag an gcustaiméir seachtrach agus foireann tosaigh. Beidh tionchar suntasach aige seo i dtéarmaí infheistíocht airgeadais agus acmhainní foirne agus déanfar é thar roinnt Scéimeanna.

Measfar an soláthar de fheidhmeanna as Gaeilge nuair a bheidh na córais á uasghrádú, agus ceisteanna comhoiriúnachta agus costais á aitheasc. Toisc go bhfuil na córais ina córais coibhneasta an-chasta forbartha in-tí thar blianta fada, agus go bhfuil oiriúnú cúlaithe deacair, costasach agus dian-ar-acmhainní, beidh anailísí tionchair ag teastáil do gach uasghrádú.

(iii) Seirbhísí molta trí mheán teangacha na Gaeilge agus an Bhéarla araon

Eolas don phobal coitianta

Suíomh Gréasáin:

Beidh gach ábhar ar an suíomh gréasáin cruthaithe ag an Seirbhís Chúirteanna, le heisceacht de chodanna sainiúla den Dhiálann Dleathach, agus na cáipéisí agus cainteanna sin sainithe mar atá ar fáil i mBéarla amháin mar atá thuas, sa dá theanga laistigh de shaol na Scéime reatha.

Beidh naisc go suímh ghréasáin atá bainteach leis an Seirbhís Chúirteanna, ar fáil ar shuíomh gréasáin na Seirbhíse Cúirteanna.

Nuair a fhorbrófar réimsí nua den shuíomh, soláthróimid leagan Gaeilge ag an am céanna leis an leagan Béarla, nó nuair nach bhfuil sé sin indéanta, chomh luath agus is féidir as sin amach. In aon chaoi, beidh an leagan Gaeilge ar fáil trí sheachtain ar a mhéad ina dhiaidh foilseacháin an leagain Bhéarla.

Modúl OSSP

I gcomhoibriú leis an Seirbhís Tacaíochta OSSP den Roinn Oideachais, tá an tSeirbhís Chúirteanna ag forbairt modúil OSSP ar nósanna imeachta Cúirte. Beidh an modúl á chur ar fáil do scoileanna i gcóip crua, ar dhlúthdhiosca, agus ar-líne ar shuíomh gréasáin na gCúirteanna i nGaeilge agus i mBéarla. Is tionscadal fadtéarmach é seo; tá súil go mbeadh an chéad pas de seo ar fáil roimh deireadh na Scéime reatha.

Speeches or statements will be made available in the language(s) in which they are delivered. Large and detailed tender forms of a technical nature, including EU-advertised tenders will be in English only, because of their technical nature, except for tenders for Irish-language services. Some specialised internal instruction manuals will be in English only.

IT systems

Our current IT systems are not capable of issuing Court documentation in Irish.

The Courts Service will, upon commencement of section 8 of the Official Languages Act, prioritise the provision in Irish and English of text and functions in IT systems used by the external customer and frontline staff. This will have a significant impact in terms of financial investment and staff resources and will be done over a number of Schemes.

Provision of functions in Irish will be considered when systems are being upgraded, while addressing compatibility issues and cost. As the systems are very complex relational systems developed in-house over many years, and retro-fitting is difficult, costly and resource-intensive, impact analyses will be required for each upgrade.

(iii) Services proposed through the medium of both the Irish and English languages

Information to the general public

Website:

All material on the website created by the Courts Service, with the exception of specific parts of the Legal Diary, and those documents and speeches specified as available in English only as above, will be in both languages within the lifetime of the current Scheme.

Links to Irish-language websites relevant to the Courts Service, will be provided on the Courts Service website.

Where new areas of the site are developed, we will provide an Irish version at the same time as the English version, or where this is not possible, as soon as possible thereafter. In any event, the Irish version will be available not later than three weeks after publication of the English version.

CSPE module

In co-operation with the CSPE Support Service of the Department of Education, the Courts Service is developing a CSPE module on Court proceedings. The module will be made available in schools in hard copy, on CD, and online on the Courts website in Irish and English. This is a long-term project; the first phase of which is expected to be available before the end of the current Scheme.

Bileoga Eolais

Beidh bileoga eolais a bhaineann le feidhmiú an chórais chúirte le na cinn sin a bhaineann le cleachtas agus nós imeachta cúirte san áireamh á chur ar fáil i mBéarla agus i nGaeilge. De réir meastacháin costais agus eacnamaíochta leagain, soláthrófar iad laistigh den chlúdach céanna.

Eolas Neamh-fhoirmiúil

Beidh treoir eolais a d'ullmhaíodh go neamh-fhoirmiúil ag leibhéal oifige áitiúil ar fáil go dátheangach ar leas custaiméirí nuair a athchuirtear iad, nó nuair a dhéantar uasdháthú orthu.

Seirbhísí Aistriúcháin

Leanfaidh seirbhísí aistriúcháin do thuarascálacha, do chainteanna, agus d'fhoilseacháin a bheith tugtha amach ar chonradh, ach le baint níos mó ag an Seirbhís Chúirteanna in uirlisí, agus deimhniú cáilíochta. Cinnteoidh an tSeirbhís Chúirteanna go mbeidh gach aistritheoir i dteanga na Gaeilge cláraithe leis an gCóras um Dhearbhu Cáilíochta molta ag an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta chomh luaith agus is féidir.

Turais

Tá turais cuairteora á chur ar fáil i mBéarla faoi láthair, trí shocrú i mBaile Átha Cliath, agus roinnt suímh cúigeacha. I Leitir Cheannainn, soláthraítear turais i nGaeilge nó i mBéarla trí shocrú faoi láthair. Soláthrófar turais sna Ceithre Chúirteanna i nGaeilge nó i mBéarla laistigh den bhliain acadúil 2005-2006. Éascóidh sé seo cuairteoirí a labhraíonn Gaeilge, go háirithe Gaelscoileanna

An Oifig Preasa

Agus an tseirbhís seo á athnua, atá tugtha amach ar chonradh faoi láthair, measfaidh an tSeirbhís Chúirteanna an soláthar den sheirbhís i nGaeilge mar cheann de na critéir roghnaithe san áireamh.

Beidh preas-eisiúintí ar fáil i mBéarla agus i nGaeilge.

Beidh cainteanna soláthartha sa teanga ina sheachadtar iad.

Córais TF

Córais Comhfhreagrais

Aontóidh an tSeirbhís Chúirteanna ar chonradh le soláthraí don phacáiste próiseála-focal agus do bhogearra aistriúcháin d'úsáid ghairmiúil, i dteanga na Gaeilge, laistigh den Scéim reatha, a bheidh soláthartha d'oifigigh ar a mbíonn an áis sin riachtanach. Cabhróidh sé seo le freagairt go tapaigh agus go cruinn don phobal agus ina theannta, soláthróidh an áis seo traenáil agus tacaíocht foirne breise chun teanga na Gaeilge a úsáid.

Mionéilimh Leictreonacha

Tá sé ar intinn an tSeirbhís Chúirteanna córas R-Mionéilimh ar-líne, idirghníomhaíocht a thabhairt isteach sa dá theanga oifigiúil.

Information leaflets

Information leaflets relating to the operation of the court system including those relating to court practice and procedure will be provided in English and Irish. Subject to considerations of cost and economies of layout, they will be provided within the same cover.

Informal information

Information guides prepared informally at local office level for ease of customers will be made available bilingually upon replacement, or updating.

Translation services

Translation services for reports, speeches, and publications will continue to be outsourced, but with a greater involvement by the Courts Service in tools, and quality assurance. The Courts Service will ensure that all translators in the Irish language will be registered with the Quality Assurance System proposed by Department of Community, Rural and Gaeltacht Affairs as soon as practicable.

Tours

Visitor tours are currently provided in English, by arrangement in Dublin, and a number of provincial locations. In Letterkenny, tours are provided in Irish or English by arrangement at present. Tours will be provided in the Four Courts in Irish or English within the academic year 2005-2006. This will facilitate Irish-speaking visitors, particularly Gaelscoileanna

Press Office

When renewing this service, which is currently outsourced, the Courts Service will consider including the provision of the service in Irish as one of the selection criteria.

Press releases will be available in English and Irish.

Speeches will be provided in the language in which they are delivered.

IT systems

Correspondence systems

The Courts Service will agree a contract with a supplier for a word-processing package and for translation software for professional use, in the Irish language, within the current Scheme, which will be provided to officers who require that facility. This will assist in replying quickly and accurately to the public and in addition, the facility will provide additional staff training and support in using the Irish language.

Electronic Small Claims

The Courts Service proposes to introduce an interactive, online E-Small Claims system in both the official languages.

Thosaigh an tSeirbhís Chúirteanna ar an dtáirgeadh de chóras Mionéilimh Ar-líne go déanach i 2003. Tá ar intinn dul beo leis an gcóras ar-líne seo i 2005. Beidh leathanach Baile dáttheangach ag an gcóras seo a ligfidh d'éilítitheoirí Mionéilimh rogha a dhéanamh idir an dá theanga oifigiúil gur mhian leo úsáid. Má roghnaíonn duine a bheith déileáilte leis i nGaeilge, ansin beidh gach comhfhreagras (cumarsáidí leictreonacha san áireamh), foirmeacha agus Oird leis an duine sin i nGaeilge

Comhfhreagras Leictreonach

Mar acmhainn oifigiúil de chomhfhreagras le custaiméirí sa dá theanga, soláthróidh an Stiúrthóireacht TF ceannteidil agus séanadh caighdeánacha dáttheangacha ar chóras r-phoist na Seirbhíse Cúirteanna laistigh de shaol na Scéime.

Bosca r-phoist do cheisteanna i nGaeilge a chruthú.

Tacóidh an tSeirbhís Chúirteanna seoladh r-phoist tiomnaithe laistigh de shaol na Scéime do cheisteanna ó chustaiméirí i nGaeilge agus cinnteoidh sé go mbeadh ceisteanna i nGaeilge déileáilte chomh tapaigh le na cinn i mBéarla.

Tuarascálacha airgeadais

Soláthróidh an tSeirbhís Chúirteanna cuntais Iniúchta i nGaeilge agus i mBéarla do chaomhnóirí Mionaoiseacha atá mar úinéirí tairbheacha de chistí infheistithe ag an tSeirbhís Chúirteanna, nuair atá tuarascálacha dá leithéid ar fáil ón gcóras FÁS a tugadh isteach le déanaí.

Tá seiceanna agus admhálacha ó chórais Cuntasaíochta na Cúirte agus Cuntasaíochta Airgeadais i nGaeilge agus i mBéarla.

Áiseanna Fógraí Béil

Cinnteoidh an tSeirbhís Chúirteanna go mbeidh fógraí béil réamh-thaifeadta soláthartha d'ár gcustaiméirí i nGaeilge, nó i mBéarla agus i nGaeilge, nuair atá córais nua á insealbhú nó nuair atá córais atá ann faoi láthair á uasghrádú. Faoi réir meastacháin pleanála agus buiséid, síltear go mbeidh an cuspóir seo bainte amach le linn saoil na Scéime.

Gutháin

Feidhmíonn an córas láimhseála gutháin ríomhairithe sna Ceithre Chúirteanna atá in úsáid faoi láthair ag an tSeirbhís Chúirteanna i mBéarla amháin. Nuair atá an chéad uasghrádú mór don chóras á mheas, áfach, soláthróidh an tSeirbhís Chúirteanna seirbhís ghutháin sna Ceithre Chúirteanna sa dá theanga, faoi réir meastacháin comhoiriúnachta agus costais.

Ina dhiaidh uasghrádú, soláthrófar uimhir gutháin tiomnaithe do scairteoirí a theastaíonn leo a gnó a dhéanamh i nGaeilge.

The Courts Service commenced on the production of an Online Small Claims system in late 2003. It is intended to go live with this online system in 2005. This system will feature a bilingual Home page which will allow the Small Claims claimants to choose which of the two official languages they wish to use. If a person chooses to be dealt with in Irish, then all correspondence (including electronic communications), forms and Orders with that person will be in Irish

Electronic Correspondence

As an official means of correspondence with customers in both languages, the IT Directorate will provide bilingual standard headings and disclaimers on the Courts Service's email system within the lifetime of the Scheme.

Create an e-mail box for queries in Irish.

The Courts Service will support a dedicated email address within the lifetime of the Scheme for queries from customers in Irish and will ensure that queries in Irish will be dealt with as promptly as those in English.

Financial reports

The Courts Service will provide Audited accounts in Irish and English to guardians of Minors who are beneficial owners of funds invested by the Courts Service, when such reports are available from the recently-introduced FAS system.

Cheques and receipts from Courts Accounting and Financial Accounting systems are in Irish and English.

Facilities

Oral announcements

The Courts Service will ensure that pre-recorded oral announcements to our customers are provided in Irish, or in English and Irish, when new systems are being installed or when existing systems are being upgraded. Subject to planning and budget considerations, it is intended that this objective will be achieved during the lifetime of the Scheme.

Telephones

The computerised telephone handling system in the Four Courts currently used by the Courts Service operates in English only. However, when the next major upgrade to the system is being considered, the Courts Service will provide a telephone service in the Four Courts in both languages, subject to considerations of compatibility and cost.

After upgrading, a dedicated telephone number will be provided for callers who wish to conduct business in Irish.

Lasc-chlár

Faoi láthair, tá seirbhísí lasc-chláir i mBaile Átha Cliath amháin agus trí Bhéarla amháin.

Cinntoidh an tSeirbhís Chúirteanna laistigh de shaol na Scéime, go mbeidh foireann an lasc-chláir ag feidhmiú lasc-chlár na Ceithre Cúirteanna in ann freagairt le hainm na Seirbhíse

Cúirteanna i nGaeilge agus i mBéarla; go bhfuil siad eolach ar bheannachtaí bunúsacha i nGaeilge, agus go mbeidh socruithe in áit chun scairteoírí a aistriú don sheirbhís oiriúnach trí Ghaeilge. Leanfaimid ag traenáil foirne an lasc-chláir thar roinnt scéimeanna.

Oifigí poiblí

Nuair atá cumas teanga na Gaeilge ar fáil, cuirfear in iúl é do chustaiméirí ag Fógra Oifige,

“Tá Gaeilge againn” agus beidh deasc ag tairiscint seirbhís dá leithéid á chur in iúl ag

comhartha “Gaeilge Anseo”

Soláthróidh an tSeirbhís Chúirteanna doiciméadú dá gcustaiméirí a labhraíonn Gaeilge i nGaeilge agus i mBéarla, agus go dátheangach nuair is féidir, de réir mar a bhíonn sé ar fáil

Seirbhísí Labhartha Gaeilge Gaeltacht

Tá oifig na Cúirte Dúiche i nDoire an Fhéich lonnaithe i nGaeltacht na Gaillimhe, agus clúdaíonn sé roinnt Ceantair Chúirte Dúiche, cuid dóibh a bhfuil i nGaeltacht na Gaillimhe. Is riachtanas den Sheirbhís Chúirteanna go bhfuil an fhoireann atá lonnaithe san oifig seo, foireann sealadacha/ faoisimh san áireamh, líofa sa Ghaeilge. Le linn saoil na Scéime, tiocfaidh an Ghaeilge mar theanga oibre na hoifige seo.

Tá sé ar intinn ag an Seirbhís Chúirteanna leanúint ag roghnú agus ag ceapadh foirne atá líofa sa Ghaeilge dá oifig i nDoire an Fhéich d’fhonn seirbhíse labhartha-Gaeilge a chur ar fáil do chustaiméirí a theastaíonn leo a ngnó a dhéanamh trí Ghaeilge.

Soláthrófar eolas ar sheirbhísí ag foireann don chustaiméir trí mheán na Gaeilge, ach amháin nuair a iarrann an custaiméir go mbeadh seirbhís dá leithéid curtha ar fáil dóibh trí Bhéarla.

Soláthrófar seachadadh seirbhíse i nGaeilge atá tacaíthe ag doiciméid i nGaeilge agus i mBéarla, laistigh de chlúdach amháin nuair is féidir, thar roinnt Scéimeanna.

Cinntoidh cúirteanna atá á thionól i gceantair Gaeltachta go mbeadh uiríll agus teoracha ginearálta tugtha i nGaeilge, de réir an riachtanais go bhfuil an ceart ag daoine a theastaíonn uathu a bheith déileáilte i mBéarla.

Soláthrófar fógraí eolais don phobal ginearálta i nGaeilge agus i mBéarla le linn saoil na scéime. Beidh tuilleadh doiciméadaithe soláthartha do chustaiméirí i nGaeilge agus i mBéarla, laistigh de chlúdach amháin nuair is féidir, thar roinnt Scéimeanna.

I réimsí eile, beidh eolaí foirne á chur ar fáil chun déileáil le glaonna Gaeilge

Switchboard

At present, switchboard services are in Dublin only and through English only. The Courts Service will ensure within the lifetime of the Scheme, that switchboard staff operating the Four Courts switchboard will be able to answer with the name of the Courts Service in Irish and English; that they are familiar with the basic greetings in Irish, and that arrangements will be in place to transfer callers to the appropriate service through Irish. We will continue to upskill switchboard staff over a number of schemes.

Public offices

Where Irish language competency is available, customers will be notified by Office Notice, " Tá Gaeilge againn" and a desk offering such a service will be noted by a sign "Gaeilge Anseo"

The Courts Service will provide documentation to their Irish-speaking customers in Irish and English, and bilingually where possible, as it becomes available

Irish speaking services Gaeltacht

The District Court office in Doire an Fhéich is located in the Galway Gaeltacht, and covers several District Court Areas, some of which are in the Galway Gaeltacht. It is a requirement of the Courts Service that staff based in this office, including temporary/ relief staff, be proficient in Irish. During the lifetime of the Scheme, Irish will become the working language of this office.

The Courts Service intends to continue to select and assign staff competent in Irish to its office in Doire an Fhéich in order to provide an Irish-speaking service to customers who wish to conduct business through Irish.

Information on services will be provided by staff to the customer through the medium of Irish, except where the customer requests such a service be provided to them in English. Service delivery in Irish supported by documentation in Irish and English, within one cover where possible, will be provided over a number of Schemes.

Courts that are held in Gaeltacht areas will ensure that general pronouncements and directions will be given in Irish, subject to the requirement that persons who choose to be dealt with in English will have that right.

Information notices to the general public will be provided in Irish and English during the lifetime of the scheme. Further documentation for customers in Irish and English, within one cover where possible, will be provided over a number of Schemes.

In other areas, a directory of staff will be made available to deal with Irish calls

Foirmeacha

Beidh Rialacha na Cúirte Dúiche atá ar fáil i nGaeilge anois, curtha ar fáil ar shuíomh gréasáin na Seirbhíse Cúirteanna, agus in oifigí na Cúirte Dúiche, laistigh den Scéim reatha.

Beidh Rialacha na Cúirte, nuair atá siad ar fáil i nGaeilge, do na Cúirteanna Cuarda agus Uachtaracha curtha ar fáil ar an suíomh gréasáin, chomh maith le sna hoifigí ábhartha, i scéimeanna sa todhchaí.

Beidh bileoga mínitheacha don ghiúiré atá ar fáil anois i mBéarla amháin, eisithe do ghiúróirí ábhartha i nGaeilge agus i mBéarla, agus beidh siad á chur ar fáil ar an suíomh gréasáin, nuair a athcheartaítear iad.

Ag feabhsú cumais teanga na Gaeilge na Seirbhíse Cúirteanna

De bharr nádúir ard theicniúil agus casta de theanga an ghnó Chúirte, a mbíonn difriúil arís idir réimsí gnó Cúirte (m.sh. Probháid, Coiriúil, Sibhialta), agus den nádúr dáiríre agus conspóideach den ghnó a déantar, beidh an éadáil de chumas ard leibhéil go leor chun gnó mar sin a dhéanamh i nGaeilge mall dá bharr.

Tá an tSeirbhís Chúirteanna geallta do pholasaí chun cumas teanga na Gaeilge a fheabhsú ina bhfoireann, go háirithe iad a oibríonn in oifigí poiblí agus a dhéileálann leis an gcustaiméir seachtrach, trí chlár de thraenáil dheonach agus spreagadh, a leanfaidh trí scéimeanna ina dhiaidh sin. Tá sé mar rún againn thar roinnt scéimeanna, baill foirne a bheith cumasach go leor i nGaeilge chun gnó Cúirte a dhéanamh i nGaeilge. Nuair a bhíonn cumas dá leithéid le fáil, cuirfear custaiméirí in iúl le Fógra Oifige, " Tá Gaeilge againn" agus beidh deasc atá ag tairiscint seirbhíse dá leithéid curtha in iúl ag comhartha "Gaeilge Anseo". Beidh tosaíocht tugtha do chumas teanga na Gaeilge den fhoireann atá ag obair in oifigí a fhreastalaíonn ar cheantair measctha Gaeltachta agus labhartha Béarla.

Déanfar athbhreithniú ar an bpolasaí roghnaithe i gcomhthéacs éilimh agus soláthair nuair a bhíonn cumas i dteanga na Gaeilge, scríofa agus béil, éigeantach d'oibriú na hoifige.

Measfaidh roghnú comórtasach ag agallamh Gaeilge.

Sa chás nach bhfuil an cumas i dteanga na Gaeilge maith go leor sa ghearr téarma do sheirbhís labhartha-Gaeilge i bpríomh réimsí, tabharfar meas ar roinnt seirbhísí a thabhairt amach ar chonradh

Traenáil

Trí chlár traenála lena n-áirítear traenáil cainte, leabharlanna tagartha, lámhleabhair dátheangacha agus tagairtí ar-líne idir-rannacha, tá sé ar intinn againn líon na foirne gur féidir déileáil le custaiméirí i nGaeilge a mhéadú.

Beidh traenáil trí ghrúpaí comhrá éascaithe do gach réimse.

Iarrfaidh na Cúirteanna taithí agus foclóir a bhailiú ó dhoiciméadú aistrithe agus ó na hacmhainní foirne eisiacha araon laistigh d'oifigí labhartha-Gaeilge, d'fhonn cúrsa Cúirteanna sainfheidhmeach a fhorbairt le soláthraí don chéad Scéim eile.

Forms

District Court Rules which are available now in Irish, will be made available on the Courts Service website, and in District Court offices, within the current Scheme.

Rules of Court, when available in Irish, for Circuit and Superior Courts will be made available on the website, as well as in all relevant offices, in future schemes.

Jury explanatory leaflets now available only in English, will be issued to potential jurors in Irish and English, and will be made available on the website, when revised.

Improving the Courts Service's Irish language capability

Due to the highly technical and complex nature of the language of Court business, which differs again between areas of Court business (e.g. Probate, Criminal, Civil), and to the seriousness and contentious nature of the business conducted, acquisition of a sufficiently high level of competency to conduct such business in Irish will necessarily be slow.

The Courts Service is committed to a policy of improving Irish language proficiency in its staff, particularly those who work in public offices and deal with the external customer, through a programme of voluntary training and encouragement, which will continue through subsequent schemes. Our intention over a number of schemes, is to have staff members in a location sufficiently competent in Irish to conduct Court business in Irish. Where such competency exists, customers will be notified by Office Notice, "Tá Gaeilge againn" and a desk offering such a service will be noted by a sign "Gaeilge Anseo". Priority will be given to the Irish-language competence of staff working in offices serving mixed Gaeltacht and English-speaking areas.

Selection policy will be reviewed in the context of demand and supply where proficiency in Irish language, both written and oral, is essential to the working of the office. Competitive selection by Irish interview will be considered.

In the event that competency in the Irish language is insufficient in the short-term for an Irish-speaking service in key areas, consideration will be given to out-sourcing some services

Training

Through a programme of training including speech training, reference libraries, bilingual manuals and inter-departmental online references, we intend to increase the number of our staff who can deal with customers in Irish.

Training will be by way of facilitated conversation groups for all areas.

The Courts will aim to collect experience and vocabulary both from translated documentation and from the existing staff resources within Irish-speaking offices, in order to develop a specialised Courts course with a supplier for the next Scheme.

Áireoidimid meabhraíocht teanga mar chuid den thraenáil Insealbhaithé agus Seirbhíse

Custaiméara

Leanfaimid ag éascú foirne ag freastal ar ranganna teanga na Gaeilge Gaeleagras le linn uaireanta oifige. Tabharfar comhairle don fhoireann maidir leis an réimse de ranganna teanga na Gaeilge cáilíochta atá ar fáil lasmuigh d'uaireanta oifige (m.sh. Dioplóma tríú-leibhéil sa Ghaeilge; Sult; Gael-Linn, srl)

Tacaíochtaí Foirne

Tagairtí

Soláthróidh na Cúirteanna in r-formáid ar an líonra inmheánach, "Tearmaí DI" atá as chóipcheart, mar acmhainn do théarmaí teicniúla.

Beidh rochtain ag an bhfoireann ar fhoilseacháin ar nós "Focail sa Chúirt" freisin.

Beidh tagairtí ar-líne seirbhíse poiblí ar nós www.coimisinéir.ie, www.acmhainn.ie, www.gaelspell.com, ar fáil do gach bhall foirne chomh maith.

Soláthróidh na Cúirteanna "Tearmaí DI" don Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta agus www.acmhainn.ie mar chuid d'ár Scéim, d'fhonn cabhrú leo chun tagairtí teicniúla a fhoilsiú agus iad a chuir leis an stór eolais náisiúnta.

Beidh treoirlínte traenála soláthartha do Chláraitheoirí ag dréachtú Oird i nGaeilge, ag tabhairt tosaíochta san 1^ú Scéim, na hoird agus an comhfhreagras a úsáidtear is minice. Áireoidh scéimeanna ina dhiaidh sin an soláthar de theimpléid d'oird eile faoi réir athbhreithnithe ar éileamh.

Beidh teimpléid d'fhoirmeacha a úsáidtear is minice ar fáil ar an líonra Cúirteanna inmheánach, agus nuair a oireann sé ar shuíomh gréasáin na gCúirteanna.

Monatóireacht & Athcheartú

Coimeádfaidh an Grúpa Bainistíochta Sinsearach an scéim faoi athbhreithniú. Beidh an fheidhm monatóireachta ó lá-go-lá á dhéanamh ag bainisteoirí líne atá freagracht as chur i bhfeidhm na scéime laistigh dá réimsí féin agus as tuairisciú ar bhonn rialta dá Stiúrthóir.

Beidh an **Poibliú de Scéim Aontaithe** in éineacht le na geallta agus forálacha na scéime á phoibliú don phobal trí Phreaseisiúint; an Seoladh Oifigiúil den scéim; agus trí na forálacha a fhógairt ar an Suíomh Gréasáin. Beidh cóip den scéim seo á chur ar aghaidh freisin d'Oifig Choimisinéir na dTeangacha Oifigiúla.

We will include language awareness as part of both Induction and Customer Service training
We will continue to facilitate staff attending the Gaeleagras Irish language classes during office hours. Advice will be given to staff in relation to the range of quality Irish language classes available outside office hours (e.g. third-level Diploma in Irish; Sult; Gael-Linn, etc)

Staff supports

References

Courts will provide in e-format on the internal network, “Tearmaí Dlí” which is out of copyright, as a resource for technical terms.

Staff will also have access to publications such as “Focail sa Chúirt” .

Public service online references such as www.coimisinéir.ie, www.achmhainn.ie, www.gaelspell.com, will also be made available to all staff.

Courts will provide “Tearmaí Dlí” to the Department of Community Rural and Gaeltacht Affairs and www.achmhainn.ie as part of our Scheme, in order to assist them to publicise technical references and add to the national store of knowledge.

Training guides will be provided for Registrars drafting Orders in Irish, prioritising in the 1st Scheme, the most frequently used orders and correspondence. Subsequent schemes will include provision of templates for other orders subject to review of demand.

Templates of most frequently used forms will be available on the internal Courts network, and where appropriate on the Courts website.

Monitoring & Revision

The Senior Management Group will keep the scheme under review. The day-to-day monitoring function will be carried out by line managers who are responsible for the implementation of the scheme within their own areas and for reporting on a regular basis to their Director.

Publicising of Agreed Scheme together with the commitments and provisions of the scheme will be publicised to the general public by means of a Press Release; Official Launch of the scheme; and by advertising of provisions on the Website. A copy of this scheme will also be forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

