

DEPARTMENT OF SPORTS, ARTS AND CULTURE

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**sport, arts & culture**

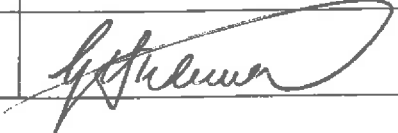
Department:  
Sport, Arts and Culture  
REPUBLIC OF SOUTH AFRICA

**DSAC OFFICIAL LANGUAGE POLICY**

## DSAC OFFICIAL LANGUAGE POLICY

## AUTHORISATION AND EFFECTIVE DATE

Signed in ..... PRETORIA ..... on the ..... 20 ..... day of ..... JANUARY ..... 2021.

DEPARTMENT	NAME OF REPRESENTATIVE	SIGNATURE
SPORT, ARTS AND CULTURE	<i>SM</i> DG: MR SV MKHIZE	

EFFECTIVE DATE: ..... 20/01/2021 .....

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## 1. Terms and definitions

<b>Term</b>	<b>Definition</b>
Act	The Use of Official Languages Act, 2012 (Act No. 12 of 2012)
Constitution	The Constitution of the Republic of South Africa, 1996
Department and DSAC	The Department of Sport, Arts and Culture
Director-General and DG	The Director-General of the Department of Sport, Arts and Culture
Minister	The Minister of Sport, Arts and Culture
Policy	The Language Policy of the Department of Sport, Arts and Culture
Regulations	The Regulations in terms of the Act
Republic	The Republic of South Africa
SASL	South African Sign Language

## 2. Legislative instruments

- 2.1 The Constitution of the Republic of South Africa, 1996
- 2.2 The Use of Official Languages Act, 2012 (Act No. 12 of 2012)
- 2.3 Regulations in terms of section 13 of the Act

## 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 the official languages; and
  - 3.1.2 section 4(2) provides that a language policy adopted in terms of subsection (1) must:
    - (a) identify at least three official languages that the national department, national public entity or national public enterprise will use for government purposes,

- (b) stipulate how the official languages will be used in effectively communicating with the public, official notices, government publications, and inter and intra-government communication,
- (c) 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 is South African Sign Language (SASL),
- (d) describe how members of the public can access the language policy, and
- (e) 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 official languages of 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 access to information to ensure efficient public service administration that meets the needs of the public and ensures equitable access to the services and information of DSAC;
- 4.1.4 prevention of the use of any language(s) for the purposes of exploitation, domination and discrimination within DSAC;
- 4.1.5 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
- 4.1.6 supporting special redress programmes for previously marginalised official indigenous languages.

## **5. The work of DSAC**

### **5.1 The work of DSAC includes:**

- 5.1.1 mainstreaming the role of sport, 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 sport, 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 DSAC Language Unit**

### **6.1 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 DSAC's compliance with this Policy;
- 6.1.3 promote parity of esteem and equitable treatment of the official languages of the Republic;
- 6.1.4 facilitate equitable access to information on the activities and services of DSAC.
- 6.1.5 submit a report to the Minister and the Pan South African Language Board annually as contemplated in clause 9(2) of the Act.

## **7. Official languages of DSAC**

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

## **8. Use of official languages by DSAC**

- 8.1 The following factors will be taken into account in determining which official languages DSAC 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 As set out in the table below and subject to at least three languages being used at anytime.**

<b>DSAC Purpose</b>	<b>Language</b>
Inter and intra-government communications	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 website, advertisements, signage on buildings and forms)	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 DSAC Language Unit will facilitate SASL interpretation and conversion into Braille or, alternatively, audio on request
International communication	English or the preferred language of the country concerned

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

- 9.1 A member of the public who wishes to communicate with DSAC in a language that is not one of the official languages must notify DSAC in writing.

9.2 Due consideration of the criteria outlined in 8.1 will be applied to every request.

9.3 DSAC will arrange for appropriate translation or interpreting within 20 working days of the date of the request having been received by DSAC.

## **10. Communication with members of the public whose language of choice is South African Sign Language**

10.1 A member of the public who wishes to communicate with DSAC in SASL must notify DSAC in writing.

10.2 The DSAC will arrange for appropriate interpreting within 20 working days of the date of the request having been received by DSAC.

## **11. Publication of and access to this Policy**

11.1 This Policy will be published in all the official languages of the Republic.

11.2 It will be available on DSAC's website (<https://www.dsac.gov.za>).

11.3 It will be available in Braille on request.

11.4 The Policy will be displayed at all DSAC offices in such a manner and place that it can be read by the public.

## **12. Complaints mechanism**

12.1 Any person who is dissatisfied with a decision of DSAC regarding its use of official languages may lodge a complaint in writing to the DG.

12.2 Any complaint must be lodged:

12.2.1 in writing, and

12.2.2 within three months of the complaint arising.

12.3 Any complaint lodged must state the name, address, and contact information of the person lodging it.

12.4 Any complaint lodged must provide a full and detailed description of the complaint.



- 12.5 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.
- 12.6 The DG will consider the complaint and respond in writing, not later than two months after the complaint was lodged, informing the complainant of the decision.
- 12.7 If the complainant is dissatisfied with the decision of the DG, they may lodge an appeal to the Minister in writing, not later than two months after the dissatisfaction arose.

### **13. Review of Policy**

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