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Arts and Culture, Department of

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GOVERNMENT NOTICE**DEPARTMENT OF ARTS AND CULTURE**

No. 177

4 March 2015

USE OF OFFICIAL LANGAUGES ACT, 2012 (ACT NO.12 OF 2012)**DEPARTMENT OF ARTS & CULTURE'S OFFICIAL LANGUAGE POLICY**

The Minister of Arts and Culture hereby under section 4(2)(h) of the Use of Official Languages Act, 2012 (Act No. 12 of 2012), and after consultation with stakeholders, make the DAC Official Language Policy in the Schedule hereto.



EN Mthethwa, MP

Minister of Arts and Culture

Date: 02-02-2015.



arts & culture

Department:
Arts and Culture
REPUBLIC OF SOUTH AFRICA

DAC OFFICIAL LANGUAGE POLICY

LAYING THE FOUNDATION FOR GREATNESS

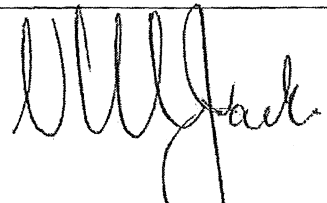


DAC OFFICIAL LANGUAGE POLICY

A. AUTHORISATION AND EFFECTIVE DATE

SIGNATURE

This done and signed in PRETORIA on the 20th
day of OCTOBER 2014.

DEPARTMENT	NAME OF REPRESENTATIVE	SIGNATURE
ARTS AND CULTURE	ACTING DG: MR VUYO JACK	

EFFECTIVE

2 NOVEMBER 2014DATE:
.....

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1. Definitions

Term	Definition
Act	The Use of Official Languages Act, 2012 (Act No. 12 of 2012)
Constitution	The Constitution of the Republic of South Africa, 1996
DAC	Department of Arts and Culture
DG	Director-General of the Department of Arts and Culture
Minister	The Minister of Arts and Culture
PanSALB	The Pan South African Language Board, established in terms of the Pan South African Language Board Act, 1995 (Act No. 59 of 1995)
Policy	The Language Policy of the Department of Arts and Culture
Regulations	The Regulations in terms of the Act
Republic	The Republic of South Africa

2. Legislative Instruments

- 2.1 The Constitution of the Republic of South Africa, 1996
- 2.2 The Use of Official Languages Act, 2012
- 2.3 Regulations in terms of section 13 of the Use of Official Languages Act, 2012.

3. Purpose and regulatory context of this Policy

- 3.1 This Policy is required by section 4 of the Act, as follows:
 - 3.1.1 section 4(1) provides that every national department, national public entity and national public enterprise must adopt a language policy on its use of official languages; and
 - 3.1.2 section 4(2) provides that a language policy adopted in terms of subsection (1) must:

- 3.1.2.1 identify at least three official languages that the national department, national public entity or national public enterprise will use for government purposes,
- 3.1.2.2 stipulate how official languages will be used in effectively communicating with the public, official notices, government publications, and inter and intra-government communication,
- 3.1.2.3 describe how the national department, national public entity or national public enterprise will effectively communicate with members of the public whose language of choice is not one of its chosen official languages, or South African Sign Language,
- 3.1.2.4 describe how members of the public can access the language policy, and
- 3.1.2.5 provide a complaints mechanism to enable members of the public to lodge complaints regarding the use of official languages by a national department, national public entity or national public enterprise.

4. Principles

- 4.1 The principles underpinning this Policy are:
 - 4.1.1 commitment to the promotion of all languages in the Republic in order to ensure constitutional language equity and language rights as required by a democratic dispensation;
 - 4.1.2 recognition of multilingualism as a resource to maximize collaborative partnerships in nation building, economic development and social cohesion;
 - 4.1.3 promotion of good language management by the DAC to ensure efficient public service administration that meets the needs of the public and ensures equitable access to the services and information of the DAC;
 - 4.1.4 prevention of the use of any language(s) for the purposes of exploitation, domination and discrimination within the DAC;

- 4.1.5 enhancement of people-centeredness by addressing the interests, needs and aspirations of language communities through on-going dialogue and debate;
- 4.1.6 recognition of a community-based approach, i.e. a decentralised and participatory approach to language planning and policy implementation in which each government structure is given the power to identify its own working languages, as the most viable manner in which to promote multilingualism given South Africa's highly pluralistic society; and
- 4.1.7 support for special redress programmes for previously marginalised official indigenous languages, and the learning and teaching of all the official languages of the Republic at all levels of schooling.

5. The work of the DAC

- 5.1 The work of the DAC includes:
 - 5.1.1 mainstreaming the role of arts, culture and heritage in social and economic development;
 - 5.1.2 developing, promoting and protecting the official languages of South Africa and enhancing the linguistic diversity of the country through policy formulation and implementation;
 - 5.1.3 stimulating the development of opportunities in South African arts and culture through mutually beneficial partnerships, and promoting our cultural heritage for socio-economic development; and
 - 5.1.4 developing the archival and information resources of the country.

6. The DAC Language Unit

6.1 The DAC Language Unit will support this Policy. The functions of the Language Unit will be to:

6.1.1 advise the DG on the development, adoption and implementation of this Policy;

6.1.2 monitor and assess the use of official languages by the DAC;

6.1.3 monitor and assess compliance with this Policy;

6.1.4 compile and submit a report to the Minister and to the Pan South African Language Board in terms of section 9 of the Act;

6.1.5 promote parity of esteem and equitable treatment of the official languages of the Republic;

6.1.6 facilitate equitable access to the services and information of the DAC;

6.1.7 promote good language management; and

6.1.8 perform any other functions that the Minister may prescribe.

7. Training and capacity building

7.1 In order to achieve the professional and efficient implementation of this Policy, the DAC Language Unit will advise on training and capacity building.

8. Use of official languages by the DAC

8.1 The following factors will be taken into account in arriving at the choice of official language(s) the DAC will use in each context/situation:

8.1.1 Usage

8.1.2 Practicality

8.1.3 Expense

8.1.4 Regional circumstances

8.1.5 The balance of the needs and preferences of the public it serves.

8.2 The table below indicates how the DAC will use the official languages:

DAC purpose	Language(s)
Inter and intra-government communication	English
Communicating with members of the public (official written correspondence)	The official languages of the Republic with due regard to the criteria outlined in clause 8.1 above.
Communication with members of the public (oral communication)	The official languages of the Republic with due regard to the criteria outlined in clause 8.1 above.
Official publications intended for public distribution (notices on the DAC website, advertisements, forms, and signage on buildings)	The official languages of the Republic with due regard to the criteria outlined in clause 8.1 above.
Public hearings (Izimbizo) and other official proceedings	The official languages of the Republic with due regard to the criteria outlined in clause 8.1 above.
Communication with the hearing or sight impaired	The DAC Language Unit will facilitate South African Sign Language interpreting and conversion of text into Braille or alternatively audio on request.
International communication	English.

9. Official languages of the DAC

9.1 The DAC has adopted all 11 official languages of the Republic as its official languages for purposes of this Policy.

10. Communication with members of the public whose language of choice is not one of the official languages of the Republic

- 10.1 A member of the public who wishes to communicate with the DAC in a language that is not one of the official languages of the Republic must notify the DAC in writing.
- 10.2 Due consideration of the criteria outlined in 8.1 will be applied to every request.
- 10.3 The DAC will arrange for appropriate translation or interpreting within 20 working days of the date of the request having been received by the DAC.

11. Communication with members of the public whose language of choice is South African Sign Language

- 11.1 A member of the public who wishes to communicate with the DAC in South African Sign Language must notify the DAC in writing.
- 11.2 The DAC will arrange for appropriate interpreting within 20 working days of the date of the request having been received by the DAC.

12. Publication of and access to this Policy

- 12.1 This Policy will be published in all the official languages of the Republic.
- 12.2 It will be available on the DAC's website (<https://www.dac.gov.za>).
- 12.3 It will be available in Braille on request or alternatively in audio on the DAC's website (<https://www.dac.gov.za>).
- 12.4 It will be displayed at all DAC offices in such a manner and place that it can be read by the public.

13. Complaints mechanism

- 13.1 Any person who is dissatisfied with a decision of the DAC regarding its use of official languages may lodge a complaint in writing to the DG.
- 13.2 Any complaint must be lodged:
- 13.2.1 in writing, and
- 13.2.2 within three months of the complaint arising.
- 13.3 Any complaint lodged must state the name, address, and contact information of the person lodging it.
- 13.4 Any complaint lodged must provide a full and detailed description of the complaint.
- 13.5 The DG may request a complainant to supply any additional information necessary to consider the complaint and to attend a meeting for the purpose of making an oral enquiry into the complaint.
- 13.6 The DG will consider the complaint and respond in writing, not later than three months after the complaint was lodged, informing the complainant of the decision.
- 13.7 If the complainant is dissatisfied with the decision of the DG, he or she may lodge an appeal to the Minister in writing.

14. Review of Policy

- 14.1 This Policy will be reviewed whenever necessary but at least within 5 years.

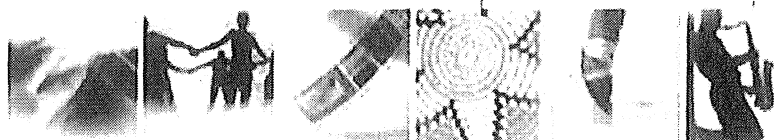


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Department:
Arts and Culture
REPUBLIC OF SOUTH AFRICA

MBEKANYAMAITELE YA LUAMBO LWA TSHIOFISI YA DAC

LAYING THE FOUNDATION FOR GREATNESS



MBEKANYAMAITELE YA LUAMBO LWA TSHIOFISI YA DAC

A. THENDELO NA DUVHA LA U THOMA U SHUMA

TSAINO

Izwi zwo itwa na u sainiwa nga la.....
 duvha heli la 2014.

MUHASHO		DZINA LA MUIMELELI	TSAINO
MUHASHO VHUTSILA MVELELE	WA NA	MUFARELAMULANGIDZHENERALA VHO VUYO JACK	

DUVHA LA U THOMA U SHUMA:

.....

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1. **Ṭhalutshedzo**

Ipfi	Ṭhalutshedzo
Mulayo	Mulayo wa Tshumiso ya Nyambo dza Tshiofisi wa 2012 (Mulayo wa vhu 12 wa 2012)
Ndayotewa	Ndayotewa ya Riphabuḽiki ya Afrika Tshipembe ya 1996
DAC	Muhasho wa Vhutsila na Mvelele
DG	Mulangidzhenerala wa Muhasho wa Vhutsila na Mvelele
Minisiṽa	Minisiṽa wa Vhutsila na Mvelele
PanSALB	Bodo ya Nyambo ya Afrika Tshipembe yo thomiwaho zwi tshi ya nga Mulayo wa Bodo ya Nyambo ya Afrika Tshipembe wa 1995 (Mulayo wa vhu 59 wa 1995)
Mbekanyamaitele	Mbekanyamaitele ya Luambo ya Muhasho wa Vhutsila na Mvelele
Ndaulo	Ndaulo zwi tshi ya nga Mulayo
Riphabuḽiki	Riphabuḽiki ya Afrika Tshipembe

2. **Zwishumiswa zwa Mulayo**

- 2.1 Ndayotewa ya Riphabuḽiki ya Afrika Tshipembe ya 1996
- 2.2 Mulayo wa Tshumiso ya Nyambo dza Tshiofisi wa 2012
- 2.3 Ndaulo zwi tshi ya nga tshipiḽa tsha vhu 13 tsha Mulayo wa Tshumiso ya Nyambo dza Tshiofisi wa 2012.

3. **Ndivho na nyimele ya ndaulo ya mbekanyamaitele iyi**

- 3.1 Mbekanyamaitele iyi i fanela zwi tshi ya nga tshipiḽa tsha vhu 4 tsha Mulayo, u shuma nga nḽila i tevhelaho:

- 3.1.1 tshipiḁa tsha vhu 4(1) tshi sumbedza uri muhasho wa lushaka muḁwe na muḁwe, zwiimiswa zwa muvhuso zwa lushaka na mabindu a muvhuso a lushaka zwi fanela u ita mbekanyamaitele ya luambo nga ha kushumisele kwa nyambo dza tshiofisi; na
- 3.1.2 tshipiḁa tsha vhu 4(2) tshi sumbedza uri mbekanyamaitele ya luambo yo bveledzwaho zwi tshi bva kha tshipiḁa tshiḁuku tsha (1) i fanela:
- 3.1.2.1 u nanga nyambo dzi swikaho tharu dza tshiofisi dzine muhasho wa lushaka, tshiimiswa tsha muvhuso tsha lushaka kana bindu ḁa muvhuso ḁa lushaka zwa ḁo dzi shumisa u itela ndivho dza muvhuso,
- 3.1.2.2 u sumbedza uri nyambo dza tshiofisi dzi ḁo shumiswa hani kha u davhidzana na tshitshavha, ndivhadzo dza tshiofisi, nyandadzo dza muvhuso, na vhukati ha muvhuso khathihi na nga ngomu kha muvhuso,
- 3.1.2.3 u ḁalutshedza uri muhasho wa muvhuso, tshiimiswa tsha muvhuso tsha lushaka kana bindu ḁa muvhuso ḁa lushaka zwi ḁo davhidzana hani na mirado ya tshitshavha vhane luambo lwavho a lwo nga nangiwa u vha kha nyambo dza tshiofisi, kana lwa vha Luambo lwa Tswayo lwa Afrika Tshipembe,
- 3.1.2.4 u ḁalutshedza uri mirado ya tshitshavha i ḁo swikelelisa hani mbekanyamaitele ya luambo, na
- 3.1.2.5 u sumbedza ndila dza u vhiga mbilaelo maelana na tshumiso ya nyambo dza tshiofisi nga muhasho wa muvhuso kana tshiimiswa tsha muvhuso tsha lushaka kana bindu ḁa muvhuso ḁa lushaka.

4. Mikhwa

4.1 Mikhwa i tikedzaho Mbekanyamaitele iyi ndi:

4.1.1 vhuḁikumedzeli kha u tuḁuwedza u shumiswa ha nyambo dzoḁthe kha Riphabuḁiki u itela u vhona uri hu na ndinganyiso ya nyambo nga ndayotewa na pfanelo dza luambo sa zwi ḁoḁeaho nga dimokirasi;

4.1.2 u dzhiela nḁha nyambo nnzhi sa tshiko tsha u ḁandavhudza vhushaka ha tshumisano kha u fhaḁa lushaka, mveledziso ya ikonomi na vhuthihi ha lushaka;

4.1.3 u tuḁuwedza ndaulo yavhuḁi ya luambo nga DAC u itela u vhona uri hu na ndaulo ya tshumelo ya muvhuso yo leluwaho na u vhona uri hu na tswikelelo i linganaho kha tshumelo na mafhungo a DAC;

4.1.4 u thivhela tshumiso ya lu/nyambo dziḁwe na dziḁwe ndivho i ya u sa fara zwavhuḁi, u laula na u ḁalula nga ngomu kha DAC;

4.1.5 u ḁandavhudza zwa u sedzesa kha vhathu nga u dzhiela nḁha dzangalelo, ḁhoḁea na ndavhelelo dza zwitshavha zwa luambo nga kha nyambedzano na khanedzano;

4.1.6 u dzhielwa nḁha ha ndila dzo sedzesaho kha tshitshavha zwine zwa vha ndila yo phaḁalalaho na u dzhenelela kha zwa nzudzanyo ya luambo na u thoma u shuma ha mbekanyamaitele hune tshiimiswa tshiḁwe na tshiḁwe tsha muvhuso tsha khou ḁewa maanda a u nanga nyambo dzatsho dza

mushumo, sa ndila i shumaho ya u tufuwedza zwa nyambo nnzhi ho sedzwa kha tshitshavha tsha Afrika Tshipembe tsho tanganelanaho vhukuma; na

- 4.1.7 u tikedza mbekanyamushumo dzo livhiswaho kha ndulamiso dza nyambo dzapo dze dza vha dzi sa dzhielwi ntha, na u guda na u gudiswa ha nyambo dzothe dza tshiofisi dza Riphabuliki kha masia othe a tshikolo.

5. Mushumo wa DAC

- 5.1 Mushumo wa DAC u katela:

- 5.1.1 u tshimbidza mushumo wa vhutsila, mvelele na vhufa kha mveledziso ya ikonomi na matshilisano;

- 5.1.2 u bveledza, u tufuwedza, na u tsireledza nyambo dza tshiofisi dza Afrika Tshipembe na u alusa phambano kha zwa nyambo kha shango nga kha u sika na u thoma u shuma ha mbekanyamaitele;

- 5.1.3 u tufuwedza mveledziso ya zwikhala zwa mishumo kha vhutsila na mvelele zwa Afrika Tshipembe nga kha vhuledzani vhu vhuudzaho masia othe, na u tufuwedza vhufa ha mvelele u itela mveledziso ya ikonomi na matshilisano; na

- 5.1.4 u bveledza zwiko zwa u vhulunga na mafhungo kha shango.

6. Yunithi ya Luambo ya DAC

- 6.1 Yunithi ya Luambo ya DAC i do tikedza Mbekayamaitele. Mishumo ya yunithi ya Luambo i do vha ya u:

- 6.1.1 tsivhudza DG nga ha mveledziso, u dzhiela n̄tha na u thoma u shuma ha mbekanyamaitele iyi;
- 6.1.2 u lavhelesa na u f̄hathuvha tshumiso ya nyambo dza tshiofisi nga DAC;
- 6.1.3 u lavhelesa na u f̄hathuvha u tevhedzelwa ha mbekanyamaitele iyi;
- 6.1.4 u dzudzanya na u n̄etshedza muvhigo kha Minisiṯa na Bodo ya Nyambo ya Afrika Tshipembe zwi tshi ya nga tshipiḁa tsha vhu 9 tsha Mulayo;
- 6.1.5 u f̄tutuwedza tshirunzi tshi linganaho na u farwa hu linganaho ha nyambo dza tshiofisi kha Riphabuḁiki;
- 6.1.6 u tshimbidza u swikelela hu linganaho kha tshumelo na mafhungo a DAC;
- 6.1.7 u f̄tutuwedza ndaulo yavhuḁi ya luambo; na
- 6.1.8 u shuma mishumo miṯwe na miṯwe sa zwo sumbedzwaho nga Minisiṯa.

7. Vhugudisi na u f̄hata vhukoni

- 7.1 u itela u thoma u shuma ho leluwaho ha phurofeshinaḁa ha mbekanyamaitele iyi, Yunithi ya Luambo ya DAC i ḁo tsivhudza kha mafhungo a vhugudisi na u f̄hata vhukoni.

8. Tshumiso ya nyambo dza Tshiofisi nga DAC

- 8.1 Zwiteriwa zwi tevhelaho zwi ḁo dzhielwa n̄tha kha u nanga lu/nyambo dza tshiofisi dzine DAC ya ḁo dzi shumisa kha nyimele iṯwe na iṯwe:

- 8.1.1 Tshumiso
- 8.1.2 Khonadzeo
- 8.1.3 Tshinyalelo/masheleni
- 8.1.4 Nyimele dza dzingu
- 8.1.5 mbambedzo vhukati ha thodea na dzangalelo la tshitshavha tshine ya tshi shumela.
- 8.2 Thebulu i re afho fhasi i sumbedza uri DAC i do shumisa hani nyambo dza tshiofisi:

Ndivho ya DAC	Lu/Nyambo
Vhudavhidzani vhukati ha nga ngomu ha muvhuso	English
Vhudavhidzani na mirado ya tshitshavha (manwalo a tshiofisi)	Nyambo dza Tshiofisi dza Riphabuiki ho sedzwa kha ndila dzo sumbedzwaho kha 8.1 afho ntha.
Vhudavhidzani na mirado ya tshitshavha (vhudavhidzani nga mulomo)	Nyambo dza Tshiofisi dza Riphabuiki ho sedzwa kha ndila dzo sumbedzwaho kha 8.1 afho ntha.
Nyangadzo dza tshiofisi dzine dza do phadaladzwa tshitshavhani (ndivhadzo kha webusaithi ya DAC, khungedzelo, fomo, na tswayo kha zwifhato)	Nyambo dza Tshiofisi dza Riphabuiki ho sedzwa kha ndila dzo sumbedzwaho kha 8.1 afho ntha.
U thetsheswa zwitshavhani (zwivhidzo) na manwe maitele a tshiofisi	Nyambo dza Tshiofisi dza Riphabuiki ho sedzwa kha ndila dzo sumbedzwaho kha 8.1 afho ntha.
Vhudavhidzani na avho vha sa koni u amba kana vha sa koni u pfa	Yuniti ya Luambo ya DAC i do tshimbidza u dologwa ha Luambo lwa Tswayo lwa Afrika Tshipembe na u

Ndivho ya DAC	Lu/Nyambo
	shandukiselwa ha mañwalwa a vha Bureiji kana a vha a u tou thetshelesa arali ho vha na khumbelo.
Vhudavhidzani ha nga ngomu	English.

9. Nyambo dza tshiofisi dza DAC

9.1 DAC yo dzhia nyambo dza tshiofisi dza 11 dza Riphabuġiki sa nyambo dzayo dza tshiofisi u itela ndivho ya mbekanyamaitele iyi.

10. Vhudavhidzani na mirađo ya tshitshavha vhane nyambo dzavho a si nyambo dza tshiofisi dza Riphabuġiki

10.1 Murađo wa tshitshavha ane a tama u davhidzana na DAC nga luambo lune a si luñwe lwa nyambo dza tshiofisi dza Riphabuġiki u fanela u ðivhadza DAC nga u tou ñwala.

10.2 Nđila yo sumbedzwaho kha 8.1 i ðo shumiswa kha khumbelo inwe na inwe.

10.3 DAC i ðo dzudzanya vhupinduleli na vhuđologi ho fanelaho hu sa athu u fhela mađuvha a 20 a u shuma u bva kha ðuvha le khumbelo ya tanganedzwa ngaġo nga DAC.

11. Vhudavhidzani na mirado ya tshitshavha vhane luambo lwavho ha vha Luambo lwa Tswayo lwa Afrika Tshipembe

11.1 Murado wa tshitshavha ane a tama u davhidzana na DAC nga Luambo lwa Tswayo u fanela u divhadza DAC nga u tou nwala.

11.2 DAC i do dzudzanya vhudologi ho fanelaho kha maduvha a 20 a u shuma u bva duvha le khumbelo ya tangedzwa ngalo nga DAC.

12. Nyandadzo na tswikelelo kha Mbekanyamaitele iyi

12.1 Mbekanyamaitele iyi i do andadzwa nga nyambo dzothe dza tshiofisi dza Riphapuliki.

12.2 I do wanala na kha webusaithi ya DAC kha (<https://www.dac.gov.za>).

12.3 I do wanala nga Bureli arali ho itwa khumbelo kana nga u tou thetshesela kha webusaithi ya DAC (<https://www.dac.gov.za>).

12.4 I do taniwa kha ofisi dza DAC nga ndila ine ya do kona u vhaliwa nga tshitshavha.

13. Ndila dza u ita mbilaelo

13.1 Muthu muñwe na muñwe ane ha ngo fushea nga tsheo ya DAC maelana na kushumisele kwayo kwa nyambo dza tshiofisi a nga vhiga mbilaelo nga u tou nwala kha DG.

- 13.2 Mbilaelo inwe na inwe i nga vhigwa:
- 13.2.1 nga u tou n'wala,
- 13.2.2 hu sa athu u fhela minwedzi miraru mbilaelo iyo yo itwa.
- 13.3 mbilaelo inwe na inwe i fanela u sumbedza dzina, d'iresi na zwidodombedzwa zwa vhukwamani zwa muthu ane a khou vhiga mbilaelo iyo.
- 13.4 Mbilaelo inwe na inwe i fanela u sumbedza thalutshedzo nga vhudalo nga ha mbilaelo iyo.
- 13.5 DG a nga humbela muvhilaeli uri a netshedze zwiinwe zwidodombedzwa zwine zwa vha zwa ndeme uri mbilaelo iyo i kone u dzhielwa n'ha na uri muvhilaeli uyo a dzhenele miṭangano u itela uri vha kone u vhudzisa zwavhuḍi muvhilaeli.
- 13.6 DG u ḍo dzhiela n'ha mbilaelo na u fhindula nga u tou n'wala, hu sa athu u fhela minwedzi miraru nga murahu ha musu mbilaelo yo itwa, u ḍivhadza muvhilaeli nga ha tsheo.
- 13.7 Arali muvhilaeli a songo fushea nga tsheo ya DG, a nga ita khumbelo ya khaṭhululo kha Minisiṭa nga u tou n'wala.

14. Tsedzuluso ya Mbekanyamaitete

- 14.1 Mbekanyamaitete iyi i ḍo sedzuluswa arali zwi zwa ndeme fhedzi nga murahu ha minwaha miṭanu.