



National Lottery

*Comhlacht Chrannchur Náisiúnta An Phoist
Scéim 2008-2011 faoi Alt 11 d'Acht na dTeangacha Oifigiúla
2003*

*An Post National Lottery Company
Scheme 2008-2011 under Section 11 of the Official Languages Act
2003*

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

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Scéim 2008-2011 faoi Alt 11
d'Acht na dTeangacha Oifigiúla 2003

Clár Ábhar

1. Réamhrá
2. An réim reatha teanga do sholáthar seirbhísí
3. Feabhas a chur ar Sheirbhísí
4. Seirbhís Dhátheangach a Sholáthar
5. Seirbhísí as Béarla
6. Monatóireacht & Athbhreithniú
7. Scéim Chrannchur Náisiúnta an Phoist a Phoibliú

Caibidil 1

Réamhrá

An 22^ú Márta 2006, d'iarr an tAire Gnóthaí Pobail, Tuaithe & Gaeltachta ar an Stiúrthóir ar an bPost dréacht-Scéim a ullmhú faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 (“an tAcht”) agus a thíolacadh dó lena daingniú faoin 22^ú Meán Fómhair 2006 ar a dhéanaí.

Déanann Alt 11 den Acht foráil d'ullmhú Scéime reachtúla ag comhlachtaí poiblí a dhéanann mionchur síos ar na seirbhísí a chuirfidh siad ar fail

An Post National Lottery Company
Scheme 2008-2011 under Section
11 of the Official Languages Act 2003

Contents

1. Introduction
2. Existing language regime for the provision of services
3. Enhancement of Services
4. Provision of bilingual service
5. Services in English
6. Monitoring & Review
7. Publicising the An Post National Lottery Scheme

Chapter 1

Introduction

On the 22nd March 2006, the Director of An Post National Lottery was requested by the Minister for Community, Rural & Gaeltacht Affairs to prepare a draft Scheme under Section 11 of the Official Languages Act 2003 (“the Act”) and to present it to him for confirmation on or before 22nd September 2006.

Section 11 of the Act provides for the preparation by public bodies of a statutory Scheme detailing the services they will provide

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

- Trí mheán na Gaeilge
- Trí mheán an Bhéarla, agus
- Trí mheán na Gaeilge agus an Bhéarla araon

Agus na bearta a ghlacfar chun a chinntiú go gcuirfear aon seirbhís nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge ar fáil laistigh de thréimhse ama aontaithe.

1.1 Ullmhú na Scéime

Dhear Comhlacht Chrannchur Náisiúnta an Phoist an Scéim ag féachaint do na Treoirlínte ullmhaithe faoi Alt 12 den Acht ag an Roinn Gnóthaí Pobail, Tuaithe & Gaeltachta, go háirithe don treoir gur chóir seirbhísí trí mheán na Gaeilge a sholáthar bunaithe ar na nithe seo a leanas:

- Leibhéal an éilimh bhunúsaigh ar sheirbhísí sonracha trí mheán na Gaeilge i gcomhthéacs an tsoláthair dhearfaigh
- Na hacmhainní, lena n-áirítear acmhainní daonna agus airgeadais, agus acmhainn an chomhlachta phoiblí an cumas teanga riachtanach a fhorbairt nó teacht air.

- Through the medium of Irish
- Through the medium of English, and
- Through the medium of Irish and English

And the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

1.1 Preparation of Scheme

The Scheme was drawn up by An Post National Lottery Company having regard to the Guidelines prepared under Section 12 of the Act by the Department of Community, Rural & Gaeltacht Affairs and in particular that the provision of services in the Irish language should be based on the following:

- The underlying level of demand for specific services in the Irish language in the context of positive provision
- The resources, including human and financial resources, and the capacity of the public body to develop or access the necessary language capability.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

De réir Alt 13(1)(a) den Acht, d'fhoilsigh an Crannchur Náisiúnta fógra ag rá go raibh sé ar intinn aige dréacht-Scéim a ullmhú. Foilsíodh fógraí dátheangacha ag lorg aighneachtaí sa phreas náisiúnta an 8^ú Meitheamh 2006, ar láithreán gréasáin an Chrannchuir Náisiúnta, agus foilsíodh fógraí as Gaeilge in Foinse an 12^ú Meitheamh 2006. Cuireadh an fhaisnéis seo in iúl d'fhoireann an Chrannchuir Náisiúnta freisin trí mheán ár n-inlín. Fuarthas freagraí ó sheacht bpáirtí. Tá roinnt de na moltaí a bhí sna haighneachtaí cuimsithe sa Scéim seo, agus cé nach rabhthas in ann roinnt moltaí eile a chur i bhfeidhm i láthair na huair, breacadh síos iad agus táthar chun iad a chur i bhfeidhm sa todhchaí.

Rinneadh suirbhé ar Ghníomhairí Miondíola an Chrannchuir Náisiúnta, agus cuireadh ceist ar an lucht a ghlac páirt sa suirbhé faoina riachtanais seirbhís a sholáthar trí mheán na Gaeilge. Rinneadh suirbhé ar 350 Gníomhaire Miondíola ar an iomlán trí mheán ár bhfeidhme Teilidhíolachán agus dúirt 10% acu sin go mbeadh spéis acu i seirbhís trí mheán na Gaeilge.

Rinne an fhoireann a oibríonn i mBailíochtú Éileamh, Cuntais agus Seirbhísí do Chustaiméirí suirbhé ar ghlaiteoirí chun an t-éileamh ar sheirbhísí trí mheán na Gaeilge a fháil amach. Ghlac 90 custaiméir san iomlán páirt sa suirbhé, agus thug thart ar 20% acu sin le fios go mbeadh suim acu i seirbhísí curtha ar fáil trí mheán na Gaeilge.

In accordance with Section 13(1)(a) of the Act the National Lottery published a notice of intention to prepare a draft Scheme. Bilingual advertisements inviting submissions were published in the national press on 8th June 2006, on the National Lottery website, and notices in Irish were published in Foinse on 12th June 2006. This information was also conveyed to National Lottery personnel on our intranet. A response was received from seven parties. Some of the suggestions made in the submissions received have been incorporated in the Scheme with others suggestions which were not achievable at this time noted for future implementation.

A survey was undertaken of National Lottery Retail Agents and those surveyed were asked about their requirements for service in Irish. A total of 350 Retail Agents were surveyed through our Tele-Sales function and of those 10% expressed an interest in a service through the Irish language.

In our Claims Validation, Accounts and Customer Services functions a survey of callers was undertaken to determine the demand for services through the Irish language. In all 90 customers were surveyed of which approximately 20% expressed an interest in the provision of services through the Irish language.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Díol spéise maidir leis na suirbhéanna a rinneadh ar chustaiméirí ná go raibh an chuma ar an scéal go raibh custaiméirí drogallach seirbhísí trí mheán na Gaeilge a roghnú toisc nach raibh muintín acu go mbeimis in ann seirbhís dá leithéid a sheachadadh ar bhealach cuí. Beidh an toradh bunúsach seo a d'eascair as an suirbhé ar cheann de na saincheisteanna a dtabharfaidh ár scéim Ghaeilge aghaidh orthu.

1.2 Cuspóirí na Scéime

Nuair is féidir, cuireann Comhlacht Chrannchur Náisiúnta an Phoist seirbhís as Gaeilge 'ar éileamh' ar fáil do dhaoine a iarrann í. Táimid tiomanta d'Acht na dTeangacha Oifigiúla 2003 agus dá cheanglais agus léiríonn ullmhú na Scéime seo ár dtiomantas leanúnach freagairt d'éilimh athraitheacha ár gcustaiméirí. Agus muid ag comhlíonadh ár dtiomantas faoin Scéim seo, ní mór a thabhairt faoi deara nach bhfuil ach foireann thart ar 73 duine sa Cheanncheathrú againn agus, mar sin, táimid níos teoranta ó thaobh acmhainní teanga a fhorbairt trasna an Chomhlachta ná mar a bheadh eagraíocht níos mó. Mar sin féin, spreagfaimid agus soláthróimid acmhainní chun an Ghaeilge a fhorbairt san eagraíocht.

Sampla amháin den tiomantas seo ná go gcráoltar tarraingt uimhreacha na EuroMillions ar TG4.

Cuireann an Scéim le soláthar reatha na seirbhíse, aithníonn sí réimsí sonracha inar féidir seirbhís fheabhsaithe Ghaeilge a sholáthar agus cuireann sí struchtúir ar fáil chun cabhrú leis sin.

In respect of the customer surveys undertaken it was interesting to note that there appeared to be a reluctance on the part of the customer to opt for services through the Irish language due to their lack of confidence in our ability to adequately deliver such a service. This underlying survey finding will form one of the issues to be addressed in our Irish language scheme.

1.2 Scheme Objectives

An Post National Lottery Company has where possible, provided an “on demand” service in Irish to those who request it. We are committed to the Official Languages Act 2003 and its requirements and the preparation of this Scheme reflects our ongoing commitment to respond to the changing demands of our customer base. The delivery of our commitments in this Scheme will need to be viewed against the fact that with a headquarters personnel of approximately 73 people we are somewhat limited in developing language resources across the Company as would be possible in a larger organisation. Having said this we will encourage and make available resources for the development of Irish in the organisation.

The broadcast of our successful EuroMillions draw activity on TG4 is just one example of this commitment.

The Scheme builds on the existing service provision, identifies specific areas where improved Irish language service can be provided and puts in place structures to assist in this achievement.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Cuirfear forálacha Acht na dTeangacha Oifigiúla i bhfeidhm de réir a chéile sa Chrannchur Náisiúnta, ag tosú lenár gcéad Scéim agus ag leathnú amach leis na Scéimeanna eile ina diaidh. Ní mór aistriú cáipéisí, priontáil, oiliúint foirne agus athfhorbairt bogearraí a dhéanamh chun ár ndualgais faoin Acht a chomhlíonadh.

Déanfaimid monatóireacht ar an éileamh ar sheirbhísí trí mheán na Gaeilge le linn thréimhse ár gcéad Scéime chun seirbhís trí mheán na Gaeilge a sholáthar de réir a chéile a bheidh ag teacht leis an leibhéal aitheanta éilimh.

1.3 Dáta Tosaithe na Scéime

Dhaingnigh an tAire Gnóthaí Pobail, Tuaithe agus Gaeltachta an Scéim seo. Tiocfaidh an Scéim i bhfeidhm an 2^ú lá d'Eanáir 2008 agus beidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin, nó go dtí go ndaingneoidh an tAire Scéim nua de bhun Alt 15 den Acht, cibé ceann acu is tuisce.

The implementation of the provisions of the Official Languages Act 2003 will be achieved incrementally in the National Lottery, beginning with our first Scheme and expanding over subsequent Schemes. Document translation, printing, personnel training and software redevelopment will have to be undertaken to fulfil our obligations under the Act.

We will monitor the demand for services through the Irish language during the course of our first Scheme with a view over time to the provision of service in Irish in line with the level of demand identified.

1.3 Commencement Date of Scheme

This Scheme has been confirmed by the Minister for Community, Rural and Gaeltacht Affairs. The Scheme will commence with effect from 2nd January 2008 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.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

1.4 Forbhreathnú ar Chomhlacht Chrannchur Náisiúnta an Phoist

1.4.1 Ár bhFís

Cluichí crannchuir spreagúla suimiúla a sholáthar a chuireann spraoi agus siamsaíocht ar fáil do gach aon duine. Mar thoradh air sin, déanaimid iarracht a bheith ar an mbranda is cáiliúla in Éirinn.

1.4.2 Ár Misean

Crannchur den scoth a chur ar fáil do mhuintir na hÉireann, ag bailiú airgid chun tacú le cúiseanna maith, thar ceann an Rialtais.

1.4.3 Ár Luachanna

- **Ionracas**

Táimid cothrom agus ionraic i ngach aon rud a dhéanaimid agus cloímid leis na caighdeáin ghairmiúla is airde inár ngníomhaíochtaí uile.

- **Nuálaíocht**

Bainistímid ár ngnó ar bhealach dinimiciúil ceannródaíoch a thugann an aghaidh is fearr ar na dúshláin a bhaineann le sochaí a bhíonn ag síorathrú.

- **Comhoibriú**

Oibrímid le chéile i bhfoireann ina dtugann gach duine tacaíocht agus spreagadh dá chéile.

1.4 Overview of An Post National Lottery Company

1.4.1 Our Vision

To provide exciting and engaging lottery games that bring fun and entertainment to everyone. As a result, we aim to be the best-known brand in Ireland.

1.4.2 Our Mission

To operate a world-class lottery for the people of Ireland, raising funds for good causes, on behalf of the Government.

1.4.3 Our Values

- **Integrity**

We're fair and honest in everything we do and operate to the highest professional standards in all our activities.

- **Innovation**

We manage our business in a dynamic and progressive way that best meets the challenges of an ever-changing society.

- **Teamwork**

We work together as a team in which everyone supports and encourages each other.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

1.5. Struchtúr na hEagraíochta

Tá 89 duine ag obair do Chomhlacht Chrannchur Náisiúnta an Phoist le ceanncheathrú ar Shráid na Mainistreach Íochtarach, BÁC 1.

Is iad seo a leanas ár réimsí feidhmiúcháin: Oibríochtaí & Gnóthaí Corparáideacha lena n-áirítear Loighistic & Riarachán, Acmhainní Daonna & Slándáil, Airgeadas lena n-áirítear Cuntais agus Bailíochtú Éileamh ar Dhuaiséanna, Margaíocht lena n-áirítear Caidreamh Poiblí, Seirbhísí do Chustaiméirí agus Díolphointe, Teicneolaíocht Faisnéise lena n-áirítear Oibríochtaí Ríomhaire agus Forbairt Córas, agus Díolacháin lena n-áirítear Fórsa Ionadaithe Díolachán Allamuigh an Chrannchuir Náisiúnta, Teilidhíolacháin agus Ceadúnú Gníomhairí.

Freastalaíonn Comhlacht Chrannchur Náisiúnta an Phoist ar líonra ina bhfuil níos mó ná 3,500 Gníomhaire Miondíola. Áirítear ar an tseirbhís seo cruthú ordúithe do chártaí scríobtha ag ár rannóg Teilidhíolachán a chuireann glaoch ar gach Gníomhaire Miondíola mar chuid de thimthriall struchtúrtha glaonna, seirbhís um Bailíochtú Éileamh ar Dhuaiséanna d'éilimh ar dhuaiséanna nach féidir a bhailíochtú ar líne, agus cuairt ag Ionadaí Díolachán Allamuigh ar áitreabh gach Gníomhaire miondíola mar chuid de thimthriall cuairteanna réamhshocraithe. Tá Líonra ár nGníomhairí Miondíola scaipthe ar fud Phoblacht na hÉireann, lena n-áirítear na limistéir Ghaeltachta éagsúla, agus tá cónaí ar aon Ionadaí Díolachán Allamuigh déag an Chrannchuir Náisiúnta ina limistéar feidhmiúcháin féin.

1.5. Organisation Structure

An Post National Lottery Company has a personnel establishment of 89 with our headquarters at Abbey Street Lower, Dublin 1.

Our areas of function are Operations & Corporate Affairs which includes Logistics & Administration, Human Resources and Security, Finance which includes, Accounts and Prize Claim Validation, Marketing which includes Public Relations, Customer Services and Point-of-Sale, Information Technology which includes Computer Operations and Systems Development and Sales which includes the National Lottery Field Sales Representative Force, Tele-Sales and Agent Licensing.

An Post National Lottery Company services a Retail Agent network of over 3,500. This service includes scratch card order generation by our Tele-Sales section who telephone each Retail Agent on a structured call cycle, a Prize Claims Validation service for prize claims that cannot be validated on-line for whatever reason and a visit by a Field Sales Representative to each Retail Agent premises on a pre-determined call cycle. Our Retail Agent Network is spread across the Republic of Ireland including the various Gaeltacht areas with the National Lottery Field Sales Representative force of eleven residing within their area of operation.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

<p>1.6. Measúnacht ar leibhéal na seirbhíse ar fáil trí mheán na Gaeilge cheana féin</p> <p>Tá Comhlacht Chrannchur Náisiúnta an Phoist tiomanta do sheirbhís a sholáthar nuair is féidir do dhaoine a dteastaíonn uathu a gcuid gnó a dhéanamh trí mheán na Gaeilge. Cuirtear leibhéal éigin seirbhíse ar fáil trí mheán na Gaeilge do dhaoine a iarrann í.</p> <p>Mar chuid den mheasúnacht leanúnach ar Scéim Chrannchur Náisiúnta an Phoist déanfar monatóireacht ar líon na n-iarratas ó dhaoine a dteastaíonn uathu a gcuid gnó a dhéanamh trí mheán na Gaeilge chun a chinntiú go gcuirtear leibhéal seirbhíse ar fáil a fhreastalaíonn ar an éileamh.</p> <p>Bhí na torthaí seo a leanas ar shuirbhé a rinneadh chun a fháil amach cén cumas a bhí ag pearsanra Chrannchur Náisiúnta an Phoist sa Ghaeilge:</p> <p>Líon iomlán a ndearnadh suirbhé orthu</p> <p style="text-align: center;">89</p> <p>Líon iomlán freagraí faighte</p> <p style="text-align: center;">56</p> <p>Níltear sásta gur féidir cumarsáid a dhéanamh ag leibhéal bunúsach Gaeilge</p> <p style="text-align: center;">31</p> <p>In ann nithe bunúsacha a thuiscint agus cumarsáid a dhéanamh ag leibhéal bunúsach</p> <p style="text-align: center;">20</p>	<p>1.6. Assessment of level of service already available through Irish</p> <p>An Post National Lottery Company is committed to provide a service where possible to those who wish to carry out their business through the medium of Irish. Some service in the Irish language is provided to those who request it.</p> <p>As part of the ongoing evaluation of the An Post National Lottery Scheme the number of requests from those wishing to have their business conducted through the medium of Irish will be monitored to ensure that a level of service consistent with demand is available.</p> <p>A survey carried out to establish the level of competency in the Irish language of existing An Post National Lottery personnel showed the following:</p> <p>Total number surveyed</p> <p style="text-align: center;">89</p> <p>Total number returned</p> <p style="text-align: center;">56</p> <p>Not confident of communicating at a basic level of Irish</p> <p style="text-align: center;">31</p> <p>Able to understand the basics and communicate at a similar level</p> <p style="text-align: center;">20</p>
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Comhlacht Chrannchur Náisiúnta An Phoist
An Post National Lottery Company

<p>Caighdeán na hArdteistiméireachta agus sásta go bhfuiltear in ann cumarsáid trí Ghaeilge a dhéanamh ag an leibhéal seo</p> <p style="text-align: center;">5</p>	<p>Leaving Certificate standard and confident to communicate in Irish at this level</p> <p style="text-align: center;">5</p>
<p>Sásta go bhfuiltear in ann déileáil le gach cineál gnó Crannchuir trí mheán na Gaeilge</p> <p style="text-align: center;">0</p>	<p>Confident to deal with all types of Lottery business through Irish</p> <p style="text-align: center;">0</p>
<p>Modh oiliúna is fearr le daoine</p>	<p>Preferred trainings mode</p>
<p>Neamhthoilteanach 10</p>	<p>Unwilling 10</p>
<p>Le linn uaireanta oifige 35</p>	<p>During office hours 35</p>
<p>Lasmuigh d'uaireanta oifige 2 (den líon thuas)</p>	<p>Outside office hours 2 (of above)</p>
<p>Gaeltacht 11 (lena n-áirítear 9 a dúirt Le linn uaireanta oifige)</p>	<p>Gaeltacht 11 (including 9 of During office hours)</p>
<p>Mar is féidir a fheiceáil ó na torthaí thuas, faoi láthair níl aon bhall foirne i gComhlacht Chrannchur Náisiúnta an Phoist a mheasann go bhfuil sé nó sí líofa sa Ghaeilge. Ní mór aghaidh a thabhairt air sin trí oiliúint bhreise sa Ghaeilge a sholáthar agus san earcaíocht a dhéanfar sa todhchaí.</p>	<p>As can be seen from the above results currently there is no member of staff in An Post National Lottery Company who consider themselves to be fluent in the Irish language. This will have to be addressed through additional Irish language training and in future recruitment.</p>

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Caibidil 2

Acmhainní teanga reatha chun seirbhísí ginearálta a sholáthar

Seirbhís Fáiltithe/Glaonna gutháin

Faoi láthair, freastalaítear ar chustaiméirí a dhéanann teagmháil leis an eagraíocht agus a iarrann seirbhís trí mheán na Gaeilge ar bhonn neamhfhoirmiúil.

Comhfhreagras

Tugtar freagraí as Gaeilge ar litreacha, ríomhphoist agus facs a fhaightear as Gaeilge, de réir fhorálacha Alt 9(2) d'Acht na dTeangacha Oifigiúla 2003.

Foilseacháin

Foilsíodh ár dTuarascálacha Bliantúla do 2004, 2005 agus 2006 go dátheangach de réir fhorálacha Alt 10 d'Acht na dTeangacha Oifigiúla 2003.

Caibidil 3

Feabhas a chur ar Sheirbhísí

3.1 Seirbhísí a Sholáthar trí mheán na Gaeilge

Cuirfimid seirbhís fheabhsaithe ar fáil trí mheán na Gaeilge labhartha trí oiliúint shonrach sa Ghaeilge a chur ar phearsanra an Chrannchuir Náisiúnta a oibríonn sa Láthair Fáiltithe, i dTeilidhíolacháin agus i mBailíochtú Éileamh ar Dhuaiseanna. Bainfear é sin amach trí mheasúnacht a dhéanamh ar chumas teanga an phearsanra reatha agus iad a spreagadh le páirt a ghlacadh in oiliúint bhreise sa Ghaeilge. Cé go mbeartaítear go mbeimid in ann acmhainn theoranta don Ghaeilge labhartha a sholáthar lenár bpearsanra reatha agus trí bhéim níos mó a leagan ar Ghaeilge

Chapter 2

Existing language resources for the provision of general services

Reception Service/Telephone calls

Customers who contact the organisation for service in Irish are at present facilitated on an informal basis.

Correspondence

Letters, e-mails and faxes received in Irish are responded to in Irish in accordance with the provisions of Section 9(2) of the Official Languages Act 2003.

Publications

Our Annual Reports of 2004, 2005 and 2006 were printed bilingually in accordance with the provisions of Section 10 of the Official Languages Act 2003.

Chapter 3

Enhancement of services

3.1 Provision of Services in Irish

We will provide an improved service through the medium of spoken Irish through additional specific Irish language training for National Lottery personnel in our Reception, Tele-Sales and Prize Claims Validation areas. This will be achieved by assessing the language competence of existing personnel and encouraging them to avail of further Irish language training. While it is envisaged that a limited spoken Irish resource can be met from within our current personnel establishment and with a greater emphasis on spoken Irish in future selection and recruitment, the absence of

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

labhartha agus muid ag roghnú agus ag earcú sa todhchaí, beidh dúshlán i gceist má bhíonn aon bhall foirne ann nach bhfuil tiomanta don leibhéal inniúlachta cuí a bhaint amach le gnó a dhéanamh trí mheán na Gaeilge nó nach dóigh leis nó léi gur féidir é sin a dhéanamh. Mar sin féin, cuirfidh an Crannchur Náisiúnta oiliúint sa Ghaeilge ar fáil ar bhonn leanúnach agus spreagfaidh sé an pearsanra le páirt a ghlacadh san oiliúint sin.

Oiriúnófar ár n-anailís bhliantúil ar riachtanais oiliúna chun cúrsaí oiliúna sa Ghaeilge a chuimsiú le cur ar chumas phearsanra an Chrannchuir Náisiúnta freastal ar éilimh ar sheirbhísí trí mheán na Gaeilge ar bhealach níos fearr.

Caibidil 4

4.1 Seirbhísí Dátheangacha a Sholáthar

Faoi láthair tá an páipéar ceanteidil a úsáidimid dátheangach agus tá an fhaisnéis ar chúl na dticéad Lotto, Lotto Plus 1, Lotto Plus 2, Lotto 5-4-3-2-1, EuroMillions, EuroMillions Plus agus TellyBingo dátheangach. Mar thoradh ar athbhreithniú dlíthiúil agus ar an méid faisnéise a chaithfimid a fhoilsiú i ndáil leis na duillíní imeartha a úsáidtear do Lotto, Lotto Plus agus EuroMillions, EuroMillions Plus, agus na srianta ar a méid de bharr na dteirminéal in úsáid in ionaid ár nGníomhairí Miondíola, ní bheimid in ann na duillíní imeartha seo a sholáthar go dátheangach; beidh na duillíní seo ar fáil, áfach, sa Ghaeilge amháin agus sa Bhéarla amháin faoi dheireadh Bhliain 1 dár gcéad Scéim.

commitment or the confidence from any member of current staff to attain a level of competency to do business through Irish does present a challenge. Having said this the National Lottery will provide the means for Irish language training on an ongoing basis and actively encourage personnel to avail of this training.

Our annual training needs analysis will be adapted to include training courses in the Irish language to enable an improved response by National Lottery personnel to demands of service through Irish.

Chapter 4

4.1 Provision of Bilingual Services

Our headed paper is currently bilingual and the information on the back of our Lotto, Lotto Plus 1, Lotto Plus 2, Lotto 5-4-3-2-1, EuroMillions, EuroMillions Plus and TellyBingo ticket stock is bilingual. Due to legal review and the amount of information we need to publish in relation to the playslips used for our Lotto, Lotto Plus and EuroMillions, EuroMillions Plus and the size restrictions governed by the terminals in our Retail Agent outlets we will be unable to provide these playslips bilingually, however we will have these available in Irish only and English only form by the end of Year 1 of our first Scheme.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Le cois an mhéid thuas, bunaithe ar na foirmeacha agus bileoga is mó a iarrtar, méadóimid líon na bhfoirmeacha agus na mbileog atá ar fáil trí mheán na Gaeilge agus an Bhéarla araon faoi chlúdach amháin, mar seo a leanas:

Foirm Iarratais do Ghníomhaire Miondíola

Foirm Éilimh do Bhuaiteoir Duaise

Conas Imirt - Lotto

Conas Imirt - LottoPlus

Conas Imirt - Lotto 5-4-3-2-1

Conas Imirt - EuroMillions

Conas Imirt - EuroMillions Plus

Conas Imirt - TellyBingo

Foilseofar aon fhaisnéis phriontáilte a bhainfidh le haon fhorbairtí nua ar chluichí go dátheangach faoi chlúdach amháin.

4.1.1 Tréimhse Ama

An raon iomlán a liostaítear thuas ar fáil i bpáipéar agus ar láithreán gréasáin an Chrannchuir Náisiúnta faoi dheireadh na chéad Scéime.

4.2 Láithreán Gréasáin an Chrannchuir Náisiúnta

Faoi láthair táimid ag lorg tairiscintí d'athfhorbairt ár láithreáin ghréasáin, agus áirítear riachtanas maidir le rogha Ghaeilge a sholáthar ar ár n-iarratas ar thograí. Cuimseoidh ár láithreán gréasáin athfhorbartha leagan Gaeilge agus beidh 70% den inneachar statach ar fáil go dátheangach faoi dheireadh Bhliain 3 dár gcéad Scéim Ghaeilge.

In addition to the above and based on those which are most requested we will expand the range of forms and leaflets in the Irish language and English under one cover as follows;

Retail Sales Agent Application Form

Prizewinner Claim Form

How to Play-Lotto

How to Play-LottoPlus

How to Play-Lotto 5-4-3-2-1

How to Play EuroMillions

How to Play EuroMillions Plus

How to Play TellyBingo

Printed information relating to any future new game developments will be produced bilingually under one cover.

4.1.1 Timeframe

Full range as listed above available in paper format and also available on the National Lottery website by the end of the first Scheme.

4.2 National Lottery Website

Our website is currently out to tender for redevelopment and our request for proposals includes a requirement for an Irish language option. Our redeveloped website will include an Irish language option and 70% of static content will be available in bilingual form by the end of Year 3 of our first Irish language Scheme.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

4.3 Córais Ríomhaire

Tá córais ríomhaire reatha an Chrannchuir Náisiúnta teanga-chomhlíontach, agus bainfidh an ceanglas seo le haon chóras a chuirfear ar fáil sa todhchaí freisin.

Bunófar seoladh ríomhphoist ginearálta do cheisteanna as Gaeilge faoi dheireadh Bhliain 1 dár gcéad Scéim.

Beidh séanadh dátheangach ag bun ár ríomhphost faoi dheireadh Bhliain 1 dár gcéad Scéim.

4.4.1 Seirbhísí Idirghníomhacha

Cé nach gcuireann an Crannchur Náisiúnta seirbhísí idirghníomhacha ar fáil don phobal i gcoitinne faoi láthar, coimisiúnaíodh córas idirghníomhach, sa Bhéarla amháin, agus rinneadh tástáil inghlacthachta air, ach níl sé ar fáil fós. Má chuirtear an córas idirghníomhach seo ar fáil don phobal i gcoitinne, déanfar é a uasghrádú chun seirbhís dhátheangach a sholáthar a luaithe agus is féidir, ag féachaint do na hacmhainní agus don bhrú ó obair eile i réimse na TF. Ar chaoi ar bith, déanfar an t-uasghrádú seo taobh istigh de thrí bliana ón dáta ar a gcuirtear ar fáil é. Cuirfear aon seirbhísí idirghníomhacha nua, a chuirfidh ar chumas an phobail i gcoitinne iarratais a dhéanamh nó sochair a fháil, i bhfeidhm sa dá theanga go comhuaineach.

4.3 Computer Systems

The existing National Lottery computer systems are language compliant and all future systems will also include this requirement.

A generic email address for Irish language queries will be established by the end of Year 1 of our first Scheme.

Disclaimers appearing at the bottom of emails will appear bilingually by the end of Year 1 of our first Scheme.

4.4.1 Interactive Services

While the National Lottery does not currently offer interactive services to the general public an interactive system has been commissioned and acceptance tested but is not yet available for use. This interactive system if made available to the general public will be upgraded to provide a bilingual service as soon as resources and pressure of other work in the I.T. area allow. In any event this upgrade will be carried out within three years of its introduction. Any new interactive services, which allow the general public make application or receive benefit will be introduced simultaneously in both languages.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

4.5 Comhéadan Poiblí

Faoi dheireadh ár gcéad Scéime, :

- Tabharfar ainm an Chrannchuir Náisiúnta as Gaeilge agus as Béarla
- Beidh foireann na Láithreach Fáiltithe ar an eolas faoi bheannachtaí bunúsacha Gaeilge
- Cuirfear socruithe i bhfeidhm chun a chinntiú go gcuirfear baill an phobail i dteagmháil sciobtha le cibé oifig nó oifigeach atá freagrach as an tseirbhís éilithe a chur ar fáil trí mheán na Gaeilge

Cuirfear oiliúint bhliantúil leanúnach sa Ghaeilge ar fáil don fhoireann a fheidhmíonn mar chéad phointe teagmhála sa Láthair Fáiltithe, i dTeilidhíolacháin, i mBailíochtú Éileamh agus i Seirbhís do Chustaiméirí chun feabhas a chur ar a scileanna Gaeilge lena chinntiú go mbeidh seirbhís chuntair dhátheangach ar fáil chun déileáil, , le glaoiteoirí a labhraíonn Gaeilge faoi dheireadh ár gcéad Scéime.

4.5.1 Tréimhse Ama

Cuimseofar oiliúint sa Ghaeilge inár n-anailís bhliantúil ar riachtanais oiliúna do 2008, agus cuirfear oiliúint spriocdhírthe ar fáil gach bliain.

Le linn ár gcéad Scéime, ba chóir don oiliúint sa Ghaeilge feabhas a chur ar scileanna phearsanra an Chrannchuir chun go mbeidh cumas bunúsach Gaeilge acu, le tiomantas feabhas breise a chur ar an nGaeilge labhartha de réir mar a chuirfear scéimeanna eile i bhfeidhm.

4.5 Public Interface

We will ensure that by the end of our current Scheme that;

- The name of The National Lottery is given in Irish and English
- Reception staff are familiar with the basic greetings in Irish
- That arrangements are put in place to put members of the public in touch speedily with whatever office or officer is responsible for offering the service required through Irish

Our first point of contact staff in our Reception, Tele-Sales, Claims Validations and Customer Services will be afforded Irish language training on an ongoing annual basis to enhance their Irish language skills so as to ensure that a bilingual counter service is available to deal with Irish language callers by the end of our first Scheme.

4.5.1 Timeframe

Irish language training will be included in our annual training needs analysis for 2008 and targeted training will be offered and conducted annually.

Over the term of our first Scheme Irish language training should result in the upskilling of Lottery personnel to a basic level of Irish language competency with a commitment of further enhancement of spoken Irish as we progress through further schemes.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

4.6 Preaseisiúintí agus Cumarsáid

Eiseofar 10% de na Preaseisiúintí uile go dátheangach le linn Bhliain a hAon agus Bhliain a Dó dár gcéad Scéim.

Eiseofar 20% de na Preaseisiúintí uile go dátheangach le linn Bhliain a Trí dár gcéad Scéim.

Faoi láthair, cuirtear ár gcluiche EuroMillions i láthair agus craoltar é ar TG4. Cuirtear ár gcluiche nua EuroMillions Plus in iúl don phobal i gcoitinne ar TG4 freisin, agus tugann fógra teilifíse as Gaeilge a coimisiúnaíodh go speisialta tacaíocht dó.

Le cois an mhéid thuas, úsáidfimid na huimhreacha as Gaeilge do 10% de na tarraingtí uimhreacha don Lotto, Lotto Plus1 agus Lotto Plus 2 i mBliain 1 agus Bliain 2 dár gcéad Scéim, agus do 20% acu i mBliain 3.

4.6 Press Releases and Communication

10% of all Press Releases will be produced bilingually for Year One and Year Two of our first Scheme.

20% of all Press Releases will be produced bilingually for Year Three of our first Scheme.

Our EuroMillions game is currently presented and transmitted on TG4. Our new EuroMillions Plus game is also communicated to the general public on TG4 and is supported by a specially commissioned TV advertisement in Irish.

In addition to the above we will utilise the voicing of the numbers drawn in the Irish language in 10% of our Lotto, Lotto Plus1 and Lotto Plus 2 draw activity in Year 1 and Year 2 of our first Scheme increasing to 20% in Year3.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Caibidil 5

Seirbhísí as Béarla

Cuirfear na seirbhísí uile nach iad na seirbhísí sin iad, agus an feabhsú ar na seirbhísí as Gaeilge agus go dátheangach, ar fáil as Béarla ar feadh na chéad Scéime.

Caibidil 6

Monatóireacht agus Athbhreithniú

Is é an Bainisteoir Loighistice & Riaracháin a bheidh freagrach go príomhúil as monatóireacht leanúnach na Scéime. Déanfaidh an bhainistíocht áitiúil monatóireacht ar an scéim, agus beidh measúnacht ar an úsáid a bhainfear as seirbhísí trí mheán na Gaeilge ó dháta tosaithe na chéad Scéime san áireamh uirthi. Cuirfear torthaí na measúnachtaí seo ar fáil don Bhainisteoir Loighistice & Riaracháin. Ag deireadh Bhliain a Dó dár gcéad Scéim, déanfar athbhreithniú eatramhach ar oibríochtaí na Scéime. Déanfaidh an Bainisteoir Loighistice & Riaracháin an t-athbhreithniú eatramhach seo.

Chapter 5

Services in English

All services other than those services, and the enhancement to services in Irish and bilingually will continue to be provided in English for the duration of the first Scheme.

Chapter 6

Monitoring and Review

The primary responsibility for the ongoing monitoring of the Scheme will rest with the Logistics & Administration Manager. Monitoring will be carried out by local management and will include assessment of the take up of services in Irish from the commencement date of the first Scheme. The results of these assessments will be provided to the Logistics & Administration Manager. At the end of Year Two of our first Scheme an interim review of the Scheme's operations will take place. This interim review will be conducted by the Logistics & Administration Manager.

Comhlacht Chrannchur Náisiúnta An Phoist

An Post National Lottery Company

Caibidil 7

Scéim Chrannchur Náisiúnta an Phoist a Phoibliú

cuirfear Scéim Chrannchur Náisiúnta an Phoist in iúl don phobal i gcoitinne ar na bealaí seo a leanas - ;

- Preaseisiúint
- Fógra
- Láithreán Gréasáin
- Í a scaipeadh ar ghníomhaireachtaí cuí

Chapter 7

Publicising the An Post National Lottery Scheme.

The An Post National Lottery Scheme will be communicated to the general public via;

- Press release
- Advertisement
- Website
- Circulation to appropriate agencies