

Office of the Revenue Commissioners

Irish Language Scheme

2013 – 2016

Under Section 15 of the

Official Languages Act 2003

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Chapter 1: Background

1.1. Introduction

This is the second Irish Language Scheme prepared by the Office of the Revenue Commissioners under the Official Languages Act 2003 (“the Act”).

The Act provides for the preparation by public bodies of a statutory scheme detailing the services that they will provide:

- through the medium of Irish,
- through the medium of English, and
- through the medium of Irish and English

and the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe. Responsibility for confirming Schemes lies with the Minister for Arts, Heritage and the Gaeltacht (“the Minister”). The first Scheme covered the years 2005 – 2008 and had effect until superseded by this, the Second Scheme.

1.2. Preparation and approach to developing our Second Scheme

The Act provides that the Minister may require public bodies to review their current Scheme, to prepare a draft Scheme for confirmation by the Minister. The Act also provides for the preparation by the Minister of guidelines and their issue to public bodies to assist in the preparation of draft Schemes. This Scheme has been drawn-up in accordance with the guidelines, guided by the principle that the provision of enhanced services in the Irish language should be based on:

- the underlying level of demand for specific services in the Irish language in the context of positive provision; and
- the resources, including human and financial resources and the capacity of the body concerned to develop or access the necessary language capability.

In April 2008, the Revenue Commissioners published a notice inviting submissions from any interested parties in relation to the preparation of this scheme. Bilingual advertisements inviting submissions were published in the national press and on the Revenue website and notices in Irish were published in two Irish language publications. A similar invitation was conveyed internally to all Revenue staff. A limited response was received to these invitations.

All Divisions of Revenue were invited to contribute to the preparation of the Scheme and a draft Scheme was prepared in conjunction with an internal monitoring group, which included representatives from all of Revenue’s Regions and Divisions.

1.3 Content of the Scheme

Revenue's first language scheme contained extensive and challenging targets. Before commencing work on the second scheme a review of our first scheme was carried out. The review confirmed that significant progress towards meeting most of our commitments under the First Scheme had been achieved, and that there were a small number of commitments which were not fully achieved within the timeframes set out in that scheme. An update on progress on the implementation of our commitments under the First Scheme was provided to Oifig ChoimisinéirnadTeangachaOifigiúla in November, 2011. Revenue will continue to make gradual progress on the delivery on these commitments.

The objective of this second Scheme is to continue the delivery of these commitments and build on the progress achieved across Revenue over the period of the last Scheme. It sets out a commitment on behalf of Revenue and its staff to develop the extent to which services are currently available through Irish and it identifies areas for future enhancement.

The new Scheme also builds on the principles of Quality Customer Service and will continue to ensure that persons who wish to conduct their business in Irish are facilitated, in so far as resources permit.

1.4. Objectives and Context of the Second Scheme

The objectives of this second Scheme are to build on the progress achieved since 2005 in the provision of quality services to our Irish-speaking customers and to broaden the range of services available bilingually over the lifetime of the scheme. However, we must take account of the prevailing public service context and in this regard, the current constraints on resources and on public sector recruitment allied with the state of the public finances could have a negative impact on the level of progress that we can achieve.

Our second Scheme includes a commitment to monitor the level of demand for services through Irish on an ongoing basis, so that we can continue to meet this demand in a planned, coherent and practical way. This Scheme takes account of the adoption by Government in December 2006 of the Statement on the Irish Language 2006 that sets out a number of key principles for supporting the language. It has **also** been developed within the policy context of the *20 Year Strategy for the Irish Language, 2010 - 2030*.

1.5. Commencement Date for the Scheme

The Minister for Arts, Heritage and the Gaeltacht has confirmed this Scheme which is commenced with effect from **04 June 2013** and shall remain in force for a period of three years from this date or until a new Scheme has been confirmed by the Minister under Section 15 of the Act, whichever is the later.

Chapter 2: Overview of Revenue

2.1 The Role of Revenue - Mission and Mandate

The Office of the Revenue Commissioners was established by Government Order in 1923. The Order provided for a Board of Commissioners. The present Board is made up of a Chairman and two Commissioners, all of whom carry the rank of Secretary General. The Chairman of the Board is also Revenue's Accounting Officer. Our Head Office is in Dublin Castle.

Revenue's Mission Statement, as reflected in its *Statement of Strategy 2011-2014*, is:

*To serve the community by fairly and efficiently collecting
taxes and duties and implementing Customs controls.*

Our primary task is to collect the taxes and duties that fund Government expenditure on social and other services for the benefit of the community as a whole.

Mandate and Core Business

Revenue's mandate derives from obligations imposed by statute and by Government and as a result of Ireland's membership of the EU. Our core business is the assessment and collection of taxes and duties. In summary, our work includes -

- Assessing, collecting and managing taxes and duties that account for over 90% of Exchequer Revenue
- Administering the Customs regime for the control of imports and exports and collection of duties and levies on behalf of the EU
- Working in co-operation with other State Agencies in the fight against drugs and in other cross Departmental initiatives
- Carrying out Agency work for other Departments
- Collection of PRSI for the Department of Social Protection
- Provision of policy advice on taxation issues to the Minister for Finance.

2.2 Organisation Structure

Revenue currently employs approximately 5,750 staff (FTE). These staff are located in some 100 Revenue offices, distributed throughout the country.

Our structure is designed around our customer base. The four Revenue Regions are responsible for customers within their geographical areas, other than large corporations and high wealth individuals whose affairs are managed by our Large Cases Division. We also have policy, legislation and interpretation functions.

In all, Revenue has 15 Divisions made up as follows:

- Four Regional Divisions.
- Large Cases Division.
- Investigations and Prosecutions Division.
- Collector General's Division.
- Three Revenue Legislation Service Divisions.

- Revenue Solicitor's Office.
- Planning Division.
- Corporate Services Division.
- Information, Communications Technology and Logistics Division.
- Corporate Affairs and Customs Division.

Revenue Regions.

With the exception of the small number of cases managed by the Large Cases Division, each Region is responsible for dealing with all of the tax and duty affairs of customers in the geographic locations that they serve. In general, business customers will have their tax and duty affairs dealt with in the Revenue District in which their business is managed and controlled and PAYE customers are dealt with by the Revenue District for the county in which they reside (each Revenue Region is sub-divided into a number of Districts).

The four Regions are as follows:

- **Border Midlands West Region**
(Counties Cavan, Donegal, Galway, Leitrim, Longford, Louth, Mayo, Monaghan, Offaly, Roscommon, Sligo and Westmeath) Regional Office: Galway
- **Dublin Region**
(Dublin City and County) Regional Office: Dublin
- **East & South East Region**
(Counties Carlow, Kildare, Kilkenny, Laois, Meath, Tipperary, Waterford, Wexford and Wicklow) Regional Office: Waterford
- **South West Region**
(Counties Clare, Cork, Kerry and Limerick) Regional Office: Cork

Large Cases Division

Is responsible for customer service, compliance and audit functions relating to the largest businesses and wealthiest individuals in the State.

Investigations and Prosecutions Division

Is responsible for managing and co-ordinating all of Revenue's prosecution activity, particularly for serious cases of fraud and evasion.

Collector General's Division

Is responsible for collection and lodgement of the major taxes. It also operates pursuit mechanisms for those who fail to comply.

Revenue Legislation Service Divisions

Is made up of three Divisions responsible for policy, legislation and international functions relating to (i) Income and Capital Taxes, (ii) Corporate Business and International and (iii) Indirect Taxes.

Revenue Solicitor's Office

Provides a comprehensive range of legal support services, including the conduct of litigation and appeals and the prosecution of criminal offences.

Planning Division

Is responsible for the development and evaluation of operational policy, forecasting and analysis.

Corporate Services Division

Is responsible for human resource management strategies, including manpower planning, PMDS, Information Management, Financial Management and Internal Audit functions.

Information, Communications, Technology & Logistics Division

Is responsible for information technology tools and services, telephony and logistics.

Corporate Affairs and Customs Division

Is responsible for Corporate Strategy and Performance. Corporate Reform, Evaluation and Communications. Policy, legislation and international functions for Customs, including FEOGA audit.

2.3 Our Customers

Given the broad nature of Revenue's mandate, our work impacts on a very wide range of people throughout the country. We have an extensive customer base that includes:

- Government Ministers and other elected representatives
- Members of the public
- Individual and Business Taxpayers
- Business and Industry Representative groups
- Tax Practitioners
- Importers/Exporters
- Other Government Departments, Offices and Agencies
- European and International Institutions

We are committed to delivering a quality service to all of our customers, consistent with the commitments contained in our Customer Service Charter and Customer Service Standards. Both of these documents can be accessed on our website.

Our Customer Service Standards include a commitment to provide a service to any customers who wish to conduct their business through the medium of Irish. The same customer service standards apply to the delivery of services in the Irish and English languages.

2.4 Summary of services currently available in Irish

About 4,000 of our customers have indicated their wish to have their tax affairs dealt with through Irish. Over 90% of these are PAYE customers, which represents about 0.2% of our PAYE taxpayer base.

Public Offices

The following Regional offices provide a service for personal callers through Irish in relation to PAYE and Income Tax issues, during normal office opening hours:

Dublin Region:

- CRIO, Cathedral Street, Dublin 1.

BMW Region:

- Letterkenny, Co. Donegal,

- Castlebar, Co. Mayo,
- GeatanaCathrach, Fairgreen, Galway.

East South East Region:

- Abbey Buildings, Navan, Co. Meath
- Government Buildings, The Glen, Waterford.

South West Region:

- Revenue House, Linn Dubh, Blackpool, Cork,
- River House, Limerick,
- Tralee, Co Kerry,
- Government Buildings, Kilrush Road, Ennis, Co. Clare.

Telephone services: -

Regional PAYE helpdesks: Our lo-call contact numbers provide an option for customers wishing to conduct their PAYE and Income Tax business with us in Irish. Customers who select this option are put through to an Irish-speaking member of staff with whom they can transact their business. It should be noted that complex queries might require an input from non-Irish speaking Revenue personnel and in such cases, the required information will be provided through English.

TheCollector General’s Division provides an Irish language service on our lo-call help lines that deal with: -

- Business & Income Tax Enquiries
- Tax Relief at Source (TRS) and Employers
- Employer Services

Correspondence

In accordance with Section 9(2) of the Act, all letters, emails and faxes received in Irish are replied to in Irish. Our Integrated Taxation System (ITS) produces output of forms and letters in Irish for those of our customers who have registered as Irish cases.

Revenue Online Service (ROS)

Our online services offer a number of services in Irish for both PAYE and business taxpayers:

- PAYE employees can access an Irish version of our on-line PAYE *Anytime* service.
- For our business customers, Irish versions of a wide and increasing number of return forms are available for online or completion.

Website

Our website currently (end 2012) contains 830 Irish pages and 440 documents in Irish and the number of both pages and documents in Irish on the website is continually increasing. In accordance with Revenue’s commitments under the Act, we plan to increase the Irish content of the website progressively as resources permit.

Where content is not available in Irish, a link to the English content will be provided, together with an appropriate explanation to the customer. This link will indicate that the destination page will be in English only.

Forms and Leaflets

An Irish version of our most widely used Forms and Leaflets can be ordered from our lo-call Forms and Leaflets help line (1890 306 706) and can be printed directly from the Revenue website or obtained from local Revenue offices. The number of forms and leaflets available in Irish is continually increasing, as revised and updated versions of our documents are produced. As far as practicable, the most popular forms and leaflets will continue to be produced under the one cover. However, Revenue is committed generally to progressing towards a paperless environment, including on-line transactions and for publications. To this end, many Revenue publications, including forms and leaflets are available for printing from the website only. As far as practicable, Revenue practice has been and will continue to be that Irish and English versions of such publications will be produced simultaneously.

Office Applications

Revenue uses the standard set of Office Applications and these are capable of handling the Irish language. Our processing systems are also capable of handling the Irish language.

Advertising

All of our major advertising campaigns include Irish language advertising. We are committed to a minimum 1:10 ratio for Irish language advertisements, i.e. at least one Irish language advertisement will be deployed for every ten English language advertisements published in any Revenue campaign.

Publications

Since May 2004, all major Revenue corporate publications have been published bilingually, where possible and practicable, these are provided under the one cover.

An Ghaeltacht

The official Placenames of Gaeltacht areas as declared by the Minister in the Placenames Orders (CeantairGhaeltachta) will continue to be used by Revenue as the default for corporate purposes, including legislative, corporate and statistical purposes.

Chapter 3 –Enhancement of Irish Language Services under the Scheme

3.1 Services which will form the basis of the Scheme

- Our Collector-General's Division will establish a Debt Management Unit specifically to deal with compliance for Irish cases and progress cases to enforcement where required.
- The ROS Helpdesk will provide support for customers wishing to conduct their business through Irish. This service will be in place by the end of 2014. This Helpdesk provides support to ROS users on technical issues only, for example, how to register for ROS, renewal of digital certificates, how to download the ROS offline application, etc. This Helpdesk does not handle tax related queries which are dealt with by the ROS user's relevant Tax District.
- The development of the Irish language version of the Revenue website will continue with the number of Irish pages and links to Irish material being increased on an incremental basis throughout the life of the Scheme, subject to resources being available.
 - We will maintain our commitment to produce at least 20% of Press Releases bilingually, simultaneously. These will be published on our website.
- The bilingual content and functionality of our existing on-line interactive services will be maintained and increased as resources permit.
- Should Revenue introduce any new websites or on-line interactive services during the course of the second Scheme, an Irish version will be considered in the context of resources available and requirements under the Official Languages Act, 2003, and subsequent Regulations.
- Existing computer applications/systems shall continue to be able to deal with the Irish language. Any new such systems which may be introduced in the future will be able to deal with the Irish language, in so far as resources permit.
 - A service to deal with customer complaints regarding our Irish language services will be introduced with effect from the date of confirmation of this Scheme. Complaints dealing with matters other than our Irish language service, will continue to be dealt with by the relevant Revenue business unit. The service is for feedback and queries/complaints from customers on the Irish language services provided only and not for addressing tax issues. The dedicated Irish email address was established some time ago and it will be publicised when the second scheme is launched.
 - Posters advising customers of the availability of services in Irish will be displayed in all relevant public offices.
 - We will continue to meet our customers' requirements for Irish versions of forms and leaflets taking into account the level of demand and the resources available. A number of additional publications, forms and leaflets will be made available in Irish during the course of the Scheme, some of which are listed below. New forms/leaflets arising during the lifetime of the Scheme may also be produced bilingually, where a need is identified and resources permit. A number of our information booklets/ leaflets are published bilingually under the one cover, for example, IT 58 and 59, Job Assist, Employee and Employer Information. This format will be considered for future publications, where it is considered practical to do so.

Revenue is moving generally in the direction of paperless environment. In this regard, many publications, including forms and leaflets, in English and Irish, are available for printing from the website only. This trend will continue over the life of the Scheme. It is intended that the following Revenue publications will be available in Irish or in a bilingual format, as appropriate, by the end of the Scheme, to be available online and printed, as required.

Publications and Leaflets

Reference Number	Title
IT 1	Annual Tax Credits, Reliefs and Rates
IT3	Tax on Marriage, etc. Breakdown
IT10	A Guide to Self-Assessment
IT 16	Third Party Returns (Automatic Return of Certain Information)
IT19	Professional Services Withholding Tax
IT 22	Taxation of Illness and Occupational Injury Benefits
IT 35	Blind Person's Allowances and Reliefs
IT 41	What to do about tax when someone dies
IT 48	Starting in Business – A Revenue Guide
IT 67	First Job – A Guide for First Time Entrants to the PAYE Tax System
IT 69	Working and Tax
IT 70	A Revenue Guide to Rental Income
CGT1	Guide to Capital Gains Tax
CGT 2	Capital Gains Tax – A summary of the main features
CGT 14	Tax Relief for Investment in a Pension
CGSOA 2	Statement of Affairs – Office of the Collector General
VRT 2	Temporary Exemption for Foreign Registered Vehicles
N/A	Format of Vehicle Registration Plates

Forms and Returns

Reference Number	Title
PREM Reg.	Employer (PAYE/PRSI) Tax Registration Form
P46	Notification of Particulars of new employees for whom a Tax Credit Certificate is required
Annual Universal Social Charge Certificate	Annual Universal Social Charge Certificate
R185	Certificate of Income Tax Deducted
CG1	Annual Capital Tax Return
11 E	Annual Pay and File Income Tax Return
DE 1	Application by over 65's for Deposit Interest to be paid without the deduction of DIRT
DE 2	Application by incapacitated individuals for Deposit Interest to be paid without the deduction of DIRT
TR1	Tax Registration Form
TR2	Tax Registration Form
Form 54D	Income Tax – Repayment Claim Form
VRT 20, 31 and 32	Vehicle Registration Tax Enforcement Notices

We will also continue to provide Irish versions of forms and leaflets, for which Irish versions are already being produced on an annual basis or are being updated. Where practicable, forms and

leaflets will be produced in a bilingual format, under the one cover, taking account of demand and resources.

3.2 Implementation Timeframe

Where not otherwise specified, all of the above services will be in place by the end of the second Scheme, that is, three years after this Scheme is confirmed by the Minister, having due regard to resources available and material changes which may effect the commitments.

3.3. Resourcing of New Services

We will continue to monitor the demand from customers for services in Irish and will seek to identify current or recruit additional staff with the requisite Irish language skills that will enable us to meet our obligations under the Act.

The foregoing is, of course, subject to wider Government policy on recruitment and deployment of staff in the public service sector and on the availability of the necessary budgetary provisions.

3.4. Training

Staff with a suitable level of fluency in Irish to deliver front line services to customers have been identified. Specialised Irish language training has been arranged for these staff in response to business requirements identified by local management.

Receptionists at the Public Offices outlined in Chapter 2 who may be dealing with customers, who wish to conduct their business with us through the medium of Irish, will be trained to provide the basic greetings in Irish and to direct customers to the office or officer responsible for dealing with their query through Irish.

Our Training Branch will include an Irish Language Awareness module in its staff induction training programmes.

Other Irish language training may be arranged through the new arrangements proposed by the Department of Arts, Heritage & the Gaeltacht, or sourced locally, where requirements are identified, as resources permit.

Chapter 4 - Monitoring and Review

At central level, the primary responsibility for the ongoing monitoring and assessment of the Scheme will rest with Planning Division.

At local level, local line management will carry out monitoring. This will include recording the demand for services in Irish from the commencement date of the second Scheme. Feedback will be provided to Customer Services through the OLA Monitoring Group (which includes representatives from all of Revenue's Regions and Divisions) and any issues of concern will be brought to the attention of Revenue's Customer Service Principal Officer Network (or Planning Division) for resolution.

We will report on the delivery of services in Irish in our Annual Report and will include updates on measures taken to increase customer awareness of the services available in Irish.

Feedback and Complaints through Irish

The Revenue Commissioners always welcome comments or suggestions from our customers in relation to the services that we provide through Irish. The email address below is being provided with effect from commencement of this Scheme. The point of contact for these matters is: -

Revenue Commissioners,
Planning Division
Bishop Square,
Redmond Hill,
Dublin 2.
Telephone no. 01 – 424 4236
Email: gaeilge@revenue.ie

This is also the contact point for any complaints or enquiries from our customers regarding services through Irish.

Chapter 5 - Publicising of Scheme

The contents of the second Scheme will be communicated to our customers and the general public via the Revenue website and Press Release.

Revenue staff will be informed of the introduction of the Second Scheme through our internal communication system. They will also be reminded of their obligations and responsibilities under the Official Languages Act and Revenue's First and Second Revenue Schemes, by means of an internal instruction that will be sent to every member of staff, following the Commencement of this Scheme.

New recruits to Revenue will be advised of their obligations under the Act as part of their introduction/induction training.

The Revenue Commissioners will promote and publicise the services it provides in Irish in its day-to-day interactions with customers through the following means:

- Directly informing customers on a pro-active basis of the option of dealing with the Revenue through Irish, for example, by the display of notices at reception areas in relevant public offices indicating the Irish language services that are available and also by listing these services under the Customer Services Section on the Revenue website.
- Advising customers, where space permits, on selected English versions of guidelines, leaflets and forms that these documents are also available in Irish.
- Giving equal prominence to Irish and English language materials.

The English language version of this Scheme shall be the original version of the Scheme.

A copy of the Scheme has been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.