

EMAKHAZENI LOCAL MUNICIPALITY



DRAFT LANGUAGE POLICY

Language Policy

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1 Introduction

Approximately there are 25 different languages that are spoken in South Africa of which eleven have been given official status in terms of section 6 of SA Constitution. The eleven official languages being IsiZulu ; Isi-Swati ; IsiXhosa ; IsiNdebele ; Sesotho ; Sepedi ; Setswana ; Tshivenda ; Xitsonga ; English and Afrikaans .

Emakhazeni Local Municipality comprises of five groups of people that speaks IsiZulu; Isi-Swati; Sepedi; IsiNdebele; English and Afrikaans respectively. Sepedi speaking people are a minority as it is not taught in the surrounding schools of Emakhazeni .Out of these languages few community members are and can be bilingual or multilingual depending on their environments and families backgrounds. Isi-Swati is mostly spoken in Emthonjeni and in Emgwenya.

2 Purpose

- To improve communication within the institution (intra- communication) for efficient administration and between the institution and the community the institution is serving (inter-communication) so as the community can equitably access service delivery.
- To ensure the redress for previously marginalised official languages
- To enhance public participation and social interaction.
- To promote bilingualism towards the extent of multilingualism and to encourage the learning of sign language of South Africa.
- To enhance the section in the Bill of Rights which stipulates that everyone has a right to language by accommodating all the people of ELM jurisdiction whenever a certain information is to imparted to them.
- To promote multilingualism taking into account the acceptance of language and cultural diversity of the ELM.
- To encourage officials and Councillors to implement Batho Pele Principle across the broader spectrum of the society.
- To promote language awareness, equality and equity.

3 Scope of Application

This policy is applicable to all the employees of Emakhazeni Local Municipality, Councillors, Community Development Workers, Ward Committee members and the members of the communities.

4 Definitions

- Language Policy** - an instrument with which any sphere of government can ensure effective service delivery and can promote citizen participation in government matters.
- Language Unit** - structure in government departments, provinces and municipalities which deals with specific language issues of that

	-	department, province or municipality respectively which arises from National Language Policy.
Bilingualism	-	ability of societies, institutions, groups and individuals to speak or engage with two languages in their day-to-day lives.
Multilingualism	-	ability of societies, institutions, groups and individuals to speak or engage in three or more languages in their day-to-day lives.
Functional Multilingualism	-	means that municipalities or any institution can decide to select one language only as an official language to respect the rights of residents to use their own language.
Official language	-	any of the language endorsed as official by the Constitution of SA they are eleven, namely, IsiZulu; Isi-Swati; IsiXhosa; IsiNdebele; Sesotho; Sepedi; Setswana; Tshivenda; Xitsonga; English and Afrikaans. These languages are used in government courts of law, education, and business and in the media.
Marginalised Language	-	any official language that is excluded from official use.
Designated official Language	-	any official language that is levelled with a special status in provincial or local government as a source of communication.
PanSALB	-	board created in terms of section 6 of the SA Constitution and defined by PanSALB Act, Act 59 of 1995. It provides services such as research, standardisation, and terminology development compilation of dictionaries, translation, and interpretation and mediation .Its primary role being to create a conducive environment for all languages.
Lexicography	-	the activity and profession of compiling dictionaries.
Translation	-	act of transposing a text from a source language to another target language in written form.
Language Awareness	-	sensitivity to how a language is used in a society, whether language users are accorded their language rights and how the language is used to empower or disempower.
Language equity	-	fairness of language provision and or treatment of two or more languages.
Language equality	-	equal treatment of two or more languages that is , all languages are to receive equal respect.
Interpreting	-	act of transposing an utterance from a source language into a target language in a spoken form .
Language editing	-	act of effecting corrections to language and or style in written texts.

5 Abbreviations

ELM	-	Emakhazeni Local Municipality
PanSALB	-	Pan South African Language Board
SASL	-	South African Sign Language
LP	-	Language Policy
LU	-	Language Unit

6 Legislative Framework

- SA Constitution chapter 6 , 9 and 2 (Bill of Rights)
- National Language Policy Framework
- Discussion Document on Guidelines for Implementing Multilingualism in local government
- South Africa Year Book 2009/2010.

7 Use Of Official Languages at ELM

7.1. INTERNAL ORAL COMMUNICATION FOR ALL ELM DEPARTMENTS

7.1.1. All ELM Departments must determine their workplace language within and between departments which will be determined by the circumstances of the communication and the consensus of the participants.

7.2. INTERNAL WRITTEN COMMUNICATION FOR ELM DEPARTMENTS

7.2.1. English will be the language of record for internal written communication between and within departments

7.2.2 Communication shall include internal memoranda, official communiqué and internal circulars.

7.3. EXTERNAL ORAL COMMUNICATION FOR ALL ELM DEPARTMENTS

7.3.1. All official municipal communication with the public should take place in the preferred official language or languages of the target audience with the assistance of the official and or interpreter who's proficient in that particular official language of the target audience note, when appointing officials who will directly work with the public, consideration should be made on the official languages the official is proficient in.

7.3.2 Another option is to use technical means which is machine translation system.

7.3.3 A help desk with officials proficient in IsiZulu ; Isi-Swati ; Sepedi ; IsiNdebele ; English Afrikaans and Sign Language should be established to assist clients and by providing them official information.

7.3.4. To establish telephone answering services in all the official languages that are spoken at ELM to direct callers to the appropriate officials so as to get the sought assistance.

7.4. EXTERNAL WRITTEN COMMUNICATION FOR ALL

7.4.1 In case of the response by the municipality to written correspondence initiated by a member of the public, the latter's official language of preference must all time be used.

7.4.2 In case of the correspondence initiated by the municipality, the official language or Languages of the target group must be used.

7.4.3 Official municipal publications must be issued in IsiZulu, English and Afrikaans.

7.4.4 All ELM services rendered bills should be presented in IsiZulu , English and Afrikaans

7.4.5 Information pamphlets and documents aimed at a specific community or communities at ELM must be n an official language of the community or communities.

7.4.6 All official notices and advertisements issued by the municipality for general public information should be issued in IsiZulu, Afrikaans and English.

7.4.7 All ELM departments and structures should with available resources establish signage's such as road boards, information boards and direction boards in IsiZulu; English and Afrikaans.

7.4.8 To establish the sms system through ICT department that shall cater for all the mentioned official languages in ELM for equal coverage of information dissemination.

7.4.9 To provide some of the information on website in all the official languages of ELM .

8 Mechanism of Implementation for this Policy

- 8.1. Language Awareness Campaigns
- 8.2. Translation and Editing
- 8.3. Terminology Development
- 8.4. Use of Lexicography
- 8.5. Language Audits and Surveys
- 8.6. Monitoring and Evaluation
- 8.7. Establishment of Language Unit / Committee
- 8.8. Language Specialist leading the above functions

9 Internal Monitoring and Evaluation

Office of the Speaker

- Public Participation Coordinator to ensure that the publication from the municipality to the public should not discriminate in information reaching out.
- Publication to include: Notices
Meetings documents

Corporate Services Department

- To ensure that internal communication across the ELM departments is per this policy for recording purposes.
- To ensure that Council documents are established per this policy for recording purposes.