



Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA
REPUBLIEK VAN SUID-AFRIKA

Vol. 598

Pretoria, 13 April 2015

No. 38698

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GENERAL NOTICE

NOTICE 330 OF 2015

26 March 2015

The Executive of Robben Island Museum, a schedule 3 A national public entity, has approved the museum's Official Language Policy.

The policy has been drafted in accordance with The Use of the Official Languages Act, 2012 (Act No. 12 of 2012).

Members of the public are hereby invited to submit comments on the proposed policy on or before 30 April 2015.

The comments can be directed to the following person:

Suralda Timmerman
suraldat@robben-island.org.za

Senior Manager Risk and Performance Information
(021) 413 4204



Sibongiseni Mkhize
Chief Executive Officer of Robben Island Museum



an agency of the
Department of Arts and Culture



Official Language Policy

Taalbeleid

Umthetho-sisekelo Wolwimi

Gazetted for public comment	31 March 2015
Public comments can be sent to	Suralda Timmerman suraldat@robben-island.org.za
Deadline for public comment	30 April 2015

Official Language Policy
Taalbeleid
Umthetho-sisekelo Wolwimi

Document control	Date
Version	1
Policy drafted	March 2015
Policy approved by Executive	March 2015
Policy approved by Council	Pending final input from public

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1. Purpose:

1.1 The Robben Island Museum Official Languages Policy communicates how RIM will participate in the strategy of the Department of Arts and Culture to promote South Africa's linguistic diversity and encourages respect for language rights.

2. Scope of the policy:

2.1 This policy covers all aspects of the use of languages at RIM as it relates to external and internal communication.

3. Definitions:

Term	Definition
Act	The Use of the Official Languages Act, 2012 (Act No. 12 of 2012)
CEO	Chief Executive Officer of Robben Island Museum
Constitution	The Constitution of the Republic of South Africa, 1996
Council	Robben Island Museum Council
DAC	Department of Arts and Culture
Minister	The Minister of Arts and Culture
PANSALB	The Pan South African Language Board
Policy	The Robben Island Museum Official Languages Act
Republic	The Republic of South Africa
RIM	Robben Island Museum

4. Legislative requirements:

4.1 The policy has been developed in accordance with the following legislation:

- 4.1.1 The Constitution of the Republic of South Africa;
- 4.1.2 The Use of the Official Languages Act, 2012 (Act No. 12 of 2012); and
- 4.1.3 Regulations in terms of section 13 of the Use of the Official Languages Act, 2012 (Act No. 12 of 2012).

5. Regulatory context of this policy:

5.1 This Policy is required by section 4 of the Act, as follows:

- 5.1.1 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;
- 5.1.2 section 4(2) provides that a language policy adopted in terms of section (1) must:
 - (a) identify at least three official languages which the national department, national public entity or national public enterprise will use for government purposes;
 - (b) stipulate how official languages will be used in effectively communicating with the public, official office, 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 the members of the public whose language of choice is not one of the three chosen official languages, or South African Sign Language,
 - (d) describe how members of the public can access the language policy; and
 - (e) provide for 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.

6. Guiding principles:

6.1 The principles of the policy are as follows:

- 6.1.1 Commitment to the promotion of the use of official languages at RIM, taking into account the use of regional official languages, in order to ensure constitutional language equity and language rights as required by the a democratic dispensation;
- 6.1.2 Recognition of multilingualism as a resource to maximise collaborative partnerships in nation building, economic development and social cohesion;
- 6.1.3 Promotion of good language management by RIM to ensure efficient service delivery that meets the needs to the public and ensures equitable access to services at RIM;
- 6.1.4 Prevention of the use of any language(s) for the purposes of exploitation, domination and discrimination at RIM;
- 6.1.5 To encourage the learning of South African languages;
- 6.1.6 To utilise multi-media devices in interpretation and presentation of the Island which would allow for multiple use of languages;
- 6.1.7 To create awareness about the needs of the hearing and visually impaired; and

- 6.1.8 To ensure equal access to employment at RIM, its services, programmes, knowledge and information by removing communication and language barriers in terms of the three different languages where possible.

7. Use of official languages at RIM:

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

- (a) Usage;
- (b) Practicality;
- (c) Expense;
- (d) Balance of needs and preferences of the public it serves.

7.2 RIM is situated in the Western Cape and shall adopt the three languages spoken by the majority of the population in the Western Cape. According to the South Africa Yearbook 2013/2014 the principal languages of the Western Cape are as follows:

- Afrikaans;
- isiXhosa; and
- English

7.3 It is important to note the Robben Island Museum is a World Heritage Site. The majority of the visitors to the site do not necessarily communicate in the official languages mentioned above. RIM will at some point bring these languages on board to improve the effectiveness of institutional communication to clients.

7.4 The table below indicates how RIM shall use the official languages:

RIM purpose	Language(s)
Inter and intra-government communication	English
Communication with members of the public (official written correspondence)	The three languages indicated in 7.2 above with due regard to the criteria outlined in 7.1
Communication with members of the public (oral correspondence)	The three languages indicated in 7.2 above with due regard to the criteria outlined in 7.1
Official publications intended for public distributions (notices on the RIM website, advertisements, forms and signage on buildings)	The three languages indicated in 7.2 above with due regard to the criteria outlined in 7.1
Public hearings and other official proceedings	The three languages indicated in 7.2 above with due regard to the criteria outlined in 7.1
Communication with the hearing or sight impaired	RIM shall facilitate South African Sign Language interpretation and conversion to Braille on request

RIM purpose	Language(s)
Internal communications	English with the proviso that where an employee needs to communicate in his/her own language to better express himself/herself, that a translator be used to enable all parties to understand what is being communicated

8. Communication with members of the public whose language or choice of languages is not one of the three selected languages:

- 8.1 A member of the public, who wishes to communicate with RIM in a language other than the three selected languages, but out of all the languages constitutionally accepted in South Africa and as defined in the Official Languages Act, 2012 (Act No. 12 of 2012), must notify RIM in writing.
- 8.2 Due consideration of the criteria outlined in 7.1 will be applied to every request.
- 8.3 RIM will arrange for appropriate translation within a reasonable period, depending on the length and complexity and taking into account the criteria outlined in 7.1.

9. Communication with members of the public whose language or choice is South African Sign Language:

- 9.1 A member of the public who wishes to communicate with RIM in South African Sign Language must notify RIM in writing.
- 9.2 RIM will arrange for appropriate interpreting within 30 days of the date of request received by RIM.

10. Training and awareness:

- 10.1 RIM encourages its employees to learn different languages and South African Sign Language.
- 10.2 The Human Resources Department shall be responsible for assessing any requests for language training pending availability of budget.

11. Budget:

11.1 RIM is aware of the budgetary implications of implementing the Policy and funding implications shall be considered for:

- (a) Language Policy development and implementation;
- (b) Language planning, training and resource development, in order to meet its language obligations;
- (c) RIM Language unit/resource which will monitor and report on the implementation of the Act.

12. Publication and access to this policy:

12.1 This policy will be published in English.

12.2 It will be available on RIM's website (<http://www.robben-island.org.za>).

12.3 It will be made available in Braille or in audio on request.

12.4 It will be displayed at the RIM 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 RIM regarding its use of official languages may lodge a complaint with the CEO.

13.2 Any complaint must be lodged:

- (a) In writing; and
- (b) Within 3 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 must provide a full and detailed description of the complaint.

13.5 The CEO may request the complainant to supply 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 CEO will consider the complaint and respond in writing, no 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 CEO, he/she may lodge a complaint with the Chairperson of Council.

14. Policy review:

14.1 The policy will be reviewed whenever necessary but at least within a five year period.

15. References:

The following documents and websites have been utilised in the compilation of the RIM Official Languages Policy:

- The Use of the Official Languages Act, 2012 (Act No. 12 of 2012);
 - Regulations in terms of section 13 of the Use of the Official Languages Act, 2012 (Act No. 12 of 2012).
 - DAC Official Languages Policy; and
 - Iziko Museums of South Africa Language Policy
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