

# Sectoral Plan under the Disability Act 2005

Department of Communications,  
Marine and Natural Resources



Department of Communications,  
Marine and Natural Resources  
Communications Division  
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# Foreword

## Sectoral Plan under Disability Act, 2005

### Department of Communications, Marine & Natural



#### Foreword by Noel Dempsey, TD, Minister for Communications, Marine & Natural Resources

My Department's Sectoral Plan, as provided for in the Disability Act, 2005, has been prepared following extensive consultations with the semi-state companies which operate under its aegis, representatives of voluntary bodies in the disability sector, the National Disability Authority, and the three independent regulatory bodies which function in the sectors under the Department's remit: and its agencies to make all activities accessible to the greatest possible extent, and sets out timeframes for the completion of specific initiatives, with appropriate reporting arrangements to monitor the implementation of these.

In addition, the publication of this Plan marks the beginning of an ongoing process that will be at the forefront of the Department's important economic, social and policy making roles. It cannot be a static document and will therefore evolve in parallel with the Department and its sectors as they change and develop.

I am confident that my Department, and its agencies, will wholeheartedly meet the challenges placed on them by the provisions of the Sectoral Plan in a positive and committed way.

**Noel Dempsey, T.D.,**  
**Minister for Communications, Marine and Natural Resources.**  
**July 2006**

# Executive Summary

**Under the Disability Act 2005, six Government Departments, including DCMNR are to publish a Sectoral Plan in relation to matters specified in the Act. Sectoral Plans (SP) are to be laid before the Oireachtas by July 28th, 2006.**

The Sectoral Plan of the Department of Communications, Marine and Natural Resources covers the areas which come within the Department's remit, and how the provisions of the Disability Act, 2005 affect them.

The Plan for DCMNR was drawn up by CSD with (HoF approved) inputs from each of the relevant Divisions, State Agencies and Regulatory Authorities. The Plan sets targets for improving the range of accessible services in the sectors (Broadcasting, Communications, Energy and Marine) under its aegis and complaints and redress procedures were approved by the Office of the Ombudsman. The Plan will be reviewed every three years and amended and updated as necessary.

In the preparation of its Plan, the Department consulted widely with the Disability Sector including National Disability Authority (NDA) and the Disability Legislation Consultation Group. A public consultation process was also completed.

In the case of the Broadcasting sector, the Plan deals with the role of the independent Broadcasting Commission of Ireland and its responsibilities for regulating the sector, including RTÉ.

The independent Commission for Communications Regulation-Comreg- has responsibility for the universal service provider roles assigned to eircom, and to an Post.

The independent Commission for Energy Regulation (CER) exercises a role in the regulation of energy supply providers.

The Plan also sets out the initiatives, ongoing and envisaged, which will be taken to ensure that, to the greatest possible extent and in as short a timeframe as possible, access to all services provided by the Department and its agencies is available to all users.

In meeting its commitments under the SP, DCMNR will :

- appoint an official to oversee and monitor the implementation of the Plan.
- ensure that the needs of people with disabilities are addressed in drafting legislation.
- incorporate disability proofing in its regulatory impact analysis in developing new policies, practices and services, and in reviewing existing ones.
- include SP commitments in Statements of Strategy and Business Plans.
- submit progress reports to MC on a six monthly basis and in Annual Reports.
- liaise very closely with the National Disability Authority on roll out

- participate in the High-Level Group on Disability co-ordinating SP implementation

In the same vein, the Plan sets out the Department's targets in relation to accessibility considerations for its buildings, and the employment of persons with disabilities.

### **Approach to Implementation**

A cross divisional team was set up for the implementation of the requirements under the Act which apply to DCMNR and public bodies under its aegis generally. The NDA's Code of Practice (the approved Code of Practice via S.I.) supports bodies in their statutory obligations under sections 26, 27 and 28 of the Act. Compliance with the code is considered compliance with these sections of the Act.

### **Key Activities**

The key activities in progress or already undertaken to ensure compliance with the Act include:

- Key stakeholders identified and responsibility assigned for the internal actions.
- Review procurement procedures to ensure that requirements of the Disability Act are met
- Update Customer Service Charter to include actions to meet requirement of the Act
- Review compliance with the target for the employment of people with disabilities (carried out annually and reported as required under Sustaining Progress).

### **Monitoring Arrangements**

The Department will establish, within 6 months of the publication of the plan, a committee representative of people with disabilities, the NDA and the Sectors covered in the Plan, to monitor its implementation.

# 1. Introduction

Under the Disability Act 2005, the Minister for Communications, Marine and Natural Resources, along with five other Government Ministers, is preparing and proposes to publish a Sectoral Plan in relation to disability matters specified in the Act.

The Sectoral Plan must be finalised and laid before the Houses of the Oireachtas by July 28th, 2006.

## Definition of Disability

The definition of Disability is that set out in Section 2 of the Disability Act 2005, which states that:

*“disability”, in relation to a person, means a substantial restriction in the capacity of the person to carry on a profession, business or occupation in the State or to participate in social or cultural life in the State by reason of an enduring physical, sensory, mental health or intellectual impairment;’*

## Development of the Sectoral Plan

In the preparation of this Draft Plan, the Department consulted widely with the Disability Sector through its participation in a series of regional seminars and workshops in the summer of 2005. Those events were organised by the National Disability Authority (NDA) as a means of creating an informed discussion on the six Sectoral Plans being produced under the Disability Act, 2005.

The deliberations on the Draft Plan have also benefited greatly from the input received from the Disability Legislation Consultation

Group and the National Disability Authority. A wide-ranging public consultation process has also assisted in the formulation of the Plan.

## Review of the Plan

In this Plan, the Department has set targets for improving the range of accessible services in the sectors under its aegis. These targets are built on the assumptions that the economic and financial conditions that currently prevail will continue into the future. Accordingly, the finalised Plan will be reviewed every three years and amended and updated as necessary.

## 2. Implementation and Monitoring of the Sectoral Plan

In meeting its commitments under the Sectoral Plan, the Department of Communications, Marine and Natural Resources will implement the following:

- It will appoint a senior official with specific responsibility for disability accessibility matters within the Department who will be responsible for overseeing and monitoring the implementation of the Plan.
- In the drafting of new legislation, the Department will ensure that the needs of people with disabilities are fully addressed.
- The Department will incorporate a disability proofing strategy in undertaking its regulatory impact analysis when developing new policies, practices and services, and in its review of existing policies, practices and services.
- The commitments, relevant to the Department in the Sectoral Plan, will be included in the Department's Statement of Strategy and related business Plans when next prepared and progress on implementation will be included in the Department's Annual Reports.
- Progress reports on the implementation of the Plan will be submitted to, and considered by the Department's Management Board on a six monthly basis.
- In the roll-out of the Sectoral Plan, the Department will liaise very closely with the National Disability Authority.
- The Department will participate fully in the High-Level Group on Disability, chaired by the Department of the Taoiseach, which will co-ordinate the implementation of the various Sectoral Plans under the Disability Act, 2005 and address any cross-Departmental issues arising.

### Approach to Implementation

A cross cutting team approach has been adopted for the implementation of the requirements under the Act which apply to the Department and public bodies under its aegis generally.

The National Disability Authority (NDA) has developed a Code of Practice in order to support public bodies in fulfilling their statutory obligations under sections 26, 27 and 28 of the Disability Act, 2005. Compliance with this Code will be considered as compliance with the relevant provisions of the Act.

The Minister for Justice, Equality and Law Reform has declared by statutory order (S.I. No. 163 of 2006) that the NDA Code relating to sections 26, 27 and 28 of the Disability Act, 2005 is to be the approved Code of Practice.

The Attorney General advises that all public bodies to which the provisions of the Code apply should consider those provisions as if they are legally binding statutory obligations.

The Department will use the NDA Code of Practice as its guide in relation to compliance.



The Department will ensure that its Business Plans across each business area reflect the work in meeting its obligations under the Disability Act, 2005.

### **Key Activities**

The key activities in progress or already undertaken to ensure compliance with the Act include:

- Key stakeholders both internally and externally have been identified and responsibility broadly assigned for the delivery of the necessary internal actions, inputs and deliverables.
- A review of the procurement procedures will be conducted to ensure that the specific requirements of the Disability Act in relation to procurement of goods and services are adhered to and, where technical specifications are set out in any procurement that they will, whenever possible, take into account accessibility criteria for people with disabilities.
- The Department's existing Customer Service Charter will be updated to include actions to meet the requirement of the Department under the Act in support of both the external and internal customer.
- The next internal customer service survey will be used to identify any deficits that may exist in service delivery and allow for these to be comprehensively addressed in accordance with the Code of Practice on Accessibility.

- A review of the Department's compliance with the target for the employment of people with disabilities is carried out annually and reported as required under Sustaining Progress. This process will continue and reports will be made to NDA as required under the Act.

### **Regulatory Impact Analysis**

The Department is adopting the Regulatory Impact Analysis (RIA) approach to consultation in accordance to the Guidelines issued by the Department of the Taoiseach in October 2005. RIA is being applied to all proposals for primary legislation involving changes to the regulatory framework, all significant Statutory Instruments and all proposed EU directives and significant regulations.

### **Preparation of Statements of Strategy**

The Department's approach to reflecting the requirements of the Disability Act in its Statements of Strategy is based on the general guidelines issued by the Department of the Taoiseach concerning the preparation of Statements of Strategy.

## Legal

The Public Service Management Act, 1997, provides that existing Strategy Statements be reviewed and updated no later than three years after the last statements were prepared or within six months of the appointment of a new Minister. Secretaries General and Heads of Office are obliged under Section 4, of the 1997 Act, to submit Statements to Ministers within six months of the Minister coming into office.

Essentially, a Statement of Strategy is a forward-looking document that serves as a framework for action by the Department/Office. While the primary focus of the statement relates to delivering the key Government policy objectives for the Department of Communications, Marine and Natural Resources remit, it should be consistent with key Government initiatives which cut across some or all Departments and Offices. These include, in particular, the requirements of the Disability Act, 2005 in respect of public bodies and relevant guidelines issued by the National Disability Authority, in particular their Code of Practice on Accessibility of Public Services.

## Cross-Departmental

Statements of Strategy will be consistent with the cross-departmental approach in place to progress the disability agenda. They will highlight this fact and identify bodies under the aegis of the Department which have key roles in tackling the issue. Where relevant, Statements will be consistent with the agreed priorities identified by the

appropriate Cabinet Committee which may also be a forum for considering the treatment of key cross-cutting issues in the preparation of Statements of Strategy.

## Stakeholders

The views of customers, representative and advisory bodies and stakeholders on disability issues will be considered when preparing Statements of Strategy. Consultation with the NDA is important and will be explicitly referenced in the Statements. The Statements will clearly show how customer/client expectations and needs (including internal customers) have been assessed. Assessment will be based on research of customer needs and where possible customer consultation will underpin and inform the Statements of Strategy. To this end, the statements will show a clear link between the Customer Service Action Plan and the development of associated objectives.

## Employment

The target for employment of people with disabilities in the Civil Service, currently 3%, is set by the Minister for Finance. At present people with disabilities represent 5.4% of staff of this Department. Our goal is to maintain and enhance compliance with the Government's employment target.

### **Monitoring Arrangements**

The Department will establish, within six months of the publication of this plan, a committee representative of people with disabilities, the NDA and the Sectors covered in the Plan, to monitor its implementation. This committee will have specific terms of reference and reporting arrangements. The Department of Communications Marine and Natural Resources will continue to participate in interdepartmental co-ordinating and monitoring structures for the National Disability Strategy, including the Sectoral Plans under the Disability Act, 2005. It will also participate in arrangements to be put in place to ensure a continued constructive relationship with stakeholders in relation to progress on the National Disability Strategy as a whole. This will include bi-annual meetings between senior officials and other stakeholders in line with the commitments contained in the social partnership agreement, "Towards 2016".

## 3. Broadcasting

### Why is this important?

The Department's responsibility in relation to the broadcasting area is to develop policy within which the needs of all consumers are considered. The State Bodies in the sector regulating both the State broadcasting services and the independent service providers have a major role in determining the quality and accessibility of services to the broad community

### Current Position

The Department has responsibility for two State bodies in the Broadcasting Area. The Broadcasting Commission of Ireland (BCI) regulates the independent sector, while the RTÉ Authority regulates RTÉ's services.

### The Broadcasting Commission of Ireland

The Broadcasting Commission (BCI) of Ireland is an independent statutory organisation responsible for a number of key areas of activity with regard to television and radio services in Ireland further to the provisions of the Radio and Television Act, 1988 and the Broadcasting Act, 2001.

### Obligations Imposed on the BCI

The key functions of the Commission include the licensing of independent broadcasting services including the additional licensing of television services on digital, cable, MMDS and satellite systems; the development of codes and rules in relation to programming and advertising standards and the monitoring

of all licensed services to ensure that licence holders comply with their statutory obligations and terms of their contracts. The BCI also provides administrative support to the Broadcasting Complaints Commission.

### Compliance by the BCI with Certain Provisions of the Disability Act, 2005

#### Section 25

The BCI renovated its current headquarters in 2003. The BCI is satisfied that its offices comply with Part M of the building regulations and that they are fully accessible for people with disabilities.

The BCI has also taken into account the issues relating to people with disabilities in its Safety Statement and in its Lone Working Policy.

#### Section 26

All services provided by the BCI/BCC (Broadcasting Complaints Commission) are available in person, by post and electronically. This ensures the widest possible access. A primary consideration in hosting events outside the headquarters of the BCI is access for people with disabilities.

The BCI Information Officer has been appointed as Access Officer for the purposes of the Act. This appointment will be identified on the BCI website.

**Section 27**

All goods and services purchased by or supplied on behalf of the BCI are required to be fully accessible by persons with disabilities. Where this is not practicable or justifiable on cost grounds or would result in an unreasonable delay to the purchase or the delivery of the service, a detailed explanation must be placed on the purchase file. This explanation must also contain details of any steps that need to be taken to overcome the difficulty in supply and the means by which the BCI or the supplier will ensure that persons with a disability can avail of the service.

**Section 28**

The BCI website, which is the primary communications vehicle for the BCI, is "W3" compliant. Other information, such as consultation documents, have previously been produced to meet specific needs and this will continue. The BCI makes all of its public documents available in Braille, on audio tape, in electronic format and/or large print on request. It provides sign language interpreters and/or Real Time Captioning at public events/consultations following a request beforehand to the organization from a person attending who requires this service

The BCI has published a Quality Customer Service Charter which addresses issues of access to information and complaints procedures.

**Sections 38, 39, 40**

The BCI Quality Customer Service Charter deals with complaints, and an Officer is specifically appointed as the point of contact

for complaints under this Charter. This Officer will also be appointed Inquiry Officer for the purposes of the Act. Appropriate amendments to the BCI Quality Customer Service Charter will be made to reflect this appointment.

**Section 47**

The BCI is an equal opportunities employer and this is stated in all of its recruitment campaigns. The BCI also requests interview candidates to identify any specific needs, and such needs are accommodated. While the BCI has not employed any person that has identified themselves as having a disability, this has not been a factor in the determination of the outcome of any recruitment process.

The BCI is developing both its equality policy and recruitment policy through the partnership process, and the issue of employment will be dealt with in these.

The BCI states that it is committed to meeting all of its statutory obligations wherever possible. It is also committed to being proactive in providing a quality service to all of its stakeholders.

**What are the Key Issues Moving Forward ?**

Section 19(11) of the Broadcasting Act, 2001, as amended by Section 53 of the Disability Act, 2005, requires the BCI to make rules requiring broadcasters to take steps to promote the understanding and enjoyment of programming for the deaf/hard of hearing and the blind/visually impaired.

In accordance with its statutory requirements,

the BCI has developed Access Rules, which determine the levels of subtitling, sign language and audio description that RTÉ1, RTÉ2, TG4 and TV3 are required to provide in accordance with their statutory obligations. The Access Rules are applicable from 1 March 2005 and are due to be reviewed by the BCI in 2008 and 2010.

Examples of the targets and timeframes set down by the BCI in respect of subtitling are:

**RTÉ 1**

75% of programming content to be subtitled by year 3, 100% by year 10,

**RTÉ 2**

42% of programming content to be subtitled by year 3, 90% by year 10,

**TG4**

36% of programming content to be subtitled by year 3, 80% by year 10,

**TV3**

26% of programming content to be subtitled by year 3, 60% by year 10.

Initial targets of 1% in respect of Irish sign language and audio description are required for RTÉ 1 and RTÉ 2 in the first three years of the Access Rules.

The BCI Access Rules are attached at **Appendix 2** and are available at : [http://www.bci.ie/documents/access\\_rules\\_english.pdf](http://www.bci.ie/documents/access_rules_english.pdf)

**Action which the BCI plans to take**

The Commission issued a Statement of Outcomes Access Rules on 6 April 2006 in relation to other services licenced by the Commission. It decided that Setanta Sports Channel Ireland , NASN ( Ireland & UK ) and City Channel should have an obligation to provide subtitling. The Statement of Outcomes Access Rules are attached at **Appendix 2B** and are available at: [http://www.bci.ie/documents/access\\_rules\\_statement\\_06.rtf](http://www.bci.ie/documents/access_rules_statement_06.rtf)

Legislation is being prepared that will transform the BCI into a new body entitled the Broadcasting Authority of Ireland, and this new body will assume the existing responsibilities of the BCI in relation to the Access Rules.

**RTÉ**

**Current Position**

RTÉ is Ireland's Public Service Broadcaster and is governed by the Broadcasting Authority Acts, 1960 to 2001. It is a statutory corporation, independent in day-to-day matters.

**Obligations imposed on RTÉ**

A Public Service Broadcasting Charter for RTÉ was published in June 2004. The purpose of the Charter is to provide an understanding to the people of Ireland of what is expected of RTÉ in return for the significant public funds provided to RTÉ from the proceeds of the television licence fee. The Guiding Principles of the Charter states that RTÉ shall take into

account the needs of those with a physical, sensory or intellectual disability. RTÉ shall take measures to increase the accessibility and relevance of programming to such audience. The Access Rules developed by the BCI also apply to RTÉ.

#### **RTÉ's Statement of Commitments**

The Public Service Broadcasting Charter for RTÉ also requires RTÉ to publish an annual statement of commitments, which can be assessed at the end of each year. RTÉ's commitments are measured as part of an annual review of RTÉ's performance. The findings of this review informs the decision making process regarding any adjustment in the television licence fee.

#### **What are the Key Issues Moving Forward**

A public consultation process in relation to the EU proposal to amend the Television Without Frontiers Directive is currently underway. All responses to the consultation process will inform the Department's input into the revised Directive.

#### **Digital Television**

The Department is committed to the development of digital television in Ireland. The introduction of digital television will result in increased programme capacity, and new features such as programme guides, multi-view and interactive services, as well as potential convergence with the internet.

Through an increase in capacity, digital broadcasting will have scope to offer more services tailored for those with disability.

## 4. Communications and Postal Services

### **Electronic Communications: Legal and Regulatory Aspects:**

#### **Why is this important?**

The telecommunications sector has been driven by enormous changes over the past decade. The advent of the internet and increased convergence of fixed/mobile services has facilitated significant change in the ways we communicate socially and at work. Advances in technology present opportunities for improved communications for people with disabilities.

The Department's Communications Strategy (2005-2007) sets out the core policy goal

*"To contribute to sustained macro-economic growth and competitiveness and to ensure that Ireland is best placed to avail of the emerging opportunities provided by the information and knowledge society, by promoting investment in state-of-art infrastructures, by providing a supportive legislative and regulatory environment, and by developing a leading edge research and development reputation in the information, communications and digital technologies sectors"*

It further highlights as a strategic objective to promote increased Information Society inclusion at both the regional and community based level, including supporting the implementation of the Government's framework document in the area of information society.

In developing policy and legislation on electronic communications it is important to ensure that the needs of people with disabilities are fully considered.

#### **What is the current position?**

**Electronic Communications Sector** is a fully liberalised sector, which is regulated by an independent Regulator, the Commission for Communications Regulation (ComReg), in accordance with an EU Regulatory Framework, which has been transposed into Irish law.

The Department is responsible for strategic policy and legislation for the sector. EU law sets out the processes under which ComReg may place obligations including those in relation to people with disabilities. These are set out below.

**Role of ComReg:** ComReg is responsible for the regulation of the electronic communications sector (telecommunications, radiocommunications and broadcasting transmission) and the postal sector.

The regulatory framework only permits the imposition of specific regulatory requirements in relation to people with disabilities on the Universal Service Provider (currently eircom). Additionally such requirements may only be imposed in connection with services within the scope of the Universal Service Obligation. Accordingly obligations may not be placed on other providers of fixed services, mobile services or broadband.



### Current legislative position

The Communications (Regulation) Act 2002, identifies the following objectives for ComReg in relation to users with disabilities.

Section 12 states :

*(2) In relation to the objectives referred to in subsection (1)(a), the Commission shall take all reasonable measures which are aimed at achieving those objectives, including -*

*(a) in so far as the promotion of competition is concerned-*

*(i) ensuring that users, including disabled users, derive maximum benefit in terms of choice, price and quality,*

*(c) in so far as the promotion of the interests of users within the Community is concerned-*

*(vi) addressing the needs of specific social groups, in particular disabled users*

### EU Regulatory Framework

A Regulatory Framework was transposed into Irish law in 2003 including the European Communities (Electronic Communications Networks and Services)(Universal Service and Users' Rights) Regulations 2003 (S.I. 308 of 2003).

Under these Regulations, ComReg has specific powers in relation to the provision of telephony service by the designated Universal Service Provider (currently eircom).

Universal Service relates to the provision of a defined minimum set of telephony services including functional (narrowband) internet access, payphones, directory services) to all end-users at an affordable price.

These powers are set out in Section 6 of the Regulations which states;

*6. "(1)The Regulator may with the consent of the Minister, specify obligations applicable to designated undertakings, designated for the purpose of ensuring that disabled end-users can enjoy access to and affordability of publicly available telephone services, including access to emergency services, directory inquiry services and directories, equivalent to that enjoyed by other end-users.*

*(2) The Regulator may specify the terms and conditions to be complied with by designated undertakings for the purpose of ensuring that disabled end-users can take advantage of the choice of undertakings and service providers available to the majority of end-users.*

### **Obligations currently imposed on *eircom***

Following public consultation, ComReg designated *eircom* as the Universal Service Provider (USP) for a period of three years, commencing on 25 July 2003. The following specific measures were required in relation to users with disabilities;

***eircom* Code of Practice:** *eircom* were required to develop and publish, in consultation with appropriate representative bodies and with the agreement of ComReg, a Code of Practice governing its provision of services to users with disabilities. The code sets out policy for the provision of such services, and includes details regarding any special schemes offered and the availability of services.

The resultant *eircom* Code of Practice for the Provision of Services to Users with Disabilities is publicly available on the *eircom* company website; [http://www.eircom.ie/bveircom/pdf/code\\_of\\_practice\\_disability.pdf](http://www.eircom.ie/bveircom/pdf/code_of_practice_disability.pdf)

The services as required by the above are being provided by *eircom* who provide some details in the telephone directory but full details may be obtained by dialling Customer Service "1901" and asking for "Service Enquiry".

### **Public Pay Telephones**

*eircom* are required to that ensure the accessibility of such telephones to users with disabilities, in accordance with any measures that may be required by ComReg in accordance the Universal Service and Users' Rights Regulations 2003

### **Specific Measures for users with disabilities**

*eircom* have the following obligations with respect to the provision of services to users with disabilities:

#### **For users that are hearing impaired:**

- Inductive couplers which allow users with a hearing aid set to connect it to their telephone in order to allow them to hear incoming speech clearly.
- Amplifier phones which allow the user to increase the volume of incoming speech.
- Teleflash Visual Alert which shows a flashing light, or makes a loud noise when the phone rings.

For users that are hearing and/or speech impaired:

- A Text Relay Service which provides for the receipt and translation of voice messages into text and the conveyance of that text to the textphone of customers of any operator, and vice versa.
- A rebate scheme whereby, as a result of the time taken to make a text telephone call, equality of payment for deaf text telephone users can be assured.

**For users with limited dexterity or mobility:**

- Push button telephones with speed and automatic redial buttons to allow pre-programmed numbers (typically the most called) or last called numbers to be dialled without having to re-enter the number.
- Hands free/loudspeaker phones which mean that the handset does not need to be used at all.

**For users with restricted vision:**

- Restricted vision telephones which can help people with restricted vision to other numbers more easily.
- Braille billing free of charge.
- Special directory enquiries which allows those unable to use the phone book because of a disability to use a directory enquiry service free of charge.

**Directory enquiries**

*eircom* were required submit proposals to ComReg as to how its directory enquiry service can be made available to Minicom users.

**Other Telecommunication Service Providers**

Services are also provided by a number of other service providers without specific measures being imposed by ComReg. A number of service providers in both the fixed and mobile sectors have developed a

number of services to improve accessibility for users with disabilities. Services which are available include specific handsets with software to convert text to voice and to facilitate menu navigation and braille billing. In addition service providers consult with representative groups on a regular basis.

**ComReg Consumer Panel**

ComReg established a Consumer Panel in March 2003, including a representative from the National Disability Authority

**ComReg's website**

*www.AskComReg.ie* provides consumers with information on telecommunications and postal services. ComReg is committed to ensuring accessibility of its website for people with disabilities through assistive technologies. The site conforms to the W3C/WAI's web content accessibility guide 1.0 conformance level AAA. There are additional details on the website relating to topics such as;

- Access Keys
- Shortcut Links
- Links, Images and Tables
- Text Only / High Visibility Layout & Colours
- Printer Friendly Pages
- Changing Your Browser Settings
- Downloads
- Standards
- Internet Content Rating Association (ICRA) Labelling
- Assistive Technologies

The AskComReg.ie Accessibility Statement is available from the website at;  
*http://www.askcomreg.ie/home/Accessibility.31.LE.asp*

### **Complaints Procedure**

Under the Communication (Regulation) Act 2002, ComReg has been given a function to investigate consumer complaints. Procedures for making complaints, including: complaining to your operator; lodging your complaint/query with ComReg; complaints about postal services; are available on *www.askcomreg.ie*. Information for consumers in the form of Consumer Guides are also available on the website.

### **What are the key issues moving forward?**

#### **Review of EU Regulatory Framework**

The Department will ensure that the needs of people with disabilities are considered in the review of EU regulatory framework for Electronic Communications and Services [Timeline for review 2006-2007]

#### **Transposition of a New EU Regulatory Framework**

The Department will ensure the transposition any new Regulatory Framework, including any provisions relating to people with disabilities, within the deadline set at EU level.

#### **Emergency Call Service**

The Department intends to tender in 2006 to identify a suitable provider of an emergency call answering service. The issue of the access to the emergency call answering service by people with disabilities will be examined as part of the identification of the new service provider.

### **Coordination with Other Departments and Agencies**

The Department will fully cooperate with other Departments and Agencies and interested stakeholders in relation in relation to disability matters, including any coordination mechanisms set up as a result of the 2006 Census. [Timeframe: Ongoing]

### **Highlighting Disability Issues with Industry**

In addition to any regulatory obligations, the Department will work with the Regulator and industry to seek to maximise the voluntary delivery by industry for people with disabilities [Timeframe: Ongoing]

### **Empowering ComReg**

The Department will monitor the compliance by ComReg of its legislative responsibilities in relation to people with disabilities and will ensure that ComReg has all the necessary powers to carry out its functions.

### **Actions which ComReg plans to take**

#### **Review of Universal Service Obligations**

ComReg, following a public consultation process open to all, will complete its review of the Universal Service Obligations, including regulatory measures for people with disabilities. [Timeframe: 3rd Quarter 2006]

**Access to Communications Services**

ComReg will continue to work with industry, including those not covered by Universal Service Obligations, to promote and encourage service providers to ensure that services are accessible for people with disabilities.  
[Timeframe: Ongoing]

**Availability of Information on Services Accessible by People with Disabilities**

ComReg, following consultation with interested stakeholders, will seek to ensure that information on the availability of accessible services will be widely available.  
[Timeframe: End 2006]

**ComReg Consumer Advisory Panel**

ComReg will ensure that a representative specifically concerned with the interests of people with disabilities will be on its Consumer Advisory Panel.  
[Timeframe: Ongoing]

**Consultation with Disability Representative Groups**

ComReg, through all consultation mechanisms available to them, will continue to engage with disability representative groups and will encourage service providers to continue their consultations with representative groups in the development of new products and services.  
[Timeframe: Ongoing]

**Billing**

ComReg will work with service providers to develop effective billing arrangements for people with disabilities.  
[Timeframe: Mid 2007]

**Reporting**

ComReg following consultation with disability representative groups and disability stakeholders, will report in their annual reports and starting from July 2007 report to the Minister annually on the status of measures to promote the interests of users with disabilities in the context of ComReg's statutory objectives.  
[Timeframe: Annual]

**Coordination with Other Departments and Agencies**

ComReg will fully co-operate with Government Departments and State Agencies, in relation to disability matters within the scope of its powers.  
[Timeframe: Ongoing]

**Access to ComReg's Website**

ComReg's will continue to ensure accessibility of its website *www.AskComReg.ie*, for people with disabilities through assistive technologies.  
[Timeframe: Ongoing]

**ComReg Complaints Procedure**

ComReg will continue to ensure that its complaints procedure is available to people with disabilities.  
[Timeframe: Ongoing]

**ComReg Work Programme**

ComReg will continue to consider disability issues when preparing its annual Work Programmes.

## Postal Services

### Why is this Important?

The Postal Regulations describes the universal service as a *'right', 'involving the permanent provision of a postal service of a specified quality ..... at affordable prices for all users'* and places a statutory obligation on the universal service provider to provide on every working day, and not less than five days a week, as a minimum, one clearance and one delivery to the home or premises of every natural or legal person in the State. Furthermore it enables ComReg to issue directions to a universal service provider *"to ensure that the density of the points of contact and of access points takes account of the needs of users."*

An Post, the Universal Service Provider of postal services, was established by the Postal and Telecommunications Services Act, 1983. Under the act, the Minister and the Minister for Finance are the shareholders of the company. Its board and management are responsible for ensuring compliance with its statutory obligations.

### What is the Current Position ?

#### Regulatory Framework

The EC Postal Directive forms the basis for the current postal regulations - the European Communities (Postal Services) Regulations, 2002, S.I. No.616 of 2002. The Directive, among other issues, establishes a harmonised regulatory framework for postal services throughout the European Union and for securing improvements in the Quality of Service provided.

The Postal Regulations set out a very broad framework of the universal service requirement. A function of ComReg is to implement these Regulations; where required, taking account of the modern needs of business and domestic consumers in tandem with ensuring that the Universal Postal Service remains a protected and viable service nationwide.

#### Obligations Imposed on An Post as USP

Under Regulation 8 (1) (b) of the Postal Regulations An Post as a universal service provider has reserved to it "the free postal service for blind and partially sighted persons operated by An Post from time to time". This reflects the provisions as set out in the EU postal directives.

An Post provides a free postal service for blind and partially sighted people. This obligation is born out of the historical importance of mail as a medium for communication for blind and partially sighted people given their reliance on Braille and more recently audio tapes which by their very nature tend to make postal packets weighty and therefore prohibitively expensive. Full details may be accessed at An Post's website:

<http://www.anpost.ie/AnPost/MainContent/Personal+Customers/Sending+Mail/Articles+for+The+Blind/>

In Decision Notice D11/03 ComReg set out a number of issues concerning the rights of consumers, such as access to Postal services, the guarantee of daily delivery, the publication of information about what is on offer, and complaints procedures.

In relation to delivery access, An Post is required to deliver post every working day. For collection points, maximum limits have been placed on the distances users should have to travel. These limits are 1km in urban areas and 3km for rural areas.

In summary, items containing certain literature and articles adapted for blind or partially sighted people can be sent free of charge, once they are clearly and specifically marked as such (i.e. "Articles for the Blind" when sending nationally, or "Cécogrammes" (BLIND LITERATURE) when using international mail services), and meet the weight (7kg) and size requirements (same as letter requirements) imposed. Additionally, national mail services packages must be posted either without a cover or in a cover which can be easily removed for the purpose of examination.

ComReg recently clarified this requirement in the recently published response to consultation 05/85 The Universal Postal Service - A Working Definition:

*"The 2002 Regulations, the UPU letter post Convention and the Postal Services Directive all make special provision for services to the blind. Therefore ComReg is required to ensure that free services for blind and partially sighted people are provided by the USP. As such these services will be included in the working definition."*

## **What are the key Postal Issues moving forward?**

### **Department**

Review of EU Regulatory Framework: The Department will continue to press at EU level for consideration of the needs of people with disabilities in the review of the postal directive currently underway. It is expected that a draft postal directive will be presented by the Commission to the European Parliament at the end of the year.

### **Transposition of a new EU Regulatory Framework**

The Department will ensure the transposition any new postal directive into national legislation, including any provisions relating to people with disabilities, within the deadline set at EU level.

### **Coordination with other Departments and Agencies**

The Department will fully cooperate with other Departments and Agencies and interested stakeholders in relation to disability matters.

[Timeframe: Ongoing]

### **Empowering ComReg**

The Department will monitor the compliance by ComReg of its legislative responsibilities in relation to people with disabilities and will ensure that ComReg has all the necessary powers to carry out its functions

## **Actions which ComReg Plans to Take**

### **Regulation of Postal Industry**

ComReg will continue to consider issues in relation to disability and access in the regulation of the postal industry commensurate with its powers  
[Timeframe: Ongoing]

### **Access to Postal Services**

ComReg will work with industry, including those not covered by Universal Service Obligations, to promote and encourage service providers to ensure that services are accessible for people with disabilities  
[Timeframe: Ongoing]

### **Coordination with other Departments and Agencies**

ComReg will fully co-operate with Government Departments and State Agencies, in relation to disability matters within the scope of its powers.  
[Timeframe: Ongoing]

### **Access to ComReg's Website**

ComReg's will continue to ensure accessibility to its website *www.AskComReg.ie*, for people with disabilities through assistive technologies.  
[Timeframe: Ongoing]

ComReg's postal expert group, shall in its deliberations take the interests and needs of the people with disabilities into account  
[Timeframe: Ongoing]

### **ComReg complaints procedure**

ComReg will continue to ensure that its complaints procedure is available to people with disabilities.  
[Timeframe: Ongoing]

### **ComReg work programme**

ComReg will continue to consider disability issues when preparing its annual Work Programmes, and will report on progress in its annual reports.

## **Actions which an Post Plans to Take**

There is a dedicated team within An Post assessing the scope of the work required to comply with the legislation. This will include the preparation of a budget and a programme of work for delivery over the next three years to address shortfalls in access conditions for people with disabilities at Company Branch Offices. This programme will substantially address the outstanding access issues at Company owned Retail offices within a two-year period subject to necessary approvals (i.e. planning permission, etc) being received in a timely manner.

With regard to the Sub Post Offices the company has a policy in place whereby new appointees are required to have their premises accessible to people with disabilities.

In other Sub Post Offices which are not currently compliant, An Post will bring this matter to the attention of the appointee (Postmaster / Postmistress). However, for existing contracts, some of which have been



in place for 50 years, An Post is not in a position to force them to alter their premises. The company will encourage such appointees to take the initiative and address any access problems they may have at their premises on a voluntary basis.

With the above mentioned stipulation for new appointees in place, accessibility issues for sub post offices will be addressed on an ongoing basis.

An Post will report on progress on disability issues in its annual report.

## 5. Marine

### Why is this Important?

The Department's remit in the Marine Sector involves the regulation, through the Fisheries Boards, of the Inland Fisheries resource. As a sector with considerable social, leisure and tourism dimensions, accessibility for all, both physical and in terms of information is a key issue.

In addition, the Department has important responsibilities in the development of Fishery Harbour Infrastructure. Such infrastructure may include improvement and development of leisure and amenity facilities or the promotion of social and economic development. One of the Fishery Harbour Centres in particular is the busiest domestic passenger ferry port in the State, and as such, the obligations imposed by the Disability Act have a particular relevance.

### The Central and Regional Fisheries Bodies

The Department has responsibility for the following 9 bodies that can be construed as public bodies within the meaning of the Disability Act 2005.

- Central Fisheries Board
- Eastern Regional Fisheries Board
- North Western Regional Fisheries Board
- South Western Regional Fisheries Board
- Southern Regional Fisheries Board
- Western Regional Fisheries Board
- Northern Regional Fisheries Board
- Shannon Regional Fisheries Board
- Marine Institute

In addition the Foyle, Carlingford and Irish Lights Commission is a North South Body established under the British Irish Agreement Act 1999.

Funding is a factor which determines the extent of facilities provided by the bodies, including facilities for persons with disabilities. Given their non-commercial status, the bodies rely almost entirely on the Exchequer for their funding. They will also be encouraged to investigate alternative sources of funding, such as the NDP 2007 - 2013, for the provision of additional and upgrading of existing facilities.

### Obligations Imposed on the Fisheries Boards

The bodies have been requested to undertake, during 2006, an access audit, which will identify the facilities in place, the scope for further facilities, constraints, where relevant, for providing further facilities and recommendations for a plan of action for the provision of facilities over a specified period of time. It is envisaged that an approved plan of action will be in place by early 2007. In this regard, an appropriate provision has been included in the performance contracts between the Department and the bodies, which are reviewed annually.

### **What are the Key Issues Going Forward?**

Many of the public offices of the bodies are accessible by people with disabilities. However some of the regional fisheries boards are housed in facilities which are dated and in need of upgrading.

All of the bodies accept that every effort should be made to improve accessibility when improvements are being planned and carried out.

In this regard, the access audit mentioned above will also include an audit of the bodies' public offices with a view to identifying a plan of action to ensure compliance with the requirements of the Disability Act within the deadlines specified in it.

### **Actions which the Fisheries Boards Plan to Take**

Each of the bodies has been instructed to ensure that all staff are made aware of the legislation in place governing the provision of services to persons with disabilities and that appropriate references to such provision is included in their customer Charters.

All bodies will endeavour to ensure that information provided by them is available in formats that are accessible by persons with disabilities.

Furthermore, the bodies will seek to ensure that their websites are fully accessible. The bodies will be required to report on the policies, practices and services for people with disabilities and on progress on achieving Sectoral Plan targets in each of their annual reports.

To date a number of the fisheries boards have provided facilities to improve access for disabled anglers in various locations around the country. The boards will, insofar as is safe and practicable, aim to provide as many facilities as possible in appropriate locations. It is intended that information in relation to the location and details of these facilities will be made available centrally.

## **5.1. Fishery Harbour Centres**

### **Current Position**

There are five harbours (Howth, Dunmore East, Castletownbere, Ros A' Mhíl and Killybegs) that are operated as Fishery Harbour Centres by the Department.

These operate under the Fishery Harbour Centres Act, 1968, as amended. The 1968 Act provides for the establishment and operation of these harbours to promote, develop and carry on sea fishing, processing and other matters connected with the fish industry as well as any other purpose, including the provision, improvement and development of leisure or amenity facilities or for facilitating or promoting the social or economic development of the area.

Ros A' Mhíl is the busiest domestic ferry port in the country and is an important hub for transport between the mainland and the Aran Islands, with an all year round base for passenger services.

### **Obligations Imposed on the Department**

The Department has responsibility for the infrastructure at Fishery Harbour Centres. In addition the Department also has responsibility for a range of piers constructed under the Marine Works (Ireland) Act 1902 and under the auspices of the Congested Districts Board. Any new infrastructural developments at these piers will take into account accessibility issues, for example, a feasibility study concerning Cleggan Pier, Co. Galway is taking into account accessibility issues at the pier

### **Actions the Department Plans to Take**

Ros A' Mhíl is currently undergoing a multi million euro capital development and this project will include access and service provisions for people with disabilities.

The Department will, *within six months* of the Sectoral Plan being laid before the Houses of the Oireachtas carry out an accessibility audit of all the Fishery Harbour Centres and identify what remedial action is necessary to make the centres accessible to persons with disabilities. This will be followed by an implementation plan setting out a programme to address any issues identified in the audit. The implementation plan will be

drawn up within six months of completing the accessibility audit. In drawing up the implementation plan regard will be had to the funding and staffing resources available for implementation. Priority will be given to Fishery Harbour Centres to which access is most frequently required.

Under the National Development Plan (2000-2006) funding is provided for the development and improvement of port infrastructure and service facilities (including ice plants, landing and storage facilities) at key strategic fishery harbours and the construction and improvement of berthage and related facilities at smaller harbours and landing places. Under the NDP grant-aid of 75% is available for qualifying projects at fishery harbours owned and managed by local authorities. Funding under this programme provides the opportunity to harbour owners to put in place any relevant accessibility facilities when carrying out the developments concerned.

## 6. Energy

### Why is it Important?

The policy on the provision of energy supply services to the community is an important part of the Department's role. The regulation of the sector falls to the independent Commission for Energy Regulation (CER) and a key element of its role is consumer protection; and the provision of services to vulnerable customers.

### Commission for Energy Regulation

#### Current Position

In October 2005, the CER published a consultation paper setting out guidelines for services to vulnerable customers in the gas and electricity markets. The paper also consulted on how information would be collected. Responses to this consultation paper were published on the CER's website. During its consultation process responses were received from

- Bord Gáis Energy Supply
- Bord Gáis Networks
- ESB Customer Supply
- ESB Networks
- Airtricity
- Money Advice and Budgeting Service (MABS)
- Age Action Ireland
- Members of the Public

The Commission for Energy Regulation (CER) currently occupies central office buildings in The Plaza, Tallaght, Dublin. The CER advises that its premises are compliant with regulatory requirements regarding disability. The CER plans to move to new premises in the same area in September 2007. The CER

further advises that these premises will also be compliant with regulatory requirements.

### What are the Key Issues Moving Forward?

Statutory Instrument (SI) 452 of 2004 for Gas and SI 60 of 2005 for Electricity increased the CER's responsibility toward consumer protection, including the protection of vulnerable customers. The CER has set out the safeguards that should be put in place for vulnerable customers (including the elderly and people with disabilities).

These safeguards include measures to help vulnerable customers avoid having their supply of gas or electricity disconnected. Suppliers of natural gas to domestic customers are required by Condition 26 of the Natural Gas Supply Licence to develop a code of practice for vulnerable customers. It is anticipated that this will also be included in the review of the Electricity Supply Licence.

### Obligations Imposed on CER and the Sector

#### Application

This decision paper on the provision of services to vulnerable customers applies to suppliers and network operators serving domestic customers in the gas and electricity markets.

#### Collection of Vulnerable Customer Data

- Vulnerable customers must register as such through their supplier.

- Forms will be available through suppliers and network operators but must be returned to the supplier who is responsible for completing the customer's registration.
- Data collection will comply with relevant Data Protection requirements.

### Services for Vulnerable Customers

The provision of services is broken into two different categories.

1. Customers vulnerable to supply interruption:
  - Electricity suppliers must register customers on life support equipment. These customers cannot be de-energised at the request of a supplier. De-energisation can only occur must for safety reasons or where requested by the customer.
  - Suppliers should make provision for customers who may become vulnerable as a result of prolonged disconnection or De-energisation in their Code of Practice on Disconnection or De-energisation.
  - If a network operator finds that a customer is vulnerable on arrival at the premises for the purpose of disconnection or De-energisation, the network operator shall have the discretion to withdraw from the premises and notify the supplier.
2. Customers with special communication requirements:
  - Suppliers and network operators must develop a standard method of communicating with customers with visual impairments
  - Suppliers and network operators must develop a communication method for customers with hearing impairments that would be similar to offering a phone service to customers with regular hearing.
  - Network operators are required to develop an emergency reporting mechanism for customers with hearing impairments.
  - Network operators are required to develop a method for customers to validate callers to their home. Where a supplier uses agents or representatives to call to domestic premises they will also be required to develop a verification process.

### **Actions wich CER Plans to Take**

- The CER will review the Decision Paper in the near future.
- The CER is now working with industry participants to develop standard application forms and to assist them in implementing their services. In parallel to this process the industry IT systems are being developed to record customer's information to ensure they can access the services they need.
- The CER is in the process of establishing a dedicated consumer management service. This service will deal with customer queries, information requests and complaints about the services that Gas and Electricity suppliers and network operators offer their customers. The CER is committed to consulting with the appropriate bodies when implementing the communication aspects of this service. This service will also include special services required by customers.
- The CER will work with suppliers and network operators individually and through the appropriate industry forums to ensure that enduring services are put in place to protect vulnerable customers. To monitor this, the CER will be requiring suppliers and network operators to produce an annual report covering the type of services they offer, the number(s) of people accessing these services and any complaints they have received in relation to these services.

## 7. Funding

The table below sets out the relevant allocations in the Department's budget for 2006.

**Vote : 30 – Communications, Marine and Natural Resources.**

Allocations for Initiatives related to Disability Act

Subhead	Allocation 2006
<i>D/CMNR</i>	<i>€000s'</i>
Central Services – Building Maintenance	750
Salaries for staff with disabilities	1,160
Information Systems Division	30
Marine Institute	-
Bord Iascaigh Mhara	-
Aquaculture Licences Appeals Board	-
Central & Regional Fisheries Boards	20
Sustainable Energy Ireland	-
Digital Hub Development Agency	-
Broadcasting Commission of Ireland	-
TG4	-
<b>Total</b>	<b>1,960</b>



## 8. Access to Buildings

The Department is committed to the provision of a built environment that is fully accessible to all people regardless of ability. All renovation works that have been carried out in recent times have complied with the requirements of the Disability Act, 2005. Requirements in this regard have been stressed to the Office of Public Works in the context of provision of office accommodation for the Department under the Decentralisation Programme.

The Department has three buildings located in Dublin and all are fully accessible to people with disabilities. Both the Adelaide Road and Leeson Lane buildings have meeting rooms and restaurant services available either at ground level or accessible by lift, and both have disabled toilets.

The lifts in the Leeson Lane building have recently been refurbished and now have Braille for the visually impaired and mirrors to assist wheelchair users. The lifts in the Adelaide Road building are due to be refurbished shortly by agreement with OPW. The Beggars Bush building is undergoing a refurbishment programme at present with all works to comply with the Disability Act, 2005.

As the Department occupies a number of buildings nationally that are classified as 'Listed Buildings' it has not always been possible to achieve accessibility to every building occupied by Department staff. A request has been made to upgrade accessibility to such accommodation as far as possible. In addition, where new accommodation is being sought either for existing regional functions or in the context

of the Government's Decentralisation Programme compliance with the 2005 is a key requirement.

The Department is working closely with the National Disability Authority with regard to the provision of required services within all its buildings and has used the building on Leeson Lane as a working model. The NDA has expressed satisfaction with improvements (Audio Loop System in reception areas and the provision of an Access Handbook) that have been implemented by the Department. However, a number of items were noted as requiring attention under the NDA audit which was carried out in December 2005/January 2006. The detail of each and the timeframe for implementing these improvements is appended.

Under the Health, Safety and Welfare Act, 2005 the Department is having a Safety Audit carried out on all its buildings and it is proposed that the requirements of the Disability Act, 2005 will be taken into account when drawing up the final report and carrying out the recommended improvements. It is hoped to have the Safety Audit completed by mid September, 2006.

<b>National Disability Authority Performance Indicators</b>		
<b>Issue</b>	<b>Current Status</b>	<b>Completion Date</b>
Access Handbook	At final Draft stage	15/07/2006
Staff awareness of Access Handbook	Launch of Handbook mid July and electronic version on Intranet/Website	15/07/2006
Adequate signage - internal & external	Further consultation with NDA required to finalise	31/07/2006
Audio Loops	Installed at Reception desks. Installation company carrying out survey of relevant meeting rooms to assess suitability for system.	Await survey report
Alarm system in accessible toilet	To be installed	31/07/2006
Emergency Lights and equipment	Upgrade of emergency lighting completed and certified. Alarm systems (emergency and intruder) surveyed report awaited from OPW	Report awaited
Review of Fire and Safety procedures	Fire marshal training recently completed. Fire register and Log will be updated following completion of training programme	15/07/2006

## 9. Access to Services

The Department is committed to continuous improvement of the accessibility of its services as an organisation and across its agencies and sectors, with particular priority being given to ICT accessibility and issues relating to the built environment.

The Department will consult regularly on accessibility issues over the lifetime of the Sectoral Plan with the National Disability Authority.

## 10. Complaints and Redress Procedures

### Officials responsible for the Plan

The Department and each of the public bodies under its aegis will be required to appoint a senior official with specific responsibility for disability matters. The appointee in each case will be responsible for delivering on the commitments contained in the Sectoral Plan in respect of the body concerned and for reporting to, and liaising with, the Department in relation to all disability matters.

### Complaints and Redress Structures

The Minister for Communications, Marine and Natural Resources will ensure that each of the Regulatory Bodies which carry out functions in relation to the sectors covered by this Plan, and each of the Marine Bodies referred to in section 6 of this Plan, will have in place by 31 December 2006 adequate procedures and structures to deal with complaints of alleged non-compliance with the provisions of this Sectoral Plan.

All such procedures and structures, prepared in accordance with the above, shall be published by the Regulatory Bodies or Marine Bodies, as appropriate, and shall include the following:

- procedures for the making and investigation of complaints and such other matters relating to complaints as are considered appropriate,

- the name and contact details for the person(s) within the Regulatory Body or Marine Body, to whom complaints may be addressed. A person, or persons, so nominated shall be:
- referred to as "complaints officers" responsible for the conduct of investigations in accordance with the above-mentioned procedures, and independent in the performance of his or her functions

When drawing up procedures in accordance with the above, Regulatory Bodies and Marine Bodies shall have regard to the following Ombudsman publication (available at <http://www.ombudsman.ie>).

### The Ombudsman's Guide to Internal Complaints

Systems Procedures and structures, prepared in accordance with the above, shall be submitted to the Minister as soon as may be but in any case not later than 31st December 2006 and shall have effect once they have been approved by the Minister.

A person may make a complaint to the Ombudsman in relation to a decision of a complaints officer in relation to this Sectoral Plan. Procedures prepared in accordance with 1.2(a) above shall make provision for informing all complainants of this right.

The decision in each complaint will be notified by the complaints officer to the appropriate person (within the Regulatory Body or Marine Body) with responsibility for

accessibility matters who will be required to consider the matter(s) complained of and, where appropriate, will bring forward proposals to ensure compliance with the complaint officers decision, having regard to the following Ombudsman publication (available at <http://www.ombudsman.ie>).

### **The Ombudsman's Guide to the provision of redress**

Each Regulatory Body or Marine Body that carries out a complaints investigation function under this Plan will be required to report to the Minister annually in relation to complaints concerning alleged non-compliance with the provisions of this Plan, and the changes brought forward, or proposed, to ensure improved access to the services covered by this Plan.

Each Regulatory Body or Marine Body that is required by statute to prepare and/or publish an annual report will be required to provide a yearly progress report on the implementation of the Sectoral Plan in each of their annual reports.

# Appendix 1

## Implementation of Certain Provisions of the Disability Act 2005 in Certain Semi-State Bodies

ESB			
Access to Public Buildings - Section 25			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Develop and implement a programme of works to make public buildings which ESB occupy, manage or control accessible over the period 2006 to 2015;	✓		The ESB Customer Service Engineer and Facilities Manager between them have responsibility for all ESB premises.
Put a procedure in place to ensure that account is taken of the NDA code of practice when buildings are being refurbished or new buildings are being built.	✓		Since ESB shops closed, the trend now is for customers to make contact via The ESB Contact Centre rather than by personal calls to ESB premises.
Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas		✓	In the larger premises – the ESB are very conscious of access for callers with disabilities as these are the primary points of personal contact between the public and ESB personnel, and all of these are compliant with the concepts of universal access.  All new ESB construction and refurbishment projects, which involve the professional input of architects (Building and Construction Group, ESB International) comply with Building Regulations Part M, and the concepts of universal access are thoroughly explored in the design stages of each project and carried through to construction where practicable.

Access to Services, etc - Section 26			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible;	✓		ESB is committed to ensuring that its services are as convenient and efficient as possible for all its customers. As part of this commitment, the ESB introduced a Customer Care Programme for older people and people with disabilities and intends to launch a new brochure on "Customers with Special Needs" This will be featured on the ESB web site.
Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services;	✓		At present one officer's role includes that of Access Officer. However the ESB are currently exploring how best to enhance and profile this role.
Ensure that the public is aware of the availability of an access officer;	✓		
Identify and source expertise to advise on making services accessible to people with disabilities.	✓		
Accessibility of Services to a Public Body - Section 27			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review public procurement policy and procedures;	✓		The ESB Procurement Manager is aware of the need to include accessibility in the tendering procedure and these are criteria which is stipulated.
Establish procedures to ensure that accessibility requirements are specified in tender documentation and associated criteria for selection of successful tenders.	✓		

Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review arrangements for providing information to the public;	✓		<p>Some of the initiatives included under the "Customers with Special Needs" programme are as follows:</p> <p><b>Text Phones (Minicomms)</b> which allows people with a hearing disability to communicate using a screen on their telephone.</p> <p><b>Braille Bills</b> are provided on request for customers who are visually impaired.</p> <p><b>Talking Bills</b> are provided on request for customers who are visually impaired.</p> <p><b>Large Print Bills</b> are provided on request for customers with a visual disability</p> <p><b>Redirecting Bills</b> - A trusted friend or relative can be nominated to receive your electricity bill in order that it can be dealt with according to your instructions.</p> <p><b>Sympathetic Hearing</b> - Some staff have been trained to communicate with customers who have hearing difficulties.</p> <p><b>Register of Customers with Home Medical Equipment</b> - For customers depending on electric medical equipment we will make every effort to ensure to keep a continuous supply of electricity. It is usual practice throughout ESB to communicate with persons with hearing, sight or cognitive difficulties in a format which meets their individual needs.</p> <p>Regarding electronic communications, the ESB Internet site <a href="http://www.esb.ie">www.esb.ie</a> has recently been externally-audited for accessibility and compatibility with adaptive technology. It currently complies with international Web Content Accessibility Guidelines (WCAG-Level A). The site is scheduled for complete revision, part of which will involve upgrading to the higher WCAG AA Level.</p>
Establish procedures and identify sources for securing accessible formats for information provided by the Department or body;	✓		
Establish timescales for processing requests from the public for accessible information;	✓		
Promote the availability of accessible formats to the customers;			
Review accessibility of public websites for which you are responsible			



Employment in the public service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Ensure that procedures are in place to monitor compliance with 3% target;	✓		ESB has already exceeded the 3% figure (5.5% in 2004)
Consider and implement, as appropriate, positive actions to ensure compliance with the target.	✓		<p>All job advertisements, both internal and external, state that 'ESB is an Equal Opportunities Employer'. All potential employees are asked to indicate if they have any special needs when it comes to attending interviews.</p> <p>As part of the 2005 Apprenticeship Recruitment Campaign, a reader was provided to dyslexic applicants during aptitude tests. The ESB also allowed extra time for these applicants.</p>

RTÉ		
Access to Public Buildings - Section 25		
Actions Necessary	Applicable? Yes No	If yes, brief description
Develop and implement a programme of works to make public buildings which you occupy, manage or control accessible over the period 2006 to 2015;	✓	Review all sanitary accommodation, lifts, automate access doors to all public areas, full review of accommodation in progress
Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas;	✓	Montrose House and Mount Errol are both protected structures. Remedial works will be restricted in both cases.
Put a procedure in place to ensure that account is taken of the NDA code of practice when buildings are being refurbished or new buildings are being built.	✓	Part of the Facilities Management Work Practice Model.
Access to Services, etc - Section 26		
Actions Necessary	Applicable? Yes No	If yes, brief description
Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible;	✓	See Section 25
Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services;	✓	Appointment of Access Officer being examined at present
Ensure that the public is aware of the availability of an access officer;	✓	see above
Identify and source expertise to advise on making services accessible to people with disabilities.	✓	see above

Accessibility of services supplied to a public body - Section 27			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review public procurement policy and procedures;	✓		A review of RTÉ's Purchasing Policies and Procedures is planned in 2006.
Establish procedures to ensure that accessibility requirements are specified in tender documentation and associated criteria for selection of successful tenders.	✓		As above.
Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review arrangements for providing information to the public;	✓		RTÉ publishes on its website extensive information about all its functions. This information is reviewed on a regular basis to ensure that it is accurate. RTÉ's Information Office responded to 37,575 phone calls and 8,969 emails in 2005.
Establish procedures and identify sources for securing accessible formats for information provided by the Department or body;		✓	
Establish timescales for processing requests from the public for accessible information;	✓		There is a commitment on RTÉ's website that all calls, letters and emails will receive a substantive response within 4 weeks.
Promote the availability of accessible formats to the customers;	✓		RTÉ cross promotes its services on all its media.
Review accessibility of public websites for which you are responsible	✓		RTÉ carries out regular reviews of public usage of all its services to ensure that the highest possible standard is maintained.

Employment in the Public Service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Ensure that procedures are in place to monitor compliance with 3% target;</p> <p>Consider and implement, as appropriate, positive actions to ensure compliance with the target.</p>	<p>✓</p> <p>✓</p>		<p>In the area of the employment of people with disabilities, RTE has in place a diversity policy promoting equal opportunities in all aspects of employment (recruitment, training, career progression). RTE also has in place guidelines for all interview boards which again promote equal opportunities in all recruitment.</p> <p>As of 31st November 2005, 2.38% of RTE's staff could be considered to have a disability.</p> <p>Any necessary requests have been facilitated on a case for case basis, such as seating, lighting etc.</p>

BORD GÁIS EIREANN		
Access to Public Buildings - Section 25		
Actions Necessary	Applicable? Yes      No	If yes, brief description
Develop and implement a programme of works to make public buildings which you occupy, manage or control accessible over the period 2006 to 2015;	✓	All Bord Gais Eireann (BGE) buildings which have public areas are fully accessible to people with disabilities. All of these buildings have been constructed within the past seven years and comply with Part M of the building regulations.  BGE will ensure that the Code of Practice from the National Disability Authority in relation to accessible buildings is taken into account.
Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas;	✓	
Put a procedure in place to ensure that account is taken of the NDA code of practice when buildings are being refurbished or new buildings are being built.	✓	
Work in Public Areas		
Safety is the prime priority for Bord Gais Networks and all works in public areas are carried out in accordance with best practice to ensure the safety of workers on site and the general public in the environs of such works.		
Access to Services, etc - Section 26		
Actions Necessary	Applicable? Yes      No	If yes, brief description
Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible;	✓	BGE is committed to implementing appropriate systems and procedures to ensure that its services are accessible to people with disabilities. This includes: <ul style="list-style-type: none"> <li>- offering visually impaired customers the facility to have bills and information leaflets printed in Braille;</li> <li>- issue of bills to a nominated third party if the customer is unable or does not wish to deal with them;</li> <li>- establishment of a minicom service, which allows people with a hearing disability to communicate using a screen on their telephone;</li> <li>- provisions are underway to record customer information such as Codes of Practice and terms and conditions onto CD for visually impaired customers.</li> </ul>

continued...		
<p>Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services;</p>	✓	<p>BGE is highly aware of the difficulties that may be experienced if customers are disconnected during winter months and if contacted by the customer efforts are made to investigate the particular circumstances of customers before such action is taken. Where appropriate, BGE will always offer alternate payment methods and plans.</p>
<p>Ensure that the public is aware of the availability of an access officer;</p>	✓	<p>BGE's Customer Care Manager has been appointed as Access Officer to ensure the co-ordination of the assistance and guidance to facilitate persons with disabilities to access services. Notification of the availability of this access officer will be included on the BGE website.</p>
<p>Identify and source expertise to advise on making services accessible to people with disabilities.</p>	✓	<p>In addition, Bord Gais Networks is working towards an implementation date of February 2007 for the go-live of the central Special Services Register for the gas industry in Ireland. This register is required under Suppliers' and Bord Gais Networks' Codes of Practice for Vulnerable Customers. In order for these Codes to be launched and allow customers to register as a vulnerable customer, a central register of vulnerable customers must be established in order that data is properly captured and special services can be provided accordingly. Due to the required changes to IT systems and Gas Market Rules, it will be February 2007 before this Central Database is fully operational for the gas market in Ireland. The preparation of this Register and Code involved liaison with representative groups and considered BGE's obligations under the Disability Act, 2005.</p>

Accessibility of services supplied to a Public Body - Section 27			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review public procurement policy and procedures;</p> <p>Establish procedures to ensure that accessibility requirements are specified in tender documentation and associated criteria for selection of successful tenders.</p>			<p>This requirement will be considered, as appropriate, in future procurement activities.</p> <p>An Inquiry Officer has been appointed to process complaints by individuals about any failure by BGE to provide access as required under sections 25 - 29</p>
Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review arrangements for providing information to the public;</p> <p>Establish procedures and identify sources for securing accessible formats for information provided by the Department or body;</p> <p>Establish timescales for processing requests from the public for accessible information;</p> <p>Promote the availability of accessible formats to the customers;</p> <p>Review accessibility of public websites for which you are responsible</p>			
Complaints to the Ombudsman – Sections 38, 39 & 40			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review arrangement</p>			<p>BGE's Chief Legal Officer has been appointed as inquiry officer to process complaints by individuals about any failure by BGE to provide access as required under sections 25 to 29 of the Act.</p>

Employment in the Public Service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Ensure that procedures are in place to monitor compliance with 3% target;</p> <p>Consider and implement, as appropriate, positive actions to ensure compliance with the target.</p>			<p>In April 2003 the Board of Bord Gais Eireann resolved to proactively promote the employment of people with disabilities, including the use of positive discrimination, to reach a 3% quota and promotes an inclusive approach to provide greater employment opportunities for people with disability.</p> <p>All job advertisements state that BGE is an equal opportunities employer and all applicants are asked to advise of any special requirements that may need to be put in place to enable them to attend interview.</p> <p>In order to achieve our objectives in this area BGE has sought the assistance of Access Ability Consultants, Workway and FAS and recently won three awards at the O2 Access Ability Awards 2006 for best practice in this area.</p> <p>A review of existing practices is underway to ensure compliance with the requirements of the Act.</p>



EIRGRID		
Introduction		
<p>EirGrid plc will in the future take over the operation of Ireland's electricity transmission system from ESB National Grid (ESBNG). Currently ESBNG, as Transmission System Operator (TSO), is responsible for operating Ireland's national electricity transmission system - otherwise known as the national grid. This includes planning and developing the system, scheduling and dispatching generation, operating a fair electricity market and ensuring system security. ESBNG is a Business Unit of ESB and therefore all procedures and policies in relation to compliance with the Disability Act 2005 in ESB also apply to ESB National Grid.</p> <p>EirGrid is owned by the Irish State and is established as a result of a government decision to create an independent organisation to carry out the TSO function, in order to assist the liberalisation of Ireland's electricity industry and the development of a competitive market.</p>		
Access to Public Buildings - Section 25		
Actions Necessary	Applicable? Yes      No	If yes, brief description
<p>Develop and implement a programme of works to make public buildings which you occupy, manage or control accessible over the period 2006 to 2015;</p> <p>Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas;</p> <p>Put a procedure in place to ensure that account is taken of the NDA code of practice when buildings are being refurbished or new buildings are being built.</p>		<p>ESB National Grid/EirGrid presently occupies office space within the ESB main Office at 27 Fitzwilliam St Lower. Eirgrid are committed to working in partnership with ESB (as owners) to ensure that they meet the requirements of the Disability Act.</p> <p>ESB's Facilities Manager is responsible for the main office premise. The main office premises are compliant with the concept of universal access, and any refurbishment projects which involve the professional input of architects will comply with Building Regulations Part M and consider the concepts of universal access at the design stage and through to construction where practicable.</p> <p>Transmission stations are located throughout Ireland and are not accessible to the General Public. The Safety Health and Welfare at Work (General Applications) Regulations, 1993 (Part 8) require that such places of work are securely fenced and only accessible by authorised persons.</p> <p>EirGrid is seeking to source a modern third generation building which will meet all of the requirements of current legislation (including the necessary disability requirements). To date they have primarily focused on to-be-built buildings or recently completed buildings.</p>

Access to Services, etc - Section 26			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible;</p> <p>Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services;</p> <p>Ensure that the public is aware of the availability of an access officer;</p> <p>identify and source expertise to advise on making services accessible to people with disabilities.</p>			<p>The services provided by EirGrid are provided to the electricity industry and to a small number of large customers, but are not provided directly to the general public.</p> <p>It is the intention that all relevant services provided by EirGrid will be accessible in person, by post or electronically thus ensuring the widest possible access. A primary consideration when hosting events outside the headquarters will be access for people with disabilities. Eirgrid will appoint an access officer.</p> <p><b>Website</b> - ESB National Grid/EirGrid is committed to ensuring that their website complies with the requirements of the Disability Act. To that end Eirgrid have appointed a specialist consultant to audit the website, and scope out a programme in relation to web accessibility. EirGrid will implement this programme of improvements to the website to ensure that they meet the standards required to comply with the Act. EirGrid has liaised with the National Disability Authority on this matter.</p>
Accessibility of services supplied to a public body - Section 27			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review public procurement policy and procedures;</p> <p>Establish procedures to ensure that accessibility requirements are specified in tender documentation and associated criteria for selection of successful tenders.</p>			See above

Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review arrangements for providing information to the public;</p> <p>Establish procedures and identify sources for securing accessible formats for information provided by the Department or body;</p> <p>Establish timescales for processing requests from the public for accessible information;</p> <p>Promote the availability of accessible formats to the customers;</p> <p>Review accessibility of public websites for which you are responsible</p>			<p>ESB National Grid/EirGrid is committed to ensuring that their website complies with the Disability Act. To that end they are soon to appoint a specialist consultant to audit their site and scope out a programme in relation to web accessibility. They will implement this programme of improvements to the website to ensure that EirGrid meets the standards required to comply with the Act. They have liaised with the National Disability Authority on this matter.</p>
Employment in the Public Service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Ensure that procedures are in place to monitor compliance with 3% target;</p> <p>Consider and implement, as appropriate, positive actions to ensure compliance with the target.</p>			<p>EirGrid has the required tracking system in place to monitor their continued compliance with the 3% target for the employment of persons with disabilities. They continue to review our recruitment practices to achieve best practice in terms of taking positive actions as necessary to ensure full compliance with Part 5 of the Act. All of their job advertisements will actively encourage applications from individuals with disabilities and they will ensure that the best endeavours are made to remove any barriers to employment. It is their intention to draw up a separate written Procedure for people with Disabilities, which will be fully communicated and promoted throughout the business.</p>

SUSTAINABLE ENERGY IRELAND (SEI)		
Access to Public Buildings - Section 25		
Actions Necessary	Applicable? Yes      No	If yes, brief description
Develop and implement a programme of works to make public buildings which you occupy, manage or control accessible over the period 2006 to 2015.	✓	SEI operates as a tenant on the Enterprise Ireland site. It is SEI's understanding that EI at all times endeavour to ensure all buildings etc are accessible and suitable for those with disabilities.
Put a procedure in place to ensure that account is taken of the NDA Code of Practice when buildings are being refurbished or new buildings are being built.	✓	In designing their new building, SEI will ensure that it will be fully compliant with the NDA Code of Practice.
Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas.	✓	
Access to Services etc - Section 26		
Actions Necessary	Applicable? Yes      No	If yes, brief description
Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible.	✓	The types of services which SEI provide to the public would generally be categorised as information and advice. These are generally provided through publications, events and other mass communications. See Section 28.
Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services.	✓	Where one-to-one meetings with the public or client companies is required and they are hosted within SEI's premises then this falls under section 25 above.
Ensure that the public is aware of the availability of an access officer.	✓	Alternatively meetings are conducted at client locations and are not subject to this requirement.
Identify and source expertise to advise on making services accessible to people with disabilities.	✓	In cases where SEI hosts events for members of the public (in private or business capacity) in locations around the country then the accessibility of the venues would be a matter for the hotel / venue.  Going forward, SEI will include venue accessibility as one aspect of venue selection, particularly where it is known that such facilities will be required. (SEI events are rarely fully open and so in most cases, the attendees and their requirements will already be known to SEI).

Accessibility of Services Supplied to a Public Body - Section 27			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review public procurement policy and procedures.		✓	In terms of the products and services procured this requirement is not generally applicable to SEI.
Establish a procedure to ensure that accessibility requirements are specified in tender documentation and associated criteria for selection of successful tenders.		✓	
Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Review arrangements for providing information to the public.	✓		Information provision is one of SEI's key services. To this end all of their information, including publications and press announcements etc. are available on the SEI website. The current SEI website, launched in December 2005, is fully compliant with the requirements of the Web Content Accessibility Guidelines (WCAG) Level AA.  Further, as stated in the SEI Customer Charter "We are committed to providing maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs" represents a commitment to accommodate in as much as possible requirements as they might arise / be identified to SEI.
Establish procedures and identify sources for securing accessible formats for information provided by the Department or body.	✓		
Establish timescales for processing requests from the public for accessible information.	✓		
Promote the availability of accessible formats to the customer.	✓		
Review accessibility of public web sites for which you are responsible.	✓		
Employment in the Public Service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Ensure that procedures are in place to monitor compliance with target of 3%.	✓		The SEI headcount for 2005 exceeded the 3% target with the employment of one individual with a disability, who has subsequently left SEI.  All SEI recruitment activities actively encourage applications from all types of people.  SEI continuously endeavour to remove barriers in the work place for people with disabilities.
Consider and implement, as appropriate, positive actions to ensure compliance with the target.	✓		

CENTRAL FISHERIES BOARD (CFB)			
Access to Public Buildings - Section 25			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Develop and implement programme of works to make public buildings which you occupy, manage or control accessible over the period 2006 to 2015;	✓		<p>The CFB have recently moved into new offices in Swords. Although the move took place prior to the implementation of the 2005 legislation, the architects were cognizant of the accessibility requirements. However, it was decided to have an independent audit of the building carried out by "Access Ability" (consultants specialising in the area of access for people with disabilities) and this was done at the beginning of April 2006. The CFB are aware, arising from this audit, that there are some minor adjustments that could/should be made to improve access for disabled people and we will be meeting with the consultants later this month to discuss and review needs to be done and how their recommendations can best be implemented.</p> <p>The premises at Balnagowan in Glasnevin will shortly be closing completely, therefore the issue of accessibility will not arise.</p> <p>The Health &amp; Safety Officer has been appointed to the role of Access Officer – Buildings, and will deal with any complaints or issues raised by the public in the area of access to buildings.</p>
Identify buildings, if any, that are to be exempted and consult with other relevant bodies before a Ministerial Order is finalised to lay before the Oireachtas;	✓		
Put a procedure in place to ensure that account is taken of the NDA code of practice when buildings are being refurbished or new buildings are being built.	✓		

Access to Services etc – Section 26			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review the accessibility of mainstream public services and where practicable and appropriate identify actions necessary to make them accessible;</p> <p>Appoint at least one access officer who will have responsibility for providing, or arranging the co-ordination of the assistance and guidance necessary to facilitate persons with disabilities to access services;</p> <p>Ensure that the public is aware of the availability of an access officer;</p> <p>Identify and source expertise to advise on making services accessible to people with disabilities.</p>			<p>Information is not widely available to the public as yet (in the form of brochures, website etc) on angling locations suitable for people with disabilities.</p> <p>However, the CFB aims to collate all relevant information and publish it on our website, in addition to providing a specific guide to disabled anglers. Access to the Library Service is dealt with below.</p> <p>see below, section 28</p>
Access to Information - Section 28			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
<p>Review arrangements for providing information to the public;</p> <p>Establish procedures and identify sources for securing accessible formats for information provided by the Department or body;</p> <p>Establish timescales for processing requests from the public for accessible information;</p> <p>Promote the availability of accessible formats to the customers;</p> <p>Review accessibility of public websites for which you are responsible</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>The CFB is currently looking at appointing an Access Officer for Information to investigate the various methods of providing information to people with disabilities and to deal with customer queries/complaints in relation to access to information. Further research is required in this area and this will be further explored when an Access Officer is appointed. Advice will be sought from the NDA, National Council for the Blind etc.</p> <p>The CFB has yet to publish information on their website about Access Officers and any policies/codes of practice in this area and this will be done when the second Access Officer (Information) has been appointed.</p>

Employment in the Public Service - Section 47			
Actions Necessary	Applicable?		If yes, brief description
	Yes	No	
Ensure that procedures are in place to monitor compliance with 3% target;	✓		The CFB carries out a survey of employees each year, to monitor the level of employment of people with disabilities. The Board has an equal opportunities policy in place.
Consider and implement, as appropriate, positive actions to ensure compliance with the target.	✓		



# Appendix 2a

## BCI Access Rules

Broadcasting Commission of Ireland, 2-5 Warrington Place, Dublin 2

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### Introduction

The Broadcasting Act 2001 makes a number of provisions in respect of rules to be made by the Commission to promote the understanding and enjoyment of programmes by persons who are deaf or hard of hearing and persons who are blind and partially sighted.

The relevant provisions include the following.

**Section 19 (11)** provides that:

*The Commission shall make rules requiring each broadcaster to take specified steps to promote the understanding and enjoyment by -*

- (a) persons who are deaf or hard of hearing, and*
- (b) persons who are blind or partially sighted, of programmes transmitted on any broadcasting service provided by him or her.*

**Section 19 (12)** provides that:

*Rules under subsection (11) may, in respect of any specified period beginning on or after the commencement of this subsection, require a broadcaster to ensure that a specified percentage of programmes transmitted on a broadcasting service provided by him or her in that period employs specified means by which the understanding and enjoyment by persons referred to in paragraphs (a) and (b) of that subsection of that percentage of programmes may be promoted.*

In accordance with the relevant provisions of the Broadcasting Act In accordance with the relevant provisions of the Broadcasting Act 2001, the Broadcasting Commission of Ireland hereby sets out the 2001, the

Broadcasting Commission of Ireland hereby sets out the rules required under Section 19 (11). The Commission has given the rules required under Section 19 (11). The Commission has given the title title **Access Rules** to these rules. to these rules.

### Effective Date

These rules take effect on These rules take effect on **1st March 2005**.

### Definitions

A number of terms are used throughout the rules. These terms are set A number of terms are used throughout the rules. These terms are set out and defined below.

### Subtitling

Subtitling is on-screen text that represents what is being said on the Subtitling is on-screen text that represents what is being said on the screen. The text is formatted in accordance with the screen. The text is formatted in accordance with the *BCI Guidelines on Subtitling: Subtitling to assist interpretation and understanding*. Subtitling can be to assist interpretation and understanding. Subtitling can be open or closed. Open subtitling is subtitling that remains on the screen open or closed. Open subtitling is subtitling that remains on the screen at all times. Closed subtitling can be added to the picture or taken at all times. Closed subtitling can be added to the picture or taken away as viewers wish, using, for example, page 888 on Teletext. away as viewers wish, using, for example, page 888 on Teletext.

### **Captioning**

Captioning refers to on-screen text that represents what is being said. Captioning refers to on-screen text that represents what is being said on the screen. on the screen.

### **Irish Sign Language**

Irish Sign Language is the indigenous language of the Deaf community in Ireland. It is a visual, spatial language with its own syntax and complex grammatical structure. Signing may be presented on-screen through the use of a signer as part of the programme content, or the use of a signer (either a real person or avatar) acting as an interpreter in a box superimposed in the corner of the screen.

### **Audio Description**

Audio description is a commentary that gives a viewer with a visual impairment a verbal description of what is happening on the screen at any given moment, as an aid to the understanding and enjoyment of the programme. The technique uses a second sound track that gives a description of the scene and the on-screen action.

### **Jurisdiction**

These rules apply to broadcasters under the jurisdiction of the Republic of Ireland or those who make use of a frequency or satellite capacity or up-link based in the Republic of Ireland. In practical terms, the *Access Rules* apply to the four indigenous terrestrial services namely, RTÉ 1, RTÉ 2, TG4 and TV3. The BCI reserves the right to extend the rules and their applicability to new services licensed by the BCI under the Broadcasting Act 2001, from time to time. The BCI will make this assessment on a case-by-case basis.

## **1. Rules Applying to All Forms of Provision**

- 1.1** These rules apply to programming content only and performance will be evaluated based on the scheduled duration of the programme.
- 1.2** Monitoring and measuring of performance shall take place throughout the timeframe for the implementation of the rules.
- 1.3** All of the rules contained herein shall be reviewed after a period of three years.

## **2. Subtitling Rules**

- 2.1** Specific targets have been identified for each broadcast service.
- 2.2** All targets are based on a ten-year timeframe.
- 2.3** In evaluating and measuring performance, percentage targets will be calculated over an 18-hour broadcast day from 7am to 1am.
- 2.4** Targets will be measured on an annual basis taking a weekly average.
- 2.5** Targets will be calculated based on the level of subtitling provision on each individual broadcast service.

**2.6** In the case of RTÉ 1 and RTÉ 2, of the annual percentage increase in subtitling, a reasonable proportion shall include children’s programming, where applicable.

**2.7** The rules do not, at this time, prioritise any programme genres/types or time-blocks within the 18-hour day. However, broadcasters shall consult periodically, and not less than once annually, with user groups, as to their viewing preferences.

**2.8** Broadcasters are permitted to include some captioning in the attainment of subtitling targets in the first three years during which the rules shall apply. However, it is the intention of the Commission that the initial three years of the ten-year timeframe will function as a transition period to facilitate a changeover from captioning to subtitling.

**2.9** Broadcasters shall comply with standards and guidelines set out in the BCI Subtitling Guidelines.

#### **2.10** Targets

The following targets and timeframes shall apply: The following targets and timeframes shall apply:

RTÉ 1				
Year 1	Year 2	Year 3	Year 4	Year 5
55%	55%	75%	85%	93%
Year 6	Year 7	Year 8	Year 9	Year 10
95%	97%	98%	99%	100%

RTÉ 2				
Year 1	Year 2	Year 3	Year 4	Year 5
24%	33%	42%	51%	60%
Year 6	Year 7	Year 8	Year 9	Year 10
67%	73%	80%	85%	90%

TG4				
Year 1	Year 2	Year 3	Year 4	Year 5
24%	30%	36%	42%	50%
Year 6	Year 7	Year 8	Year 9	Year 10
56%	62%	58%	74%	80%

TV3				
Year 1	Year 2	Year 3	Year 4	Year 5
12%	19%	26%	33%	40%
Year 6	Year 7	Year 8	Year 9	Year 10
44%	48%	52%	56%	60%

### **3. Irish Sign Language Rules**

**3.1** An initial target of 1% Irish Sign Language is required for RTÉ 1 and RTÉ 2. This target is based on a three-year timeframe. There are no requirements in respect of TG4 and TV3 in the first three years of the implementation of the rules.

**3.2** In evaluating and measuring the performance of RTÉ 1 and RTÉ 2, the percentage of Irish Sign Language shall be calculated over a 24-hour broadcast day, taking into account the cumulative percentage across the two services. It shall be measured on an annual basis.

**3.3** In evaluating and measuring performance, the percentage of Irish Sign Language shall refer to Irish Sign Language provided on-screen through the use of a signer as part of the programme content, or the use of a signer (either a real person or avatar) acting as an interpreter in a box superimposed in the corner of the screen.

**3.4** Of the total increase in Irish Sign Language provision provided on an annual basis, a reasonable proportion of children's programming shall be included.

**3.5** Broadcasters shall comply with Irish Sign Language guidelines and standards produced by the BCI.

#### **4. Audio Description Rules**

**4.1** An initial target of 1% audio description is required for RTÉ 1 and RTÉ 2. This target is based on a three-year timeframe. There are no requirements in respect of TG4 and TV3 in the first three years of the implementation of the rules.

**4.2** In evaluating and measuring the performance of RTÉ 1 and RTÉ 2, percentages will be calculated over a 24-hour broadcast day, taking into account the cumulative percentage across RTÉ 1 and RTÉ 2. It shall be measured using weekly averages on an annual basis.

**4.3** Of the total increase in audio description provision provided on an annual basis, a reasonable proportion shall comprise home-produced programming.

**4.4** Broadcasters shall comply with Audio Description guidelines and standards produced by the BCI.

#### **5. Promotion of Access Services**

Broadcasters are required to indicate through the use of a standard symbol those programmes for which access provision (subtitling, sign language or audio description) is available. Insofar as possible, broadcasters should ensure that any programme listings also indicate those programmes for which access provision is available.

Broadcasters shall promote regularly the existence and usage of the form/s of access provision available on their services.

#### **6. Review of the Access Rules**

These Rules will be reviewed after year three and year five of implementation.

# Appendix 2b

## BCI Statement of Outcomes Access Rules

### 1. Introduction

The Broadcasting Act, 2001 makes a number of provisions in respect of rules to be made by the Commission to promote the understanding and enjoyment of programmes by persons who are deaf or hard of hearing and persons who are blind or visually impaired. The relevant provisions are **Section 19 (11)** and **Section 19(12)** (as amended by **Section 53** of the Disability Act, 2005).

In accordance with these provisions, the **Broadcasting Commission of Ireland** developed the *Access Rules* following a substantial consultation process with broadcasters and representatives of the Deaf, hard of hearing and visually impaired communities. The *Access Rules* have been in effect since **March 1st 2005** and they specify percentage targets and timeframes in relation to the level of subtitling, sign language and audio description to be provided by broadcasters. These rules apply to broadcasters under the jurisdiction of the Republic of Ireland or those who make use of a frequency or satellite capacity or up-link based in the Republic of Ireland. In practical terms, the *Access Rules* have to date applied to the four indigenous terrestrial services namely, RTÉ 1, RTÉ 2, TG4 and TV3.

However, the Commission had reserved the right to set targets and timeframes for access provision on services licensed by the Commission under the Broadcasting Act, 2001. In this context, at its meeting in March of this year, the Board of the Commission considered what obligations, if

any, should be placed on six services licensed under the 2001 Act.

The six services considered are as follows:-

- 1) Setanta Sports Channel Ireland
- 2) Setanta Sports Channel North America
- 3) Setanta PPV (pay-per-view)
- 4) NASN (Ireland & UK)
- 5) NASN (Europe)
- 6) City Channel

This document outlines the decisions taken by the Broadcasting Commission of Ireland.

### 2. Decision Making Process

The Commission's decisions have been informed by the following.

- **The Access Principles and Influencing Factors**

Four Access Principles and a number of Influencing Factors were adopted by the Commission following completion of the consultation process. These are the decision-making criteria used by the Commission to determine the obligations incumbent upon the six services considered. The Access Principles and Influencing Factors are outlined at Appendix 1.

- **Written submissions provided by the six service providers considered**

All six services considered by the Commission were invited to provide a written submission outlining what, if any, commitments should be placed on their services under the Access

Rules. The respondents were asked to present their arguments with reference to the Access Principles and Influencing Factors.

- **The targets and timeframes currently in place for other services.**

The Commission's decisions were also informed by its application of the Access Principles and Influencing Factors when setting targets and timeframes for the four free-to-air services.

### **3. Issues pertaining to Access Provision**

Two issues pertaining to the provision of access services were considered by the Board of the Commission. They are as follows.

#### **3.1 Type of Access Provision (subtitling, sign language, audio description)**

The Access Rules contain commitments in terms of three types of access provision, namely subtitling, sign language and audio description.<sup>1</sup> However, while all four free-to-air TV services are required to provide subtitling; only RTÉ 1 and RTÉ 2 are obliged to provide sign language and audio description. The target for RTÉ 1 and RTÉ 2 had been set in acknowledgement of the public service remit and funding of these stations. The rationale for not requiring TG4 or TV3 to develop audio description and sign language provision at this time was set in acknowledgment of the current technological difficulties associated with providing 'closed' signing and 'closed' audio description, as well as considerations related to financial and personnel resources, previous experience and expertise.

In this context, the Commission considered whether, as with TG 4 and TV 3, the access services, if any, to be provided by the six services considered should be restricted to the provision of subtitling only.

#### **Outcome**

The Commission agreed that similar arguments present themselves when examining the issue of whether the six 2001 Act services under consideration should be required to provide sign language and/or audio description further to the Access Rules.

The technical difficulties still remain in relation to 'closed' sign language and 'closed' audio description. Matters concerning the relative starting positions of all six services in relation to provision of sign language and audio description are also pertinent since the services do not and have not provided these services to date. Furthermore, all six services under consideration are at a relatively early stage of development.

For these reasons, it has been decided that at this time, no audio description or sign language targets will be set for these six services. This matter will be reviewed as part of the general review of the Access Rules which will take place in 2008. This review will allow the Commission to assess any changes in the broadcast environment which may impact on the provision of all three access services and whether additional services should be required to carry all three access services.

<sup>1</sup> A brief description of the three types of access provision is attached at Appendix 2.

### 3.2 Levels of Access Provision

In making a determination regarding the targets and timeframes, if any, to be established for the six services considered, the Commission utilised the decision making process set out above. The key component of this process is the application of the Access Principles and Influencing Factors. On this basis, the Commission decided that three of the six services considered should have an obligation to provide subtitling.

The Commission's decision is based on a number of considerations which have their basis in the Access Principles and the Influencing Factors.

- The application of the principle of Access.
- The application of the principle of Incremental Progression.
- All six services are private broadcasters in receipt of no public funding.
- All of the services are at a relatively early stage of development. As such, they do not have any previous experience or current capacity to provide access services.
- The services have no current level of access provision.
- As the majority of programming on the services considered is live, delayed or repeat live coverage of sporting events, the cost of subtitling is high.

- The services have no technical capacity to provide subtitling and this capacity needs to be developed.
- The early stage of development of each service coupled with the lack of in-house capacity on all services and the live nature of type of programming broadcast on the majority of services means that the development of subtitling services is beginning at a low threshold.
- In the case of services operated by Setanta and NASN, it was the Commission's opinion that the resources of these companies should be focused on providing access provision for services of greatest relevance to an Irish audience.
- In the case of City Channel, taking into consideration its very early stage of development, targets for access provision do not begin until 2007.

### Outcomes

The following targets and timeframes have been set by the Commission for the six services considered.

### 3.2.1 Targets and Timeframe for Setanta Sports Channel Ireland

2006	2007	2008	2009	2010
2%	4%	6%	8%	10%
2011	2012	2013	2014	2015
12%	14%	16%	18%	20%

The targets and timeframes are informed by the following factors:-

#### The nature of the broadcast provider

Setanta Sports Channel Ireland is a service wholly funded through commercial revenue.

The stage of development of the broadcast provider Setanta Sports Channel Ireland is a young broadcaster with no experience in the area of access provision.

#### The level of current provision

There is currently no subtitling provided by the service.

#### The type of programme schedule

The majority of the schedule consists of live and repeat live sports programming with some in-house productions. Approximately 50% of programming is repeated and this should contribute to the attainment of the targets, at least in the early years.

#### The technical capacity and the technical and human resource cost

The service has no in-house technical capacity to provide subtitling. General issues relating to the higher cost of live programming were pertinent here. The service anticipates a progressive increase in live programming as

the station develops and will incur additional costs as a result. Therefore, while the level of repeats will facilitate the service reaching the proposed target in the early years, it is likely that the cost will increase as the level of live programming increases and the level of repeat programming decreases.

### 3.2.2 Targets and Timeframes for Setanta Sports Channel North America

The Commission has decided that Setanta Sports Channel North America should have no requirement at this time to provide subtitling. The service will be asked to examine possible synergies between the services providing programming for this channel. This matter will be reviewed in 2008 as part of the general review of the Access Rules.

This decision is informed by the following factors:-

#### The nature of the broadcast provider

Setanta Sports Channel North America is available on digital only and wholly funded through commercial revenue. The service is not available in the Republic of Ireland.

#### The stage of development of the broadcast provider

The service is at a very early stage of development and currently has no experience in the provision of access services.

#### The level of current provision

There is currently no subtitling provided by the service.



**The type of programme schedule**

The service features predominantly live and repeat live programming. Approximately 50% of programming is repeated.

**The technical capacity and technical and human resource cost**

The service has no technical capacity to provide subtitling. Issues relating to the costs and capacity associated with subtitling live programming and outlined above concerning Setanta Sports Channel Ireland are also pertinent for this service. There are also technical differences in relation to subtitling/captioning for the European and North American markets and further studies in this regard will be necessary.

**3.2.3 Targets and Timeframe for Setanta PPV**

The Commission has decided that Setanta PPV should have no requirement at this time to provide subtitling. This matter will be reviewed in 2008 as part of the general review of the Access Rules.

This decision is informed by the following factors:-

**The nature of the broadcast provider**

Setanta PPV is a pay-per-view based service wholly funded through commercial revenue.

**The stage of development of the broadcast provider**

This service is at a relatively young stage of development with no experience in the provision of access services.

**The level of current provision**

There is currently no subtitling provided by this service.

**The type of programme schedule**

The schedule contains live broadcasts of sporting events. Programming is dependent on the service securing broadcast rights.

**The technical capacity and technical human resource cost**

The service has no technical capacity at this time to provide subtitling. Issues relating to costs and capacity associated with live subtitling are also pertinent.

**3.2.4 Targets and Timeframe for NASN (Ireland & UK)**

<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
2%	4%	6%	8%	10%
<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
12%	14%	16%	18%	20%

The targets and timeframe are informed by the following factors:

**The nature of the broadcast provider**

NASN (Ireland & UK) is a subscription based service available on digital only and wholly funded through commercial revenue.

**The stage of development of the broadcast provider**

The service is at a relatively young stage of development and has no experience in the provision of access services.

**The level of current provision**

There is currently no subtitling on the service. Captioning is available as part of the services acquired programming.

**The type of programme schedule**

The programme schedule is a mix of live and pre-recorded programming. All programming is acquired and there is no home produced programming. 20% of programming is repeated.

**The technical capacity and the technical and human resource cost**

The service has no current technical capacity to provide subtitling. General issues relating to costs and capacity associated with the provision of live subtitling are relevant for this service. However, as all programming on the service is acquired, the service has access to some captioning from North American broadcasters. While captioning provides less information to the viewer compared to subtitling, the Commission permits the use of available captioning by services in meeting the targets set for subtitling.

**3.2.5 Targets and Timeframe for NASN (Europe)**

The Commission has decided that NASN (Europe) should have no requirement at this time to provide subtitling. The service will be asked to examine possible synergies between the NASN services. This matter will be reviewed in 2008 as part of the general review of the Access Rules.

This decision is informed by the following factors:-

**The nature of the broadcast provider**

NASN (Europe) is a subscription based service available on digital only to mainland Europe and wholly funded through commercial revenue.

**The stage of development of the broadcast provider**

The service is a young broadcaster with no experience in the provision of access services.

**The level of current provision**

There is currently no subtitling provision on the service.

**The type of programme schedule**

The programme schedule is a mix of live and pre-recorded programming. All programming is acquired and there is no home produced programming. 20% of programming is repeated.

**The technical capacity and human resource cost**

The service has no current capacity to provide subtitling. General issues relating to costs and capacity associated with the provision of live subtitling are relevant for this service.

### 3.2.6 Targets and Timeframes for City Channel

2006	2007	2008	2009	2010
0%	1%	2%	3%	4%
2011	2012	2013	2014	2015
5%	6%	7%	8%	9%

The proposals for City Channel are informed by the following factors:-

#### **The nature of the broadcast provider**

City Channel is a subscription based service wholly funded through commercial revenue.

#### **The stage of development of the broadcast provider**

This service is at a very early stage of development with no experience in the provision of access services.

#### **The level of current provision**

There is current no provision for subtitling on the service.

#### **The type of programme schedule**

The schedule is predominantly pre-recorded and acquired programming. The schedule includes one live programme per day. The service has a high level of repeat programming, in the region of 60% and this should contribute to the attainment of the targets.

#### **The technical capacity and technical and human resource cost**

The service has no current technical capacity to provide subtitling.

## Appendix 1

The Access Principles and Influencing Factors are as follows:

### Access Principles

#### (i) Access

A guiding principle for the BCI is that those citizens for whom the Access Rules are designed should have the fullest possible access to the broadcast media and to its capacity to educate, inform and entertain. This principle is evident in the Access Rules in that all indigenous broadcasters come under the jurisdiction of the rules.

#### (ii) Excellence

This principle recognises the fact that the Access Rules are not only concerned with the provision of subtitling, audio description and sign language but also with the standards and consistency which must be used and attained in their delivery, including best practice guidelines in both audio and visual presentation. To this end, the Commission has developed a set of standards and guidelines that broadcasters must attain to ensure a quality service.

#### (iii) Incremental progression

This principle acknowledges that the level of subtitling, audio description and sign language will develop incrementally over a period of time. This will facilitate broadcasters to further develop their capacity and expertise to deliver this service.

The use of a ten-year timeframe in the Access Rules is based on the principle of increasing access provision in incremental stages, allowing the broadcaster to plan for the development and delivery of quality access provision. It acknowledges that there are a number of issues other than funding which need to be addressed in order to increase access provision.

#### (iv) Responsiveness

This principle aims to ensure that the development of access provision (subtitling, sign language and audio description) should be in response to the needs and priorities as expressed by the user groups as well as standards laid down by the BCI, in consultation with the broadcast provider.

These questions are relevant, as the type of programming in the schedule has an influence on the cost, technical facilities, personnel and ability of the broadcaster to provide access services. In most cases, subtitles are purchased separately from programming and are not bought as part of the acquired programme.

## Influencing Factors

In drawing up the Access Rules, the BCI also had regard to the following influencing factors.

### a. Differentiation between broadcast services

The Access Rules differentiate between broadcasters based on a number of factors. This differentiation is given practical effect through the setting of different targets for each service. The factors are:

- i) The nature of the broadcast provider:*  
Is the broadcasting service a public or private service? Is the broadcaster in receipt of public monies and as a result has greater public service duties? Does the broadcaster have specific aims which might impact on its ability to provide access services?
- ii) The stage of development of the broadcast provider:*  
How long has the broadcaster been in operation? How much experience does the broadcaster have of providing access services? Is there already a level of expertise within the broadcasting service in the provision of access services?
- iii) The level of current provision:*  
What level of subtitling, sign language and audio description does the broadcaster currently provide? What is their starting point?

### *iii) Type of programming schedule:*

Does the broadcast service produce live programming? Does it acquire a lot of programming from other broadcasters? How much home produced programming does the broadcaster provide?

### *iv) The technical and human resource cost:*

What facilities and expertise currently exist within the broadcasting service to provide access services?

### *v) Technical capacity:*

Does the broadcast service have the technical capacity to provide access services? What level and type of technical facilities and expertise would be required?

### b. Funding

The Commission has had regard to the likely financial impact of any requirement to comply with targets and timeframes set for the provision of access services. In particular, the Commission examined the type of programming across various schedules, including the number of repeat programmes as this has a bearing on the costs. The Commission has also had regard to the nature of the broadcaster, whether it is a private commercial or publicly funded entity. However, it should be noted that it is difficult to arrive at definitive costs, as in many instances the cost will depend on the scheduling decisions made by broadcasters, the type of programming and the decisions made with regard to what programming they are going to prioritise for subtitling.

## Appendix 2

### Subtitling/Captioning

This is on-screen text that represents what is being said on the screen. It can be open or closed. 'Open' subtitling is subtitling that remains on the screen at all times, 'closed' subtitling can be added to the picture or taken away as viewers wish, using for example page 888 on teletext.

**Captioning and subtitling as terms** are sometimes used interchangeably, however, there are differences in the terms. 'Captioning' refers to on-screen text that represents what is being said on the screen. However in the case of subtitling there are differences in formatting that are designed to assist the interpretation and understanding of the text and to link it more accurately with the on-screen action. For example, in subtitling, the colour of the text changes to alert the viewer that a different person is speaking in the scene. There are also standards with regards to the font size, number of characters, number of lines of text carried on the screen at one time. Captioning on the other hand does not include this formatting and is a more basic representation of what is being said on-screen.

### Sign Language

Irish Sign Language is the indigenous language of the deaf community in Ireland. It is a visual, spatial language with its own syntax and complex grammatical structure. Signing can be presented on screen through the use of a signer as part of the programme content, or the use of a signer (either a real person or avatar) in a box superimposed in the corner of the screen.

### Audio Description

Audio Description is in development and in limited use in North America and the UK. Audio description is essentially a commentary that gives a viewer with a visual impairment, a verbal description of what is happening on the screen at any given moment, as an aid to the understanding and enjoyment of the programme. The technique uses a second sound track that gives a description of the scene and the on-screen action.

## Appendix 3

### Bodies And Organisations Under The Aegis Of The Department

COMMUNICATIONS	
Body	Main Role
An Post	Ireland's national postal service provider.
Commission for Communications Regulation	Statutory body charged with the regulation of the communications market in Ireland. Its remit covers all kinds of transmission networks from the traditional telephone wire service through to operators providing TV services and from mobile phone networks to the postal service.
Digital Hub Development Agency	Established under the Digital Hub Development Act 2003 to oversee the development of the Digital Hub, Ireland's flagship in the digital media sector.
BROADCASTING	
Body	Main Role
Radio Telefís Éireann	The national public service broadcaster and a statutorily independent body. RTE operates three national television services (RTÉ 1, RTÉ 2 and TG4 and four national radio services RTÉ 1, 2FM, Radio na Gaeltachta and Lyric FM).
Broadcasting Commission of Ireland	Responsible for the licensing and regulation of the independent television and radio sector. The Commission is also responsible for licensing certain new digital television services and for the development of codes of programming and advertising standards on television and radio.
Broadcasting Complaints Commission	Deals with complaints made relating to programme material and advertising on RTE and independent television and radio services.

ENERGY	
Body	Main Role
Electricity Supply Board	ESB has generation, transmission and distribution assets and provides electricity services to 1.6 million customers throughout the country.
EirGrid plc	Licensed by the CER (Commission for Energy Regulation) as the independent electricity transmission system operator.
Bord Gáis Éireann	Has grown from primarily a transmission pipeline business into a vast and extensive supplier of an efficient, economic and environmentally friendly fuel to over 400,000 customers.
Commission for Energy Regulation	Established on 14 July 1999 as the Commission for Electricity Regulation under the Electricity Regulation Act 1999 to underpin an open, transparent and accountable regulatory process for the electricity industry in Ireland. Commission's jurisdiction expanded under the Gas (Interim) (Regulation) Act 2002 to that of energy regulator, incorporating both gas and electricity. The Commission has been renamed as the Commission for Energy Regulation to reflect its increased role.
Bord na Móna plc	Supplier of products and services based principally on peat.
National Oil Reserves Agency	On 16 July 2001 the commercial assets and businesses of the INPC (i.e. the Company's two commercial subsidiaries – the Irish Refining Company and Bantry Terminals Ltd) were sold to Tosco Corporation, a major US oil refiner and marketer. The INPCs remaining non-commercial subsidiary – the National Oil Reserves Agency (NORA) – is the body responsible for maintaining Ireland's strategic oil reserves.
Sustainable Energy Ireland	Statutory body responsible for implementing Government policy on energy efficiency and renewable energy.



<b>MARINE AND NATURAL RESOURCES</b>	
<b>Body</b>	<b>Main Role</b>
Central Fisheries Board	Promotion, support and coordination of inland fisheries and development and coordination and direction of the activities of the seven Regional Fisheries Boards.
Regional Fisheries Boards (7)	Conservation, protection and development of inland fisheries.
National Salmon Commission	Advises the Minister on the management, protection and development of the inland fisheries resource.
Bord Iascaigh Mhara	Promotion and development of the sea fishing and aquaculture industries.
Marine Institute	Undertaking, coordinating and promoting marine research and development in Ireland.
Aquaculture Licences Appeals Board (ALAB)	An independent appellate body in respect of aquaculture licensing.
Mining Board	An independent board set up under the Minerals Development Act 1940. Its function is to determine compensation in various cases. It is also charged with deciding what minerals are to be excepted from the State's exclusive right to work minerals under that Act.





# Plean Rannach faoin Acht um Míchumas 2005

An Roinn Comarsáide, Mara agus  
Acmhainní Nádurtha



Department of  
Communications,  
Marine and  
Natural Resources

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# Réamhrá Leis an Aire

## Plean Teascógach Faoin Acht um Míchumas, 2005

### An Roinn Cumarsáide Mara agus Acmhainní Daonna



Rinneadh foráil do Phlean Teascógach Roinn s'agamsa san Acht Um Míchumas, 2005, agus ullmhaíodh an plean i ndiaidh comhairliúchán cuimsitheach leis na grúpaí seo a leanas: cuideachtaí leathstáit a fheidhmíonn faoi choimirce an Achta, ionadaithe comhlachtaí deonacha san earnáil mhíchumais, an tÚdarás Náisiúnta Míchumais, agus na trí chomhlacht neamhspleácha rialaitheacha a fheidhmíonn sna hearnála faoi shainchúram na Roinne. Cuireann an Plean béim ar leith ar an ghá atá ann don Roinn agus a cuid áisínreachtaí a gcuid gníomhaíochtaí ar fad a dhéanamh inrochtaineach an oiread agus is féidir, agus leagann sé amach sprioc-amanna do thionscnaimh áirithe, le socruithe cuí i dtaca le tuairisciú agus monatóireacht a dhéanamh ar chur i bhfeidhm na dtionscnaimh.

Chomh maith leis sin, cuireann an Plean seo tús le próiseas ar bhonn leanúnach; tá an Roinn ar thús cadhnaíochta anois agus í ag déanamh polasaithe tábhachtacha i dtaca le cúrsaí eacnamaíochta agus sóisialta. Ní féidir leis an doiciméad bheith statach agus, dá bharr sin, athróidh sé de réir mar a athróidh agus a fhorbróidh an Roinn agus a cuid earnálacha.

Tá mé muiníneach go mbeidh Roinn s'agamsa, agus a cuid áisínreachtaí in ann na dúshláin a chuireann forálacha an Phlean Teascógaigh orthu a shárú ar bhealach dearfach agus tiomanta.

**Nollaig Ó Diomsaigh TD**  
**An tAire Cumarsáide, Mara agus Acmhainní Nádúrtha.**  
 Iúil 2006

# Achoimre Feidhmiúcháin

**Faoin Acht um Míchumas 2005, tá sé Roinn Rialtais, lena n-áirítear RCMAN le Plean Teascógach a fhoilsiú i ndáil leis na nithe a shonraítear san Acht. Tá na Pleananna Teascógacha (PT) le bheith curtha faoi bhráid an Oireachtais faoin 28 Iúil, 2006.**

Clúdaíonn Plean Teascógach na Roinne Cumarsáide, Mara agus Acmhainní Náidúrtha na réimsí atá faoi shainchúram na Roinne, agus an dóigh a dtéann forálacha an Achta um Míchumas, 2005 i bhfeidhm orthu.

CSD (arna fhaomhadh ag HoF) a chuir an Plean don RCMAR le chéile le hionchur ó na Ranna, na hÁisínteachtaí Stáit agus na hÚdaráis Rialaitheacha chuí. Leagann an Plean amach spriocanna chun feabhas a chur ar réimse na seirbhísí rochtana sna hearnálacha (Craoltóireacht, Cumarsáid, Fuinneamh agus Mara) faoina choimirce agus d'fhaomh Oifig an Ombudsman na nósanna imeachta gearán agus sásaimh. Déanfar athbhreithniú ar an Phlean gach trí bliana agus déanfar é a leasú agus a uasdhatú de réir mar is cuí.

Agus í ag ullmhú a Plean, chuaigh an Roinn i gcomhairle leis an earnáil mhíchumais lena n-áirítear an tÚdarás Náisiúnta Míchumais (ÚNM) agus an Grúpa Comhairliúcháin um Reachtaíocht Mhíchumais. Baineadh úsáid as próiseas comhairliúcháin fosta.

I gcás na hearnála Craolacháin, déileálann an Plean le sainchúram Choimisiún Craolacháin na hÉireann agus a fhreagrachtaí chun an earnáil a rialáil, lena n-áirítear RTÉ.

Tá Comreg, an Coimisiún neamhspleách um Rialáil Cumarsáide, freagrach as an soláthraí seirbhíse, cúraimí a sannadh do eircom, agus do an Post.

Tá cumhacht crosta ag an Choimisiún neamhspleách um Rialáil Fuinnimh (CRF) i dtaca le soláthraithe fuinnimh a rialáil.

Lena chois sin, leagann an Plean amach na tionscnaimh ar bhonn leanúnach agus na cinn atá beartaithe, a chuirfear i gcrích chun a chinntiú, a oiread agus is féidir agus laistigh den teorainn ama is giorra, go mbeidh lucht úsáidte seirbhísí in ann a theacht ar na seirbhísí ar fad a sholáthraíonn an Roinn agus a cuid áisínteachtaí.

Chun a cuid dualgas faoin PT a chomhlíonadh, tógfaidh RCMAN na céimeanna seo a leanas:

- oifigeach a cheapadh chun forfheidhmiú an Phlean a mhaoirsiú agus chun monatóireacht a dhéanamh air.
- cinntiú go bhfreastlaítear ar riachtanais daoine míchumasacha agus reachtaíocht á dréachtú.
- profú míchumais a ionchorprú isteach ina anailís ar thionchar rialaitheach chun polasaithe, cleachtais agus seirbhísí úra a fhorbairt agus chun athbhreithniú a dhéanamh ar na cinn atá ann cheana féin.
- tiomantais PT a chur isteach mar pháirt de Ráitis Straitéise agus Pleananna Gnó.
- tuarascálacha ar dhul chun cinn a thabhairt do MC ar bhonn sé mhí agus i dTuarascálacha Bliantúla.
- tadhall a dhéanamh leis an Údarás Náisiúnta Míchumais agus an Plean á chur i bhfeidhm.



- páirt a ghlacadh sa Ghrúpa ArdLeibhéil um Míchumas atá ag comhordú fhorfheidhmiú an PT.

Mar aon leis sin, leagann an Plean amach spriocanna na Roinne i ndáil leis an da ní seo a leanas: inrochtaineacht a cuid foirgnimh, agus daoine míchumasacha a fhostú.

### **An dóigh a gcuirfean an Plean i bhfeidm**

Bunaíodh foireann thrasrannach chun na ceanglais faoin Acht a chur i bhfeidhm, is é sin le rá na ceanglais a bhaineann le RCMAN agus na comhlachtaí poiblí atá faoina coimirce. Tacaíonn Cód Cleachtais ÚNM (an Cód Cleachtais atá faofa via I.R.) le comhlachtaí i dtaca lena bhfreagrachtaí reachtúla faoi ailt 26, 27 agus 28 den Acht. Meastar gurb ionann comhall leis an chód agus comhall leis na hailt seo den Acht.

### **Príomhimeachtaí**

I measc na bpríomhimeachtaí atá ag dul ar aghaidh faoi láthair nó a tharla cheana chun a chinntiú go gcomhlíonfar an tAcht tá:

- Saináithníodh na páirtithe leasmhara agus sannaíodh freagracht do na bearta inmheánacha.
- Athbhreithniú a dhéanamh ar nósanna imeachta soláthair chun a chinntiú go gcloífear le ceanglais an Achta um Míchumas.
- An Chairt um Sheirbhís do Chustaiméirí a uasdhátú chun bearta a chur san áireamh chun cloí le ceanglas an Achta.

- Athbhreithniú a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc i dtaca le daoine míchumasacha a fhostú (ar bhonn bliantúil agus an t-eolas curtha ar fáil de réir mar is gá faoi Dhul Chun Cinn a Choinneáil).

### **Socruithe Monatóireachta**

Laistigh de 6 mhí d'fhoilsiú an Phlean, bunóidh an Roinn coiste ar a mbeidh daoine faoi mhíchumas, an ÚNM agus na hEarnálacha a chlúdaítear sa Phlean, chun monatóireacht a dhéanamh ar fhorfheidhmiú an Phlean.

# 1. Réamhrá

Faoin Acht um Míchumas 2005, tá an tAire Cumarsáide, Mara agus Acmhainní Nádúrtha, mar aon le cúig Aire Rialtais eile, ag ullmhú Plean Teascógach i ndáil le cúrsaí míchumais a shonraítear san Acht agus tá sé mar aidhm acu é a fhoilsiú.

Caithfidh an Plean Teascógach bheith críochnaithe agus curtha faoi bhráid Thithe an Oireachtais faoin 28 Iúil, 2006.

## Sainmhíniú ar Mhíchumas

Is é an sainmhíniú ar Mhíchumas an ceann atá leagtha amach i Mír 2 den Acht um Míchumas 2005, a deir:

*'ciallaíonn "míchumas", i ndáil le duine, bac substaintiúil i gcumas an duine gairm, gnó nó post a dhéanamh sa Stát nó páirt a ghlacadh i saol sóisialta nó cultúrtha sa Stát de bharr tinneas ar bhonn leanúnach fisiceach, céadfach, meabhairshláinte nó intleachtach;'*

## Forbairt an Phlean Theascógaigh

Agus an Dréachtphlean seo á ullmhú, chuaigh an Roinn i gcomhairle go forleathan leis an Earnáil Mhíchumais trí pháirt a ghlacadh i sraith seimineár agus ceardlann réigiúnach sa samhradh 2005. D'éagraigh an tÚdarás Náisiúnta Míchumais (ÚNM) na himeachtaí sin chun díospóireacht eolach a chruthú ar na sé Phlean Theascógacha atá á n-ullmhú faoin Acht um Míchumas 2005.

Bhain an próiseas dréachtaithe an-tairbhe as an ionchur a fuarthas ón Ghrúpa Comhairleach um Reachtaíocht Mhíchumais agus an tÚdarás Náisiúnta Míchumais. Lena chois sin, chuidigh próiseas comhairliúcháin poiblí fadréimseach leis an Phlean a chur le chéile.

## Athbhreithniú ar an Phlean

Sa Phlean seo, leag an Roinn spriocanna síos chun feabhas a chur ar an réimse seirbhísí inrochtaineachta sna hearnálacha atá faoina coimirce. Tá na spriocanna sin bunaithe ar an tuiscint go leanfaidh na coinníollacha eacnamúla agus airgeadais atá ann i láthair na huairé, go leanfaidh siad ar aghaidh sa todhchaí. Dá thairbhe sin, déanfar athbhreithniú ar an Phlean dheireanach gach trí bliana agus déanfar é a leasú agus a uasdhátú de réir mar is cuí.

## 2. An Plean Teascógach; Forfheidhmiú Agus Monatóireacht

Agus í ag comhlíonadh a cuid tiomantas faoin Phlean Teascógach, déanfaidh an Roinn Cumarsáide, Mara agus Acmhainní Náidúrtha na nithe seo a leanas:

- Ceapfaidh sí oifigeach sinsearach a bheas freagrach as cúrsaí inrochtaineachta i dtaca le daoine míchumasacha laistigh den Roinn agus as monatóireacht a dhéanamh ar fhorfheidhmiú an Phlean.
- Agus reachtaíocht úr á dréachtú, cinnteoidh an Roinn go bhfreastlóidh sí ar riachtanais na ndaoine míchumasacha.
- Nuair a bheas an Roinn ag gabháil don anailís ar thionchar rialaitheach, déanfaidh sí straitéis míchumais a ionchorprú isteach sa phróiseas agus polasaithe, cleachtais agus seirbhísí úra á bhforbairt, agus fad is go bhfuil athbhreithniú á dhéanamh ar na polasaithe, na cleachtais agus na seirbhísí reatha.
- Cuirfear na tiomantais, a bhaineann le Plean Teascógach na Roinne, san áireamh i Ráiteas Straitéise na Roinne agus i bPleananna Gnó ábhartha a chuirfear le chéile amach anseo agus tagrófar don dul chun cinn atáthar a dhéanamh i dtaca le cur i bhfeidhm an Phlean i dTuarascálacha Bliantúla na Roinne.
- Tabharfar tuarascálacha ar an dul chun cinn atáthar a dhéanamh i dtaca le cur i bhfeidhm an Phlean do Bhord Bainistíochta na Roinne ar bhonn sé mhí ionas go ndéanfar breithniú orthu.
- Agus an Plean Teascógach á chur i bhfeidhm, déanfaidh an Roinn tadhall leis an Údarás Náisiúnta Míchumais.
- Beidh an Roinn lánghníomhach sa Ghrúpa Ardleibhéil um Míchumas, a mbeidh an Taoiseach mar Chathaoirleach air, agus a dhéanfaidh comhordú ar chur i bhfeidhm na bPleananna Teascógacha éagsúla faoin Acht um Míchumas, 2005 agus tabharfaidh siad aghaidh ar aon saincheisteanna idir-Rannacha a thiocfas aníos.

### An dóigh a gcuirfear an Plean i bhfeidhm

Bainfear úsáid as cur chuige foirme chun na ceanglais faoin Acht a chur i bhfeidhm, is é sin le rá na ceanglais a bhaineann le RCMAN agus na comhlachtaí poiblí atá faoina coimirce.

Tá Cód Cleachtais forbartha ag an Údarás Náisiúnta Míchumais (ÚNM) chun tacú le comhlachtaí poiblí a gcuid oibleagáidí reachtúla faoi mhíreanna 26, 27 agus 28 den Acht um Míchumas, 2005 a chomhlíonadh. Beifear ag cloí leis na forálacha cuí den Acht fad is go mbeifear ag cloí leis an Chód seo.

Léirigh an tAire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí trí ionstraim reachtúil (I.R. Uimh. 163 de 2006) go bhfuil Cód ÚNM, a bhaineann le míreanna 26, 27 agus 28 den Acht um Míchumas, 2005 le bheith mar an Cód Cleachtais údaraithe.

Mhol an Príomhaturnae Stáit gur chóir do gach comhlacht poiblí lena mbaineann forálacha an Chóid glacadh leis na forálacha sin amhail is dá mba forálacha reachtúla iad.

Bainfidh an Roinn úsáid as Cód Cleachtais ÚNM mar threoir s'aici i dáil le comhlíonadh leis an Acht.

Cinntoidh an Roinn go dtabharfaidh a cuid Pleananna Gnó, trasna gach réimse gnó, cuntas ar an obair a bhaineann le comhlíonadh lena cuid oibleagáidí faoin Acht um Míchumas, 2005.

### **Príomhimeachtaí**

I measc na bpríomhimeachtaí atá ag dul ar aghaidh faoi láthair nó a tharla cheana chun a chinntiú go mbeifear ag cloí leis an Acht tá:

- Sainithníodh na páirtithe leasmhara laistigh den Roinn agus taobh amuigh di. Ceapadh páirtithe áirithe chun bearta riachtanacha inmheánacha a chur i gcrích, fad is gur ceapadh páirtithe eile chun ionchur a dhéanamh agus chun rudaí eile a chur ar fáil.
- Déanfar athbhreithniú ar na nósanna imeachta soláthair chun a chinntiú go gcloífeadh le sainriachtanais an Achta um Míchumas i ndáil le hearraí agus seirbhísí a fháil, agus i gcás go leagfar coinníollacha teicniúla amach in aon phróiseas soláthair, go gcuirfidh siad critéir inrochtaineachta do dhaoine mhíchumasacha san áireamh an oiread agus is feidir.
- Déanfar an Chairt um Sheirbhísí do Chustaiméirí a uasdhátú chun bearta a chur san áireamh chun cloí leis an cheanglas atá ar an Roinn faoin Acht a thacaíonn leis an chustaiméir inmheánach agus seachtrach araon.
- Bainfeadh úsáid as an chéad suirbhé eile ar sheirbhís custaiméara chun aon fhálaigh a d'fhéadfadh bheith ann i dtéarmaí soláthar seirbhíse, agus déanfar socruithe ionas go dtabharfar aghaidh ar na nithe sin faoi réir an Chóid Cleachtais um Inrochtaineacht.
- Déantar athbhreithniú ar bhonn bliantúil ar an dóigh a bhfuil an Roinn ag cloí leis an sprioc chun daoine míchumasacha a fhostú agus an méid sin a thuiriscíú de réir mar is cuí faoi Dul Chun Cinn a Choinneáil. Leanfaidh an próiseas sin ar aghaidh agus tabharfar tuarascálacha don ÚNM de réir mar is gá faoin Acht.

### **Anailís ar Thionchar Rialaitheach**

Tá an Roinn ag dul úsáid a bhaint as Anailís ar Thionchar Rialaitheach (ATR) mar chur chuige um chomhairliúchán faoi réir na dTreoirínte a d'eisigh Roinn an Taoisigh i nDeireadh Fómhair 2005. Tá úsáid á baint as ATR i dtaca leis na moltaí ar fad do reachtaíocht phríomhúil ina mbeidh athruithe don chreatlach rialaitheach, na príomhlonstraimí Reachtúla ar fad agus gach treoir agus riail atá molta ag an AE.

### **Ráitis Straitéise a ullmhú**

Tugann an Roinn le fios ina cuid Ráitis Straitéise an dóigh a gcloifidh sí le ceanglais an Achta Um Míchumas. Tá cur chuige na roinne bunaithe ar na treoirínte ginearálta a d'eisigh Roinn an Taoisigh maidir leis an dóigh ar chóir Ráitis Straitéise a ullmhú.

## Dleathach

Forálann an tAcht um Bainistíocht na Seirbhíse Poiblí, 1997, gur chóir athbhreithniú a dhéanamh ar Ráitis reatha Straitéise agus gur chóir iad a uasdhátú tráth nach déanaí ná trí bliana i ndiaidh ullmhú na ráiteas deireanach nó laistigh de shé mhí i gcás go gceapfar Bainisteoir Nua. Tá sé de dhualgas ar Rúnaithe Ginearálta agus Ceannairí Oifige faoi Mhír 4 den Acht a ritheadh i 1997 ráitis a thabhairt d'Airí laistigh de shé mhí i ndiaidh den Aire tús a chur lena d(h)ualgas.

Go bunúsach, is éard is Ráiteas Straitéise ann doiciméad a dhíríonn ar an am atá le teacht agus a fheidhmíonn mar chreat le haghaidh gníomhaíochta thar cheann na Roinne/hOifige. Cé go ndíríonn an ráiteas, den chuid is mó, ar an dóigh a gcuirfear príomhspríocanna na Roinne Cumarsáide, Mara agus Acmhainní Nádúrtha i bhfeidhm, ba chóir go mbeadh sé i gcomhréir le príomhthionscnaimh an Rialtais a bhaineann le roinnt Ranna agus Oifigí nó iad uile. I measc na dtionscnamh sin, tá ceanglais an Achta um Míchumas, 2005 i ndáil le comhlachtaí poiblí agus treoirlínte cuí arna eisiúint ag an Údarás Náisiúnta Míchumais, go háirithe a Chód Cleachtas um Inrochtaineacht na Seirbhíse Poiblí.

## Idir-rannach

Beidh Ráitis Straitéise i gcomhréir leis an chur chuige idir-rannach atá ann chun cúrsaí míchumais a chur chun cinn. Aibhseoidh siad an méid sin agus sainaitheoidh siad na comhlachtaí cuí faoi choimirce na Roinne chun aghaidh a thabhairt ar an tsaincheist seo. Más gá, beidh ráitis i gcomhréir leis na tosaíochtaí aontaithe a shainaitheoidh an Coiste Comh-aireachta cuí; is féidir leis na coistí sin feidhmiú mar fhóram chun breithniú

a dhéanamh ar phríomh-shaincheisteanna trasrannacha agus na Ráitis Straitéise á n-ullmhú.

## Na Páirtithe Leasmhara

Agus na Ráitis Straitéise á n-ullmhú, cuirfear tuairimí na ngrúpaí seo a leanas san áireamh: custaiméirí, comhlachtaí ionadaíocha agus comhairliúcháin agus páirtithe leasmhara. Tá tábhacht ag baint le comhairliúchán leis an ÚNM agus déanfar tagairt shoiléir dó sin sna Ráitis. Léireoidh na Ráitis go soiléir cad é mar a measadh dúil agus riachtanais na gcustaiméirí (lena n-áirítear custaiméirí inmheánacha). Bunófar measúnú ar thaighde ar riachtanais na gcustaiméirí agus, más féidir, buntacóidh comhairliúchán leis an chustaméir leis na Ráitis Straitéise agus cuideoidh sé le hiad a ullmhú. Chuige sin, léireoidh na ráitis nasc soiléir idir Plean Gníomhaíochta um Sheirbhísí do Chustaiméirí agus forbairt spríocanna ábhartha.

## Fostaíocht

I láthair na huaire, tá sé mar sprioc ag an Státseirbhís 3% dá cuid post a thabhairt do dhaoine míchumasacha, sprioc a leag an tAire Airgeadais síos. Faoi láthair, tá 5.4% d'fhoireann na Roinne seo cláraithe mar dhaoine míchumasacha. Is é an aidhm ata againn coinneáil le sprioc an Rialtais i dtaca le fostaíocht de agus cur leis.

### **Socruithe Monatóireachta**

Laistigh de shé mhí d'fhoilsíú an Phlean, bunóidh an Roinn coiste ar a mbeidh daoine míchumasacha, an ÚNM agus na hEarnálacha a chlúdaítear sa Phlean, chun monatóireacht a dhéanamh ar an dóigh a gcuirfear i bhfeidhm é. Beidh téarmaí tagartha ar leith ag an choiste mar aon le socruithe i dtaca le tuairiscí a chur ar fáil . Leanfaidh an Roinn Cumarsáide, Mara agus Acmhainní Nádurtha le páirt a ghlacadh i gcomhordú idir-rannach agus le monatóireacht ar struchtúir don Straitéis Náisiúnta Míchumais, lena n-áirítear na Pleananna Earnálacha faoin Acht um Míchumas, 2005. Lena chois sin, glacfaidh sí páirt sna socruithe a chuirfear i bhfeidhm chun a chinntiú go mbeidh gaol ar bhonn leanúnach ann le páirtithe leasmhara i ndáil le dul chun cinn ar an Straitéis Náisiúnta Míchumais ina iomláine. Mar chuid de sin, beidh cruinnithe dhá uair sa bhliain idir oifigigh shinsearacha agus páirtithe leasmhara eile de réir na dtiomantas atá sa chomhaontú um pháirtíocht shóisialta, "I dTreo 1916".

## 3. Cúrsaí Craolacháin

### Cad chuige a bhfuil sé seo tábhachtach?

I dtaca le cúrsaí craolacháin, tá an Roinn freagrach as polasaithe a fhorbairt ina ndéantar freastal ar riachtanais na gcustaméirí uile. Tá freagracht ollmhór ar na Comhlachtaí Stáit san earnáil atá ag rialáil sheirbhís craolacháin an Stáit agus na soláthraithe neamhspleácha seirbhíse i dtaca le caighdeán agus inrochtaineacht na seirbhísí a chuirtear ar fáil don phobal ina iomláine.

### An Dóigh a bhfuil Cúrsaí Faoi Láthair

Tá an Roinn freagrach as dhá chomhlacht Stáit san Earnáil Chraolacháin. Rialaíonn Coimisiún Craolacháin na hÉireann (CCÉ) an earnáil neamhspleách, fad is go rialaíonn Údarás RTÉ seirbhísí RTÉ.

### Coimisiún Craolacháin na hÉireann

Eagraíocht reachtúil neamhspleách is ea Coimisiún Craolacháin na hÉireann agus tá sé freagrach as roinnt príomhréimsí gníomhaíochta i dtaca le seirbhísí teilifíse agus raidió in Éirinn de bharr fhorálacha an Achta Raidió agus Teilifíse, 1988 agus an tAcht Craolacháin, 2001.

### Oibleagáidí a Forchuireadh ar CCÉ

I meascphríomhfheidhmeanna an Choimisiúin tá: ceadúnú seirbhísí neamhspleácha craolacháin lena n-áirítear an ceadúnú a dhéanfar ar sheirbhísí breise teilifíse atá ar chórais dhigiteacha, chabla, MMDS agus satailíte; cóid agus rialacha a fhorbairt i dtaca le clárú agus caighdeán fhógraíochta agus

monatóireacht a dhéanamh ar gach seirbhís atá ceadúnaithe chun a chinntiú go gcloífidh lucht na gceadúnas lena gcuid dualgas reachtúil agus le téarmaí a gcuid conarthaí. Chomh maith leis sin, soláthraíonn CCÉ tacaíocht riaracháin don Choimisiún um Ghearáin Chraolacháin.

### CCÉ ag cloí le Forálacha Áirithe den Acht um Míchumas, 2005

#### Alt 25

Rinne CCÉ a cheanncheathrú a athchóiriú sa bhliain 2003. Tá CCÉ sásta go gcloíonn oifigí s'aige le Cuid M de na rialacháin tógála agus go bhfuil siad go hiomlán inrochtaineach do dhaoine míchumasacha.

Lena chois sin, chuir CCÉ san áireamh na saincheistean a bhaineann le daoine míchumasacha ina Ráiteas Sábháilteachta agus ina Pholasaí um Oibriú i d'Aonar.

#### Alt 26

Tá na seirbhísí ar fad a sholáthraíonn CCÉ/CGC (Coimisiún um Ghearáin Chraolacháin) ar fáil ó dhaoine, tríd an phost agus go leictreonach. Cinntíonn sé sin go bhfuil an rochtain is forleithne ann. Ceann de na nithe is tábhachtaí i dtaca le himeachtaí a reáchtáil taobh amuigh de cheanncheathrú CCÉ ná rochtain do dhaoine míchumasacha.

Ceapadh Oifigeach Eolais CCÉ mar Oifigeach Rochtana chun críche an Achta seo. Tabharfar le fios cé a ceapadh ar láithreán gréasáin CCÉ.

**Alt 27**

Tá sé riachtanach go bhfuil daoine míchumasacha in ann rochtain iomlán a fháil ar na hearraí agus na seirbhísí ar fad a cheannaítear nó a sholáthraítear thar ceann CCÉ. I gcás nach féidir é sin a dhéanamh, nó más rud é go bhfuil sé i bhfad róchostasach, nó más rud é go gcuirfeadh sé moill mhíreasúnach ar cheannach nó ar sholáthar na seirbhíse, caithfidh mionmhíniú bheith ar an chomhad ceannacháin. Caithfidh an míniú sonraí a thabhairt ar na céimeanna atá le tógáil chun an deacracht a leigheas i dtaca leis an soláthar agus na bealaí trínar féidir CCÉ nó an soláthraí a chinntiú gur féidir le daoine míchumasacha úsáid a bhaint as an tseirbhís.

**Alt 28**

Is é láithreán gréasáin CCÉ an príomh-mhodh cumarsáide don CCÉ, agus tá sé oiriúnach do "W3". Cuireadh eolas eile, ar nós doiciméid chomhairliúcháin, le chéile cheana féin chun freastal ar riachtanais áirithe agus leanfaidh sé sin ar aghaidh. Cuireann CCÉ a chuid doiciméad poiblí ar fad ar fáil i bhfoirm braille, ar téip éisteachta, i bhformáid leictreonach agus/nó i gcló mór ach é sin a iarraidh. Soláthraíonn sé ateangairí na gcomharthaí agus/nó Ceannteidealú Fíor-ama ag imeachtaí/comhairliúcháin phoiblí más rud é go n-iarrann duine a bheas ag freastal ar an ócáid seirbhís den sórt sin.

Tá Cairt foilsithe ag CCÉ i dtaca le Caighdeán na Seirbhísí do Chustaiméirí; díríonn sí ar shaincheisteanna ar nós rochtain ar eolas agus nósanna imeachta gearán.

**Alt 38(39),**

Déileálann an Chairt thuasluaite le gearáin, agus ceaptar Oifigeach go sonrach, mar phointe teagmhála do ghearáin faoin Chairt sin. Ceapfar an tOifigeach sin mar Oifigeach

Fiosrúcháin chun críche an Achta seo. Déanfar leasuithe cuí ar Chairt CCÉ i dtaca le Caighdeán na Seirbhísí do Chustaiméirí chun aitheantas a thabhairt ar an cheapachán sin.

**Alt 47**

Fostóir comhionannas deiseanna is ea CCÉ agus tugtar an méid sin le fios i ngach feachtas earcaíochta a reáchtálann sé. Lena chois sin, iarrann CCÉ ar na hiarratasóirí a ghlaotar chun agallaimh aon riachtanais speisialta a shainnaint, agus freastlaítear ar riachtanais den sórt sin. Fad is nár fhostaigh CCÉ duine ar bith a thug le fios gur duine míchumasach é/í, níor cuireadh an méid sin san áireamh agus toradh aon phróiseas earcaíochta a mheas.

Tá CCÉ ag forbairt a pholasaí chomhionannais agus a pholasaí earcaíochta tríd an phróiseas comhpháirtíochta, agus tabharfar aghaidh ar shaincheist na fostaíochta sa dá rud sin.

Maíonn CCÉ go bhfuil sé tiomanta dá chuid cúraimí reachtúla ar fad a chomhlíonadh a oiread agus is féidir. Lena chois sin, tá sé tiomanta do bheith onghníomach i dtaca le seirbhís ar ard-caighdeán a sholáthar dá pháirtithe leasmhara uile.

**Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?**

Tá ceanglas ar CCÉ de bharr Alt 19(11) den Acht Craolacháin, 2001, leasaithe ag Mír 53 den Acht um Míchumas, 2005 rialacha a dhéanamh chun ceanglas a chur ar chraoltóirí céimeanna a ghlacadh ionas go mbeidh daoine bodhra agus daoine dalla in ann níos mó suilt a bhaint as cláir agus ionas go dtuigfidh siad níos fearr iad .



Faoi réir a cheanglais reachtúla, tá Rialacha Rochtana forbartha ag CCÉ, a chinntíonn na leibhéil atá RTÉ1, RTÉ2, TG4 agus TV3 le húsáid i dtaca le fotheidealú, teanga chomharthaíochta agus cur síos fuaime faoi réir a gcuid ceanglas reachtúil. Tá na Rialacha Rochtana i bhfeidhm ón 1 Márta 2005 agus tá CCÉ le hathbhreithniú a dhéanamh orthu i 2008 agus i 2010.

Seo a leanas samplaí de na spriocanna agus sprioc-amanna a leag CCÉ síos i ndáil le fotheidealú:

#### **RTÉ1**

Ba chóir go mbeadh fotheideil ar 75% de chláir faoi bhliain 3, 100% faoi bhliain 10,

#### **RTÉ2**

Ba chóir go mbeadh fotheideil ar 42% de chláir faoi bhliain 3, 90% faoi bhliain 10,

#### **TG4**

Ba chóir go mbeadh fotheideil ar 36% de chláir faoi bhliain 3, 80% faoi bhliain 10,

#### **TV3**

Ba chóir go mbeadh fotheideil ar 26% de chláir faoi bhliain 3, 60% faoi bhliain 10.

Tá spriocanna tosaigh de 1% i dtaca le fotheidealú Gaeilge agus cur síos fuaime ann mar cheanglas ar RTÉ1 agus RTÉ2 sna chéad trí bliana de na Rialacha Rochtana.

Tá Rialacha Rochtana CCÉ ceangailte in **Aguisín 2** agus ar fáil ag [http://www.CCÉ.ie/documents/access\\_rules\\_english.pdf](http://www.CCÉ.ie/documents/access_rules_english.pdf)

### **Gníomhaíochtaí atá beartaithe ag CCÉ**

D'eisigh an Coimisiún Ráiteas Torthaí um Rialacha Rochtana ar 6 Aibreán 2006 i ndáil le seirbhísí eile arna ceadúnú ag an Choimisiún. Shocraigh sé gur chóir go mbeadh ceanglas ar Setanta Sports Channel Ireland, NASN (Éire & RA) agus City Channel i dtaca le fotheidil a sholáthar. Tá an Ráiteas Torthaí um Rialacha Rochtana ceangailte in **Aguisín 2B** agus ar fáil ag an láithreán seo a leanas: [http://www.CCÉ.ie/documents/access\\_rules\\_statement\\_06.rtf](http://www.CCÉ.ie/documents/access_rules_statement_06.rtf)

Tá reachtaíocht á hullmhú a athróidh CCÉ go comhlacht úr darb ainm Údarás Craolacháin na hÉireann, agus glacfaidh an comhlacht úr sin na freagrachtaí atá ag CCÉ i láthair na huaire i ndáil le Rialacha Rochtana.

### **RTÉ**

#### **An Dóigh a bhfuil Cúrsaí Faoi Láthair**

Is é RTÉ Craoltóir Seirbhíse Poiblí na hÉireann agus déantar é a rialáil trí na hAchtanna um Údarás Craolacháin, 1960 go dtí 2001. Bardas reachtúil atá ann, neámhspleách i dtaca le cúrsaí ó lá go lá.

#### **Oibleagáidí a forchuireadh ar RTÉ**

Foilsíodh Cairt um Chraolachán Seirbhíse Poiblí do RTÉ i Meitheamh 2004. Is é aidhm na Cairte sin tuiscint a sholáthar do mhuintir na hÉireann i dtaca le cad leis a bhfuiltear ag súil ó RTÉ mar thoradh ar na cistí suntasacha poiblí a thugtar do RTÉ ón méid airgid a fhaightear ó tháille an cheadúnais theilifíse. Sonraíonn TreoirPhrionsabail na Cairte go gcuirfidh RTÉ san áireamh riachtanais na daoine a bhfuil míchumas fisiceach, céadfach nó intleachtach acu. Déanfaidh RTÉ bearta ionas go mbeidh lucht féachana mar sin in ann a theacht ar chlár níos fusa agus ionas

go mbeidh na cláir níos ábhartha. D'fhorbair CCÉ na Rialacha Rochtana agus baineann siad le RTÉ freisin.

### **Ráiteas Tiomantas RTÉ**

Tá ceanglas ar RTÉ freisin de bharr na Cairte um Chraolachán Seirbhíse Poiblí ráiteas bliantúil tiomantas a fhoilsiú, ar féidir measúnú a dhéanamh air ag deireadh gach bliana. Déantar meastóireacht ar thiomantais RTÉ mar pháirt d'athbhreithniú bliantúil ar fheidhmíocht RTÉ. Cuidíonn torthaí an athbhreithnithe seo le cinntí a dhéanamh i dtaca le hathrú ar tháille an cheadúnais theilifíse.

### **Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?**

Tá próiseas poiblí comhairliúcháin i ndáil le moladh an AE chun leasú a dhéanamh ar an Treoir um Teilifís gan Teorainneacha ag dul ar aghaidh faoi láthair. Cuideoidh na freagraí ar fad a thugtar le linn an phróisis chomhairliúcháin le hionchur na Roinne i dtéarmaí na Treorach athbhreithnithe.

### **Teilifís Dhigiteach**

Tá an Roinn tiomanta d'fhorbairt na teilifíse digití in Éirinn. Beidh níos mó clár ar fáil de bharr na teilifíse digití agus beidh gnéithe úra ar fáil ar nós treoracha clár, seirbhísí ilradharca agus idirghníomhacha, mar aon le féidearthachtaí chun rudaí a nascadh leis an idirlíon.

Trí mhéadú in inniúlacht, beidh scóp ag craolachán digiteach níos mó seirbhísí a thairiscint agus iad dírithe ar dhaoine míchumasacha.

## 4. Seirbhísí Cumarsáide agus Poist

### Cumarsaid Leictreonach: Gnéithe Dleathacha agus Rialaitheacha:

#### Cad chuige a bhfuil sé seo tábhachtach?

Tá athruithe ollmhóra ag tarlú i réimse na teileachumarsáide le deich mbliana anuas. Le teacht an idirlín agus an dóigh a bhfuil seirbhísí seasta/soghluaiste ag teacht le chéile, tá athrú suntasach ag teacht ar an dóigh a ndéanaimd cumarsáid go sóisialta agus sa láthair oibre. De bharr na bhforbairtí i gcúrsaí teicneolaíochta, tá deiseanna ann feabhas a chur ar chúrsaí cumarsáide do dhaoine míchumasacha.

Tá bunspríoc an pholasaithe leagtha amach i Straitéis Cumarsáide na Roinne (2005-2007)

*“Cuidiú le fás macra-eacnamaíoch agus iomaíochas ar bhonn leanúnach agus cinntiú go bhfuil Éire ábalta na deiseanna úra a thapú atá ag teacht ar an saol de bharr shochaí na faisnéise agus an eolais, trí infheistíocht a chur chun cinn in infrastruchtuir den chéad scoth, trí thimpeallacht thacúil reachtaíochta agus reachtúil a fhorbairt, agus trí cháil a fhorbairt i dtaca le taighde agus forbairt sna hearnálacha seo a leanas: faisnéis, cumarsáid agus teicneolaíochta digiteacha”*

Lena chois sin, molann an polasaí gur chóir cuimsitheacht a chur chun cinn i Sochaí an Eolais ag leibhéal réigiúnach agus ag leibhéal an phobail araon, lena n-áirítear tacú le cur i bhfeidhm creat-doiciméad an Rialtais i dtaca le sochaí an eolais.

Agus polasaithe agus reachtaíocht á n-ullmhú i dtaca le cumarsáid leictreonach, tá sé tábhachtach a chinntiú go ndéanfar breithniú iomlán ar riachtanais na ndaoine míchumasacha.

### Cad é mar atá cúrsaí i láthair na huaire?

Tá an Earnáil Cumarsáide Leictreonaí go huile is go hiomlán saor agus tá Rialtóir neamhspleách, An Coimisiún um Rialáil Cumarsáide (ComReg), freagrach as í a Rialáil, faoi réir Chreat Rialaitheach an AE, a aistríodh isteach i ndlí na hÉireann.

Tá an Roinn freagrach as polasaithe agus reachtaíocht straitéiseach don earnáil. Leagann dlí an AE amach na próisis faoinar féidir le ComReg dualgas a leagan síos lena n-áirítear dualgais i ndáil le daoine míchumasacha. Tá liosta díobh sin thíos.

**Eolas faoi ComReg:** Tá ComReg freagrach as earnáil na cumarsáide leictreonaí a rialáil (teileachumarsáid, cumarsáid raidió agus tarchur craolacháin) agus an earnáil phoist.

Ní cheadaíonn an creat rialaitheach sainriachtanais rialaitheacha i ndáil le daoine míchumasacha ach amháin i gcás an tSoláthraí Seirbhíse (eircom faoi láthair). Mar aon leis sin, ní féidir riachtanais mar sin a fhorchur ach amháin más rud é go mbaineann siad le seirbhísí laistigh de scóp Oibleagáid Seirbhíse Uilíche. Dá réir sin, ní féidir dualgais a chur ar ghrúpaí eile a sholáthraíonn seirbhísí seasta, seirbhísí soghluaiste nó banda leathan.

### **An staid reatha i dtéarmaí reachtaíochta de**

Sainithníonn an tAcht Cumarsáide (Rialáil) 2002 na cuspóirí seo a leanas do ComReg i ndáil le húsáideoirí a bhfuil míchumas orthu.

Sainíonn Alt 12.

*(2) I ndáil leis na cuspóirí dá dtagraítear dóibh i bhfo-alt (1)(a), déanfaidh an Coimisiún gach beart cuí atá dírithe ar na cuspóirí sin a bhaint amach, lena n-áirítear-*

*(a) fad is a bhaineann sé le cur chun cinn an iomaíochais-*

*(i) cinntiú go mbaineann úsáideoirí, lena n-áirítear úsáideoirí míchumasacha an leas is mó as, i dtéarmaí rogha, praghais agus cáilíochta,*

*(c) fad is a bhaineann sé le cur chun cinn leas na n-úsáideoirí laistigh den Phobal -*

*(vi) aghaidh a thabhairt ar riachtanais sainghrúpaí sóisialta go háirithe úsáideoirí míchumasacha*

idirlín, teileafóin a n-íoctar astu, seirbhísí eolaire) do gach úsáideoir ag praghas réasúnta.

Tá na cumachtaí seo leagtha amach in Alt 6 de na Rialacha a shonraíonn;

*6. "(1) D'fhéadfadh leis an Rialtóir le toil an Aire, oibleagáidí a shonrú a bhaineann le cúraimí ainmnithe, arna n-ainmniú chun a chinntiú gur féidir he húsáideoirí míchumasacha a theacht ar sheirbhísí teileafóin agus go bhfuil na seirbhísí sin ar fáil ar phraghas réasúnta, lena n-áirítear rochtain ar sheirbhísí éigeandála, seirbhísí eolaire, cosúil leis na seirbhísí a mbaineann úsáideoirí eile tairbhe astu.*

*(2) Féadfaidh an Rialtóir na téarmaí agus na coinníollacha a shonrú atá le comhlíonadh trí dhualgais ainmnithe chun a chinntiú gur féidir le húsáideoirí leas a bhaint as rogha na ndualgas agus na soláthraithe seirbhísí atá ar fáil do thromlach na n-úsáideoirí.*

### **Creat Rialaitheach an AE**

Aistríodh Creat Rialaitheach isteach i ndlí na hÉireann sa bhliain 2003 lena n-áirítear Comhphobail Eorpacha (Gréasáin um Chumarsáid Leictreonach agus Seirbhísí) (Seirbhís Uilíoch agus Cearta na nÚsáideoirí) Rialacha 2003 (I.R. 308 de 2003).

Faoi na Rialacha sin, tá sainchumhachtaí ag ComReg i dtaca leis an tseirbhís theileafóin a sholáthraíonn an soláthraí seirbhíse (eircom faoi láthair).

Baineann Seirbhís Uilíoch le soláthar miontachar sonraithe seirbhísí teileafóin lena n-áirítear rochtain feidhmeach (banda caol)

## Oibleagáidí atá forchurtha ar *eircom* faoi láthair

I ndiaidh comhairliúcháin poiblí a dhéanamh, d'ainmnigh ComReg *eircom* mar an Soláthraí Seirbhíse (USP) ar feadh thréimhse trí bliana, ag tosú ar an 25 Iúil 2003. Bhí na bearta seo a leanas de dhíth i ndáil le húsáideoirí míchumasacha;

**Cód Cleachtais *eircom*:** Bhí ar *eircom* Cód Cleachtais a fhorbairt agus a fhoilsiú, i gcomhairle le comhlachtaí ionadaíocha cúí agus le comhaontú ComReg, ag rialáil an dóigh a soláthraíonn sé seirbhísí d'úsáideoirí míchumasacha. Leagann an cód amach polasaithe i dtaca le soláthar seirbhísí den chineál sin, agus áiríonn sé sonraí i dtaca le haon scéimeanna speisialta a tairiscítear agus cé acu tá seirbhísí ar fáil nó nach bhfuil.

Tá Cód Cleachtais *eircom* i dtaca le Soláthar Seirbhísí d'Úsáideoirí Míchumasacha ar fáil go poiblí ar láithreán gréasáin na cuideachta; [http://www.eircom.ie/bveircom/pdf/code\\_of\\_practice\\_disability.pdf](http://www.eircom.ie/bveircom/pdf/code_of_practice_disability.pdf)

Tá na seirbhísí atá de dhíth faoin reachtaíocht thuasluaite á soláthar ag *eircom* a sholáthraíonn roinnt sonraí san eolaire teileafóin, ach is féidir sonraí iomlána a fháil ach scairt a chur ar Sheirbhís do Chustaiméirí "1901" agus "Fiosrú Seirbhíse" a iarradh.

### Teileafóin a n-íocann an pobal astu

Tá ceanglas ar *eircom* a chinntiú go bhfuil teileafóin den chineál sin inrochtaineach d'úsáideoirí míchumasacha, faoi réir ag aon bhearta a d'fhéadfadh bheith de dhíth ag ComReg faoi réir Rialacha um Chearta Úsáideoirí agus Seirbhís Uilíoch 2003.

## Bearta Áirithe d'úsáideoirí míchumasacha

Tá na hoibleagáidí seo a leanas ar *eircom* i dtaca le seirbhísí a sholáthar d'úsáideoirí míchumasacha:

D'úsáideoirí a bhfuil lagú éisteachta acu:

- Cúplóirí ionduchtacha a ligeann d'úsáideoirí a bhfuil trealamh éisteachta acu é a cheangal lena teileafón ionas go dtig leo glórthaí a chluinstin go soiléir.
- Teileafóin a bhfuil aimplitheoir acu a ligeann don úsáideoir fuaim na cainte a ardú.
- Rabhadh Amhairc Teleflash a thaispeánann solas gealánach, nó a dhéanann trup ard nuair a bhuaileann an teileafón.

D'úsáideoirí lagéisteachta agus/nó lagamhairc:

- Seirbhís Téacs Rialaithe atá ábalta teachtaireachtaí gutha a fháil agus a aistriú go téacs agus an téacs sin a aistriú chuig téacsfhóin na gcustaiméirí (gach oibritheoir), agus a mhalairt.
- Scéim lacáiste. Tógann sé roinnt mhaith ama scairt ghutháin a dhéanamh i bhfoirm téacs. Leis an scéim seo, is féidir a chinntiú nach mbíonn ar úsáideoirí bodhra na dtéacsfón i bhfad níos mó airgid a dhíol.

### **D'úsáideoirí a bhfuil lagú deaslámhachta nó deacrachtaí soghluaisteachta acu:**

- Teileafóin bhrúchnaipí le cnaipí gluaise agus athdhialaithe uathoibríocha chun ligint d'uimhreacha atá réamhchláraithe (na cinn a úsáidtear níos minice den chuid is mó) nó na huimhreacha a diailíodh go díreach roimhe sin gan an uimhir ar fad a chur isteach arís.
- Teileafóin a bhfuil callaire acu; ciallaíonn sé sin nach gá an glacadóir a phiocadh suas.

### **D'úsáideoirí lagamhairc:**

- Teileafóin a chuidíonn le daoine lagamhairc uimhreacha a aithint níos fusa.
- Billí i bhfoirm braille saor in aisce.
- Eolaire speisialta a ligeann do dhaoine nach bhfuil ábalta an leabhar a úsáid de bharr míchumais seirbhís eolaire a úsáid saor in aisce.

### **Eolaí Teilafóin**

Bhí ar eircom moltaí a thabhairt do ComReg maidir leis an dóigh ar féidir a sheirbhís fiosrúchán a chur ar fáil d'úsáideoirí Minicom.

### **Soláthraithe eile seirbhísí teileachumarsáide**

Soláthraíonn roinnt soláthraithe seirbhísí eile seirbhísí agus ní fhorchuireann ComReg coinníollacha áirithe orthu. Tá roinnt seirbhísí chun ionrochtaineacht a fheabhsú d'úsáideoirí míchumasacha forbartha ag roinnt soláthraithe seirbhísí san earnáil sheasta agus shoghluaiste araon. I measc na seirbhísí atá ar fáil tá: glacadóir le bogearra

chun téacs a aistriú go glór agus chun na nithe seo a leanas a éascú: modh éifeachtach chun réimse na seirbhísí a chuardach agus billí i bhfoirm braille. Mar aon leis sin, téann soláthraithe seirbhísí i gcomhairle le grúpaí ionadaíocha ar bhonn rialta.

### **Painéal Tomhaltóra ComReg**

Bhunaigh ComReg Painéal Tomhaltóra i Márta 2005, agus tá ionadaí ón Údarás Náisiúnta Míchumais mar bhall de.

### **Láithreán gréasáin ComReg**

Soláthraíonn [www.AskComReg.ie](http://www.AskComReg.ie) eolas ar chúrsaí teileachumarsáide agus ar sheirbhísí poist do thomhaltóirí. Tá ComReg tiomanta do dheimhin a dhéanamh go bhfuil a láithreán gréasáin inrochtaineach do dhaoine míchumasacha trí úsáid a bhaint as teicneolaíocht. Cloíonn an láithreán le treoir um inrochtaineacht ábhair ghréasáin 1.0 de chuid W3C/WAI, leibhéal AAA. Tá sonraí breise ar an láithreán gréasáin faoi na hábhair seo a leanas:

- Eochracha Rochtana
- Nascanna Aicearra
- Nascanna agus Íomhánna
- Téacs amháin/ Leagan Amach agus Dathanna Ard-Infheictheachta
- Leathanaigh atá éasca a phriontáil
- Do chuid socruithe a athrú
- Ábhar a íoslódáiltear
- Caighdeáin
- Lipéadú de chuid an Chumainn um Ghrádú Ábhar Idirlín (ICRA)
- Teicneolaíochtaí Oiriúnaitheacha

Tá Ráiteas Inrochtaineachta AskComReg.ie ar fáil ón láithreán gréasáin ag: <http://www.askcomreg.ie/home/Accessibility.31.LE.asp>

### **Nós Imeachta Gearán**

Faoi fhorálacha an Achta Cumarsáide (Rialáil) 2002, tá ComReg freagrach as gearáin tomhaltóirí a fhiosrú. I measc na nósanna imeachta a úsáidtear chun gearán a dhéanamh tá: gearán a dhéanamh le hoibrítheoir s'agatsa, do ghearán a chlárú le ComReg; gearáin faoi sheirbhísí poist; tá siad ar fáil ar [www.askcomreg.ie](http://www.askcomreg.ie). Tá eolas do thomhaltóirí i bhfoirm Treoracha Tomhaltóirí ar fáil freisin ar an láithreán gréasáin.

### **Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?**

#### **Athbhreithniú ar Chreat Rialaitheach an AE**

Cinnteoigh an Roinn go gcuirfear riachtanais na ndaoine míchumasacha san áireamh san athbhreithniú ar chreat rialaitheach an AE do Chumarsáid Leictreonach agus Seirbhísí [Sprioc-am le haghaidh athbhreithnithe 2006-2007]

#### **Aistriú Creat Rialaitheach úr de chuid an AE**

Cinnteoigh an Roinn go n-aistreofar aon Chreat Rialaitheach ina bhfuil aon fhorálacha a bhaineann le daoine míchumasacha laistigh den sprioc-am atá leagtha síos ag leibhéal an AE.

#### **Seirbhís Scairteanna Éigeandála**

Tá sé de rún ag an Roinn tairiscintí a iarraidh i 2006 chun soláthraí fóirsteanach a aimsiú le seirbhís freagartha a sholáthar i dtaca le scairteanna éigeandála. Scrúdófar cé chomh hinrochtaineach agus atá an tseirbhís freagartha um scairteanna éigeandála do dhaoine míchumasacha mar pháirt den phróiseas chun an soláthraí cuí a fháil.

### **Comhordú le Ranna agus le hÁisínteachtaí eile**

Comhoibreoidh an Roinn go huile is go hiomlán le Ranna agus le hÁisínteachtaí eile agus le páirtithe leasmhara i ndáil le cúrsaí míchumais, lena n-áirítear aon mheicníochtaí comhordaithe a chuirfear le chéile de bharr Dhaonáireamh 2006. [Teorainn Ama: Ar bhonn leanúnach]

### **Aird na Daoine i saol na tionsclaíochta a dhíriú ar shaincheisteanna míchumais**

Mar aon le hoibleagáidí rialaitheacha, oibreoidh an Roinn leis an Rialtóir agus le daoine i saol na tionsclaíochta chun a chinntiú go ndéanfar an oiread agus is feidir do dhaoine míchumasacha ar bhonn deonach.

[Teorainn ama: Ar bhonn leanúnach]

### **ComReg a Chumasú**

Déanfaidh an Roinn monatóireacht ar an dóigh a gcomhlíonfaidh ComReg a chuid freagrachtaí reachtúla i ndáil le daoine míchumasacha agus cinnteoidh sí go bhfuil na cumhachtaí cuí ar fad atá de dhíth chun a chuid feidhmeanna a chomhlíonadh.

### **Gníomhaíochtaí atá beartaithe ag ComReg**

#### **Athbhreithniú ar na hOibleagáidí atá ar an Soláthraí Seirbhíse**

Tabharfaidh ComReg faoi athbhreithniú ar Oibleagáidí Seirbhíse Uilíche, lena n-áirítear bearta reachtúla do dhaoine míchumasacha i ndiaidh próiseas poiblí comhairliúcháin a bheas oscailte do chách.

[Teorainn ama: 3ú Ráithe 2006]

**Rochtain ar Sheirbhísí Cumarsáide**

Leanfaidh ComReg le hoibriú le saol na tionsclaíochta, lena n-áirítear iad siúd nach bhfuil clúdaithe ag Oibleagáidí Seirbhíse Uilíche, chun soláthraithe seirbhíse a chur chun cinn agus a spreagadh chun a chinntiú go bhfuil na seirbhísí ar fáil do dhaoine míchumasacha.

[Teorainn ama: Ar bhonn leanúnach]

**Eolas ar na seirbhísí atá ar fáil do dhaoine míchumasacha**

I ndiaidh comhairliúcháin a dhéanamh le páirtithe leasmhara, déanfaidh ComReg iarracht chun a chinntiú go mbeidh eolas ar na seirbhísí atá ann ar fáil go forleathan

[Teorainn ama: Deireadh 2006 ]

**Painéal Comhairliúcháin****Tomhaltóirí ComReg**

Cinntoidh ComReg go mbeidh ionadaí ar leith ar a Phainéal Comhairliúcháin Tomhaltóirí agus é/í focasaithe ar leas na daoine míchumasacha.

[Ar bhonn leanúnach]

**Comhairliúchán le grúpaí ionadaíochais míchumais**

Trí na meicníochtaí comhairliúcháin ar fad atá ar fáil dóibh, leanfaidh ComReg le plé a dhéanamh le grúpaí ionadaíochais míchumais agus spreagfaidh sé soláthraithe seirbhíse chun leanúint lena gcuid comhairliúcháin le grúpaí ionadaíochais i dtaca le tairgí agus seirbhísí úra a fhorbairt.

[Teorainn Ama: Ar bhonn leanúnach]

**Billí**

Oibreoidh ComReg le soláthraithe seirbhíse chun socrúithe éifeachtacha a fhorbairt i dtéarmaí billí de do dhaoine míchumasacha. [Iár 2007]

**Tuairisciú**

I ndiaidh comhairliúcháin a dhéanamh le grúpaí ionadaíochais míchumais agus páirtithe leasmhara, tabharfaidh ComReg le fios ina chuid tuarascálacha bliantúla cad é mar atá ag éirí leis na bearta chun leas na n-úsáideoirí míchumasacha a chur chun cinn i gcomhthéacs chuspóirí reachtúla ComReg, agus ó mhí Iúil 2007 tuairsceoidh sé don Aire ar bhonn bliantúil.

[Ar bhonn bliantúil]

**Comhordú le Ranna agus le hÁisín-teachtaí eile**

Comhoibreoidh ComReg le Ranna Rialtais agus le hÁisín-teachtaí Stáit, i ndáil le cúrsaí míchumais laistigh de scóp a chuid cumhachtaí.

[Teorainn ama; ar bhonn leanúnach]

**Rochtain ar Láithreán gréasáin ComReg**

Leanfaidh ComReg le cinntiú go bhfuil a láithreán gréasáin [www.AskComReg.ie](http://www.AskComReg.ie) inrochtaineach do dhaoine míchumasacha trí úsáid a bhaint as teicneolaíocht.

[Teorainn Ama: Ar bhonn leanúnach]

**Nós imeachta Gearán ComReg**

Leanfaidh ComReg le cinntiú go bhfuil a nós imeachta gearán ar fáil do dhaoine míchumasacha.

[Teorainn Ama: Ar bhonn leanúnach]

**Clár Oibre ComReg**

Leanfaidh ComReg le saincheisteanna míchumais a chur san áireamh agus a Chlár Oibre Bliantúil á ullmhú aige.



## Seirbhísí Poist

### Cad chuige a bhfuil sé seo tábhachtach?

Cuireann na Rialacha Poist síos ar an tseirbhís uilíoch mar 'cheart' 'a bhfuil soláthar buan seirbhís poist ar chaighdeán sonraithe mar pháirt de ag praghasanna réasúnta do gach úsáideoir agus cuireann sé oibleagáid reachtúil ar an soláthraí seirbhíse gach riachtanas a chomhlíonadh, agus é a dhéanamh cúig lá na seachtaine, ar a laghad, tógáil agus seachadadh amháin do bhaile nó áitreabh gach duine nó conaitheoir dleathach sa Stát. Mar aon leis sin, ligeann sé do ComReg treoracha a eisiúint chuig soláthraí seirbhíse *"chun a chinntiú go gcuirfidh na pointí teagmhála agus pointí rochtana riachtanais na n-úsáideoirí san áireamh."*

Bhunaigh an tAcht Seirbhísí Poist agus Teileachumarsáide, 1983 An Post, an Soláthraí Seirbhíse i dtaca le seirbhísí poist. Faoi Acht, tá an tAire Cumarsáide agus an tAire Airgeadais mar scairshealbhóirí na cuideachta. Tá a bhord agus a bhainistíocht freagrach as a chinntiú go gcomhlíonfaidh sé a oibleagáidí reachtúla.

### Cad é mar atá cúrsaí i láthair na huair?

#### Creat Rialaitheach

Tá na rialacha reatha poist bunaithe ar Threoir Phoist an CE – Rialacha (Seirbhísí Poist) na gComhphobal Eorpach, 2002, I.R. Uimh. 616 de 2002. I measc na nithe a dhéanann an Treoir, bunaíonn sí creat comhaontaithe rialaitheach do sheirbhísí poist ar fud an Aontais Eorpaigh agus le haghaidh feabhsuithe a chinntiú i gCaighdeán na Seirbhíse a sholáthraítear.

Leagann na Rialacha Poist amach creat leathan den riachtanas i dtaca le seirbhís uilíoch de. Ceann de na feidhmeanna atá ag ComReg ná na Rialacha sin a chur i bhfeidhm, ag cur san áireamh más gá na riachtanais nua-aimseartha atá ag custaiméirí gnó agus baile. Ag an am chéanna, caithfidh ComReg a chinntiú go bhfanfaidh an tseirbhís poist mar sheirbhís chosanta agus inmharthana ar fud na tíre.

#### Oibleagáidí a chuirtear ar

##### An Post mar USP

Faoi Rial 8 (1) (b) de na Rialacha Poist, soláthraíonn An Post "seirbhís poist saor in aisce do dhaoine dalla agus daoine lagamhairc." Léiríonn sé sin na forálacha atá leagtha amach i dtreoracha poist an AE.

Soláthraíonn An Post seirbhís poist saor in aisce do dhaoine dalla agus do dhaoine lagamhairc. Tá an oibleagáid sin ann de bharr thábhacht stairiúil an phoist mar mheán cumarsáide do dhaoine dalla agus do dhaoine lagamhairc de bharr an méid a mbraitheann siad ar braille agus le déanaí ar théipeanna éisteachta a fhágann go mbíonn paicéid phoist trom agus róchostasach fosta. Is féidir sonraí iomlána a fháil ag láithreán gréasáin An Post.

<http://www.anpost.ie/AnPost/MainContent/Personal+Customers/Sending+Mail/Articles+for+The+Blind/>

I bhFógra Cinnidh D11/03, leag ComReg amach roinnt saincheistean a bhaineann le cearta tomhaltóirí, ar nós rochtain ar sheirbhísí Poist, cinnteacht go seachadtar litreacha go laethúil, foilsíú eolais faoi cad é atá ar fáil, agus nósanna imeachta gearán.

I dtaca le cúrsaí seachadta de, caithfidh An Post post a sheachadadh gach lá oibre. I dtaca le pointí bailiúcháin de, cuireadh teorainneacha ar cé chomh fada agus ba chóir d'úsáideoirí taisteal. Ikm i limistéir uirbeacha agus 3 km i limistéir thuithe na teorainneacha atá i gceist.

Go hachomair, is féidir nithe a bhfuil litríocht agus ailt ar leith iontu, atá curtha in oiriúint do dhaoine dallá nó do dhaoine lagamhairc, is féidir na nithe sin a sheoladh saor in aisce, fad is go bhfuil siad marcáilte go soiléir mar sin (.i. "Nithe do na Daill" nuair a sheoltar nithe in Éirinn agus "Cécogrammes" (BLIND LITERATURE) nuair a bhíonn seirbhísí idirnáisiúnta poist á n-úsáid), agus fad is go gcloíonn siad leis na riachtanais i dtaca le meachán agus méid de (is ionann iad agus na riachtanais a bhaineann le litreacha). Mar aon leis sin, caithfear pacáistí de chuid seirbhísí poist na hÉireann bheith curtha sa phost gan chlúdach nó i gclúdach atá furasta a bhaint den phacáiste ionas gur féidir scrúdú a dhéanamh ar a bhfuil ann.

Shoiléirigh ComReg an riachtanas seo le déanaí i bhfreagairt fhoilsithe ar chomhairliúchán 05/85 An tSeirbhís Uilíoch Poist – Sainmhíniú Oibre:

"Tá forálacha speisialta sna nithe seo a leanas i dtaca le seirbhísí a sholáthar do na daill: Rialacha 2002, litir UPU i ndiaidh Comhdhála agus an Treoir um Sheirbhísí Poist. Mar sin de, caithfidh ComReg a chinntiú go soláthraíonn an USP seirbhísí saor in aisce do dhaoine dallá agus do dhaoine lagamhairc. Mar sin, áireofar na seirbhísí sin sa sainmhíniú oibre."

## **Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?**

### **Roinn**

Athbheithniú ar Chreat Rialaitheach an AE: Leanfaidh an Roinn le brú a chur ag leibhéal an AE go ndéanfaí breithniú ar riachtanais na ndaoine míchumasacha san athbheithniú ar an treoir phoist atá ar siúl i láthair na huaire. Táthar ag súil go gcuirfidh an Coimisiún dréacht-threoir phoist faoi bhráid Pharlaimint na hEorpa ag deireadh na bliana.

### **Aistriú Chreat Rialaitheach úr de chuid an AE**

Cinntoidh an Roinn go n-aistrefar aon threoir úr phoist isteach i reachtaíocht na tíre lena n-áirítear aon fhorálacha a bhaineann le daoine míchumasacha laistigh den sprioc-am a bheas leagtha síos ag leibhéal an AE.

### **Comhordú le Ranna agus le hÁisínteachtaí eile**

Comhoibreoidh an Roinn go huile is go hiomlán le Ranna agus le hÁisínteachtaí eile agus le páirtithe leasmhara i ndáil le cúrsaí míchumais.

[Teorainn ama; ar bhonn leanúnach]

### **ComReg a Chumhachtú**

Déanfaidh an Roinn monatóireacht ar an dóigh a gcomhlíonfaidh ComReg a chuid freagrachtaí reachtúla i ndáil le daoine míchumasacha agus cinnteoidh sí go bhfuil na cumhachtaí cuí ar fad atá de dhíth chun a chuid feidhmeanna a chomhlíonadh.

## **Gníomhaíochtaí atá beartaithe ag ComReg**

### **Rialáil an Tionscail Phoist**

Leanfaidh ComReg le sainscheisteanna a bhreithniú i ndáil le míchumas agus rochtain i dtaca le rialáil an tionscail phoist ar cóimhéid lena chumachtaí  
[Ar bhonn leanúnach]

### **Rochtain ar Sheirbhísí Poist**

Leanfaidh ComReg le hoibriú le saol na tionsclaíochta, lena n-áirítear iad siúd nach bhfuil clúdaithe ag Oibleagáidí Seirbhíse Uilíche, chun soláthraithe seirbhísí a chur chun cinn agus a spreagadh chun a chinntiú go bhfuil na seirbhísí ar fáil do dhaoine míchumasacha.  
[Teorainn ama: Ar bhonn leanúnach]

### **Comhordú le Ranna agus le hÁisínteachtaí eile**

Comhoibreoigh ComReg le Ranna Rialtais agus le hÁisínteachtaí Stáit, i ndáil le cúrsaí míchumais laistigh de scóp a chuid cumhachtaí.  
[Teorainn ama: ar bhonn leanúnach]

### **Rochtain ar Láithreán gréasáin ComReg**

Leanfaidh ComReg le cinntiú go bhfuil a láithreán gréasáin, [www.AskComReg.ie](http://www.AskComReg.ie), inrochtaineach do dhaoine míchumasacha trí úsáid a bhaint as teicneolaíochtaí oiriúnaitheacha.  
[Teorainn ama: ar bhonn leanúnach]

Cuirfidh grúpa saineolach poist ComReg leas agus riachtanais na ndaoine míchumasacha san áireamh agus é ag plé cúrsaí.

### **Nós imeachta Gearán ComReg**

Leanfaidh ComReg le cinntiú go bhfuil a nós imeachta gearán ar fáil do dhaoine míchumasacha.  
[Teorainn Ama: Ar bhonn leanúnach]

### **Clár Oibre ComReg**

Leanfaidh ComReg le saincheisteanna míchumais a bhreithniú agus é ag ullmhú Clár Oibre, agus tabharfaidh sé cuntas ar an dul chun cinn atá á dhéanamh ina chuid tuarascálacha bliantúla.

## **Gníomhaíochtaí atá beartaithe ag an Post**

Tá foireann ar leith laistigh de An Post atá ag measúnú scóp na hoibre a bheas de dhíth chun cloí leis an reachtaíocht. Áireoidh sé sin ullmhú buiséid agus clár oibre a chuirfear i gcrích le linn na dtrí bliana atá romhainn chun aghaidh a thabhairt ar easnaimh i gcoinníollacha rochtana do dhaoine míchumasacha ag oifigí de chuid na Cuideachta. Tabharfaidh an clár sin aghaidh ar na saincheisteanna rochtana ag oifigí díolacháin ar leis an Chuideachta iad laistigh de thréimhse dhá bhliain faoi réir ceaduithe riachtanacha (.i. cead pleanála, srl.) a bheith faighte laistigh d'achar réasúnta.

Maidir le Fo-Oifigí Poist, tá polasaí ag an chuideachta a chiallaíonn go gcaithfidh ceapacháin úra a gcuid áitreabh a bheith inrochtaineach do dhaoine míchumasacha.

I bhFo-Oifigí eile nach bhfuil ag cloí leis sin go fóill, cuirfidh An Post an ceapachán (Máistir/ Beanmháistir Poist) ar an eolas faoin scéal. Mar sin féin, i gcás na gconarthaí reatha, atá i bhfeidhm le 50 bliain i roinnt cásanna, níl An Post ábalta iallach a chur orthu a gcuid áitreabh a aistriú. Spreagfaidh an cuideachta ceapacháin mar sin bheith ceannródaíoch

agus aghaidh a thabhairt ar aon fhadhbanna rochtana a d'fhéadfadh bheith ann ag áitribh s'acu ar bhonn deonach.

Agus an coinníoll thuasluaite sin i bhfeidhm do cheapacháin úra, tabharfar aghaidh ar shaincheisteanna rochtana do fho-oifigí poist ar bhonn leanúnach.

Tabharfaidh An Post tuairisc ar an dul chun cinn i dtaca le saincheisteanna míchumais ina tuarascáil bhliaintiúil.

## 5. Cúrsaí Mara

### Cad chuige a bhfuil sé seo tábhachtach?

Baineann sainchúram na Roinne san Earnáil Mhara le rialáil, trí Bhord Iascaigh Mhara, acmhainn na nIascaigh Intíre. Mar earnáil a bhaineann le cúrsaí sóisialta, fóillíochta agus turasóireachta, tá sé thar a bheith tábhachtach go bhfuil gach duine in ann a theacht ar rudaí fisiceacha agus ar eolas go furasta.

Mar aon leis sin, tá freagrachtaí tábhachtacha ag an Roinn i dtaca le hInfrastruchtúr Chuan Iascaigh a fhorbairt. D'fhéadfadh feabhas agus forbairt na n-áiseanna fóillíochta agus fónais nó cur chun cinn na forbartha sóisialta agus geilleagraí bheith mar pháirt de mhacasamhail d'infrastruchtúr. Tá ceann de na hIonaid Chuan Iascaigh ar an phort farantóireachta is gnóthaí sa Stát, agus dá bharr sin, tá ábharthacht ar leith ag na hoibleagaidí a fhorchuireann an tAcht um Míchumas.

### Na Comhlachtaí Lárnacha agus Réigiúnacha Iascaigh

Tá an Roinn freagrach as na 9 gcomhlacht seo a leanas ar féidir comhlachtaí poiblí a thabhairt orthu laistigh de chiall an Achte um Míchumas 2005.

- An PríomhBhord Iascaigh
- Bord Iascaigh Réigiúnach an Oirthir
- Bord Iascaigh Réigiúnach an Iarthuaiscirt
- Bord Iascaigh Réigiúnach an Iardheiscirt
- Bord Iascaigh Réigiúnach an Deiscirt
- Bord Iascaigh Réigiúnach an Iarthair
- Bord Iascaigh Réigiúnach an Tuaiscirt
- Bord Iascaigh Réigiúnach na Sionainne
- Institiúid na Mara

Mar aon leis sin, is comhlacht Thuaidh Theas é Coimisiún an Fheabhail, Chairlinn agus Shoilse na hÉireann faoi Chomhaontú na Breataine na hÉireann 1999.

Tá tionchar ag maoiniú ar líon na n-áiseanna a sholáthraíonn na comhlachtaí, lena n-áirítear áiseanna do dhaoine míchumasacha. Ós rud é gur comhlachtaí neamhthráchtála iad, tá siad ag brath go huile is go hiomlán ar an Státchiste le haghaidh maoinithe. Spreagfar iad le foinsí eile maoinithe a fhiosrú, ar nós an PFN 2007-2013 le níos mó áiseanna a sholáthar agus le huasghrádú a dhéanamh ar na háiseanna atá ann cheana féin.

### Oibleagaidí a fhorchuirtear ar na Boid Iascaigh

Iarradh ar na comhlachtaí iniúchadh rochtana a dhéanamh le linn 2006 a shainaithneoidh na háiseanna atá ann cheana, an scóp le haghaidh tuilleadh áiseanna, constaicí, más cuí, i dtaca le tuilleadh áiseanna a sholáthar agus moltaí le haghaidh plean gníomhaíochta d'áiseanna a sholáthar thar thréimhse sonraithe ama. Ceaptar go mbeidh plean gníomhaíochta ann faoi thús na bliana 2007. Chuige sin, cuireadh foráil chuí isteach sna conarthaí feidhmíochta idir an Roinn agus na comhlachtaí, conarthaí a ndéantar athbhreithniú orthu go bliantúil.

### **Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?**

Is féidir le daoine míchumasacha rochtain a fháil ar roinnt mhaith oifigí poiblí de chuid na gcomhlachtaí sin. Mar sin féin, tá cuid de na boird réigiúnacha iascaigh lonnaithe in áiseanna a bhfuil nuachóiriú ag teastáil uathu.

Glacann na comhlachtaí uile leis gur chóir gach iarracht a dhéanamh chun cúrsaí rochtana a fheabhsú nuair a bhíonn feabhsúcháin á bpleanáil agus á ndéanamh.

Chuige sin, beidh iniúchadh ar oifigí poiblí na gcomhlachtaí mar pháirt den iniúchadh rochtana dá dtagraítear thuas chun plean gníomhaíochta a dhéanamh chun a chinntiú go gcomhlíonfar ceanglais an Achta um Míchumas laistigh de na spriocanna ama a shonraítear laistigh de.

### **Gníomhaíochtaí atá beartaithe ag na Boird Iascaigh**

Ordaíodh do gach ceann de na comhlachtaí a chinntiú go gcuirfí gach ball foirne ar an eolas faoin reachtaíocht atá ann a rialaíonn soláthar na seirbhísí do dhaoine míchumasacha agus go ndéanfaí tagairtí cuí dá leithéid de sholáthar ina gcuid cairteanna do chustaiméirí.

Féachfaidh gach comhlacht le cinntiú go mbeidh an t-eolas a sholáthraíonn siad ar fáil i bhformáidí atá inrochtaineach do dhaoine míchumasacha.

Lena chois sin, féachfaidh na comhlachtaí le cinntiú go bhfuil a láithreáin ghréasáin go hiomlan inrochtaineach. Beidh ar na comhlachtaí tuairisc a thabhairt ar na polasaithe, na cleachtais agus na seirbhísí do dhaoine míchumasacha agus ar an dul chun cinn atá á dhéanamh i dtaca le spriocanna an Phlean Teascógaigh a bhaint amach i ngach ceann dá tuarascálacha bliantúla.

Go dtí seo, sholáthair roinnt bord iascaigh áiseanna chun rochtain a fheabhsú d'iascairí míchumasacha i roinnt áiteanna ar fud na tíre. Déanfaidh na Boird iarracht a oiread áiseanna agus is féidir a chur ar fáil in áiteanna cuí fad is go bhfuil sé sábháilte agus fad is go bhfuil sé indéanta. Tá sé beartaithe go gcuirfear an t-eolas i ndáil le suíomh na n-áiseanna agus sonraí na n-áiseanna ar fáil go lárnach.

### **5.1. Lárionaid Chuanta Iascaigh**

#### **An Dóigh a bhfuil Cúrsaí Faoi Láthair**

Úsáideann an Roinn cúig chuan mar Ionaid Chuanta Iascaigh (Binn Éadair, An Dún Mór Thoir, Baile Chaisleáin Bhéara, Ros a' Mhíl agus Na Cealla Beaga).

Feidhmíonn siad faoin Acht um Lárionaid Chuanta Iascaigh, 1968, faoi mar atá leasaithe. Forálann an tAcht ón bhliain 1968 do bhunú agus d'fheidhmiú na gcuanta seo chun iascaireacht mhara, próiseáil agus cúrsaí eile a bhaineann le tionscal na hiascaireachta mar aon le sprioc ar bith eile a chur chun cinn agus a fhorbairt lena n-áirítear soláthar, feabhsú agus forbairt áiseanna siamsaíochta nó fónais nó chun forbairt sóisialta nó gheilleagrach an cheantair a éascú nó a chur chun cinn.

Is é Ros A' Mhíl an calafort farantóireachta is gnóthaí sa tír agus is nasc tábhachtach é idir an tír mór agus na hOileáin Árann; tá ráchairt ar sheirbhísí paisinéirí ansin le linn na bliana ar fad.

### **Freagrachtaí a Forchuireadh ar an Roinn**

Tá an Roinn freagrach as an infrastruchtúr ag Lárionaid Chuanta lascaigh. Mar aon leis sin, tá an Roinn freagrach as réimse céanna a tógadh faoin Marine Works (Éire) Act 1902, agus faoi choimirce Bhord na gCeantar Cúng. Cuirfidh aon fhorbairt úr infrastruchtúir ag na cuanta seo cúrsaí rochtana san áireamh; mar shampla, tá staidéar féidearthachta a bhaineann le Cé an Chloiginn, Contae na Gaillimhe ag cur cúrsaí rochtana san áireamh ag an ché.

### **Gníomhaíochtaí atá beartaithe ag an Roinn**

Tá forbairt chaipitil ar fiú na milliúin euro í á déanamh ar Ros A' Mhíl faoi láthair agus áireoidh an tionscadal sin soláthraithe rochtana agus seirbhíse do dhaoine míchumasacha.

Laistigh de shé mhí den Phlean Teascógach bheith curtha faoi bhráid Thithe an Oireachtais, déanfaidh an Roinn iniúchadh rochtana ar na hIonaid Chuanta lascaigh agus sainaitheoidh sí cé na bearta atá de dhíth chun na hionaid a dhéanamh inrochtaineach do dhaoine míchumasacha. Ina dhiaidh sin, foilseofar plean forfheidhmithe a leagfaidh amach clár chun aghaidh a thabhairt ar aon shaincheisteanna a shainaitheofar san iniúchadh. Cuirfear an plean forfheidhmithe le chéile laistigh de shé mhí i ndiaidh deireadh a chur leis an iniúchadh rochtana. Agus an plean forfheidhmithe á chur le chéile, cuirfear

san áireamh an maoiniú agus na hacmhainní foirne atá ar fáil d'fhorfheidhmiú. Tabharfar tosaíocht do na hIonaid Chuanta lascaigh is gnóthaí.

Faoin Phlean Náisiúnta Forbartha (2000-2006) soláthraítear maoiniú d'fhorbairt agus d'fheabhsú infrastruchtúr na gcalafort agus áiseanna seirbhíse (lena n-áirítear plandaí oighir, áiseanna tuirlingthe agus stórála) ag príomhchuanta straitéiseacha iascaireachta agus tógáil agus feabhas áiseanna calaithe agus áiseanna gaolmhara ag cuanta agus áiteanna tuirlingthe atá níos lú. Faoin PNF, tá cúnaimh deontais de 75% ar fáil do thionscadail a n-éiríonn leo ag cuanta iascaireachta arna mbainistiú ag na húdaráis. De bharr an mhaoinithe faoin chlár seo, tá deis ag úinéirí cuanta aon áiseanna rochtana cuí a chur isteach agus iad ag déanamh na bhforbairtí cuí.

## 6. Fuinneamh

### Cad chuige a bhfuil sé seo tábhachtach?

Tá polasaí na Roinne i dtaca le seirbhísí fuinnimh a sholáthar don phobal mar pháirt thábhachtach de Phlean Teascógach na Roinne. Tá an Coimisiún neamhspleách um Rialáil Fuinnimh (CRF) freagrach as an earnáil a rialáil agus ceann de na príomhfhreagrachtaí atá aige ná cosaint na dtomhaltóirí, agus seirbhísí a sholáthar do chustaiméirí leochaileacha.

### An Coimisiún um Rialáil Fuinnimh

#### An Dóigh a bhfuil Cúrsaí Faoi Láthair

I mí Dheireadh Fómhair 2005, d'fhoilsigh CRF páipéar comhairliúcháin ina bhfuil treoirleánte do sheirbhísí do chustaiméirí leochaileacha i margadh an gháis agus an leictreachais. Lena chois sin, rinneadh comhairliúchán ar an dóigh a mbaileofar eolas. Foilsíodh freagairtí ar an pháipéar comhairliúcháin seo ar láithreán gréasáin CRF. Le linn an phróisis chomhairliúcháin, fuarthas freagairtí ó na páirtithe seo a leanas:

- Soláthar Fuinnimh Bhord Gáis
- Gréasáin Bhord Gáis
- Soláthar Custaiméirí BSL
- Gréasáin BSL
- Airtricity
- Seirbhís Comhairle Airgid agus Buiséadaithe (MABS)
- Age Action Ireland
- Baill an Phobail

I láthair na huaire, tá an Coimisiún um Rialáil Fuinnimh (CRF) lonnaithe in oifigí in The Plaza, Tamhlacht, Baile Átha Cliath. Dar leis an CRF, tá áitribh s'aige ag cloí leis na riachtanais reachtúla i dtaca le cúrsaí míchumais.

Tá sé de rún ag CRF bogadh chuig áitribh nua sa cheantar cheanna i Meán Fómhair 2007. Dar leis an CRF, beidh na háitribh sin ag cloí leis na riachtanais reachtúla.

### Cé na Príomh-Shaincheisteanna a bheas ann amach anseo?

Mhéadaigh Ionstraim Reachtúil (IR) 452 de 2004 do Gás agus IR 60 de 2005 do Leictreachas freagracht CRF i dtaca le cosaint tomhaltóirí, lena n-áirítear cosaint na gcústaiméirí leochaileacha. Leag CRF amach na cosaintí ba chóir a chur i bhfeidhm do chustaiméirí leochaileacha (lena n-áirítear daoine scothaosta agus daoine míchumasacha).

Áiríonn na cosaintí seo bearta chun cuidiú le custaiméirí leochaileacha an baol a laghdú go ngearrfar soláthar gáis nó leictreachais s'acu. Caithfidh soláthraithe atá ag soláthar gás nádúrtha chuig custaiméirí baile cód cleachtas a fhorbairt do chustaiméirí leochaileacha faoi Choinníoll 26 den Cheadúnas Soláthair Gháis Nádúrtha. Táthar ag súil go gcuirfear an méid sin san áireamh fosta san athbhreithniú ar an Cheadúnas um Soláthar Leictreachais.

### Oibleagáidí a fhorchuirtear ar CER agus ar an Earnáil

#### Feidhm

Baineann an páipéar cinnidh seo ar sholáthar seirbhísí do chustaiméirí leochaileacha le soláthraithe agus oibrítheoirí gréasán a fhreastlaíonn ar chustaiméirí baile i margadh an gháis agus an leictreachais.

#### Sonraí i dtaca le Custaiméirí Leochaileacha a Bhailiú

- Caithfidh custaiméirí leochaileacha iad féin a chlárú mar sin trína gcuid soláthraithe.



- Beidh foirmeacha ar fáil trí sholáthraithe agus oibritheoirí gréasán ach caithfear iad a sheoladh ar ais chuig an soláthraí atá freagrach as clárú an chustaiméara a chomhlánú.
- Cloífidh bailiú na sonraí leis na riachtanais chuí i dtaca le Cosaint Sonraí.

### **Seirbhísí do Chustaiméirí Leochaileacha**

Tá soláthar seirbhísí briste síos in dhá chatagóir dhifriúla.

1. Custaiméirí atá i mbaol má bhíonn briseadh sa soláthar leictreachais.
  - Caithfidh soláthraithe leictreachais custaiméirí a chlárú atá ag brath ar threalamh tacaíochta beatha. Ní féidir na custaiméirí sin a dhífhuinnmhiú fiú má iarrann soláthraí sin. Ní féidir dhífhuinnmhiú a dhéanamh ach amháin ar mhaithe le cúrsaí sábháilteachta nó má iarrann an custaiméir sin.
  - Ba chóir do sholáthraithe freastal ar chustaiméirí a d'fhéadfadh bheith i mbaol de bharr dícheangail thar thréimhse fhada ama nó i gcás dífhuinnmhithe ina gCóid Chleachtais um Dhícheangal nó Dhífhuinnmhiú.
  - Más rud é go bhfaigheann oibritheoir gréasáin amach go bhfuil custaiméir i mbaol agus iad i ndiaidh a theacht chuig áitribh chun an leictreachas a dhícheangal, beidh discríd ag an oibritheoir gréasán tarraingt amach agus an méid sin a chur in iúl don soláthraí.
2. Custaiméirí a bhfuil riachtanais speisialta cumarsáide acu.
  - Caithfidh soláthraithe agus oibritheoirí gréasán modh caighdeánaithe a úsáid i dtaca le cumarsáid a dhéanamh le custaiméirí a bhfuil fadhbanna radhairc acu.
  - Caithfidh soláthraithe agus oibritheoirí modh cumarsáide a fhorbairt do chustaiméirí a bhfuil laguithe éisteachta acu a bheadh cosúil le seirbhís fóin a thairiscint do chustaiméirí a bhfuil gnáthchumas éisteachta acu.
  - Caithfidh oibritheoirí gréasán meicníocht a fhorbairt le héigeandálaí a thairiscint do chustaiméirí a bhfuil laguithe éisteachta acu.
  - Caithfidh oibritheoirí gréasán modh a fhorbairt ionas go mbeidh custaiméirí in ann a chinntiú gur daoine oifigiúla iad na daoine a bhuaileann isteach chucu. I gcás go n-úsáideann soláthraí gníomhairí nó ionadaithe chun cuairt a dhéanamh ar thithe, beidh orthu modh fíorúcháin a fhorbairt.

### **Gníomhaíochtaí atá beartaithe ag an CRF**

- Déanfaidh an CRF athbhreithniú ar an Pháipéar Cinnidh san am atá le teacht.
- I láthair na huaire, tá an CRF ag oibriú le rannpháirtithe i saol na tionsclaíochta chun foirmeacha iarratais chaighdeánaithe a fhorbairt agus chun cuidiú leo a gcuid seirbhísí a chur i bhfeidhm. Fad is go bhfuil an méid sin ag tarlú, táthar ag forbairt córais TF an tionscail chun eolas a sholáthar do chustaiméirí chun a chinntiú go dtig leo rochtain a fháil ar na seirbhísí atá de dhíth orthu.
- Tá an CRF i mbun seirbhís bhainistíochta a fhorbairt a bheas go huile is go hiomlán dírithe ar thomhaltóirí. Déileálfaidh an tseirbhís seo le fiosrúcháin na gcustaiméirí, le hiarratais ar eolas agus le gearáin faoi na seirbhísí a sholáthraíonn soláthraithe Gáis agus Leictreachais dá gcuid custaiméirí. Tá an CRF tiomanta do chomhairliúchán a dhéanamh leis na cuideachtaí cuí agus é ag forfheidhmiú na ngnéithe cumarsáide den tseirbhís seo. Áireoidh an tseirbhís seo seirbhísí speisialta atá de dhíth ar chustaiméirí.
- Oibreoidh an CRF le soláthraithe agus le hoibrítheoirí gréasán go hindibhidiúil agus tríd na fóraim chuí tionsclaíochta chun a chinntiú go gcuirfear seirbhísí fadtéarmacha ar fáil chun custaiméirí leochaileacha a chosaint. Chun monatóireacht a dhéanamh ar an méid sin, beidh CRF ag iarraidh ar sholáthraithe agus ar oibrítheoirí gréasán tuarascáil bhliantúil a chur ar fáil a dhéanfaidh cur síos ar na seirbhísí a chuireann siad ar fáil, líon na ndaoine a úsáideann na seirbhísí sin agus aon ghearáin a fuair siad i dtaca leis na seirbhísí sin.

## 7. Maoiniú

Tá na leithdháiltí cúí i mbuiséad na Roinne don bhliain 2006 leagtha amach sa tábla thíos.

### Vótáil: 30. Cumarsáid, Mara agus Acmhainní Nádúrtha.

Leithdháiltí do Thionscnaimh a bhaineann leis an Acht um Míchumas

Fo-mhírcheann	2006 ina iomláine
<i>R/CMAN</i>	<i>€000s'</i>
Seirbhísí Lárnacha –Cothabháil Foirgníochta	750
Tuarastáil do bhaill foirne atá faoi mhíchumas	1,160
Rannán Córais Eolais	30
Institúid na Mara	-
Bord Iascaigh Mhara	-
An Bord Achomhairc um Cheadúnais Dobharshaothraithe	-
An Príomh-Bhord Iascaigh agus na Boird Iascaigh Réigiúnacha	20
Fuinneamh Inmharthana Éireann	-
An Ghníomhaireacht Forbartha don Mhol Digiteach	-
Coimisiún Craolacháin na hÉireann	-
TG4	-
<b>Iomlán</b>	<b>1,960</b>

## 8. Rochtain Ar Fhoirgnimh

Tá an Roinn tiomanta do thimpeallacht thógtha a sholáthar atá go huile is go hiomlán inrochtaineach do gach duine beag beann ar a gcumas. Chloígh gach obair athchóirithe a rinneadh le déanaí le riachtanais an Achta um Míchumas, 2005. Cuireadh Oifig na nOibreacha Poiblí ar an eolas faoi riachtanais i dtaca leis sin i gcomhthéacs áitreabh oifige a sholáthar don Roinn faoin Chlár Díláraithe.

Tá trí fhoirgneamh ag an Roinn agus iad lonnaithe i mBaile Átha Cliath agus tá daoine míchumasaithe in ann iad a úsáid gan stró. Tá seomraí cruinnithe agus seirbhísí bialainne ag na foirgnimh ar Bhóthar Adelaide agus Lána Leeson ag an bhunurlár nó tá siad ar fáil trí úsáid a bhaint as ardaitheoir, agus tá leithris do dhaoine míchumasaithe sa dá áit.

Athchóiríodh na hardaitheoirí san fhoirgneamh ag Lána Leeson agus tá braille ann anois do dhaoine a bhfuil fadhbanna radhairc acu agus scatháin chun cuidiú le húsáideoirí cathaoireacha rotha. Táthar chun na hardaitheoirí san fhoirgneamh ar Bhóthar Adelaide a athchoiriú gan mhoill le comhaontú OOP. Tá athchoiriú á dhéanamh ar an fhoirgneamh ag Beggars Bush faoi láthair agus cloífidh na hoibrithe ar fad leis an Acht um Míchumas, 2005.

Ós rud é go bhfuil an Roinn lonnaithe i roinnt foirgneamh ar fud na tíre atá cláraithe mar 'Fhoirgnimh Liostáilte', ní raibh sé i gcónaí indéanta inrochtaineacht a chinntiú do gach foirgneamh a úsáideann baill foirne na Roinne. Rinneadh iarratas chun áitribh mar sin a uasghrádú a oiread agus is féidir. Mar aon leis sin, i gcás go mbeifear ag iarraidh áitreabh nua d'fheidhmeanna reatha nó d'fheidhmeanna réigiúnacha nó i gcomhthéacs Chlár Díláraithe an Rialtais, tá sé riachtanach go gcloífear leis an Acht ón bhliain 2005.

Tá an Roinn ag oibriú as lámh a chéile leis an Údarás Náisiúnta Míchumais chun seirbhísí riachtanacha a sholáthar laistigh de na foirgnimh ar fad agus úsáideadh an foirgneamh ar Lána Leeson mar shamhail oibre. Léirigh ÚNM a sásamh leis na feabhsúcháin (Audio Loop System sna fáiltithe agus soláthar Lámhleabhar Rochtana) a chuir an Roinn i bhfeidhm. Mar sin féin, tugadh le fios in iniúchadh ÚNM a rinneadh i mí na Nollag 2005/Eanáir 2006 go gcaithfear aire a thabhairt ar roinnt nithe. Tá na sonraí agus an teorainn ama a bhaineann le cur i bhfeidhm na bhfeabhsúcháin sin ceangailte leis seo mar Aguisín.

Faoin Acht Sláinte, Sábháilteachta agus Leasa, 2005, tá Iniúchadh Sábháilteachta á dhéanamh ar fhoirgnimh uile na Roinne agus moltar go gcuirfear riachtanais an Achta um Míchumas, 2005 san áireamh agus an tuarascáil dheiridh á déanamh agus na feabhsúcháin mholta á gcur i bhfeidhm. Táthar ag súil go gcríochnófar an tIniúchadh Sábháilte faoi lár Mheán Fómhair, 2006.

<b>An tÚdarás Náisiúnta Míchumais</b> <b>Táscairí Feidhmíochta</b>		
<b>Beart</b>	<b>Stádas Reatha</b>	<b>Dáta comhlánaithe</b>
Lámhleabhar Rochtana	Ag céim an Dréachta deiridh.	15/07/2006
Baill foirne ar an eolas faoin Lámhleabhar Rochtana	Seoladh an lámhleabhar i lár mhí Iúil agus tá leagan leictreonach ar Líonra inmheánach/ Láithreán Gréasáin	15/07/2006
Fógraíocht chuí - inmheánach & seachtrach	Tá gá le tuilleadh comhairliúcháin le ÚNM chun deireadh a chur le rudaí.	31/07/2006
Audio Loops	Cuireadh isteach iad ag deascanna fáiltithe. Tá suirbhé á dhéanamh ag an chomhlacht atá á gcur isteach chun a fháil amach cé chomh fóirsteanach is atá siad don chóras.	Ag fanacht leis an tuarascáil faoin suirbhé.
Córas aláirim i leithreas atá inrochtaineach	Le cur isteach	31/07/2006
Soilse Eigeandála agus trealamh	Rinneadh na soilse éigeandála a uasghrádú agus tá an obair cláraithe. Córais Aláirim (éigeandáil agus ionróir) ag fanacht leis an tuarascáil faoi shuirbhé OOP.	Ag fanacht le tuarascáil
Athbhreithniú ar na nósanna imeachta Dóiteáin agus Sábháilteachta	Oileadh duine mar mhaor dóiteáin le déanaí. Déanfar an clár dóiteáin agus an logleabhar a uasdhátú i ndiaidh don mhaor clár oiliúna a chríochnú.	15/07/2006

## 9. Rochtain Ar Sheirbhísí

Tá an Roinn tiomanta d'fheabhas ar bhonn leanúnach a chur ar inrochtaineacht a cuid seirbhísí mar eagraíocht agus trasna a cuid áisínreachtaí agus earnálacha, agus tugtar tús áite do inrochtaineacht TFC agus saincheisteanna a bhaineann leis an timpeallacht thógtha.

Rachaidh an Roinn i gcomhairle leis an Údarás Náisiúnta Míchumais ar shaincheisteanna rochtana fad is a bheidh an Plean Teascógach i bhfeidhm.

## 10. Nósanna Imeachta Gearán Agus Sásaimh

### Oifigh atá freagrach as an Phlean

Beidh ar an Roinn agus gach ceann de na comhlachtaí poiblí faoina coimirce oifigeach sinsearach a cheapadh agus beidh an duine sin freagrach as cúrsaí míchumais. I ngach cás, beidh an duine a cheapfar freagrach as na tiomantais atá sa Phlean Teascógach a chur i bhfeidhm i dtaca leis an chomhlacht lena mbaineann siad agus as tuairisc agus tadhall a dhéanamh leis an Roinn i ndáil le cúrsaí míchumais.

### Struchtúir i dtaca le Gearáin agus Sásamh

Cinntoidh an tAire Cumarsáide, Mara agus Acmhainní Nádirtha go mbeidh nósanna imeachta agus struchtúir i bhfeidhm ag gach ceann de na Comhlachtaí Reachtúla a fheidhmíonn i ndáil leis na hearnálacha a ndíríonn an Plean seo orthu, agus gach ceann de na Comhlachtaí Mara dá dtagraítear in alt 6 den Phlean seo, go mbeidh nósanna imeachta agus struchtúir i bhfeidhm acu faoin 31 Nollaig 2006 chun déileáil le líomhaintí nach bhfuil siad ag cloí le forálacha an Phlean Theascógaigh seo.

Foilseoidh na Comhlachtaí Reachtúla nó Comhlachtaí Mara na nósanna imeachta agus struchtúir uile, a bheas ullmhaithe de réir na gcritéar thuasluaite de réir mar is cuí agus beidh na nithe seo a leanas iontu:

- Nósanna imeachta chun gearáin a dhéanamh agus chun iad a fhiosrú agus cibé cúrsaí eile a bhaineann le gearáin más cuí,
- Ainm agus sonraí teagmhála an duine / na ndaoine laistigh den Chomhlacht Reachtúla nó den Chomhlacht Mara, ar chóir gearáin a sheoladh chuige/chuici. Duine, nó daoine a ainmneofar:
- mar “oifigh ghearáin” agus beidh siad freagrach as fiosrúcháin a láimhseáil faoi réir na nósanna imeachta thuasluaite, agus neamhspleách i bhfeidhmíocht a c(h)uid feidhmeanna.

Agus nósanna imeachta á ndruchtú faoi réir na gcritéar thuasluaite, cuirfidh na Comhlachtaí Reachtúla agus Comhlachtaí Mara an foilseachán seo a leanas de chuid an Ombudsman san áireamh (ar fáil ag <http://www.ombudsman.ie>).

### Treoir an Ombudsman do Ghearáin Inmheánacha

Ullmhófar córais, nósanna imeachta agus struchtúir faoi réir na gcritéar thuasluaite agus cuirfear faoi bhráid an Aire iad chomh luath agus is féidir ach in aon chás, tráth nach déanaí ná an 31 Nollaig 2006 agus tíoctaidh siad i bhfeidhm chomh luath agus a fhaomhfaidh an tAire iad.

Is féidir le duine gearán a dhéanamh leis an Ombudsman i ndáil le cinneadh a rinne oifigeach gearáin i ndáil leis an Phlean Teascógach seo. Beidh foráil sna nósanna imeachta a ullmhófar faoi réir 1.2 (a) thuas i dtaca leis na gearánaithe a chur ar an eolas faoin cheart sin.

Cuirfidh an t-oifigeach gearáin an duine cuí (laistigh den Chomhlacht Reachtúil nó Comhlacht Mara) atá freagrach as cúrsaí rochtana ar an eolas faoin chinneadh a dhéanfar i dtaca le gach gearán. Beidh ar

an duine chuí breithniú a dhéanamh ar na cúrsaí a ndearnadh gearán fúthu agus, más cuí, moltaí a dhéanamh chun a chinntiú go gcloífeadh le cinneadh an oifigigh ghearáin, agus an foilseachán seo a leanas de chuid an Ombudsman curtha san áireamh (ar fáil ag <http://www.ombudsman.ie>).

### **Treoir an Ombudsman i dtaca le Sásamh a sholáthar**

Beidh ar gach Comhlacht Reachtúil nó Comhlacht Mara a fhiosróidh gearán faoin Phlean seo tuairisc a dhéanamh don Aire ar bhonn bliantúil i ndáil le gearáin a bhaineann le líomháintí nár cloíodh le forálacha an Phlean, agus na hathruithe a rinneadh, nó a moladh, chun a chinntiú go bhfuil rochtain níos fearr ar fáil ag na seirbhísí a ndíríonn an Plean seo orthu.

Beidh ar gach Comhlacht Reachtúil nó Comhlacht Mara a bhfuil dualgas reachtúil air tuarascáil bhliantúil a ullmhú agus/nó a fhoilsiú; beidh orthu tuarascáil ar dhul chun cinn a sholáthar ar bhonn bliantúil maidir le cur i bhfeidhm an Phlean Theascógaigh i ngach ceann dá dtuarascálacha bliantúla.



# Aguisín 1

## Forfheidhmiú Forálacha Áirithe Den Acht Um Míchumas 2005 I Gcomhlachtaí Áirithe Leathstáit

BSL			
Rochtain ar Fhoirgnimh Phoiblí – Alt 25			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúran BSL a dhéanamh inrochtaineach le linn na tréimhse 2006 go dtí 2015;	✓		Tá Innealtóir Seirbhísí Custaiméirí BSL agus Bainisteoir Áiseanna BSL freagrach as gach áitreabh de chuid BSL.
Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtais ÚNM san áireamh agus foirgnimh á n-athchoiriú nó nuair a bheas foirgnimh nua á dtógáil.	✓		Ó druideadh siopaí BSL, is é an rud a dhéanann custaiméirí BSL anois de ghnáth ná teagmháil a dhéanamh trí Lárionad Teagmhála BSL seachas cuairteanna pearsanta chuig áitribh BSL.
Foirgnimh a shainaithint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais.		✓	Sna háitribh atá níos mó – tuigean BSL an tábhacht a bhaineann le rochtain do chuariteoirí míchumasacha ar an ábhar gurb iad sin na príomhphointí teagmhála idir an pobal agus pearsanra BSL; cloíonn gach ceann acu le coincheapanna rochtana uilíche.  Cloíonn gach tionscadal tógála agus athchóirithe de chuid BSL, lena mbaineann ionchur gairmiúil ó ailtirí (Grúpa Tógála agus Foirgníochta Idirnáisiúnta, BSL Idirnáisiúnta) le Rialacha Tógála Cuid M, agus fiosraítear coincheapanna na rochtana uilíche ag céimeanna deartha an tionscadail agus cuirfear i bhfeidhm iad le linn na tógála más cuí.

Rochtain ar Sheirbhísí, srl Alt 26			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Athbhreithniú a dhéanamh ar cé chomh hinrochtaineach agus atá príomhsheirbhísí poiblí agus, sna cásanna cuí, bearta a shainaithint chun iad a dhéanamh inrochtaineach.	✓		Tá BSL tiomanta do dheimhin a dhéanamh go bhfuil a chuid seirbhísí chomh furasta a fháil agus is féidir dá chuid custaiméirí ar fad. Mar pháirt den tiomantas seo, chuir BSL tús le Clár Cúram Custaiméirí do dhaoine scothaosta agus tá sé mar aidhm aige bróisiúr úr a sheoladh i dtaca le "Custaiméirí le Riachtanais Speisialta". Beidh sé sin le feiceáil ar láithreán gréasáin BSL.
Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as an méid seo a leanas a sholáthar nó a shocrú: cibé cúnaimh agus treoir a bheas de dhíth chun cuidiú le daoine míchumasacha rochtain a fháil ar sheirbhísí.	✓		I láthair na huairé, is ionann na freagrachtaí atá ag oifigeach agus Oifigeach Rochtana. Mar sin féin, tá BSL ag fiosrú an dóigh is fearr chun cur leis sin agus an dóigh is fearr chun próifíl a dhéanamh air.
Cinntiú go dtuigeann an pobal go bhfuil oifigeach rochtana ar fáil;	✓		
Saineolas a shainaithint agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.	✓		
Inrochtaineacht na seirbhísí a sholáthraítear do chomhlacht poiblí - Alt 27			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Athbhreithniú a dhéanamh ar an pholasáí agus na nósanna imeachta i dtaca le soláthar poiblí;	✓		Tá Bainisteoir Soláthair BSL ar an eolas faoin ghá atá le hinrochtaineacht a chur san áireamh sa phróiseas tairisceana agus seo a leanas na critéir a shonraítear:
Nósanna imeachta a bhunú chun a chinntiú go sonraítear riachtanais rochtana i gcáipéisíocht tairisceana agus i gcritéir ábhartha le haghaidh tairiscintí rathúla a roghnú.	✓		

Access to Information - Section 28			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Atbhreithniú a dhéanamh ar na socruithe atá ann chun eolas a sholáthar don phobal.	✓		Seo a leanas cuid de na tionscnaimh a áirítear faoin chlár "Custaiméirí a bhfuil Riachtanais Speisialta acu": <b>Téacsfhóin (Minicoms)</b> a ligeann do dhaoine a bhfuil lagú éisteachta acu cumarsáid a dhéanamh trí úsáid a bhaint as scáileán ar theileafón s'acu.
Nósanna imeachta a bhunú agus foinsí a shainnaint le haghaidh formáidí inrochtana eolais a fháil ón Roinn nó ón chomhlacht;	✓		Tugtar <b>billí i bhfoirm braille</b> do chustaiméirí a bhfuil fadhbanna radhairc acu má iarrann siad iad.  Tugtar <b>Billí Taifeadta</b> do chustaiméirí a bhfuil fadhbanna radhairc acu má iarrann siad iad.
Teorainneacha ama a leagadh síos i dtaca le hiarratais ón phobal a phróiseáil i dtaca le heolas inrochtaineach;	✓		Tugtar <b>Billí i gCló Mór</b> do chustaiméirí a bhfuil fadhbanna radhairc acu má iarrann siad iad.  <b>Billí a athsheoladh</b> - Is féidir le dluthchara nó duine muinteartha bheith ainmnithe leis an bhille leictreachais a fháil ionas gur féidir leis/léi déileáil leis de réir treoracha s'agatsa.
Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtaineacha			<b>Éisteacht Thuisceanach</b> - Oileadh roinnt ball foirne ionas gur féidir leo cumarsáid a dhéanamh le custaiméirí a bhfuil laguithe éisteachta acu.
Atbhreithniú a dhéanamh ar inrochtaineacht na láithreán gréasáin phoiblí a bhfuil tú freagrach astu.			<b>Clár Custaiméirí a bhfuil Trealamh Leighis sa bhaile acu</b> - I gcás na gcustaiméirí atá ag brath ar threalamh leictreach, déanfaimid gach iarracht chun a chinntiú go bhfuil soláthar leictreachais ar bhonn leanúnach ar fáil. Tá sé de nós ag BSL cumarsáid a dhéanamh le daoine a bhfuil deacrachtaí éisteachta, radhairc nó inchinne acu i bhformáid a fhreastlaíonn ar a gcuid riachtanais indibhidiúla.  I dtaca le cumarsáid leictreonach, rinneadh iniúchadh seachtrach ar láithreán gréasáin BSL <a href="http://www.esb.ie">www.esb.ie</a> le déanaí le fáil amach cé chomh maith agus a chloíonn sé le teicneolaíocht oiriúnaitheach. I láthair na huaire, cloíonn sé le Treoirlínte Rochtaineachta Inneachair Ghréasáin (WCAG Leibhéal A). Táthar chun athbhreithniú iomlán a dhéanamh ar an láithreán. Mar chuid de sin, beidh uasghrádú de dhíth go dtí leibhéal AA, leibhéal níos airde de chuid WCAG

Fostaíocht sa tseirbhís phoiblí – Alt 47			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Cinntiú go bhfuil nósanna imeachta i bhfeidhm chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%;	✓  ✓		<p>Tá níos mó na 3% bainte amach ag BSL (5.5% i 2004).</p> <p>Tugann gach fógra fostaíochta, inmheánach agus seachtrach, le fios gur 'Fostóir Comhionannas Deiseanna é BSL'. Iarrtar ar gach ábhar fostaithe a thabhairt le fios an bhfuil aon riachtanais speisialta acu nuair a bhíonn orthu freastal ar agallaimh.</p> <p>Mar pháirt den Fheachtas Earcaíochta Printíseachta 2005, cuireadh léitheoir ar fáil d'iarratasóirí disléicseacha le linn trialacha cumais. Lena chois sin, cheadaigh BSL níos mó ama do na hiarratasóirí sin.</p>

RTÉ			
Rochtain ar Fhoirgnimh Phoiblí – Alt 25			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm? Tá      Níl		Má tá, cur síos gairid
Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúirann tú inrochtaineach le linn na tréimhse 2006 go dtí 2015;	✓		Athbhreithniú a dhéanamh ar gach áitreabh sláintíoch, ardaitheoirí, doirse rochtana chuig gach limistéar poiblí; tá athbhreithniú iomlán ar áitreabh ar siúl.
Foirgnimh a shainaitheint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais	✓		Is struchtúir chosanta iad Montrose House agus Mount Errol araon. Déanfar obair leasúcháin sa dá chás.
Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtais ÚNM san áireamh agus foirgnimh á n-athchoiriú nó nuair a bheas foirgnimh nua á dtógáil.	✓		Cuid den Samhail um Chleachtas Oibre i dtaca le Bainistíocht Áiseanna.
Rochtain ar Sheirbhísí, srl Alt 26			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm? Tá      Níl		Má tá, cur síos gairid
Athbhreithniú a dhéanamh ar cé chomh hinrochtaineach agus atá na seirbhísí poiblí príomhshrutha agus, sna cásanna cuí, bearta a shainaitheint chun iad a dhéanamh inrochtaineach;	✓		Féach ar Alt 25.
Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as an méid seo a leanas a sholáthar nó a shocrú: cibé cúnaimh agus treoir a bheas de dhíth chun cuidiú le daoine míchumasacha rochtain a fháil ar sheirbhísí;		✓	Táthar ag breithniú cé acu ba chóir nó nár chóir Oifigeach Rochtana a cheapadh faoi láthair.
Cinntiú go dtuigeann an pobal go bhfuil oifigeach rochtana ar fáil;		✓	Féach thuas
Saineolas a shainaitheint agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.		✓	Féach thuas

Inrochtaineacht na seirbhísí a sholáthraítear do chomhlacht poiblí - Alt 27			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Athbhreithniú a dhéanamh ar an pholasaí agus na nósanna imeachta i dtaca le soláthar poiblí;	✓		Tá athbhreithniú ar Pholasaithe agus Nósanna Imeachta Ceannacháin RTÉ beartaithe do 2006.
Nósanna imeachta a bhunú chun a chinntiú go sonraítear riachtanais rochtana i gcáipéisíocht tairisceana agus i gcritéir ábhartha le haghaidh tairiscintí rathúla a roghnú.	✓		Mar a shonraítear thuas.
Rochtain ar Eolas – Alt 28			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
Athbhreithniú a dhéanamh ar na socruithe atá ann i dtaca le heolas a sholáthar don phobal;	✓		Folsíonn RTÉ eolas cuimsitheach ar láithreán gréasáin s'aige faoina chuid feidhmeanna ar fad. Déantar athbhreithniú ar an eolas seo ar bhonn rialta chun a chinntiú go bhfuil sé beacht. D'fhreagair Oifig Eolais RTÉ 37,575 scairt ghutháin agus 8,969 le linn 2005.
Nósanna imeachta a bhunú agus foinsí a shainiú le formáidí inrochtana a fháil don eolas a sholáthraíonn an Roinn nó comhlacht;		✓	
Teorainneacha ama a leagadh síos i dtaca le hiarratais ón phobal a phróiseáil i dtaca le heolas inrochtaineach;	✓		Tá tiomantas ar láithreán gréasáin RTÉ a thugann le fios go bhfaighidh gach scairt, litir agus ríomhphost freagairt chuimsitheach laistigh de 4 seachtaine.
Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtaineacha	✓		Cuireann RTÉ a chuid seirbhísí chun cinn trí gach meán dá chuid.
Athbhreithniú a dhéanamh ar na láithreáin ghreásáin a bhfuil tú freagrach astu.	✓		Déanann RTÉ athbhreithnithe rialta ar an úsáid phoiblí a bhaintear as a chuid seirbhísí chun a chinntiú go bhfeidhmítear ag an chaighdeán is airde.

Fostaíocht sa tseirbhís phoiblí – Alt 47			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Cinntiú go bhfuil nósanna imeachta i bhfeidhm chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%;</p> <p>Breithniú a dhéanamh ar bhearta cuí dearfacha agus iad a chur i bhfeidhm chun a chinntiú go bhfuiltear ag cloí leis an sprioc.</p>	<p>✓</p> <p>✓</p>		<p>Maidir le daoine míchumasacha a fhostú, tá polasaí éagsúlachta i bhfeidhm ag RTÉ a chuireann comhionannas deiseanna chun cinn i dtaca le gach gné de chúrsaí fostaíochta (earcaíocht, oiliúint, dul chun cinn sa tslí bheatha). Lena chois sin, tá treoirlínte i bhfeidhm ag RTÉ do gach bord agallaimh a chuireann comhionannas deiseanna chun cinn in earcaíocht de gach sórt.</p> <p>Ón 31 Samhain 2005, d'fhéadfaí a rá go raibh míchumas ar 2.38% d'fhoireann RTÉ.</p> <p>Déileáladh leis na hiarratais riachtanacha ar bhonn cáis i ndiaidh cáis ar nós suíocháin, soilse srl.</p>

BORD GÁIS EIREANN			
Rochtain ar Fhoirgnimh Phoiblí – Alt 25			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúirann tú a dhéanamh inrochtaineach le linn na tréimhse 2006 go dtí 2015;</p> <p>Foirgnimh a shainaitheint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais;</p> <p>Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtais ÚNM san áireamh agus foirgnimh á n-athchóiriú nó nuair a bheas foirgnimh nua á dtógáil.</p>	<p>✓</p> <p>✓</p> <p>✓</p>		<p>Tá na foirgnimh ar fad atá ag Bord Gais Éireann agus a bhfuil limistéir poiblí acu, tá siad inrochtaineach do dhaoine míchumasacha. Tógadh na foirgnimh sin ar fad laistigh den seacht mbliana seo a chuaigh thart agus cloíonn siad le Cuid M de na rialacha tógála.</p> <p>Cinntoidh BGÉ go gcuirfear an Cód Cleachtais ón Údarás Náisiúnta Míchumais san áireamh. i. an Cód i ndáil le foirgnimh inrochtaineacha.</p>
Obair i Limistéir Phoiblí			
<p>Is í an tsábháilteacht an phríomhthosaíocht do Ghréasáin Bhord Gáis agus déantar gach obair i limistéir poiblí de réir an chleachtais is fearr chun a chinntiú go bhfuil na hoibreacha agus an pobal i gcoitinne thart ar an láthair oibre slán sábháilte.</p>			
Rochtain ar Sheirbhísí, srl Alt 26			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar cé chomh hinrochtaineach agus atá seirbhísí poiblí príomhshrutha agus, sna cásanna cuí, bearta a shainaitheint chun iad a dhéanamh inrochtaineach;</p>	<p>✓</p>		<p>Tá BGÉ tiomanta do chórais agus do nósanna imeachta cuí a chur i bhfeidhm chun a chinntiú go bhfuil a chuid seirbhísí inrochtaineach do dhaoine míchumasacha. Áiríonn sé sin:</p> <ul style="list-style-type: none"> <li>- rogha a thabhairt do dhaoine a bhfuil fadhbanna radhairc acu billí agus bileogaí eolais a fháil i bhfoirm braille;</li> <li>- billí a eisiúint do dhuine ainmnithe ar leith más rud é nach bhfuil an custaiméir ábalta déileáil leo nó más rud é nach mian leis an chustaiméir déileáil leo.</li> </ul>



ar lean...		
<p>Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as an méid seo a leanas a sholáthar nó a shocrú: cibé cúnaimh agus treoir a bheas de dhíth chun cuidiú le daoine míchumasacha úsáid éifeachtach a bhaint as na seirbhísí;</p>	✓	<ul style="list-style-type: none"> <li>- seirbhís minicom a bhunú, a ligean do dhaoine a bhfuil lagú éisteachta acu cumarsáid a dhéanamh trí úsáid a bhaint as scáileán ar theileafón s'acu.</li> <li>- tá sé beartaithe go gcuirfear eolas do chustaiméirí ar nós Cóid Chleachtais agus téarmaí agus coinníollacha ar fáil i bhforim CD do chustaiméirí a bhfuil fadhbanna radhairc acu.</li> </ul> <p>Tuigean BGÉ go maith na deacrachtaí a d'fhéadfadh bheith ag custaiméirí más rud é go ndícheanglaítear iad le linn an gheimhridh agus, má theann an custaiméir i dteagmháil le BGE, déanfar iarracht an scéal a fhiosrú sula ndéanfaí beart mar sin. Beidh BGÉ i gcónaí sásta roghanna a thabhairt do chustaiméirí i dtaca le billí a íoc.</p>
<p>Cinntiú go dtuigean an pobal go bhfuil oifigeach rochtana ar fáil;</p>	✓	<p>Ceapadh Bainisteoir um Chúram Custaiméirí BGÉ mar Oifigeach Rochtana chun a chinntiú go ndéanfar comhordú ar an chúnaimh agus an treoir a bheas de dhíth chun cuidiú le daoine míchumasacha úsáid éifeachtach a bhaint as na seirbhísí. Tabharfar le fios ar láithreán gréasáin BGÉ go bhfuil an t-oifigeach rochtana sin ar fáil.</p>
<p>Saineolas a shainaithe agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.</p>	✓	<p>Chomh maith leis sin, tá Gréasáin Bhord Gáis ag iarraidh clár Seirbhísí Speisialta a chur i bhfeidhm do thionscal an gháis in Éirinn faoi mhí Feabhra 2007. Tá an clár sin de dhíth faoi na Cóid Chleachtais atá ag Soláthraithe agus Gréasáin Bhord Gáis do Chustaiméirí Leochaileacha. Chun na Cóid sin a sheoladh agus chun ligint do chustaiméirí iad féin a chlárú mar chustaiméirí leochaileacha, caithfear clár custaiméirí leochaileacha a bhunú i gceart ionas go mbaileofaí sonraí i gceart agus ionas gur féidir seirbhísí speisialta a sholáthar de réir mar is cuí. De bharr na n-athruithe riachtanacha do chórais TF agus Rialacha Mhargadh an Gháis, ní bheidh an Bunachar Lárnach Sonraí seo i bhfeidhm go dtí Feabhra 2007 don mhargadh in Éirinn. Rinneadh tadhall le grúpaí ionadaíochta leis an chlár seo a chur le chéile agus cuireadh oibleagáidí BGÉ faoin Acht um Míchumas (2005) san áireamh.</p>

Inrochtaineacht na seirbhísí a sholáthraítear do chomhlacht poiblí - Alt 27			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar an pholasáí agus na nósanna imeachta atá i bhfeidhm i dtaca le soláthar poiblí;</p> <p>Nósanna imeachta a bhunú chun a chinntiú go sonraítear riachtanais rochtana i gcáipéisíocht tairisceana agus i gcritéir ábhartha le haghaidh tairiscintí rathúla a roghnú.</p>			<p>Beidh an ceanglas seo mar pháirt lárnach i bpróisis earcaíochta san am atá le teacht.</p> <p>Ceapadh Oifigeach Fiosrúcháin chun gearáin daoine aonair a phróiseáil i dtaca le aon teip de chuid BGÉ rochtain a sholáthar de réir mar atá de dhíth faoi ailt 25-29.</p>
Rochtain ar eolas – Alt 28			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar na socruithe atá ann i dtaca le heolas a sholáthar don phobal.</p> <p>Nósanna imeachta a bhunú agus foinsí a shainaithint le haghaidh formáidí inrochtaineacha eolais a fháil ón Roinn nó ó chomhlacht;</p> <p>Teorainneacha ama a leagadh síos le hiarratais ón phobal a phróiseáil i dtaca le heolas atá inrochtaineach.</p> <p>Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtaineacha;</p> <p>Athbhreithniú a dhéanamh ar na láithreáin ghréasáin a bhfuil tú freagrach astu.</p>			<p>Tá láithreán gréasáin BGÉ á fhorbairt faoi láthair go dtí caighdeán A Singil, rud a chiallaíonn go gcloíonn sé le caighdeán 1/A tosaíocht do Threoirlínte agus Theicnící W3C (<a href="http://www.w3.org/WAI/guid-tech.html">http://www.w3.org/WAI/guid-tech.html</a>). Tá téipscripteanna gach fógra béil agus leagan cló mór d'aon bhileog eolais ar fáil ó Roinn Caidrimh Phoiblí BGÉ ach iad a iarraidh.</p>

Gearáin chuig an Ombudsman – Ailt 38, 39 & 40			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Ensure that procedures are in place to monitor compliance with 3% target;</p> <p>Consider and implement, as appropriate, positive actions to ensure compliance with the target.</p>			<p>Ceapadh PríomhOifigeach Dlí BGÉ mar oifigeach fiosrúcháin chun gearáin daoine aonair a phróiseáil i dtaca le teip BGÉ rochtain a sholáthar de réir mar is gá faoi ailt 25 go dtí 29 den Acht.</p>
Fostaíocht sa tseirbhís phoiblí – Alt 47			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Cinntiú go bhfuil nósanna imeachta ann chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%;</p> <p>Breithniú a dhéanamh ar bhearta cuí dearfacha agus iad a chur i bhfeidhm chun a chinntiú go bhfuiltear ag cloí leis an sprioc.</p>			<p>In Aibreán 2003, chinn Bord Bhord Gáis Éireann gur chóir fostaíocht na ndaoine míchumasacha a chur chun cinn. Mar chuid den pholasáí sin, socraíodh gur chóir úsáid a bhaint as idirdhealú dearfach chun cuóta 3% a bhaint amach. Cuireann sé sin cur chuige cuimsitheach chun cinn i dtaca le deiseanna níos fearr a sholáthar do dhaoine míchumasacha.</p> <p>Tugann gach fógra poist le fios gur fostóir comhionannais deiseanna é BGÉ agus iarrtar ar gach iarratasóir a thabhairt le fios cé acu ar chóir aon riachtanais speisialta a chur i bhfeidhm chun ligean dóibh freastal ar agallamh.</p> <p>Chun ár gcuid spriocanna a bhaint amach sa réimse seo, d'iarr BGÉ cúnamh ó Chomhairleoirí Access Ability, Workway agus FÁS agus bhain sé trí ghradam le déanaí ag Duaiseanna Cumais O2 don chleachtas is fearr sa réimse sin.</p> <p>Tá athbhreithniú á dhéanamh ar na cleachtais atá ann cheana chun a chinntiú go bhfuiltear ag cloí le ceanglais an Achta.</p>

<b>EIRGRID</b>		
<b>Réamhrá</b>		
<p>San am atá le teacht, rachaidh EirGrid i gceannas ar fheidhmíocht chóras tarchuir leictreachais in áit Ghreille Náisiúnta BSL (GNBSL). I láthair na huaire, tá GNBSL, mar Oibríteoir Córais Tarchuir (OCT) freagrach as córas tarchuir leictreachais náisiúnta na hÉireann a rith, rud a dtugtar an ghreille náisiúnta air. I measc na gcúraimí atá aige, tá pleanáil agus forbairt an chórais, giniúint a sceidealú agus a sheoladh amach, margadh cothrom leictreachais a rith agus slándáil an chórais a chinntiú. Aonad Gnó de chuid BSL is ea GNBSL agus ar an ábhar sin, baineann na nósanna imeachta agus na polasaithe uile i ndáil le comhlíonadh leis an Acht um Míchumas 2005, baineann siad le Greille Náisiúnta BSL chomh maith.</p> <p>Is leis an Stát EirGrid agus bunaíodh é de bharr cinnidh rialtais eagraíocht neamhspleách a chruthú chun an fheidhm OCT a chur i gcrích, chun cuidiú le tionscal leictreachais na hÉireann a léirscaoileadh agus chun margadh iomaíoch a fhorbairt.</p>		
<b>Rochtain ar Fhoirgnimh Phoiblí – Alt 25</b>		
<b>Bearta Riachtanacha</b>	<b>An bhfuil na bearta seo le cur i bhfeidhm?</b> Tá      Níl	<b>Má tá, cur síos gairid</b>
<p>Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúirann tú a dhéanamh inrochtaineach le linn na tréimhse 2006 go dtí 2015;</p> <p>Foirgnimh a shainnithint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais;</p> <p>Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtas ÚNM san áireamh agus foirgnimh á n-athchoiriú nó nuair a bheas foirgnimh nua á dtógáil.</p>		<p>I láthair na huaire, tá Greille Náisiúnta BSL/EirGrid lonnaithe in oifigí laistigh de Phríomhoifig BSL ag Sráid Fitzwilliamn Íochtarach. Tá EirGrid tiomanta do chomhoibriú le BSL (mar úinéirí) chun a chinntiú go gcloifidh siad le ceanglais an Acha um Míchumas.</p> <p>Tá Bainisteoir Áiseanna BSL freagrach as áitreabh na príomhoifige. Cloíonn na príomhoifigí leis an choincheap gur chóir go mbeadh gach duine in ann iad a úsáid go furasta agus cloifidh aon tionscadail athchóirithe, a mbeidh ailtirí gairmiúla páirteach iontu, le Rialacha Tógála Cuid M, agus breithneoidh siad coincheapa rochtana ag céim an deartha agus le linn na tógála más cuí.</p> <p>Tá staisiún tarchuir lonnaithe ar fud na hÉireann agus níl an gnáthphobal ábalta a theacht orthu. Mar chuid de Rialacháin um Shábháilteacht, Shláinte agus Leas san Ionad Oibre (Rialacháin Ghinearálta) Rialacháin 1993 (Cuid 8) caithfidh sconsa daingean bheith thart ar láithreáin oibre den chineál sin agus níl ach daoine údaraithe ábalta dul isteach iontu.</p> <p>Tá EirGrid ag cuardach foirgneamh breá nua-aimseartha den tríú glúin a fhreastlóidh ar na riachtanais ar fad atá sa reachtaíocht reatha (lena n-áirítear na ceanglais riachtanacha mhíchumais). Go dtí seo, dhírigh siad ar foirgnimh thógtha nó ar foirgnimh a críochnaíodh le gairid.</p>

Rochtain ar Sheirbhísí, srl Alt 26			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar cé chomh hinrochtaineach agus atá seirbhísí poiblí príomhshrutha agus, sna cásanna cuí, bearta a shainaithint chun iad a dhéanamh inrochtaineach;</p> <p>Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as an méid seo a leanas a sholáthar nó a shocrú: cibé cúnaimh nó treoir a bheas de dhíth chun cuidiú le daoine míchumasacha úsáid cheart a bhaint as na seirbhísí;</p> <p>Cinntiú go dtuigeann an pobal go bhfuil oifigeach rochtana ar fáil;</p> <p>Saineolas a shainaithint agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.</p>			<p>Tá na seirbhísí a sholáthraíonn EirGrid á soláthar don tionscal leictreachais agus do líon beag mórchustaiméirí, ach ní sholáthraítear don phobal iad.</p> <p>Tá sé beartaithe go mbeidh na seirbhísí cuí ar fad a sholáthraíonn EirGrid, inrochtaineach do dhaoine, tríd an phost nó go leictreonach, rud a chinnteoidh an rochtain is forleithne agus is féidir. Ceann de na nithe is tábhachtaí i dtaca le himeachtaí a reáchtáil taobh amuigh den cheanncheathrú ná rochtain do dhaoine míchumasacha. Ceapfaidh EirGrid oifigeach rochtana.</p> <p><b>Láithreán Gréasáin</b> - Tá Greille Náisiúnta BSL/ EirGrid tiomanta do dheimhin a dhéanamh go bhfuil láithreán gréasáin s'acu ag cloí le ceanglais an Achta um Míchumas. Chuige sin, tá sainchomhairleoir ceaptha ag EirGrid chun iniúchadh a dhéanamh ar an láithreán gréasáin agus clár a dhéanamh amach i ndáil le hinrochtaineacht an ghréasáin. Cuirfidh EirGrid an clár sin i bhfeidhm i dtaca leis an láithreán a fheabhsú chun a chinntiú go gclófidh siad leis na caighdeáin atá de dhíth chun a bheith ag comhlíonadh leis an Acht. Chomhthadhláigh EirGrid leis an Údarás Náisiúnta Míchumais ar an cheist seo.</p>
Inrochtaineacht na seirbhísí a sholáthraítear do chomhlacht poiblí - Alt 27			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar an pholasaí agus na nósanna imeachta i dtaca le soláthar poiblí.</p> <p>Nósanna imeachta a bhunú chun a chinntiú go sonraítear riachtanais rochtana i gcáipéisíocht tairisceana agus i gcritéir ábhartha le haghaidh tairiscintí rathúla a roghnú.</p>			See above

Rochtain ar Eolas - Alt 28			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar na socruithe atá ann i dtaca le heolas a sholáthar don phobal.</p> <p>Nósanna imeachta a bhunú agus foinsí a shainaithint le haghaidh formáidí inrochtaineacha eolais a fháil ón Roinn nó ó chomhlacht;</p> <p>Nósanna imeachta a bhunú agus foinsí a shainaithint le haghaidh formáidí inrochtaineacha eolais a fháil ón Roinn nó ó chomhlacht;</p> <p>Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtaineacha;</p> <p>Athbhreithniú a dhéanamh ar na láithreáin ghréasáin a bhfuil tú freagrach astu.</p>			<p>Tá Greille Náisiúnta BSL/ EirGrid tiomanta do dheimhin a dhéanamh go bhfuil láithreán gréasáin s'acu ag cloí le ceanglais an Achta um Míchumas. Chuige sin, ceapfaidh EirGrid sainchomhairleoir go luath chun iniúchadh a dhéanamh ar an láithreán gréasáin agus clár a dhéanamh amach i ndáil le inrochtaineacht ghréasáin. Cuirfidh siad an clár sin i bhfeidhm i dtaca leis an láithreán a fheabhsú chun a chinntiú go gcloífidh siad leis na caighdeáin atá de dhíth chun bheith ag comhlíonadh leis an Acht. Chomhthadhlaiigh EirGrid leis an Údarás Náisiúnta Míchumais ar an cheist seo.</p>
Fostaíocht sa tseirbhís phoiblí - Alt 47			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Cinntiú go bhfuil nósanna imeachta i bhfeidhm chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%</p> <p>Breithniú a dhéanamh ar bhearta cuí dearfacha agus iad a chur i bhfeidhm chun a chinntiú go gcomhlíonfar leis an sprioc.</p>			<p>Tá an córas lorgaireachta riachtanach ag EirGrid chun monatóireacht a dhéanamh ar an dóigh a bhfuil siad ag cloí ar bhonn leanúnach leis an sprioc de 3% i dtaca le daoine míchumasacha a fhostú. Déanann siad athbhreithniú ar ár gcleachtais earcaíochta chun an cleachtas is fearr a bhaint amach i dtéarmaí bearta dearfacha a dhéanamh de réir mar is cuí chun a chinntiú go bhfuiltear ag cloí go hiomlán le Cuid 5 den Acht. Spreagfaidh gach ceann dá bhfógraí iarratais ó dhaoine míchumasacha agus cinnteoidh siad go ndéanfar na hiarrachtaí is fearr chun aon bhacanna fostaíochta a chur ar leataobh. Tá sé mar aidhm acu Nós Imeachta scríofa ar leith a dhéanamh suas do dhaoine míchumasacha, rud a chuirfear chun cinn ar fud an ghnó.</p>

FUINNEAMH INMHARTHANA ÉIREANN (FIÉ)			
Rochtain ar Fhoirgnimh Phoiblí – Alt 25			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúránn tú a dhéanamh inrochtaineach le linn na tréimhse 2006 go dtí 2015;</p> <p>Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtais UNM san áireamh agus foirgnimh á n-athchoiriú nó nuair a bheas foirgnimh nua á dtógáil.</p> <p>Foirgnimh a shainaithint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>Tá SIE mar a bheadh tionónta ann ar shuíomh Fhiontraíocht Éireann. Tuigeann SIE go ndéanann FÉ iarracht i gcónaí chun a chinntiú go bhfuil gach foirgneamh inrochtaineach agus fóirsteanach dóibh siúd a bhfuil míchumas orthu.</p> <p>Nuair a bheas FIÉ ag dearadh a fhoirgnimh nua, cinnteoidh sé go gcloífidh sé go huile is go hiomlán le Cód Cleachtais ÚNM.</p>
Rochtain ar Sheirbhísí, srl Alt 26			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbheithniú a dhéanamh ar cé chomh hinrochtaineach agus atá príomhsheirbhísí poiblí agus, sna cásanna cuí, bearta a shainaithint chun iad a dhéanamh inrochtaineach;</p> <p>Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as comhordú a dhéanamh ar an chúnaimh agus an treoir a bheas de dhíth chun cuidiú le daoine míchumasacha úsaid cheart a bhaint as na seirbhísí;</p> <p>Cinntiú go dtuigeann an pobal go bhfuil oifigeach rochtana ar fáil.</p> <p>Saineolas a shainaithint agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Is féidir na seirbhísí a sholáthraíonn FIÉ don phobal a chatagóiriú go gineáralta mar eolas agus comhairle. Go gineáralta, soláthraítear na seirbhísí sin trí fhoilseacháin, imeachtaí agus mhodhanna eile cumarsáide. Féach Alt 28.</p> <p>I gcás go mbíonn cruinnithe de dhíth leis an pobal nó le cuideachtaí, agus má réachtáiltear iad laistigh d'áitribh SEO, titeann sé sin faoi alt 25 thuas.</p> <p>Ina áit sin, réachtáiltear cruinnithe in áiteanna agus níl siad faoi réir an cheanglais sin.</p> <p>Nuair a eagraíonn FIÉ imeachtaí don phobal (ar bhonn príobháideach nó gnó) in áiteanna ar fud na tíre, bheadh an t-óstán nó an t-ionad freagrach as cúrsaí rochtana ansin.</p> <p>Amach anseo, nuair a bheas FIÉ ag roghnú ionad le haghaidh cruinnithe, cuirfidh sé cúrsaí rochtana san áireamh, go háirithe má bhíonn a fhios aige go mbeidh gá le háiseanna den chineál sin. (Is fíorannamh a bhíonn imeachtaí FIÉ oscailte go huile is go hiomlán agus, dá bharr sin, beidh FIÉ ar an eolas faoi cé a bheas i láthair agus na riachtanais atá acu.).</p>

Inrochtaineacht na seirbhísí a sholáthraítear do chomhlacht poiblí - Alt 27			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar an pholasaí agus na nósanna imeachta atá i bhfeidhm i dtaca le soláthar poiblí.</p> <p>Nósanna imeachta a bhunú chun a chinntiú go sonraítear riachtanais rochtana i gcáipéisíocht tairisceana agus i gcritéir ábhartha le haghaidh tairiscintí rathúla a roghnú.</p>	<p>✓</p> <p>✓</p>		I dtéarmaí na dtairgí agus na seirbhísí a fhaightear, ní bhaineann an ceanglas sin le SIE i gcoitinne.
Rochtain ar Eolas - Alt 28			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Athbhreithniú a dhéanamh ar na socruithe atá ann i dtaca le heolas a sholáthar don phobal.</p> <p>Nósanna imeachta a bhunú agus foinsí a shainaithint le haghaidh formáidí inrochtana eolais a fháil ón Roinn nó ó chomhlacht;</p> <p>Teorainneacha ama a leagadh síos le hiarratais ón phobal le haghaidh eolas inrochtanach a phróiseáil.</p> <p>Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtaineacha.</p> <p>Athbhreithniú a dhéanamh ar inrochtaineacht na láithreán gréasáin a bhfuil tú freagrach astu.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>Ceann de na príomhsheirbhísí a sholáthraíonn SIE ná eolas a sholáthar. Chuige sin, tá a chuid eolais ar fad, lena n-áirítear foilseacháin agus preaseisiúintí srl. ar fáil ar láithreán gréasáin SIE. Seoladh láithreán gréasáin SIE i Mí na Nollag 2005 agus, i láthair na huaire, cloíonn sé go huile is go hiomlán le Treoirlínte Inrochtaineachta Ábhair. Ghréasáin (WCAG) Leibhéal AA.</p> <p>Lena chois sin, mar atá sainithe i gCairt Chustaiméirí SIE "Tá muid tiomanta don inrochtaineacht agus an rogha is forleithne agus is féidir a sholáthar i dtaca lenár gcuid seirbhísí a sholáthar, fad is go ndéanaimid iarracht freastal ar éagsúlacht i dtéarmaí teanga agus riachtanais fhisiciúla a oiread agus is féidir de réir mar a thagann siad chun cinn.</p>



Fostaíocht sa tSeirbhís phoiblí - Alt 47			
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm?		Má tá, cur síos gairid
	Tá	Níl	
<p>Cinntiú go bhfuil nósanna imeachta i bhfeidhm chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%.</p> <p>Breithniú a dhéanamh ar bhearta cuí dearfacha agus iad a chur i bhfeidhm chun a chinntiú go gcloífead leis an sprioc.</p>	<p>✓</p> <p>✓</p>		<p>Sa bhliain 2005, bhí níos mó ná 3% d'fostaithe SIE míchumasach sa mhéid is go raibh duine míchumasach amháin fostaithe; d'fhág an duine sin SIE ó shin.</p> <p>Spreagann na gníomhaíochtaí earcaíochta ar fad de chuid SIE iarratais ó dhaoine de gach sórt.</p> <p>Déanann SIE iarracht ar bhonn leanúnach na bacanna atá sa láthair oibre do dhaoine míchumasacha a chur ar leataobh.</p>

AN PRÍOMH-BHORD IASCAIGH (PBI)		
Rochtain ar Fhoirgnimh Phoiblí - Alt 25		
Bearta Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm? Tá Níl	Má tá, cur síos gairid
<p>Clár oibreacha a fhorbairt agus a chur i bhfeidhm chun na foirgnimh a úsáideann, a bhainistíonn nó a stiúirann tú a dhéanamh inrochtaineach le linn na tréimhse 2006 go dtí 2015;</p> <p>Foirgnimh a shainaitheint, más ann dóibh, atá le bheith saor ó na riachtanais agus comhairle a dhéanamh le comhlachtaí cuí eile sula gcuirfear Ordú Aire faoi bhráid an Oireachtais.</p> <p>Nós imeachta a chur i bhfeidhm chun a chinntiú go gcuirfear cód cleachtas UNM san áireamh agus foirgnimh á n-athchoiriú nó nuair a bheas foirgnimh nua á dtógáil.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>Bhog CFB isteach in oifigí úra in Sord le déanaí. Cé gur tharla sé sin sular cuireadh reachtaíocht 2005 i bhfeidhm, bhí na haitirí ar an eolas faoin na riachtanais rochtana. Mar sin féin, socraíodh gur chóir do "Access Ability" (comhairleoirí a dhíríonn ar chúrsaí rochtana do dhaoine míchumasacha ach go háirithe) iniúchadh neamhspleách a dhéanamh ar an fhoirgneamh agus bhí sé sin le tarlú ag tús mhí Aibreáin 2006. De bharr an iniúchta sin, tuigean CFB go bhfuil roinnt mionchóirithe a d'fhéadfaí a dhéanamh chun feabhas a chur ar chúrsaí rochtana do dhaoine míchumasacha agus beidh muid ag bualadh le comhairleoirí níos moille an mhí seo chun riachtanais a phlé agus chun athbhreithniú a dhéanamh orthu agus an dóigh inar féidir a gcuid moltaí a chur i bhfeidhm.</p> <p>Beidh na háitribh ag Baile Mhic Gabhann in Glas Naeidhe ag druidim go hiomlán gan mhoill. Ar an ábhar sin, ní thiocfaidh ceist na hinrochtaineachta chun cinn.</p> <p>Ceapadh an tOifigeach Sláinte agus Sábháilteachta mar Oifigeach Rochtana – Foirgnimh, agus beidh sé ag déileáil leis na gearáin nó na saincheisteanna a ardóidh an pobal i dtaca le rochtain ar fhoirgnimh de.</p>
Rochtain ar Sheirbhísí, srl Alt 26		
Bearta Riachtanacha		Má tá, cur síos gairid
<p>Athbhreithniú a dhéanamh ar cé chomh hinrochtaineach agus atá seirbhísí poiblí príomhshrutha agus sna cásanna cuí bearta a shainaitheint chun iad a dhéanamh inrochtaineach;</p> <p>Oifigeach rochtana amháin ar a laghad a cheapadh a bheas freagrach as comhordú a dhéanamh ar an chúnadh agus an treoir a bheas de dhíth chun cuidiú le daoine míchumasacha úsáid cheart a bhaint as na seirbhísí;</p>		<p>Níl eolas ar fáil go forleathan don phobal go dtí seo (i bhfoirm bróisiúr, láithreáin ghréasáin srl.) ar shuímh chuí a aimsiú do dhaoine míchumasacha.</p> <p>Mar sin féin, tá sé mar aidhm ag CFB gach eolas cuí a bhailiú agus é a fhoilsiú ar láithreán gréasáin s'againne, mar aon le saintreoir d'iascairí míchumasacha. Tagraítear don tSeirbhís Leabharlainne thíos.</p>

ar lean...		
<p>Cinntiú go dtuigeann an pobal go bhfuil oifigeach rochtana ar fáil;</p> <p>Saineolas a shainaithint agus a aimsiú chun comhairle a fháil i dtaca le seirbhísí a dhéanamh inrochtaineach do dhaoine míchumasacha.</p>		Féach thíos, alt 28.
Rochtain ar Eolas - Alt 28		
Beartha Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm? Tá      Níl	Má tá, cur síos gairid
<p>Athbheithniú a dhéanamh ar na socrúithe atá ann i dtaca le heolas a sholáthar don phobal.</p> <p>Teorainneacha ama a leagadh síos le hiarratais ón phobal a phróiseáil i dtaca le heolas inrochtaineach;</p> <p>Tabhairt le fios cé chomh furasta agus atá sé do chustaiméirí a theacht ar fhormáidí inrochtanacha;</p> <p>Athbheithniú a dhéanamh ar na láithreáin ghreásáin a bhfuil tú freagrach astu</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>I láthair na huaire, tá CFB ag smaoineamh ar Oifigeach Rochtana d'Eolas a cheapadh chun na modhanna éagsúla a fhiosrú chun eolas a sholáthar do dhaoine míchumasacha agus chun deileáil le fiosrúcháin/gearáin ó chustaiméirí i ndáil le rochtain ar eolas. Tá tuilleadh taighde de dhíth sa réimse seo agus déanfar sin a fhiosrú níos mó nuair a cheapfar Oifigeach Rochtana. Iarrfar comhairle ón ÚNM, Comhairle Náisiúnta na nDall srl.</p> <p>Níor chuir CFB eolas ar láithreán gréasáin s'acu go fóill faoi Oifigigh Rochtana agus aon pholasaithe/chóid chleachtas sa réimse seo agus déanfar an méid sin nuair a cheapfar an dara hOifigeach Rochtana (Eolas)</p>
Fostaíocht sa tseirbhís phoiblí - Alt 47		
Beartha Riachtanacha	An bhfuil na bearta seo le cur i bhfeidhm? Tá      Níl	Má tá, cur síos gairid
<p>Cinntiú go bhfuil nósanna imeachta i bhfeidhm chun monatóireacht a dhéanamh ar an dóigh a bhfuiltear ag cloí leis an sprioc de 3%</p> <p>Breithniú a dhéanamh ar bhearta cuí dearfacha agus iad a chur i bhfeidhm chun a chinntiú go gcloífear leis an sprioc.</p>	<p>✓</p> <p>✓</p>	<p>Déanann CFB suirbhé ar fhostaithe gach bliain, chun monatóireacht a dhéanamh ar leibhéal na Daoine míchumasacha. Tá polasaí ag an Bhord i dtaca le comhionannas deiseanna de.</p>

# Aguisín 2a

## Rialacha Rochtana CCÉ

Coimisiún Craolacháin na hÉireann, 2-5 Plás Warrington, Baile Átha Cliath 2

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### Réamhrá

Tá roinnt forálacha san Acht Craolacháin i dtaca le rialacha atá le déanamh ag an Choimisiún chun tuiscint agus sult a chur chun cinn i dtaca le cláir do dhaoine atá bodhar nó a bhfuil laguithe éisteachta acu agus daoine atá dall nó leathdhall. I measc na bhforálacha cuí tá na nithe seo a leanas.

**Forálann Alt 19 (11)** go: *ndéanfaidh an Coimisiún rialacha a chuirfeas iallach ar gach craoltóir céimeanna sonraithe a ghlacadh chun tuiscint agus sult a chur chun cinn -*

(a) *daoine atá bodhar nó a bhfuil laguithe éisteachta acu, agus*

(b) *daoine atá dall nó leathdhall, de chláir a tharchuirtear ar aon seirbhís chraoltóireachta arna soláthar aige/aici.*

**Forálann Alt 19 (12)** go bhféadfaí rialacháin faoi fho-alt (11), i ndáilil le aon tréimhse sonraithe a thosaíonn ar nó i ndiaidh thús an fho-ailt seo, ceanglas a chur ar chraoltóir chun a chinntiú go n-úsáidfidh céatadán sonraithe clár a tharchuirfear ar sheirbhís chraoltóireachta arna soláthar aige nó aici sa tréimhse sin, go n-úsáidfead modhanna sonraithe trínar féidir tuiscint agus sult na ndaoine dá dtagraítear dóibh i míreanna (a) agus (b) den fho-alt den chéatadán de chláir a d'fhéadfaí a chur chun cinn.

De réir fhorálacha cuí an Achta Craolacháin (2001) leagann Coimisiún Craolacháin na hÉireann amach leis seo na rialacha atá de dhíth faoi Alt 19 (11). Thug an Coimisiún na rialacha atá riachtanach faoi Alt 19 (11). Thug an Coimisiún an teideal Rialacha Rochtana do na rialacha seo.

### Dáta Éifeachtach

Rachaidh na rialacha sin i bhfeidhm ar 1 Márta 2005.

### Mínithe

Úsáidtear roinnt téarmaí ar fud na rialacha. Tá na téarmaí leaghta amach agus sainithe.

### Fotheidealú

Is éard is fotheidealú ann téacs ar an scáileán a thugann le fios cad é atá á rá ar an scáileán. Déantar an téacs a fhoráidíú de réir an scáileáin. Déantar an téacs a fhoráidíú de réir Threoirlínte CCÉ ar *Fhotheidealú* chun cuidiú le tuiscint. Is féidir úsáid a bhaint as fotheidealú chun cuidiú le tuiscint. Is féidir le fotheidealú bheith oscailte nó dúnta. Is éard is fotheidealú oscailte ann fotheidealú a fhanann ar an scáileán an t-am ar fad. Is féidir fotheidealú dúnta a chur leis an phictiúr nó a bhaint de de réir mar is mian leis an lucht féachana, trí úsáid a bhaint as, mar shampla, leathanach 888 ar Teletext.

### Ceannteidealú

Is éard is ceannteidealú ann téacs ar an scáileán a thugann le fios cad é atá á rá ar an scáileán.

### Teanga Chomharthaíochta na hÉireann

Is í Teanga Chomharthaíochta na hÉireann teanga dhúchais an phobail bhodhair in Éirinn. Is teanga amhairc, spásúil í lena comhréir féin agus struchtúr casta gramadaí. Is féidir comharthaíocht a thaispeáint ar an scáileán trí úsáid a bhaint as duine comharthaíochta mar pháirt d'ábhar an chláir, nó trí dhuine comharthaíochta a úsáid (ceachtar duine nó avatar) agus é/í ag feidhmiú mar theangaire i mbosca atá curtha isteach i gcúinne an scáileáin.

## Cur Síos Fuaim

Is éard is cur síos fuaim ann tráchtairacht a thugann cur síos do dhuine a bhfuil lagú radhairc aige/aici, tráchtairacht ar a bhfuil ag tarlú ar an scáileán ag pointe áirithe, chun cuidiú leo an clár a thuiscint agus sult a bhaint

as. Úsáideann an teicníc an dara fuaimrian a thugann cur síos ar an radharc agus an t-aicsean ar an scáileán.

## Dlínse

Baineann na rialacha seo le craoltóirí faoi dhlínse Phoblacht na hÉireann nó iad siúd a bhaineann úsáid as meicníocht nó cumas satailíte nó nasc-suasataí lonnaithe i bPoblacht na hÉireann. Go praiticiúil, baineann na Rialacha Rochtana leis na ceithre sheirbhís dhúchasacha eadhon RTÉ 1, RTÉ2, TG4, agus TV3. Forchoimeádann CCÉ an ceart na rialacha a shíneadh chuig seirbhísí nua arna gceadúnú ag an CCÉ faoin Acht Craolacháin (2001), ó am go ham. Déanfaidh an CCÉ an measúnú seo ar bhonn cáis go cáis.

### 1. Rialacha a Bhaineann le Gach Cineál Soláthair

- 1.1 Baineann na rialacha seo le hábhar na gclár amháin agus déanfar measúnú ar fheidhmíocht bunaithe ar fhad an chláir.
- 1.2 Déanfar monatóireacht agus tomhas ar an fheidhmíocht le linn an teorainn ama do chur i bhfeidhm na rialacha.
- 1.3 Déanfar athbhreithniú ar na rialacha uile laistigh den cháipéis seo i ndiaidh thréimhse trí bliana.

### 2. Rialacha um Fhotheidealú

- 2.1 Sainníodh spriocanna áirithe le haghaidh gach seirbhís chraolacháin.
- 2.2 Tá na spriocanna ar fad bunaithe ar theorainn ama de dheich mbliana.
- 2.3 Agus feidhmíocht a mheas agus a thomhas, ríomhfar spriocanna céatadánacha thar thréimhse chraolacháin 18 uair ó 7 am go dtí 1am.
- 2.4 Tomhasfar spriocanna ar bhonn bliantúil trí mheán seachtainiúil a oibriú amach.
- 2.5 Ríomhfar spriocanna bunaithe ar leibhéal an fhotheidealaithe a sholáthraítear ar gach seirbhís chraolacháin.
- 2.6 I gcás RTÉ 1 agus RTÉ 2, beidh fotheideil ar chláir do pháistí mar pháirt shuntasach den mhéadú bliantúil i dtéarmaí soláthar fotheidealaithe de.
- 2.7 Ag an pointe seo, ní dhéanann na rialacha tosaíocht de chláir ar bith genres/cineálacha nó blocanna ama laistigh den tréimhse 18 uair. Mar sin féin, rachaidh craoltóirí i gcomhairle le páirtithe leasmhara ar bhonn bliantúil ar a laghad le grúpaí úsáideoirí, maidir leis na cláir is fearr leo.
- 2.8 Tá cead ag craoltóirí roinnt ceanteidealaithe a chur isteach chun na spriocanna fotheidealaithe a bhaint amach sna chéad trí bliana lena mbaineann na rialacha leo. Mar sin féin, tá sé mar aidhm ag an Choimisiún go bhfeidhmeoidh na chéad trí bliana

den teorainn ama deich mbliana mar thréimhse aistriúcháin chun athrú a éascú ó úsáid na gceanteideal go dtí úsáid na bhfotheideal.

**2.9** Cloífidh Craoltóirí leis na caighdeáin agus leis na treoirlínte de réir mar atá siad leagtha amach in Treoirlínte um Fhotheidealú, foilseachán de chuid an CCÉ.

### 2.10 Spriocanna

Beidh na spriocanna agus na teorainneacha ama seo a leanas i bhfeidhm Beidh na spriocanna agus na teorainneacha ama seo a leanas i bhfeidhm:

RTÉ 1				
Bliain 1	Bliain 2	Bliain 3	Bliain 4	Bliain 5
55%	55%	75%	85%	93%
Bliain 6	Bliain 7	Bliain 8	Bliain 9	Bliain 10
95%	97%	98%	99%	100%

RTÉ 2				
Bliain 1	Bliain 2	Bliain 3	Bliain 4	Bliain 5
24%	33%	42%	51%	60%
Bliain 6	Bliain 7	Bliain 8	Bliain 9	Bliain 10
67%	73%	80%	85%	90%

TG4				
Bliain 1	Bliain 2	Bliain 3	Bliain 4	Bliain 5
24%	30%	36%	42%	50%
Bliain 6	Bliain 7	Bliain 8	Bliain 9	Bliain 10
56%	62%	58%	74%	80%

TV3				
Bliain 1	Bliain 2	Bliain 3	Bliain 4	Bliain 5
12%	19%	26%	33%	40%
Bliain 6	Bliain 7	Bliain 8	Bliain 9	Bliain 10
44%	48%	52%	56%	60%

## 3. Rialacha i dtaca le Teanga Chomharthaíochta na hÉireann

**3.1** Tá sprioc tosaigh de 1% de Theanga Chomharthaíochta na hÉireann de dhíth do RTÉ1 agus do RTÉ2. Tá an sprioc sin bunaithe ar theorainn ama trí bliana. Níl aon riachtanais ann i dtaca le TG4 agus TV3 sna chéad trí bliana de chur i bhfeidhm na rialacha sin.

**3.2** Agus feidhmíocht RTÉ 1 agus RTÉ 2 a mheas agus a thomhas ríomhfar céatadán de Theanga Chomharthaíochta na hÉireann thar thréimhse craolacháin 24 uair, ag cur san áireamh an céatadán trasna an dá sheirbhís. Déanfar é a thomhas ar bhonn bliantúil.

**3.3** Agus feidhmíocht a mheas agus a thomhas, tagróidh céatadán de Thanga Chomharthaíochta na hÉireann don Teanga a sholáthraítear ar scáileán trí úsáid a bhaint as duine comharthaíochta mar pháirt den chlár nó trí úsáid a bhaint as duine comharthaíochta (ceachtar duine nó avatar) agus é nó í ag feidhmiú mar theangaire i mbosca i gcúinne an scáileáin.

**3.4** Maidir leis an mhéadú i dTeanga Chomharthaíochta a sholáthraítear ar bhonn bliantúil, cuirfear cuid réasúnta de chláir do pháistí san áireamh.

**3.5** Cloífidh craoltóirí leis na treoirlínte cuí i dtaca le Teanga Chomharthaíochta na hÉireann agus caighdeáin a sholáthraíonn an CCÉ.

#### **4. Rialacha a bhaineann le Cur Síos Fuaimne**

**4.1** Tá sprioc tosaigh de 1% de chur síos fuaimne de dhíth do RTÉ1 agus RTÉ2. Tá an sprioc sin bunaithe ar theorainn ama trí bliana. Níl aon riachtanais i ndáil le TG4 agus TV3 sna chéad trí bliana de chur i bhfeidhm na rialacha seo.

**4.2** Agus feidhmíocht RTÉ1 agus RTÉ2 a mheas agus a thomhas, ríomhfar céatadán thar thréimhse craolacháin 24 uair, ag cur céatadán carnach san áireamh trasna RTÉ1 agus RTÉ2. Tomhasfar é trí úsáid a bhaint as meáin sheachtainiúla ar bhonn bliantúil.

**4.3** Beidh cláir dhúchasacha mar chuid réasúnach den mhéadú iomlán i soláthar cur síos fuaimne ar bhonn bliantúil. Beidh cláir dhúchasacha mar chuid réasúnach den mhéadú iomlán i soláthar cur síos fuaimne ar bhonn bliantúil.

**4.4** Cloífidh craoltóirí leis na treoirlínte agus na caighdeáin i dtaca le Cur Síos Fuaimne arna gcur ar fáil ag an CCÉ.

#### **5. Seirbhísí Rochtana a chur chun cinn**

Tá ceanglas ar chraoltóirí a thabhairt le fios trí shiombail chaighdeánach a úsáid sna cláir sin ina bhfuil soláthar rochtana (fotheidealú, teanga chomharthaíochta nó cur síos fuaimne) ar fáil iontu. Chuige sin, ba chóir do chraoltóirí a chinntiú a oiread agus is féidir go dtugann aon eolas faoi chláir le fios na cláir sin a bhfuil soláthar rochtana ar fáil dóibh. Cuirfidh craoltóirí foirmeacha soláthar rochtana chun cinn go rialta agus úsáid na bhfoirmeacha soláthar rochtana atá ar fáil ar a gcuid seirbhísí.

#### **6. Athbhreithniú ar na Rialacha Rochtana**

Déanfar athbhreithniú ar na Rialacha seo i ndiaidh Bhliain a trí agus Bhliain a cúig de chur i bhfeidhm.

# Aguisín 2b

## Ráiteas Torthaí CCÉ Rialacha Rochtana

### 1. Réamhrá

Tá roinnt forálacha san Acht Craolacháin (2001) i dtaca leis na rialacha atá le déanamh ag an Choimisiún ionas go mbeidh daoine bodhra nó daoine a bhfuil laguithe éisteachta acu agus daoine dalla nó daoine a bhfuil fadhbanna radhairc acu, ionas go mbeidh na daoine sin in ann cláir a thuiscint níos fearr agus níos mó suilt a bhaint astu. Is iad **Alt 19 (11)** agus **Alt 19 (12)** na forálacha cuí (leasaithe ag **Alt 53** den Acht um Míchumas, 2005).

De réir na bhforálacha seo, d'fhorbair **Coimisiún Craolacháin na hÉireann** na Rialacha Rochtana i ndiaidh próiseas cumasitheach comhairliúcháin le craoltóirí agus ionadaithe ó dhaoine bodhra, ó dhaoine a bhfuil laguithe éisteachta acu, agus ó dhaoine a bhfuil fadhbanna radhairc acu. Tá na Rialacha Rochtana i bhfeidhm ó **1 Márta 2005** agus sonraíonn siad spriocanna céatadánacha agus teorainneacha ama i ndáil le leibhéal na fotheidealaithe, teanga chomharthaíochta agus cur síos fuaime atá le soláthar ag craoltóirí. Baineann na rialacha sin le craoltóirí faoi dhlínse Phoblacht na hÉireann nó iad siúd a bhaineann úsáid as meicníocht nó cumas satailíte nó nasc suas atá lonnaithe i bPoblacht na hÉireann. Go praiticiúil, caithfear na Rialacha Rochtana a chur i bhfeidhm do na ceithre sheirbhís dhúchasacha eadhon RTÉ 1, RTÉ2, TG4 agus TV3.

Mar sin féin, d'fhorchoimeád an Coimisiún an ceart spriocanna agus teorainneacha ama a shocrú le haghaidh rochtain a sholáthar ar sheirbhísí arna gceadúnú faoin Acht Craolacháin, 2001. Sa chomhthéacs sin, ag an chruinniú a bhí aige i mí an Mhárta na bliana seo, rinne Bord an Choimisiúin breithniú ar na hoibleagadaí, más ann dóibh, a ba chóir a chur ar shé sheirbhís atá ceadaithe faoin Acht Craolacháin 2001.

Seo a leanas na sé sheirbhís:

- 1) Setanta Sports Channel Éire
- 2) Setanta Sports Channel Meiriceá Thuaidh
- 3) Setanta PPV (Íoc de réir mar a amharcann tú)
- 4) NASN (Éire & RA).
- 5) NASN (Eoraip)
- 6) City Channel

Tugann an doiciméad seo breac-chuntas ar na socruithe a rinne Coimisiún Craolacháin na hÉireann.

### 2 Próiseas Déanta Cinntí

Chuir an Coimisiún na nithe seo a leanas san áireamh agus é ag déanamh na gcinntí.

- **Na Prionsabail Rochtana agus na Tosca Tionchair.**

D'úsáid an Coimisiún Ceithre Phrionsabal Rochtana agus roinnt Tosca Tionchair i ndiaidh an phróisis chomhairliúcháin. Is iad sin na critéir a úsáideann an Coimisiún le socruithe a dhéanamh chun na hoibleagáidí a shainiú atá le cur ar na sé sheirbhís. Déantar breac-chuntas ar na Prionsabail Rochtana agus na Tosca Tionchair in **Aguisín 1**.

- **Rinneadh breithniú ar na haighneachtaí scríofa a chuir na sé sholáthraí seirbhísí ar fáil.**

Tugadh cuireadh do na sé sheirbhís ar fad a ndearna an Coimisiún breithniú orthu, aighneacht scríofa a chur ar fáil ag tabhairt le fios na tiomantais, más ann dóibh, ba chóir a chur ar sheirbhísí s'acusan faoi na Rialacha Rochtana. Iarradh ar na freagraithe a gcuid argointí a chur in iúl agus tagairt a dhéanamh do na Prionsabail Rochtana agus na Tosca Tionchair.



- Na spriocanna agus na teorainneacha ama atá ann cheana do sheirbhísí eile. Bhí tionchar ag an dóigh a gcuireann an Coimisiún na Prionsabail Rochtana agus Tosca Tionchair i bhfeidhm ar shocruithe an Choimisiúin i dtaca le spriocanna agus teorainneacha ama a leagadh síos do na ceithre sheirbhís saor-go-aer.

### 3. Saincheisteanna a bhaineann le Rochtain a Sholáthar

Rinne Bord an Choimisiúin breithniú ar dhá shaincheist a bhaineann le seirbhísí rochtana a sholáthar. Seo iad na saincheisteanna sin:

#### 3.1 An Cineál Rochtana a Sholáthraítear (fotheidealú, teanga chomharthaíochta, cur síos fuaime)

Mar pháirt de na Rialacha Rochtana, tá tiomantais i dtéarmaí trí chineál rochtana a sholáthar eadhon, fotheidealú, teanga chomharthaíochta agus cur síos fuaime. Mar sin féin, fad is go bhfuil ceanglas ar na ceithre sheirbhís teilifíse saor-go-aer fotheidealú a sholáthar; ní chaithfidh ach RTÉ1 agus RTÉ2 teanga chomharthaíochta agus cur síos fuaime a chur ar fáil. Socraíodh an sprioc do RTÉ1 agus RTÉ2 agus aitheantas á thabhairt do shainchúram seirbhíse poiblí agus maoiniú na stasiún sin. Socraíodh nár chóir ceanglas a chur ar TG4 ná ar TV3 cur síos fuaime a fhorbairt agus teanga chomharthaíochta a sholáthar ag an pointe seo ar an ábhar gur tuigeadh na deacrachtaí teicniúla a bhaineann le comharthaíocht 'dhúnta' agus cur síos fuaime 'dúnta' a sholáthar, mar aon le smaointe i ndáil le hacmhainní airgeadais agus pearsanra, taithí agus saineolas a bhí ar fáil cheana.

Sa chomhthéacs sin, bhreithnigh an Coimisiún cé acu ba chóir do na sé sheirbhísí fotheidealú amháin a sholáthar mar sheirbhís rochtana, mar atá leagtha síos do TG4 agus TV3.

#### Toradh

D'aontaigh an Coimisiún go dtagann na hargóintí céanna chun cinn nuair a scrúdaítear cé acu ba chóir do na sé sheirbhísí atá á mbreithniú faoin Acht 2001 teanga chomharthaíochta agus/ nó cur síos fuaime a sholáthar mar gheall ar na Rialacha Rochtana.

Fanfaidh na deacrachtaí teicniúla i ndáil le teanga chomharthaíochta 'dhúnta' agus cur síos fuaime 'dúnta'. Tá tábhacht ag baint le cúrsaí a bhaineann leis an dóigh a bhfuil na sé sheirbhísí sin ag tosú i ndáil le teanga chomharthaíochta agus cur síos fuaime a sholáthar ar an ábhar nár sholáthair na seirbhísí na seirbhísí sin. Lena chois sin, tá na sé sheirbhísí uile atá á mbreithniú measartha óg i dtéarmaí forbartha de.

Mar gheall ar na fáthanna sin, socraíodh nach leagfaí síos spriocanna ar bith i dtaca le cur síos fuaime ná teanga chomharthaíochta do na sé sheirbhísí sin. Déanfar athbhreithniú ar an cheist seo mar pháirt den athbhreithniú ginearálta ar na Rialacha Rochtana sa bhliain 2008. Ligfidh an t-athbhreithniú don Choimisiún measúnú a dhéanamh ar athruithe ar bith sa timpeallacht chraolacháin a d'fhéadfadh dul i bhfeidhm ar sholáthar na trí sheirbhís rochtana agus cé acu tá gá le tuilleadh seirbhísí chun na trí sheirbhís rochtana uile a iompar nó nach bhfuil.

### 3.2 Leibhéal Rochtana a Sholáthraítear

Agus cinneadh á dhéanamh i dtaca le spriocanna agus teorainneacha ama, más ann dóibh, atá le bunú do na sé sheirbhís atá a mbreithniú, d'úsáid an Coimisiún an próiseas déanta cinntí atá leagtha amach thuas. Cuid lárnach den phróiseas seo ná na Prionsabail Rochtana agus Tosca Tionchair a chur i bhfeidhm. Ar an bhonn sin, shocraigh an Coimisiún gur chóir go mbeadh iallach ar thrí cinn de na sé sheirbhís fotheidealú a sholáthar.

Tá cinneadh an Choimisiúin bunaithe ar roinnt breithnithe atá bunaithe ar na Prionsabail Rochtana agus na Tosca Tionchair.

- Cur i bhfeidhm phrionsabal na hInrochtaineachta.
- Cur i bhfeidhm phrionsabal an Dul Chun Cinn Incriminteach.
- Craoltóirí príobháideacha is ea na sé sheirbhís agus ní fhaigheann siad maoiniú poiblí ar bith.
- Tá na sé sheirbhís uile measartha óg i dtéarmaí forbartha de. Mar gheall air sin, níl aon taithí acu ná cumas reatha chun seirbhísí rochtana a chur ar fáil.
- Níl na seirbhísí ag soláthar seirbhísí rochtana ag an phointe seo.
- Ós rud é go mbreathnaítear ar fhormhór na gclár ar na seirbhísí seo mar chláir bheo, tráchtairacht bheo nó mhoillithe ar imeachtaí spóirt, tá costas an fhotheidealaithe ard.

- Níl aon chumas teicniúil ag na seirbhísí fotheidealú a sholáthar agus caithfear an cumas sin a fhorbairt.
- Ós rud é nach bhfuil na seirbhísí chomh forbartha sin agus mar gheall ar an easpa taithí in-tí sna seirbhísí ar fad, agus mar gheall ar na cineálacha clár a chraoltar ar na seirbhísí; ciallaíonn sé go bhfuil forbairt na seirbhísí fotheidealaithe ag tosú amach ag leibhéal an-íseal.
- I gcás na seirbhísí a chuireann Setanta agus NASN ar fáil, shíl an Coimisiún gur chóir acmhainní na gcuideachtaí sin a dhíriú ar rochtain a sholáthar do sheirbhísí atá níos ábhartha do lucht féachana Éireannach.
- I gcás City Channel, ár an abhar nach bhfuil sí chomh forbartha sin mar sheirbhís, ní thiocfaidh spriocanna do rochtain a sholáthar i bhfeidhm go dtí 2007.

#### Torthaí

Leag an Coimisiún amach na spriocanna agus na teorainneacha ama do na sé sheirbhís atáthar a bhreithniú.

### 3.2.1 Spriocanna agus Teorainn Ama do Setanta Sports Channel Éire

2006	2007	2008	2009	2010
2%	4%	6%	8%	10%
2011	2012	2013	2014	2015
12%	14%	16%	18%	20%

Cuireadh na factóirí seo a leanas san áireamh agus na spriocanna agus na teorainneacha ama á dhéanamh amach.

#### Cúlra an chraoltóra

Maoinítear Setanta Sports Channel Éire trí airgead tráchtála.

#### Céim forbartha an chraoltóra

Craoltóir óg is ea Setanta Sports Channel Éire agus níl aon taithí aige i dtaca le rochtain a sholáthar.

#### An méid a sholáthraítear i láthair na huaire

Ní sholáthraíonn an tseirbhís sin aon fhotheidealú faoi láthair.

#### An cineál sceideal clár

Den chuid is mó, cláir bheo agus athchraolta d'imeachtaí spóirt atá i gceist agus bíonn corr clár in-tí ann. Athchraoltar tuairim is 50% de chlár agus ba chóir go gcuideodh sé sin leis na spriocanna a bhaint amach, ar a laghad sna blianta tosaigh.

#### Cumas teicniúil agus costas na n-acmhainní teicniúla agus daonna.

Níl aon chumas teicniúil in-tí ag an tseirbhís chun fhotheidealú a sholáthar. Bhí saincheisteanna ginearálta a bhaineann le hardchostas na gclár beo le cur san áireamh. Creideann an tseirbhís go meadóidh na cláir bheo de réir a chéile de réir mar a fhorbróidh

an staisiún agus beidh breis costas uirthi dá bharr. Mar gheall air sin, fad is go n-éascóidh leibhéal na n-athchraolta na spriocanna atá beartaithe a bhaint amach sna blianta tosaigh, is dócha go meadóidh an costas de réir mar a mhéadóidh leibhéal na gclár beo agus de réir mar a laghdóidh líon na gclár a athchraoltar.

### 3.2.2 Spriocanna agus Teorainneacha Ama do Setanta Sports Channel Meiriceá Thuaidh

Tá socraithe ag an Choimisiún nár chóir go mbeadh aon cheanglas ar Setanta Sports Channel Meiriceá Thuaidh i dtaca le fothidealú a sholáthar. Iarrfar an tseirbhís scrúdú a dhéanamh ar shineirgíochtaí a d'fhéadfadh bheith ann idir na seirbhísí a sholáthraíonn cláir don bhealach seo. Déanfar athbhreithniú ar an cheist seo sa bhliain 2008 mar pháirt den athbhreithniú ginearálta ar na Rialacha Rochtana.

Cuireadh na factóirí seo a leanas san áireamh agus an cinneadh seo á dhéanamh:

#### An cineál craoltóra

Tá Setanta Sports Channel Meiriceá Thuaidh ar fáil ar theilifís dhigiteach amháin agus maoinítear é trí airgead tráchtála amháin. Níl an tseirbhís ar fáil i bPoblacht na hÉireann.

#### Cé chomh forbartha agus atá an craoltóir?

Níl an tseirbhís chomh forbartha sin agus i láthair na huaire níl aon taithí aici i dtaca le seirbhísí rochtana a sholáthar.

#### An méid a sholáthraítear faoi láthair

I láthair na huaire, ní sholáthraíonn an tseirbhís aon fhotheidealú.

### **An cineál sceideal clár**

Den chuid is mó, cláir bheo agus athchraolta de chláir bheo atá i gceist. Athchraoltar tuairmim is 50% de chláir go garbh.

### **An cumas teicniúil agus costas na n-acmhainní teicniúla agus daonna.**

Níl aon chumas teicniúil i dtaca le fotheidealú a sholáthar. Déantar breac-chuntas thuas ar shaincheseanna a bhaineann leis na costais agus an cumas a bhaineann le cláir bheo a fhotheidealú i dtaca le Setanta Sports Channel Éire agus baineann siad leis an tseirbhís seo fosta. Lena chois sin, tá difríochtaí teicniúla ann i ndáil le fotheidealú/ceannteidealú do na margaidh san Eoraip agus i Meiriceá Thuaidh agus beidh gá le tuilleadh staidéar air sin.

### **3.2.3 Spriocanna agus Teorainn Ama do Setanta PPV**

Tá socraithe ag an Choimisiún nár chóir go mbeadh aon cheanglas ar Setanta PPV ag an phointe seo i dtaca le fotheidealú a sholáthar. Déanfar athbhreithniú ar an cheist seo sa bhliain 2008 mar pháirt den athbhreithniú ginearálta ar na Rialacha Rochtana.

Cuireadh na fachtóirí seo a leanas san áireamh agus an cinneadh seo á dhéanamh:

#### **An cineál craoltóra**

Is éard is Setanta PPV ann seirbhís 'foc de réir mar a amharcann tú' agus maoinítear é go huile is go hiomlán trí airgead tráchtála.

#### **Cé chomh forbartha agus atá an craoltóir?**

Níl an tseirbhís seo chomh forbartha sin agus níl aon taithí aici i dtaca le seirbhísí rochtana a sholáthar.

### **An méid a sholáthraítear faoi láthair**

I láthair na huaire ní sholáthraíonn an tseirbhís seo aon fhotheidealú.

### **An cineál sceideal clár**

Craolacháin bheo d'imeachtaí spóirt a bhíonn i gceist sa sceideal. Tá na cláir ag brath ar cé acu faigheann an tseirbhís cearta craolacháin nó nach bhfaigheann.

### **An cumas teicniúil agus costas na n-acmhainní teicniúla daonna.**

Níl aon chumas teicniúil ag an tseirbhís ag an phointe seo i dtaca le fotheidealú a sholáthar. Na saincheseanna a bhaineann le costais agus cumas chun fotheidealú; baineann siad leis an cheist seo fosta.

### **3.2.4 Spriocanna agus Teorainn Ama do NASN (Éire&RA)**

<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
2%	4%	6%	8%	10%
<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
12%	14%	16%	18%	20%

Cuireadh na fachtóirí seo a leanas san áireamh agus na spriocanna agus an teorainn ama a dhéanamh amach.

#### **An cineál craoltóra**

Seirbhís bunaithe ar aighneachtaí is ea NASN agus tá sé ar fáil ar theilifís dhigiteach amháin agus maoinítear go hiomlán í ó airgead tráchtála.

#### **Cé chomh forbartha agus atá an craoltóir?**

Níl an tseirbhís chomh forbartha sin agus níl aon taithí aici i dtaca le seirbhísí rochtana a sholáthar.

**An méid a sholáthraítear faoi láthair**

I láthair na huaire, ní sholáthraíonn an tseirbhís aon fhotheidealú. Tá ceannteidealú ar fáil mar pháirt de na cláir a bhfuil seirbhísí faighte acu.

**An cineál sceideal clár**

Meascan de chláir bheo agus réamhchláir atá sa sceideal. Faightear na cláir ar fad ó fhoinsí eile agus ní dhéanann an tseirbhís aon chlár dá cuid féin. Athchraoltar tuairmim is 20% de na chláir.

**An cumas teicniúil agus costas na n-acmhainní teicniúla agus daonna.**

Níl aon chumas teicniúil i dtaca le fotheidealú a sholáthar. Baineann na saincheisteanna ginearálta i dtaca le costais agus cumas chun fotheidealú beo a sholáthar; baineann siad leis an tseirbhís seo fosta. Mar sin féin, ós rud é go bhfaigheann an tseirbhís na cláir ar fad ó fhoinsí eile, níl aon fáil ag an tseirbhís ar roinnt ceannteidealaithe ó chraoltóirí i Meiriceá Thuaidh. Fad is go soláthraíonn ceannteidealú níos lú eolais don lucht féachana i gcomparáid le fotheidealú, ceadaíonn an Coimisiún úsáid an ceannteidealaithe atá ar fáil ag seirbhísí chun na spriocanna atá leagtha síos d'fhotheidealú a bhaint amach.

**3.2.5 Spriocanna agus Teorainn Ama do NASN (Eoraip)**

Tá socraithe ag an Choimisiún nár chóir go mbeadh aon cheanglas ar NASN (Eoraip) ag an pointe seo i dtaca le fotheidealú a sholáthar. Iarrfar ar an tseirbhís scrúdú a dhéanamh ar shineirgíochtaí a d'fhéadfadh bheith ann idir na seirbhísí NASN. Déanfar athbhreithniú ar an cheist seo sa bhliain 2008 mar pháirt den athbhreithniú ginearálta ar na Rialacha Rochtana.

Cuireadh na fachtóirí seo a leanas san áireamh agus an cinneadh seo á dhéanamh:

**An cineál craoltóra**

Seirbhís bunaithe ar aighneachtaí is ea NASN (Eoraip) agus tá sé ar fáil ar theilifís dhigiteach i Mór-roinn na hEorpa amháin agus maoinítear go hiomlán í ó airgead tráchtála.

**Cé chomh forbartha agus atá an craoltóir?**

Craoltóir óg atá ann agus níl aon taithí aige i dtaca le Seirbhísí rochtana a sholáthar.

**An méid a sholáthraítear faoi láthair**

I láthair na huaire, ní sholáthraíonn an tseirbhís aon fhotheidealú.

**An cineál sceideal clár**

Meascan de chláir bheo agus réamhchláir atá sa sceideal. Faightear na cláir ar fad ó fhoinsí eile agus ní dhéanann an tseirbhís aon chlár dá cuid féin. Athchraoltar tuairmim is 20% de na chláir.

**An cumas teicniúil agus costas na n-acmhainní teicniúla daonna.**

Níl aon chumas teicniúil i dtaca le fotheidealú a sholáthar. Baineann na saincheisteanna ginearálta i dtaca le costais agus cumas chun fotheidealú beo a sholáthar, baineann siad leis an tseirbhís seo fosta.

### 3.2.6 Spriocanna agus Teorainneacha Ama do City Channel

2006	2007	2008	2009	2010
0%	1%	2%	3%	4%
2011	2012	2013	2014	2015
5%	6%	7%	8%	9%

Cuireadh na fachtóirí seo a leanas san áireamh agus na moltaí do City Channel á ndéanamh.

#### **An cineál craoltóra**

Seirbhís bunaithe ar aighneachtaí is ea City Channel agus maoinítear go huile is go hiomlán é ó airgead tráchtála.

#### **Cé chomh forbartha agus atá an craoltóir?**

Níl an tseirbhís seo chomh forbartha sin agus níl aon taithí aici i dtaca le seirbhísí rochtana a sholáthar.

#### **An méid a sholáthraítear faoi láthair**

I láthair na huaire ní sholáthraíonn an tseirbhís aon fhotheidealú.

#### **An cineál sceideal clár**

Den chuid is mó, cláir a fhaightear (roimh ré) a bhíonn ar an sceideal. Bíonn clár beo amháin in aghaidh an lae mar pháirt den sceideal. Athchraolann an tseirbhís roinnt mhaith clár, tuairim is 60% agus ba chóir go gcuideodh sé sin leis na spriocanna a bhaint amach.

#### **An cumas teicniúil agus costas na n-acmhainní teicniúla agus daonna**

Níl aon chumas teicniúil i dtaca le fotheidealú a sholáthar.

## Aguisín 1

Seo a leanas na Prionsabail Rochtana agus na Tosca Tionchair:

### Prionsabail Rochtana

#### (i) Rochtain

Tá sé mar phrionsabal treoraithe ag an CCÉ gur chóir go mbeadh na saoránaigh sin a bhfuil na Rialacha Rochtana deartha ina léith, gur chóir go mbeadh an rochtain is iomláine agus is féidir ar na meáin chraolta agus ar a gcumas chun daoine a oiliúint, eolas a thabhairt agus siamsaíocht a sholáthar. Tá an prionsabal sin soiléir sna Rialacha Rochtana sa mhéid is go bhfuil na craoltóirí dúchasacha ar fad faoi dhlínse na rialacha.

#### (ii) Sárchleachtas

Aithníonn an prionsabal nach mbaineann na Rialacha Rochtana le fotheidealú, cur síos fuaime agus teanga chomharthaíochta amháin ach leis na caighdeáin agus comhsheasmhacht a chaithfear a úsáid agus a bhaint amach agus iad á soláthar, lena n-áirítear treoirlínte um an cleachtas is fearr i gcur i láthair fuaime agus amhairc araon. Chuige sin, tá tachtar caighdeán agus treoirlínte forbartha ag an Choimisiún a chaithfidh craoltóirí a bhaint amach chun seirbhís ar ardchaighdeán a chinntiú.

#### (iii) Dul chun cinn incriminteach

Aithníonn an prionsabal go bhforbróidh leibheal an fhotheidealaithe, cur síos fuaime agus teanga chomharthaíochta ar bhealach incriminteach thar tréimhse ama. Ligfidh sé sin do chraoltóirí a gcumas agus a saineolas a fhorbairt níos mó chun an tseirbhís sin a sholáthar.

Tá úsáid teorainn ama de dheich mbliana sna Rialacha Rochtana bunaithe ar an phrionsabal soláthar rochtana a mhéadú i gcéimeanna incriminteacha, rud a ligeann don chraoltóir pleanáil d'fhorbairt agus soláthar rochtana ar ardchaighdeán. Aithníonn sé go bhfuil roinnt saincheisteanna ann seachas maoiniú a gcaithfear aghaidh a thabhairt orthu chun soláthar rochtana a mhéadú.

#### (iv) Freagrúlacht

Tá sé mar aidhm ag an phrionsabal a chinntiú gur chóir go bhforbrófaí soláthar rochtana (fotheidealú, teanga chomharthaíochta agus cur síos fuaime) mar fhreagra ar na riachtanais agus na tosaíochtaí de réir mar atá sainithe ag na grúpaí úsáideoirí mar aon le caighdeáin atá leagtha síos ag an CCÉ, i gcomhairle leis an chraoltóir.

Tá na ceisteanna sin ábhartha, mar go mbíonn tionchar ag na cinéalacha clár sa sceideal ar an chostas, ar áiseanna teicniúla, ar phearsanra agus ar chumas an chraoltóra seirbhísí rochtana a sholáthar. I bhformhór na cásanna, ceannaítear fotheidealaithe ar leithligh ó chlár agus ní cheannaítear iad mar pháirt de na clár a fhaightear.

## Tosca Tionchair

Agus na Rialacha Rochtana á ndéanamh amach, chuir an CCÉ na fachtóirí seo a leanas san áireamh.

### a. Éagsúlacht idir na Seirbhísí craolacháin.

Déanann na Rialacha Rochtana idirdhealú idir craoltóirí bunaithe ar roinnt fachtóirí. Tugtar éifeacht phraiticiúil don éagsúlacht sin trí spriocanna éagsúla a leagadh síos do gach seirbhís. Seo a leanas na fachtóirí:

#### (i) *Cúlra an chraoltóra.*

An seirbhís phoiblí nó príobhaideach í an craoltóir? An bhfaigheann an craoltóir airgead poiblí agus an bhfuil níos mó cúraimí poiblí air dá bharr? An bhfuil aidhmeanna ar leith ag an chraoltóir a d'fhéadfadh dul i bhfeidhm ar chumas s'aige seirbhísí rochtana a sholáthar?

#### (ii) *Céim forbartha an chraoltóra.*

Cá fhad atá an craoltóir ag feidhmiú? Cá mhead taithí atá ag an chraoltóir i dtaca le seirbhísí rochtana a sholáthar? An bhfuil leibhéal saineolais ann cheana laistigh den tseirbhís chraolacháin i dtaca le seirbhísí rochtana a sholáthar?

#### (iii) *An méid a sholáthraítear i láthair na huaire.*

Cé na leibhéil d'fhotheidealú, de theanga chomharthaíochta agus de chur síos fuaime atá an craoltóir ag soláthar i láthair na huaire? Cad é an pointe tosaigh atá acu?

#### (iii) *An cineál sceideal clár.*

Anndéanannantseirbhíschraolacháin cláir bheo? An bhfaigheann sí roinnt mhaith clár ó chraoltóirí eile? Cá mhéad clár atá déanta in Éirinn a sholáthraíonn an craoltóir?

#### (iv) *An costas teicniúil agus costas na n-acmhainní daonna:*

Cé na háiseanna agus an saineolas atá ann cheana laistigh den tseirbhís chraolachain chun seirbhísí rochtana a sholáthar?

#### (v) *Cumas teicniúil*

An bhfuil an cumas teicniúil ag an chraoltóir chun seirbhísí rochtana a sholáthar? Cén leibhéal agus cén cineál áiseanna teicniúla agus saineolais a bheadh de dhíth?

### b. Maoiniú

Bhreithnigh an Coimisiún an tionchar airgeadais a d'fhéadfadh a bheith ann i dtaca le haon cheanglas cloí leis na spriocanna agus na teorainneacha ama atá leagtha amach do sholáthar na seirbhísí rochtana. Go háirithe, scrúdaigh an Coimisiún an cineál clár trasna sceidél éagsúla, lena n-áirítear líon na gclár a athchraoltar agus tá tionchar aige sin ar na costais. Lena chois sin, bhreithnigh an Coimisiún cúlra an chraoltóra, cé acu tá sé príobhaideach, tráchtála nó nach bhfuil agus cé acu faigheann sé a chuid airgid ó fhoinsí poiblí nó nach bhfaigheann. Mar sin féin, ba chóir cuimhneamh go bhfuil sé deacair costais iomlána a oibriú amach, mar go mion minic, beidh na costais ag brath ar na socruithe sceidealaithe a dhéanann na craoltóirí, an cineál clár agus na socruithe a dhéantar i dtaca le cé na cláir a bhfuil siad ag dul tosaíocht a dhéanamh dóibh i gcomhair fotheidealaithe.



## Aguisín 2

### Fotheidealú/Ceannteidealú

Seo téacs a bhíonn le feiceáil ar an scáileán agus léiríonn sé cad é atá á rá ar an scáileán. Is féidir leis bheith oscailte nó dúnta. Is éard atá i gceist le fotheidealú ‘oscailte’ fotheidealú a fhanann ar an scáileán an t-am ar fad, is féidir fotheidealú ‘dúnta’ a chur leis an phictiúr nó a bhaint de de réir mar is mian leis an lucht féachana, trí úsáid a bhaint as leathanach 888 ar teletext mar shampla.

In amanna baintear úsáid an dá théarma ‘ceannteidealú’ agus ‘fotheidealú’ amháil is dá mba an rud céanna iad, ach tá difear idir na téarmaí sin, áfach. Tagraíonn ‘ceannteidealú’ don téacs ar an scáileán a sheasann don mhéid atá á rá ar an scáileán. Mar sin féin, i dtaca le fotheidealú de, tá difear i bhformaidiú atá deartha chun cuidiú le tuiscint agus tuigbheáil an téacs agus chun é a cheangal ar bhealach níos beaichte leis an aicsean ar an scáileán. Mar shampla, i bhfotheidealú, athraíonn dath an téacs chun a thabhairt le fios don bhreathnóir go bhfuil duine difriúil ag caint ar an scáileán. Lena chois sin, tá caighdeán ann i dtaca le méid an chlófhoirne, líon na línte téacs a thaispeántar ar an scáileán ag an aon am amháin. Ar an lámh eile, ní áiríonn ceannteidealú an formaidiú seo agus seasann sé ar bhealach níos bunúsaí dá bhfuil a rá ar an scáileán.

### Teanga Chomharthaíochta

Teanga dhúchais an phobail bhodair in Éirinn is ea Teanga Chomharthaíochta na hÉireann. Teanga amhairc, spásúil lena comhréir féin agus struchtúr casta gramadaí. Is féidir comharthaíocht a léiriú ar an scáileán trí úsáid a bhaint as duine comharthaíochta mar pháirt d’ábhar an chláir, nó trí úsáid a bhaint as duine comharthaíochta (ceachtar duine nó avatar) i mbosca atá curtha isteach i gcúinne an scáileáin.

### Cur Síos Fuaime

Táthar ag forbairt Cur Síos Fuaime agus baintear úsáid teoranta as i Meiriceá Thuaidh agus sa RA. Is éard is cur síos fuaime ann go bunúsach ná tráchtairacht a thugann le fios do dhuine a bhfuil fadhbanna radhairc acu, cad é atá ag tarlú ar an scaileán ag am ar leith, chun cuidiú leo an clár a thuiscint agus sult a bhaint as. Úsáideann an teicníc seo fuaimrian eile a thugann cur síos ar an radharc agus an t-aicsean ar an scáileán.

## Aguisín 3

### Comhlachtaí agus Eagraíochtaí Faoi Choimirce na Roinne

CUMARSÁID	
Comhlacht	Príomhfhreagrachtaí
An Post;	Soláthraí seirbhíse poist náisiúnta na hÉireann.
An Coimisiún um Rialáil Cumarsáide	Cuideachta reachtúil atá freagrach as margadh na cumarsáide a rialáil in Éirinn. Clúdaíonn a shainchúram gach cineál gréasán tarchuir ón tseirbhís thráidisiúnta sreanga teileafóin tríd chuig oibritheoirí a sholáthraíonn seirbhísí teilifíse agus ó ghréasáin fóin phóca go dtí an tseirbhís poist.
An Ghníomhaireacht Forbartha don Mhol Digiteach	Bunaíodh an comhlacht seo faoin Acht um Fhorbairt an Mhoil Dhigitigh (2003) chun maoirseacht a dhéanamh ar fhorbairt an Mhoil Dhigitigh, príomheagraíocht na hÉireann i dtaca leis na meáin dhigiteacha de.
CRAOLTÓIREACHT	
Comhlacht	Príomhfhreagrachtaí
Radio Telefís Éireann	An craoltóir náisiúnta seirbhíse poiblí agus comhlacht reachtúil neamhspleách. Feidhmíonn RTÉ trí sheirbhís teilifíse náisiúnta (RTÉ1, RTÉ2 agus TG4 agus ceithre sheirbhís náisiúnta raidió RTÉ 1, 2FM, Radio na Gaeltachta agus Lyric FM).
Coimisiún Craolacháin na hÉireann	Freagrach as an earnáil neamhspleách teilifíse agus raidió a cheadúnú agus a rialáil. Lena chois sin, tá an Coimisiún freagrach as seirbhísí áirithe nua digiteacha teilifíse a cheadúnú agus as forbairt a dhéanamh ar chóid clár agus caighdeáin na fógraíochta ar an teilifís agus ar an raidió.
An Coimisiúin um Ghearáin Chraolacháin	Déileálann sé le gearáin a dhéantar i ndáil le hábhar clár agus le fógraíocht ar RTÉ agus seirbhísí neamhspleácha teilifíse agus raidió.

FUINNEAMH	
Comhlacht	Príomhfhreagrachtaí
Bord Soláthar Leictreachais	Tá sócmhainní ginniúna, tarchuir agus dáilte ag BSL agus soláthraíonn sé seirbhísí leictreachais do 1.6 milliún custaiméir ar fud na tíre.
EirGrid plc	Arna cheadúnú ag an CRF (An Coimisiún um Rialáil Fuinnimh) mar an t-oibritheoir neamhspleách um tharchur leictreachais córas.
Bord Gáis Éireann	D'fhás an comhlacht seo ó ghnó píblíne isteach go soláthraí mór breosla do 400,000 custaiméir ar bhealach éifeachtach geilleagrach agus ar bhealach nach ndéanann dochar don timpeallacht.
An Coimisiún um Rialáil Cumarsáide	Bunaíodh an comhlacht seo ar 14 Iúil 1999 mar an Coimisiún um Rialáil Leictreachais faoin Acht um Rialáil Leictreachais 1999 chun buntacú le próiseas rialacháin oscailte, trédhearcach agus freagrach don tionscal leictreachais in Éirinn. Síneadh dlínse an Choimisiúin faoin Acht Gáis (Eatramhach) (Rialachán) 2002 chuig rialtóir fuinnimh, gás agus leictreachas á gcur san áireamh. Athainmíodh an Coimisiún mar an Coimisiún um Rialáil Fuinnimh chun aitheantas a thabhairt do na freagrachtaí nua atá aige.
Bord na Móna plc	Soláthraí tairgí agus seirbhísí atá bunaithe ar mhóin go mór mór.
An Ghníomhaireacht Chúltaca Ola Náisiúnta	Ar 16 Iúil 2001, díoladh sócmhainní agus gnónna INPC (an dá fhochuideachta atá ag an Chuideachta - Cuideachta Scagtha Na hÉireann agus Bantry Terminals Teo) do Tosco Corporation, ollscagóir agus díoltóir Meiriceánach ola. Tá an fochuideachta neamhthráchtála atá fágtha ag INPC – an Ghníomhaireacht Chúltaca Ola Náisiúnta (NORA) freagrach as culchistí straitéiseacha ola na hÉireann a chaomhnú.
Fuinneamh Inmharthana Éireann	Tá an cuideachta reachtúil seo freagrach as polasaí an rialtais a chur i bhfeidhm i dtaca le héifeachtúlacht fuinnimh agus fuinneamh inathnuaite.

ACMHAINNÍ MARA AGUS NÁDÚRTHA	
Comhlacht	Príomhfhreagrachtaí
Bord lascaigh Mhara	Tacaíocht agus comhordú a thabhairt do na hiascaigh intíre agus iad a chur chun cinn, mar aon le forbairt agus comhordú a dhéanamh ar ghníomhaíochtaí na seacht mBord lascaigh Réigiúnacha agus treoir a thabhairt dóibh.
Boird lascaigh Mhara (7)	Caomhnú, cosaint agus forbairt na n-iascach intíre.
An Coimisiún Náisiúnta Bradán	Comhairlíonn sé an tAire ar acmhainn na n-iascach intíre a bhainistiú, a chosaint agus a fhorbairt.
Bord lascaigh Mhara	Tionscal na hiascaireachta mara agus an tionscal dobharshaothraithe a chur chun cinn agus a fhorbairt.
Institiúid na Mara	Taighde mara a dhéanamh, a chomhordú agus a chur chun cinn in Éirinn.
An Bord Achomhairc um Cheadúnais Dobharshaothraithe (ALAB).	Comhlacht neamhspleách achomhairc i ndáil le dobharshaothrú a cheadúnú.
An Bord Mianadóireachta	Bord neamhspleách a bunaíodh faoi fhorálacha an Achta Forbartha Mianraí (1940). Is é an aidhm atá leis cúiteamh a chinntiú i gcásanna áirithe. Lena chois sin, tá sé freagrach as cinneadh a dhéanamh i dtaca le cé na mianraí atá le fágáil as an áireamh agus ceart eisiach ag an Stát mianraí a oibriú faoin Acht sin.