

## Language Rights & Provision of Services by Dublin City Council

The **Official Languages Act 2003**, places the provision of services through Irish, by the state system, on a statutory footing. The legislation is intended to create a space for Irish in public affairs in Ireland.

The **aim** of the Act is to **increase and improve the quantity and quality of Irish language services** provided to the public. The Act sets out the duties of public bodies in relation to providing these services

The **Office of An Coimisinéir Teanga**, operates as an independent statutory ombudsman's service and as a compliance agency under the Act.

Dublin City Council is one of **422 public bodies** which come under the aegis of the Official Languages Act 2003. Included on the list are:

- Government departments and offices;
- Local authorities;
- Health Service Executive;
- Universities, third-level institutions and vocational education committees;
- Agencies, boards and state companies (commercial and non-commercial).

**An tAonad Forbartha Gaeilge** [*The Irish Development Unit*] provides support to all Dublin City Council Departments in the provision of good quality Customer Services through Irish. The Unit provides practical support and advice in how to deal with customers – via written, web, media and oral communication. The Unit also provides training in Irish Language skills and Language Awareness.

In order to improve and increase the level and standard of Dublin City Council Irish language services and in order to ensure that the Council complies with legislation, An tOifigeach Forbartha Gaeilge (*The Irish Development Officer*) provides all sections and staff with:

- Advice and support
- Documents and information
- Language awareness training
- Language skills training
- Intermediary services with outside organisations and members of the public

**An tOifigeach Forbartha Gaeilge** [*The Irish Development Officer*] engages with staff, Departments, Councillors and outside agencies to highlight the Council's continued commitment to the Irish language.

All requests for translations and further advice: [gaeilge@dublincity.ie](mailto:gaeilge@dublincity.ie)

Go to the Irish page 'Gaeilge' on the internet <http://intranet/CorpServices/IrishUnit/default.aspx> for more information including:

- terminology lists,
- automated email responses,
- signature files,
- job, section or department titles in Irish,
- Dublin City Street names
- external links ,



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Dublin City Council

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