



**Central Statistics Office**  
**An Phríomh-Oifig Staidrimh**

**Press Statement**  
**Preas Ráiteas**

**Plan for Provision of Services in Irish under the Official Languages Act 2003**

The Irish Language Scheme is published today by the Central Statistics Office (CSO). The scheme has been prepared under Section 11 of the Official Languages Act 2003 which provides for the preparation by public bodies of a statutory scheme detailing the services they will provide.

The main provisions of the CSO Scheme, which will be implemented in the next three years, are:

- The appointment of an Oifigeach Gaeilge who will co-ordinate compliance with the Official Languages Act and the implementation of the scheme.
- All public information leaflets and brochures describing specific CSO surveys and statistical activities and 10% of all press releases will be made available in Irish.
- Any correspondence received in Irish will receive a response in Irish. Telephone and reception staff will greet callers to the CSO in both languages.
- All CSO survey forms will be available in both languages and field staff will have forms in both languages when calling to homes and business respondents.
- The Census 2006 volume in Irish will be made available in Irish and the on-line system for producing tabular results from Census 2006 will be bilingual. For the 2011 Census we will ensure that proficiency in Irish is one of the selection criteria used for the appointment of enumerators in Gaeltacht areas.
- The complete static content of our website ([www.cso.ie](http://www.cso.ie)) will be available bilingually by the end of the scheme.
- The Database Direct service, which is currently being upgraded, will be made available in both Irish and English.
- The official placenames of Gaeltacht areas (as declared by the Placenames (Ceantair Ghaeltacha) Order 2004) will be used by the CSO for official purposes.
- A staff training and development plan will be put in place to improve the provision of services in Irish.
- All advertisements placed in the national newspapers and on the CSO website for the purpose of recruiting new staff will be in Irish and in English.

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The scheme, which is required under the Official Languages Act of 2003, builds on the principles of Quality Customer Service and on the commitments in the CSO Customer Charter to ensure that customers who wish to conduct their business through Irish can do so.

The Senior Management Committee of the CSO, chaired by the Director General, will keep the operation of the scheme under review. The Oifigeach Gaeilge, reporting to the Customer Services Officer, will monitor the implementation of the scheme.

The full text of the scheme is available on the CSO website at:

[http://www.cso.ie/releasespublications/documents/irishscheme/irishscheme2007\\_2010.pdf](http://www.cso.ie/releasespublications/documents/irishscheme/irishscheme2007_2010.pdf)

For further details contact Anna Donegan (Oifigeach Gaeilge) ext. 5017 or Eamonn Dorney (Customer Services Officer) ext. 5036.

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