KOPANONG LOCAL MUNICIPALITY

Language Policy

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Introduction

Kopanong local municipality is dedicated to encourage effective communication that will protect all the available municipal languages. This will assist to sustain and \ or develop strong, multilingual and improved culture community. By recognising and developing the diversity of languages, nation building will be supported. The national and provincial authorities must therefore take legislative and other measure to regulate and monitor the use of the official languages, and local authorities must take into account the language use of their residents.

When the language policy of the Municipal was drafted, the language usage, needs and preference of the public of Kopanong Local Municipality were considered. These were similar to the language usage, needs and preferences identified in Census 2001.

Recognising the historical diminished used of indigenous languages of certain groups in South Africa, Kopanong Municipality will use this language policy to take practical and positive measures to evaluate the status quo and advance the use of all official languages. This will help achieve participate democracy, taking into consideration language usage and preferences of its residents (**table01:iiilustrate municipality status)**

Kopanong FS 162: **Philippolis, Springfontein, Trompsburg, Edenburg, Faurismith**

Sesotho	Afrikaans	IsiXhosa	Setswana	Isizulu	English
22 433	18 138	12 690	1 891	82	360
IsiNdebele	Sesotho sa Leboa	SiSwati	Tshivenda	Xitsonga	Other
50	73	94	20	98	13

Table 01: Languages distribution in FS municipalities - Census 2001

1   Language Policy

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1. Preamble

Whereas Act 108 of 1996, chapter I section of the South Africa constitution recognise eleven languages as official and all these are spoken in Kopanong Municipality.

Whereas provincial authorities must take into account regional circumstances to determine which languages will be used at provincial level: and

Whereas local authorities must conduct language studies in carrying out their constitutional duty to determine and take into account the language usage and preferences of their residents.

While the constitution of the Republic of South Africa, 1993 (Act No 200 of 1993), provides for the recognition of the principles of multilingualism.

Therefore Kopanong Local Municipality as a government institution has constitutional obligation to promote multilingualism thereby recognising the linguistic diversity of the municipality.

2. Purpose:

To create and regulate an environment for dialogue and understand that promotes cultural diversity tolerance between the council and communities as well as other institutions.

1.1 Specific Objectives

Kopanong Local Municipality language policy will:

- To describe the role of languages in the development of a multicultural society
- Promote equitable use of all official languages preferred by its communities

- Ensure redress for previously marginalised indigenous languages
- Ensure municipal communication that is appropriate to he central purpose of the council
- Provide a framework for the establishment and review municipal language objectives
- Ensure information exchange and dissemination
- Promote good language management for efficient public service administration to meet its community expectations and needs.

2.2 Definitions:

Multilingualism	The use of three or more languages by an individual or by a group of speakers such as the inhabitants of a particular municipality.
Indigenous languages	Languages of he native to a country
Marginalised languages	Any official languages that are excluded from official use or of which use is discouraged in formal settings "marginalised" implies low status of language.
Official language	A language constitutionally recognised as spoken by indigenous people of South Africa.
Language Policy	An official guiding principle on the status of various languages spoken in multilingual communities e.g. which language will be used in the municipality.

Table 02: Vocabulary of used terms

3. Constitutional Context

The police is developed in line with the constitutional provisions, protection of language diversity and promotes good language management, therefore the following legislations where used as guidelines to make implementation possible:

- At 108 of 1996, Section 6 of the Constitutional of South Africa mentions eleven languages that enjoy equal status as official national languages. Furthermore the Constitutional places a duty on the state to take practical and positive measure for the elevation of status and the promotion of the usage of the indigenous languages'

- Section 3(1) of the guiding principles of the South African Languages Bill, 2000. which states that there must be intergovernmental coordination and management of policies, legislation and actions relating to the entrenchment and promotion of multilingualism.

- Section 1.2.4 of the implementation Plan: National Language Policy Framework, 2003, which states that local government, will determine the language use and preference of their communities within an enabling provincial language policy framework. Upon determination of the language use of the language use and preference of communities, local governments must , in broad consultation with their communities, develop, publicise and implement a multilingual policy.

- The bill of Human Rights (chapter 2 of the Constitution) also entrenches language rights with regard to education, culture, religion and the administration of criminal justice. Human Rights are given to clear prominence in the Constitution. They feature in the Preamble with its stated intention of establishing " a society based on democratic values, social justice and fundamental human rights".

4. Guiding principles

Kopanong local Municipality Languages Policy will present the following:

4.1 Language rights

To promote respect for the languages rights of residents as enshrined in the Constitution

4.2 Language equity

To ensure the equal treatment of the official languages of the Municipality

4.3 Redress

To enhance the status and roles of previously marginalised languages.

4.4 Non – discrimination

To prevent the use of language for the purposes of exploitation, domination and discrimination.

4.5 People – centeredness

To address the needs, aspiration and interest of languages communities in the spirit of Batho Pele.

4.6 Partnership

To collaborate with public and private language institutions and agencies to promote multilingualism.

4.7 Good multilingualism

To use all the official languages of the Municipality to ensure transparent, accountable local government which is

Responsive to the linguistic needs of its constituency.

4.8 Promote multilingualism

To promote multilingualism, policy determines the use of different languages in the municipality

Language Policy

5. Scope of application

This language policy is applicable to all of the Kopanong Local Municipal employees, residents and any request and any request to the Municopality about language use and practices. Further as one of the objectives of describing the role of languages in the development of a multicultural society, it is essential that the municipality take care not to discriminate unfairly against anyone on the basis of his or her language preference.

6. Findings on the development of the policy

Developing language policy is a completion of different process which includes data gathering, research\survey and reconstruction of information and data. During survey, the consultants assigned formulated a questionnaire to guide them on the elements the support and entail information in the municipality.

All the unit managers, ward committees and councillors were provided with a questionnaire as to answer since they are the representatives of the community, the community's inputs was gathered through this methodology. Through this process, the following factors were found:

- Municipal language of records
- Communication language with the public
- Language used for publications (e.g local newspaper and notices)

6.1 Municipal Language of record

Kopanong Local Municipality working languages shall be SeSotho, Afrikaans, Isixhosa, SeTswana, and English. These languages will be used for both infrastructure and interdepartmental communication purpose. In conducting meetings (i.e council meetings, ward committee meetings) no person will be prohibited from using any of official languages of his\her preference, as far as practically possible efforts will be made to utilise language facilitation facilities

such that are translation and \ or interpretation for the purposes of conducting meeting or performing specific tasks.

6.2 Communication with members of the public

All South African official languages are spoken in Kopanong Local Municipality. Therefore, for official correspondence purposes with the members of the public, the languages of the citizen's choice will be used. All oral communication with the public will take place in the preferred official language of the target audience. Where necessities arise, language facilitation facilities such as interpretation will be utilised where practically possible.

6.3   Publications:

All publications will be made available in all spoken languages in Kopanong. In cases where documents are not made available in all official languages, the municipality will publish these documents simultaneously in at least three languages. *The selection therefore will be made as follows*:

- At least one from the Sesotho group
- At least one from the Nguni group
- Afrikaans

NB: A principle of rotation will be applied when selecting languages for publishing documents in Nguni and Sesotho.

7. Internal and external language survey

When the language policy of the Municipal was drafted, the languages usage, needs and preference of the public of Kopanong Local Municipality were considered. These were similar to the language usage, needs and preferences identified in Census 2001. The results of the survey were as follows:

Kopanong Local Municipality

Trompsburg – Isixhosa, Sesotho, English & Afrikaans

Edenburg   - Isixhosa, Sesotho, Setwana, English & Afrikaans

Reddersburg - Isixhosa, Sesotho, English & Afrikaans

Springfontein – Isixhosa, Sesotho, English & Afikaans

Faurismith   - Sesotho, Setswana, English & Afrikaans

Bethulie   - Isixhosa, Sesotho, English & Afrikaans

Jaggersfontein – Isixhosa, Sesotho, English & Afrikaans

Philippolis   - English & Afrikaans

Gariep Dam – Afrikaans & English

8. Internal and External communication

8.1 Internal communication

Any of the official languages of the Municipality may be used in spoken intradepartment and interdepartment communication, provided that all involved in the communication event understand the language(s) being spoken. English is recommended as the working language in spoken intradepartment and interdepartment communication if another official language of the Municipality is not understood by all in the communication event, provided that the principles if functional multilingualism dictate the choice of language in each situation.

8.2 External communication

The Municipality must, in its spoken communication, Strive to serve all its client in the language of their choice. If staff members are not available at a customer care centre, pay point, clinic or other public venue of the Municipality to assist client orally in their language of choice, liaison interpreters must used to assist them. Where necessary, every effort must be made to utilise interpreting services (consecutive, simultaneous, telephone and whispered) where practicable

Language Policy

Disabled community

The Municipal must, on request and where practicable, provide for the needs of people with language disabilities.

Internal Communication

All Municipal Communications with other countries will be made in English or in preferred language of the country concerned if capacity available to do so

Policy review

The Municipal must conduct regular internal and external language preference and proficiency audits to determine the linguistic needs and linguistic capabilities of municipal officials and residents.

Implementation Plan

The implementation of the KLM language policy will be phased in progressive stages.

1. Focus areas:

The following are the key focus areas for implementation:

1.1 Promoting of the indigenous languages and making available infrastructures required.

1.2 Reinforcing of the council responsibility to ensure that the benefits of service delivery are equally distributed through equitable access to services to the masses irrespective of language.

1.3 To improve efficiency and productivity in the work place and make the benefits of multilingualism visible by encouraging language learning specifically tailored for the needs of communities in Kopanong Local Municipality

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1.4 Establishment of collaborative partnerships to ensure successful implementation of the policy.

2. Structures

KLM management will identify members of staff and delegate the responsibility to manage the implementation of the policy, these will form part of the task team that will ensure compliance with legislative requirements.

3. Mechanisms

The vehicles through which implementation of the policy will be facilitated are:

> Language code of conduct
> Language awareness campaigns
> Libraries and ward committees

Language code of conduct

This code of conduct will be adopted from the national language code of conduct for public servants. This code stipulates how the public servants have to communicate and interact with the public in order to render effective service. The code embrace the Batho Pele principle in as far as the public service has an obligation to provide complete, accurate information to customers in the language they understand better.

Language awareness campaign

This vehicle will arouse public interest in language matters. The campaign will focus on teaching the general public about their right related to speech and language; this will regenerate the pride of cultural groups in Kopanong.

Libraries and ward committees

Posters and banners will be put up in the public libraries and information booklets and fliers will be distributed in the libraries. Ward committees will extend the campaigns by increasing awareness of a right to access information in language of their choice.

4. Implementation stages defined:

4.1 Stage 1: Budget

Implementation of this policy will be financially costly. To achieve the desired result the municipality will need to invest in machines, (HLT) personnel (training) , and publicity (promoting marginalised languages).The municipal language committee or management will source quotations at least 3 months old from suppliers of machinery and services (training) i.e. provided the municipality will be outsourcing language facilitation in meetings and publications.

4.2 Stage 2: Monitoring mechanisms

At this stage, the council will appoint task team to develop and locate systems to be used in assuring the quality of translation and editing services.

4.3 Stage 3: Infrastructure

The council will put in place the infrastructure required to operationalise the policy. Language task team will be established in the council to manage the following:

> ➤ Oral communication within council and with other government departments.

> ➢ Written communication within the council and with other government departments.
> ➢ Oral communication with the public
> ➢ Written communication with the public
> ➢ International communication where necessary.

4.4 Stage 4: Capacity building

The implementation of the language policy will increase the demand for translation and editing work and interpreting services, especially for indigenous languages. Capacity building in the identified areas of language facilitation will take place in close collaboration with service providers such as tertiary institutions offering SAQA accredited programmes and courses in languages practice. The task team appointed in stage 2 above will be assigned to identify programmes and service providers. Human Resource department of the council will then identify people to be enrolled for the programmes and course in language practice.

4.5 Stage 5: Implement and Monitor

Council management and all stakeholders will embark on the programme of action to promote the usage of the municipal languages of record. The task team and or delegation of council management will monitor the process of the policy implementation, using the mechanisms developed in stage 2

4.6 Stage 6: Policy review

When the policy is implemented and the impact evaluated, reviews will be conducted regularly and recommendations will be made for amendments where necessary so that budgets can be adjusted accordingly.
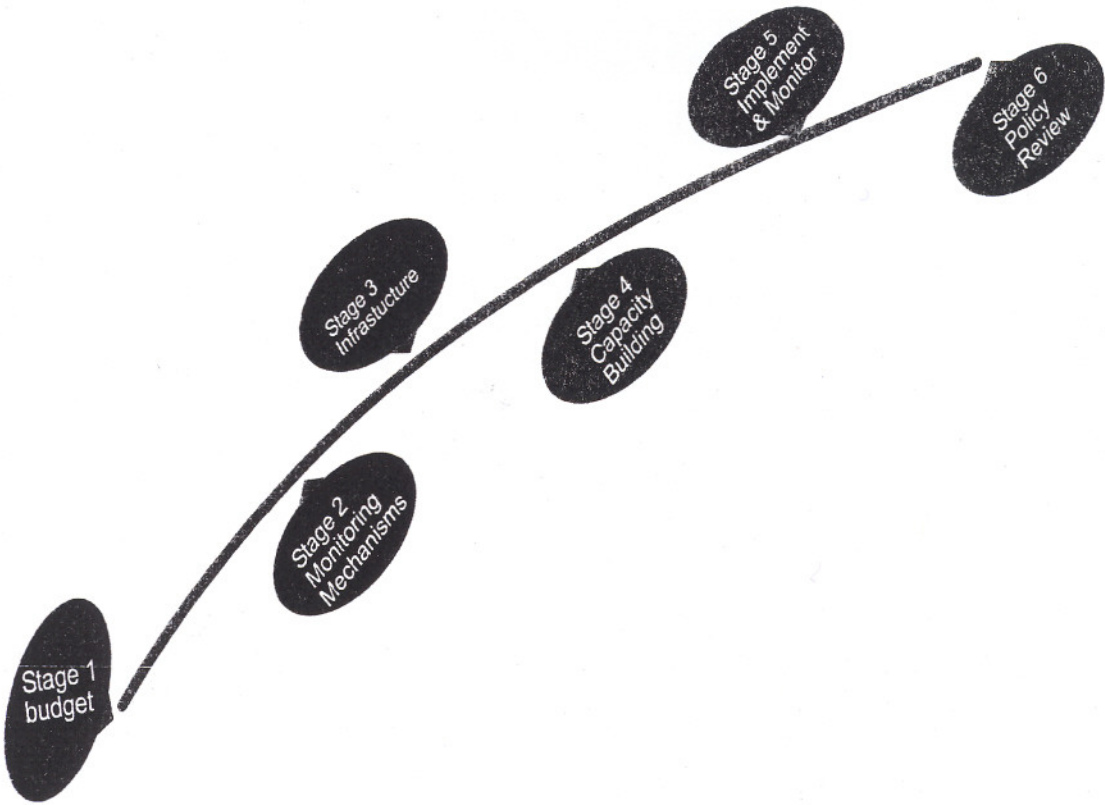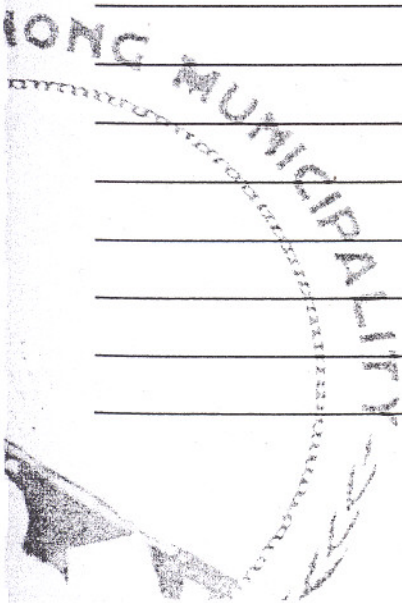
Language Policy

Figure KLM – LP01: Policy implementation critical path

Kopanong Local Municipality: Mission on language policy

It is the mission of Kopanong Local Municipality Managers and Staff to establish and maintain a reputation with communities they serve as the logical first choice for participative democracy across all language groups.

Kopanong Local Municipality

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