

DATE: 18 NOVEMBER 2021

REPORT TO: COUNCIL

**1. ITEM NUMBER : C 14/11/21****2. SUBJECT****LANGUAGE POLICY OF THE CITY OF CAPE TOWN****ISIHLOKO****UMGAQONKQUBO ONGEELWIMI WESIXEKO SASEKAPA****ONDERWERP****TAALBELEID VAN DIE STAD KAAPSTAD****3. DELEGATED AUTHORITY**

This report is for DECISION BY

 **Committee name :** **The Executive Mayor together with the Mayoral Committee (MAYCO)** **Council****4. DISCUSSION**

The purpose of this report is to adopt the Language Policy of the City of Cape Town. The Language Policy was originally adopted in 2002. The latest amendment approved by Council was in 2018. At the time, due process for policy consideration and approval was followed.

The Language Policy, attached as Annexure A, is geared towards ensuring effective and realistic implementation without compromising the entrenched fundamental principles of promoting multilingualism and respect for cultural diversity.

4.1. Financial Implications  None  Opex  Capex

Making progress possible. Together.

- Capex: New Projects
- Capex: Existing projects requiring additional funding
- Capex: Existing projects with no Additional funding requirements

4.2. Policy and Strategy  Yes  No

4.3. Legislative Vetting  Yes  No

4.4. Legal Implications  Yes  No

4.5. Staff Implications  Yes  No

4.6. Risk Implications  Yes  No

4.7. POPIA Compliance  Yes It is confirmed that this report has been checked and considered for POPIA compliance.

## 5. RECOMMENDATIONS

It is recommended that the attached Language Policy be adopted.

### ISINDULULO

Kundululwe ukuba makwamkelwe ngokusesikweni uMgaqonkqubo wezoLwimi oqhotyoshelweyo.

### AANBEVELING

Daar word aanbeveel dat die aangehegte taalbeleid aanvaar word.

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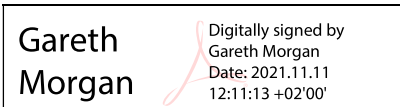
## ANNEXURES

Annexure A: The Language Policy of the City of Cape Town

## FOR FURTHER DETAILS CONTACT

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DIRECTORATE	Corporate Services	FILE REF NO	2/7
SIGNATURE: DIRECTOR: EXECUTIVE SUPPORT AND CORPORATE OPERATIONS	 <p>Digitally signed by Gillian Kenhardt Date: 2021.11.10 18:56:40 +02'00'</p>		

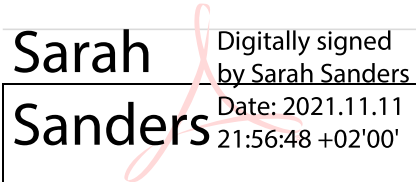
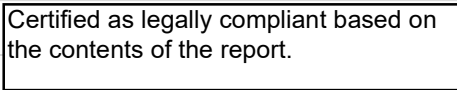
## ACTING EXECUTIVE DIRECTOR

NAME	Gareth Morgan	COMMENT:
DATE	11 November 2021	Supported
SIGNATURE	 <p>Gareth Morgan Digitally signed by Gareth Morgan Date: 2021.11.11 12:11:13 +02'00'</p>	

The ED's signature represents support for report content and confirms POPIA compliance.

## LEGAL COMPLIANCE

- REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.
- NON-COMPLIANT

NAME		COMMENT:
DATE	Sarah Sanders	 <p>Digitally signed by Sarah Sanders Date: 2021.11.11 21:56:48 +02'00'</p>
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		 <p>Certified as legally compliant based on the contents of the report.</p>

## CITY MANAGER

NAME	Lungelo Mbandazayo	COMMENT:
DATE		
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CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

**Annexure A**

# **LANGUAGE POLICY (POLICY NUMBER 50554)**

**APPROVED BY COUNCIL : 25 APRIL 2018  
C07/04/18**



**CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD**

**City of Cape Town**

**Language Policy**

**APPROVED BY COUNCIL**

25 April 2018

**Document review and approval****Revision history**

Version	Author	Date	Revision
1	Language Services Unit	2003	Update of document
2	Language Services Unit	2011	Update of document
3	Language Services Unit	2016	Update of document
4	Language Services Unit	2018	Amendment of clause 5.1

**This document has been reviewed by**

	Reviewer	Date reviewed
1	Strategic Policy Unit (SPU)	October 2017
2	Legislative Development Unit	October 2017
3	Corporate Service Portfolio Committee	April 2018

**This document has been approved by**

	Name	Date reviewed
1	Council – City of Cape Town	27 November 2002
2	Council – City of Cape Town	28 May 2003
3	Council – City of Cape Town	1 June 2011
4	Council – City of Cape Town	11 August 2016
5	Council – City of Cape Town	25 April 2018

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## 1. DEFINITIONS

In this policy, unless the context otherwise indicates:

**“City”** means the City of Cape Town, a municipality established by the City of Cape Town Establishment Notice No. 479 of 22 September 2000, issued in terms of the Local Government: Municipal Structures Act, 1998, or any structure or employee of the City acting in terms of delegated authority;

**“committees”** means the Mayoral Committee as well as portfolio committees and any other committee established by the Council;

**“Council”** means the Municipal Council of the City of Cape Town;

**“subcouncils”** means the subcouncils of the Council (established in terms of Provincial Notice 10232 of September 2001 and published in Provincial Gazette Extraordinary 5766 dated 20 September 2001, as amended);

**“three official languages”** means the three official languages of the Western Cape, namely Afrikaans, English and Xhosa, in terms of section 5 of the Constitution of the Western Cape (Act 1 of 1998).

## 2. NAME OF POLICY

The Language Policy of the City of Cape Town.

## 3. PURPOSE

The purpose of this policy is to give effect to:

- 3.1 sections 6 and 9 of the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996);
- 3.2 sections 18(2) and 21(2) of the Municipal Systems Act, 2000 (Act 32 of 2000);
- 3.3 the principles of Batho Pele as contained in Government Gazette no.18340, 1/10/97;
- 3.4 the Western Cape Provincial Languages Act, 1998 (Act 13 of 1998);
- 3.5 the Western Cape Language Policy (P/N 369/2001 of 27 November 2001);
- 3.6 the guidelines of the National Language Policy Framework (2003);
- 3.7 the Consumer Protection Act, 2008 (Act 68 of 2008);
- 3.8 the Promotion of Equality and Prevention of Unfair Discrimination Amendment Act, 2002 (Act 52 of 2002);
- 3.9 the City's strategic objectives as a caring, inclusive and well-run City.



#### **4. GOALS**

The goals of the policy are:

- 4.1 to take the language preferences of the City's residents into account;
- 4.2 to support impartial service delivery by promoting equal access to municipal services and programmes by removing communication or language barriers;
- 4.3 to promote multilingualism amongst the City's staff and communities within the City's area of jurisdiction;
- 4.4 subject to 4.1, to promote the use of the three official languages in the affairs of the City and to give effect to their equal status; and
- 4.5 to provide, where practical, for the special communication-related needs of persons with disabilities.

#### **5. POLICY PROVISIONS FOR THE USE OF THE OFFICIAL LANGUAGES BY THE COUNCIL AND ITS COMMITTEES**

- 5.1 Any of the three official languages may be used in any debates and other proceedings of the Council and its committees. The City must provide, upon request, interpreting services for members from and into the three official languages during sittings of the Council, its subcouncils and committees of Council. Sign Language interpreting must be provided, upon request, if and when considered necessary by the requester.
- 5.2 All by-laws, including draft versions which are used for public participation, must be available in all three official languages.
- 5.3 All new policies introduced to, or adopted by, the Council and its committees must be in English and available in the other two official languages upon request, where practical.
- 5.4 A notice of motion or a formal motion in the Council or its committees must be available in all three official languages. The City must make practical arrangements to cause motions drawn up in one official language to be available, where practical, in the other two official languages.
- 5.5 Reports (including attachments thereto) submitted to Council, its subcouncils and/or committees must be kept in English. However, the subject headings and recommendations to all reports must be made available in all three official languages.
- 5.6 Notices of all meetings and indices to agendas must be in all three official languages.
- 5.7 A recommendation adopted by Council, its subcouncils and committees must for all purposes be regarded as the one expressed in English.

## **6. DISCIPLINARY HEARINGS**

All disciplinary hearings must be conducted in any of the three official languages as preferred by the accused.

## **7. OFFICIAL NOTICES AND ADVERTISEMENTS**

- 7.1 All official notices to be published in the Provincial Gazette must be in all three official languages.
- 7.2 All official notices and advertisements published by the City, for general public information, must be issued in the language of the media concerned or the predominant language spoken in the relevant area in the case of community papers.

## **8. INTERNAL COMMUNICATION**

- 8.1 Any of the three official languages may be used for the purpose of communication in the City. If the addressee does not understand the language in which he/she is addressed, he/she may request that communication with him/her takes place in a language which he/she understands.
- 8.2 All internal staff communiqués must be in English and available in the other two official languages upon request.
- 8.3 The City must make every effort to ensure compliance with the Language Code of Conduct as set out in paragraph 11.2.

## **9. EXTERNAL COMMUNICATION**

- 9.1 Any member of the public may use any of the three official languages or Sign Language in his/her communication with the City.
- 9.2 All responses must be in the official language in which the original communication was received.
- 9.3 The City must ensure that its communication with and services to the public are carried out in the most appropriate way with the assistance of interpreters and translators and/or technical means.
- 9.4 For international communication English or the preferred language of the country concerned must be used, where practical.
- 9.5 Website content will be in English, but upon request, and where practical, translated versions of website content will be provided in the other official languages.

## **10. IDENTIFICATION SIGNS**

- 10.1 Identification signage of and directions to municipal offices or facilities must be in the three official languages, if they are not in pictorials.
- 10.2 Where the law permits, the three official languages must be used equitably on local road signs and direction signs. For street name suffixes, due consideration must be given to the community's language usage and preferences.

## **11. IMPLEMENTATION STRATEGIES**

### **11.1 Language Services Unit**

- 11.1.1 The Language Services Unit will be responsible for providing a professional and specialised translating, editing and interpreting service to the City and will determine the language house style.
- 11.1.2 The Language Services Unit must liaise with the Western Cape Language Committee, Pan South African Language Board, the National Language Service, lexicographical units and other relevant bodies regarding terminological development and language norms with specific reference to the official languages of the Western Cape and Sign Language.
- 11.1.3 The Language Services Unit must encourage the use of plain and understandable language in official documents.

### **11.2 Code of Conduct**

- 11.2.1 The City must continuously ensure that councillors and staff are sensitised to the value of multilingualism as a tool for building social cohesion, promoting economic development and consolidating democratic government through respect for cultural diversity.
- 11.2.2 The City must ensure that notices are placed in all its buildings or offices informing the public that it promotes multilingualism and that officials will make every effort to use the language(s) of the client(s).
- 11.2.3 The City must ensure that all officials and councillors accommodate the language use and preferences of other officials and councillors with courtesy.
- 11.2.4 Deciding which language to use in internal or external communication may not be influenced by or based on discrimination.

### **11.3 Development and education**

- 11.3.1 Officials and councillors must be encouraged to learn the three official languages, and training programmes must be organised to assist in the development of their language skills.

11.3.2 Directorates must play an active role in promoting multilingualism in an equitable manner and also in identifying the language skills required in order to render an effective and efficient service to its communities.

11.3.3 When filling vacant posts, directorates must take cognisance of the City's language policy when advertising, recruiting, selecting and appointing staff.

#### **11.4 Translating and interpreting services**

The City must make available translating and interpreting services if and when considered necessary.

#### **11.5 Main or general telephone exchanges**

The main or general telephone reception at all administrative buildings and within all directorates must accommodate its customers in all three official languages. A total recorded service must be available in all three official languages prompting customers according to their language preference.

### **12. ESTABLISHMENT OF A LANGUAGE COMMITTEE FOR THE CITY OF CAPE TOWN**

An ad hoc committee consisting of councillors (representing the three official languages) and known as the City of Cape Town Language Committee must be established as a subcommittee of the relevant portfolio committee, and must be entitled:

12.1 to determine the language usage and preferences of the residents of Cape Town and advise Council accordingly;

12.2 to monitor the use of Afrikaans, Xhosa and English in the Council;

12.3 to actively promote the principle of multilingualism;

12.4 to monitor the implementation of the language policy;

12.5 to advise and make recommendations on any language matter to the relevant portfolio committee;

12.6 to initiate studies and research directed at:

12.6.1 the promotion of respect for the official languages;

12.6.2 the promotion of multilingualism in the City of Cape Town;

12.6.3 the promotion and use of the language resources of the City;

12.6.4 the prevention of the use of any language or form of language for exploitation, exclusion and domination;

12.7 to interact with other stakeholders on language-related issues.

**13. FINANCING AND APPLICATION**

Directorates must budget for language training, language policy implementation, and language resources in order to meet the obligations outlined above.

**14. PUBLICATION OF POLICY**

The policy will be made available in the three official languages on the City's website which can be accessed at [www.capetown.gov.za](http://www.capetown.gov.za).

**15. REVIEW OF POLICY**

This policy may be reviewed whenever necessary but must be reviewed at least every five years.



**CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD**

**Stad Kaapstad**

**Taalbeleid**

**VIR GOEDKEURING DEUR DIE RAAD**

April 2018

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## 1. WOORDOMSKRYWING

In hierdie beleid, tensy die konteks anders aandui, beteken:

**“drie amptelike tale”** die drie amptelike tale van die Wes-Kaap, naamlik Afrikaans, Engels en Xhosa, ingevolge artikel 5 van die Grondwet van die Wes-Kaap (Wet 1 van 1998);

**“komitees”** die burgemeesterskomitee asook portefeuljekomitees en enige ander komitee deur die Raad ingestel;

**“Raad”** die munisipale Raad van die Stad Kaapstad;

**“Stad”** die Stad Kaapstad, 'n munisipaliteit ingestel deur die Stad Kaapstad Instellingskennisgewing (nr. 479 van 22 September 2000) en uitgereik ingevolge die Wet op Plaaslike Regering: Munisipale Strukture, 1998 of enige struktuur of werknemer van die Stad wat kragtens gedelegeerde bevoegdheid optree;

**“subrade”** die subrade van die Raad (ingestel ingevolge Provinsiale Kennisgewing 10232 van September 2001 en gepubliseer in die Buitengewone Provinsiale Koerant 5766 gedateer 20 September 2001, soos gewysig).

## 2. NAAM VAN DIE BELEID

Die Taalbeleid van die Stad Kaapstad.

## 3. DOEL

Die doel van hierdie beleid is om uitvoering te gee aan:

- 3.1 artikel 6 en 9 van die Grondwet van die Republiek van Suid-Afrika, 1996 (Wet 108 van 1996);
- 3.2 artikel 18(2) en 21(2) van die Wet op Munisipale Stelsels, 2000 (Wet 32 van 2000);
- 3.3 die Batho Pele-beginsels soos vervat in die Staatskoerant, nommer 18340, 1/10/97;
- 3.4 die Wes-Kaapse Provinsiale Talewet, 1998 (Wet 13 van 1998);
- 3.5 die Wes-Kaapse Taalbeleid (Provinsiale Kennisgewing 369/2001 van 27 November 2001);
- 3.6 die riglyne van die Nasionale Taalbeleidsraamwerk (2003);
- 3.7 die Wet op Verbruikersbeskerming, 2008 (Wet 68 van 2008);
- 3.9 die Wysigingswet op Bevordering van Gelykheid en Voorkoming van Onbillike Diskriminasie, 2002 (Wet 52 van 2002);
- 3.10 die Stad se strategiese doelwitte as 'n omgee-, inklusiewe en goed bestuurde



Stad.

#### **4. DOELSTELLINGS**

Die doelstellings van die beleid is:

- 4.1 om die taalvoorkeure van die Stad se inwoners in aanmerking te neem;
- 4.2 om onpartydige dienslewering te ondersteun deur gelyke toegang tot munisipale dienste en programme aan te moedig deur kommunikasie- of taalstruikelblokke uit die weg te ruim;
- 4.3 om veeltaligheid by die Stad se personeel en gemeenskappe in die Stad se regsgebied aan te moedig;
- 4.4 om, onderworpe aan 4.1, die gebruik van die drie amptelike tale in die Stad se aangeleenthede aan te moedig en om aan hul gelyke status uitvoering te gee; en
- 4.5 om, waar prakties, voorsiening te maak vir die spesiale kommunikasieverwante behoeftes van persone met gestremdhede.

#### **5. BELEIDSBEPALINGS VIR DIE GEBRUIK VAN DIE AMPTELIKE TALE DEUR DIE RAAD EN SY KOMITEES**

- 5.1 Enige van die drie amptelike tale mag in enige debatte en ander verrigtinge van die Raad en sy komitees gebruik word. Die Stad moet gedurende sittings van die Raad, sy subrade en komitees van die Raad tolkdienste op versoek verskaf vir lede uit en in die drie amptelike tale. Tolkling in Gebaretaal moet op versoek voorsien word, indien dit deur die versoeker nodig geag word.
- 5.2 Alle verordeninge, insluitende konsepweergawes wat vir openbare deelname gebruik word, moet in al drie amptelike tale beskikbaar wees.
- 5.3 Alle nuwe beleide wat deur die Raad en sy komitees voorgelê of aanvaar word, moet in Engels wees en moet, waar prakties, op versoek in die ander twee amptelike tale beskikbaar wees.
- 5.4 'n Kennisgewing van 'n mosie of 'n formele mosie wat in die Raad of sy komitees ingedien word, moet in al drie amptelike tale beskikbaar gestel word. Die Stad moet praktiese reëlins tref om binne 'n redelike tydperk mosies wat in een amptelike taal opgestel is, waar prakties, in die ander twee amptelike tale beskikbaar te stel.
- 5.5 Verslae en meegaande bylaes wat by die Raad, sy subrade en/of komitees ingedien word, moet in Engels gehou word. Die opskrifte van onderwerpe en aanbevelings by alle verslae moet egter in die drie amptelike tale beskikbaar gestel word.
- 5.6 Kennisgewings van alle vergaderings en die agendas se inhoudsopgawes moet in die drie amptelike tale opgestel word.
- 5.7 'n Aanbeveling wat deur die Raad, sy subrade en komitees goedgekeur is, is vir

alle doeleindes die een wat in Engels uitgedruk is.

## **6. DISSIPLINÊRE VERHORE**

Alle dissiplinêre verhore moet gehou word in enige van die drie amptelike tale wat deur die beskuldigde verkies word.

## **7. AMPTELIKE KENNISGEWINGS EN ADVERTENSIES**

7.1 Alle amptelike kennisgewings wat in die Staatskoerant gepubliseer word, moet in die drie amptelike tale wees.

7.2 Alle amptelike kennisgewings en advertensies wat deur die Stad vir algemene openbare inligting gepubliseer word, moet uitgereik word in die taal van die betrokke media of, in die geval van gemeenskapskoerante, die taal wat oorheersend in die betrokke gebied gepraat word.

## **8. INTERNE KOMMUNIKASIE**

8.1 Enige van die drie amptelike tale mag vir die doel van kommunikasie in die Stad gebruik word. Indien die ontvanger nie die taal verstaan waarin met hom/haar gekommunikeer word nie, mag hy/sy versoek dat kommunikasie met hom/haar plaasvind in 'n taal wat hy/sy verstaan.

8.2 Alle interne personeel-communiqués moet in Engels wees en moet op versoek in die ander twee amptelike tale beskikbaar wees.

8.3 Die Stad moet daadwerklike pogings aanwend om te verseker dat daar aan die Taalgedragskode, soos in paragraaf 11.2 uiteengesit, voldoen word.

## **9. EKSTERNE KOMMUNIKASIE**

9.1 Enige lid van die publiek mag enige van die drie amptelike tale of Gebaretaal in sy/haar kommunikasie met die Stad gebruik.

9.2 Alle antwoorde moet in die amptelike taal waarin die oorspronklike kommunikasie ontvang is, opgestel word.

9.3 Die Stad moet verseker dat sy kommunikasie met en dienste aan die publiek op die mees gepaste wyse deur middel van tolke en vertalers en/of tegniese hulpmiddels geskied.

9.4 Vir internasionale kommunikasie moet Engels of die voorkeurtaal van die betrokke land, waar prakties moontlik, gebruik word.

9.5 Webwerfinhoud sal in Engels wees, maar vertaalde weergawes van webwerfinhoud sal op versoek en waar prakties moontlik in die ander amptelike tale voorsien word.

## **10. IDENTIFIKASIE TEKENS**

- 10.1 Identifikasietekens van en aanwysings na munisipale kantore of fasiliteite moet in die drie amptelike tale aangebring word as dit nie met behulp van prentjies uitgebeeld word nie.
- 10.2 Waar die wet dit toelaat, moet die drie amptelike tale op 'n regverdigte wyse op plaaslike padtekens en aanwysingsborde gebruik word. By straatnaam-agtervoegsels moet 'n gemeenskap se taalgebruik en -voorkeure in aanmerking geneem word.

## **11. STRATEGIEË VIR INWERKINGSTELLING**

### **11.1 Taaldienseenheid**

- 11.1.1 Die taaldienseenheid sal verantwoordelik wees vir die verskaffing van 'n professionele en gespesialiseerde vertaal-, redigeer- en tolkdienste aan die Stad en sal die taalhuusstyl bepaal.
- 11.1.2 Die taaldienseenheid moet met die Wes-Kaapse Taalkomitee, Pan-Suid-Afrikaanse Taalraad, die Nasionale Taaldienste, leksikografiese eenhede en ander tersaaklike liggame skakel ten opsigte van terminologie-ontwikkeling en taalnorme, met spesifieke verwysing na die amptelike tale van die Wes-Kaap en Gebaretaal.
- 11.1.3 Die taaldienseenheid moet die gebruik van eenvoudige en verstaanbare taal in amptelike dokumente aanmoedig.

### **11.2 Gedragskode**

- 11.2.1 Die Stad moet voortdurend verseker dat die raadslede en personeel bewus bly van die waarde van veeltaligheid as instrument om maatskaplike samehorigheid te ontwikkel, ekonomiese ontwikkeling te bevorder en demokratiese regering te versterk deur agting vir kulturele verskeidenheid.
- 11.2.2 Die Stad moet verseker dat kennisgewings in al sy geboue of kantore aangebring word om die publiek in te lig dat die Stad veeltaligheid aanmoedig en dat amptenare alle pogings sal aanwend om die taal/tale van die klient(e) te gebruik.
- 11.2.3 Die Stad moet verseker dat alle amptenare en raadslede die taalgebruik en -voorkeure van ander amptenare en raadslede op 'n hoflike wyse in ag neem.
- 11.2.4 Die besluit oor watter taal in interne of eksterne kommunikasie gebruik moet word, moet nie deur diskriminasie beïnvloed word of daarop gegrond wees nie.

### **11.3 Ontwikkeling en opvoeding**

- 11.3.1 Amptenare en raadslede moet aangemoedig word om die drie amptelike tale aan te leer, en opleidingsprogramme moet gereël word om die personeel te ondersteun om hul taalvaardighede te ontwikkel.

11.3.2 Direktrate moet 'n aktiewe rol speel om veeltaligheid op 'n billike wyse te bevorder en ook om die taalvaardighede te identifiseer wat vereis word om 'n doeltreffende en doelmatige diens aan gemeenskappe te lewer.

11.3.3 As vakante poste gevul word, moet direktrate die Stad se taalbeleid in aanmerking neem met die advertering vir en werwing, keuring en aanstelling van personeel.

#### **11.4 Vertaal- en tolkdienste**

Die Stad moet vertaal- en tolkdienste beskikbaar stel indien en wanneer dit nodig geag word.

#### **11.5 Hoof- of algemene telefoonsentrale**

Die hoof- of algemene telefoonontvangs in al die administrasiegeboue en in al die direktrate moet kliënte in die drie amptelike tale tegemoetkom. 'n Bandopname-diens wat kliënte volgens hul taalvoorkeure bedien, moet in die drie amptelike tale beskikbaar gestel word.

### **12. INSTELLING VAN 'N TAALKOMITEE VIR DIE STAD KAAPSTAD**

'n Ad hoc-komitee bestaande uit raadslede (wat die drie amptelike tale verteenwoordig) wat as die Stad Kaapstad se taalkomitee bekendstaan, moet as 'n subkomitee van die betrokke portefeuljekomitee ingestel word, en moet daarop geregtig wees:

- 12.1 om die taalgebruik en -voorkeure van die inwoners van Kaapstad te bepaal en die Raad dienooreenkomstig te adviseer;
- 12.2 om die gebruik van Afrikaans, Xhosa en Engels in die Raad te monitor;
- 12.3 om die beginsel van veeltaligheid aktief te bevorder;
- 12.4 om die inwerkingstelling van die taalbeleid te monitor;
- 12.5 om die betrokke portefeuljekomitee te adviseer en aanbevelings te maak oor enige taalaangeleentheid;
- 12.6 om studies en navorsing te inisieer wat gerig is op:
  - 12.6.1 die bevordering van agting vir die amptelike tale;
  - 12.6.2 die bevordering van veeltaligheid in die Stad Kaapstad;
  - 12.6.3 die bevordering en gebruik van die Stad se taalhulpbronne;
  - 12.6.4 die voorkoming van die gebruik van enige taal of vorm van taal vir uitbuiting, uitsluiting en oorheersing;
- 12.7 om met belanghebbendes oor taalverwante aangeleenthede saam te werk.

**13. FINANSIERING EN TOEPASSING**

Direktorate moet vir taalopleiding, die inwerkingstelling van die taalbeleid, en taalhulpbronne begroot ten einde die verpligtinge hierbo uiteengesit na te kom.

**14. PUBLISERING VAN DIE BELEID**

Die beleid sal in die drie amptelike tale op die Stad se webwerf by [www.capetown.gov.za](http://www.capetown.gov.za) beskikbaar gestel word.

**15. HERSIENING VAN DIE BELEID**

Hierdie beleid kan hersien word wanneer dit nodig geag word, maar moet minstens elke vyf jaar hersien word.

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## 1. IINKCAZELO

Kulo mgaqo-nkqubo, ngaphandle kokuba umxholo uchaza ngolunye uhlobo:

**“iSixeko”** kuthethwa iSixeko saseKapa, umasipala owamiselwa ngokweSaziso sokuSekwa kweSixeko saseKapa esinguNomb. 479 wama-22 Septemba 2000, owakhutshwa ngokungqinelana noMthetho weZigqeba zikaMasipala: kubuRhulumente beNgingqi, 1998, okanye nasiphi isigqeba okanye umsebenzi weSixeko osebenza ngokwamagunya awanikezelweyo;

**“iikomiti”** kuthethwa iKomiti yeSigqeba sikaSodolophu ngokunjalo neekomiti zemcimbi yesebe nayo nayiphi enye ikomiti emiselwe liBhunga;

**“iBhunga”** kuthethwa iBhunga likaMasipala weSixeko saseKapa;

**“amabhungana”** kuthethwa amabhungana eBhunga (asekwa ngokweSaziso sePhondo esinguNomb 10232 wango-Septemba 2001 nesabhengezwa kwiPhepha-ndaba loMbuso lePhondo eloNgezelelweyo 5766 elakhutshwa ngomhla wama-20 Septemba 2001, esalungiswayo);

**“iilwimi ezintathu ezisemthethweni”** kuthethwa iilwimi ezintathu ezisemthethweni zeNtshona Koloni, umzekelo isiBhulu, isiNgesi nesiXhosa, ngokwemigaqo yecandelo le-5 loMgaqo-siseko weNtshona Koloni (uMthetho woku-1 ka-1998).

## 2. IGAMA LOMGAQO-NKQUBO

UMgaqo-nkqubo weLwimi weSixeko saseKapa.

## 3. INJONGO

Injongo yalo mgaqo-nkqubo kukumisela:

- 3.1 imiqathango yecandelo le-6 nele-9 oMgaqo-siseko weRiphabhliki yoMzantsi Afrika, 1996 (uMthetho we-108 ka-1996);
- 3.2 imiqathango yecandelo le-18(2) nelama-21 (2) oMthetho olawula iNkqubo zikaMasipala, 2000 (uMthetho wama-32 ka-2000);
- 3.3 iinqobo zeBatho Pele eziqulethwe kwiPhepha-ndaba loMbuso elingunomb.18340, 1/10/97;
- 3.4 imiqathango yoMthetho weLwimi wePhondo leNtshona Koloni, 1998 (uMthetho we-13 ka-1998);
- 3.5 imiqathango yoMgaqo-nkqubo weLwimi zeNtshona Koloni (P/N 369/2001 wama-27 Novemba 2001);
- 3.6 izikhokhelo zeSikhokhelo soMgaqo-nkqubo weLwimi kaZwelonke (2003);
- 3.7 imiqathango yoMthetho wokuKhuselwa kwaBaxumi, 2008 (uMthetho wama-

68 ka-2008);

- 3.11 Imiqathango yoMthetho ojongene nokuKhuthazwa kokuLingana nokuThintelwa koCalucalulo olungekho mthethweni owaLungiswayo, 2002 (uMthetho wama-52 ka-2002);
- 3.9 Iinjongo zesicwangciso-buchule zeSixeko njengeSixeko esikhathalayo, esibandakanyayo nesilawulwa ngokukuko.

#### **4. EKUJOLISWE KUKO**

Izinto ekujoliswe kuzo kulo mgaqo-nkqubo zezi:

- 4.1 ukuthathela ingqalelo iilwimi ezikhethwa ngabahlali beSixeko;
- 4.2 ukuxhasa ukunikezelwa kweenkonzo ngokungenakhethe ngokukhuthaza ukufikelela ngokulinganayo kweenkonzo zikamasipala neenkqubo ngokususa imiqobo yonxibelelwano neyeelwimi;
- 4.3 ukukhuthaza ukusetyenziswa kweelwimi ezininzi kubasebenzi nakuluntu lweSixeko abakwiindawo eziphantsi kolawulo lweSixeko;
- 4.4 ngokuxhomekeke kumbandela oku-4.1, ukukhuthaza ukusetyenziswa kweelwimi ezintathu ezisemthethweni kwimicimbi yeSixeko ukuze zinikwe isidima esilinganayo; kunye
- 4.5 nokubonelela, xa kunokwenzeka, ngeemfuno ezinxulumene nonxibelelwano olukhethekileyo kubantu abakhubazekileyo.

#### **5. IMIQATHANGO YOMGAQO-NKQUBO YOKUSETYENZISWA KWEELWIMI EZISEMTHETHWENI LIBHUNGA NEEKOMITI ZALO**

- 5.1 Naluphi na kwiilwimi ezintathu ezisemthethweni lungasetyenziswa kuzo naziphi na iingxoxo nakwezinye iindibano zeBhunga nakwiikomiti zalo. ISixeko kufuneka sibonelele, xa kuceliwe, ngeenkonzo zokutolikela amalungu ngeelwimi ezintathu ezisemthethweni kwiindibano zeBhunga, kwiikomitana nakwiikomiti zeBhunga. Kuyimfuneko ukuba kubonelelwe ngeenkonzo zokutolika ulwimi lwezandla, xa kuceliwe, xa kubonakala ukuba kuyimfuneko oko kwaye kufanelekile ngulowo wenza isicelo.
- 5.2 Yonke imithetho kamasipala, kuqukwa iinguqulelo ezisayilwayo ezisetyenziselwa uthatho-nxaxheba loluntu, kufuneka ifumaneke ngazo zontathu iilwimi ezisemthethweni.
- 5.3 Yonke imigaqo-nkqubo emitsha engenisweyo, okanye eyamkelweyo, liBhunga naziikomiti zalo mayibhalwe ngesiNgesi akwaye ifumaneke nangezinye iilwimi ezimbini ezisemthethweni, xa ziceliwe, xa kunokwenzeka.
- 5.4 Isaziso sesiphakamiso okanye isiphakamiso esisesikweni seBhunga okanye seekomiti zalo masifumaneke ngazo zontathu iilwimi ezisemthethweni. ISixeko kufuneka senze izicwangciso ezinokwenzeka zokuba iziphakamiso ziqulunqwe



ngolwimi olunye olusemthethweni, xa kunokwenzeka, nangezinye iilwimi ezimbini ezisemthethweni.

- 5.5 Iingxelo (kuqukwa iingxelo eziqhotyoshelwe kuzo) ezingeniswa kwiBhunga, kwiikomitana kunye/okanye kwiikomiti zalo mazigcinwe ngesiNgesi. Nangona kunjalo, izihloko nezindululo zazo zonke iingxelo mazibhalwe ngazo zontathu iilwimi ezisemthethweni.
- 5.6 Izaziso zazo zonke iintlanganiso nezalathisi zee-ajenda mazibhalwe ngazo zontathu iilwimi ezisemthethweni.
- 5.7 Isindululo esamkelwe liBhunga, iikomitana neekomiti zalo mazithi ngokwazo zonke iinjongo sithatyathwe njengesichazwe ngesiNgesi.

## **6. IINDIBANO ZOLULEKO**

Zonke iindibano zoluleko maziqhutywe ngazo naziphi iilwimi ezintathu ezisemthethweni ezifunwa ngulowo utyholwayo.

## **7. IZAZISO NEZIBHENGEZO EZISEMTHETHWENI**

- 7.1 Zonke izaziso ezisemthethweni eziza kubhengezwa kwiPhepha-ndaba loMbuso lephondo mazenziwe ngazo zontathu iilwimi ezisemthethweni.
- 7.2 Zonke izaziso ezisemthethweni nezibhengezo-ntengiso ezibhengezwa siSixeko, ukunika uluntu iinkcukacha, mazikhutshwe ngolwimi lwelo jelo leendaba lichaphazelekayo okanye olona lwimi lwimi luthethwa kakhulu kulo ndawo kwimeko yamaphepha-ndaba asekuhlaleni.

## **8. UNXIBELELWANO LWANGAPHAKATHI**

- 8.1 Kungasetyenziswa nayo nayiphi na kwiilwimi ezintathu ezisemthethweni kwiinjongo zokunxibelelana kwiSixeko. Ukuba lowo kuthethwa naye akaluqondi ulwimi ekuthethwa naye ngalo, unakho ukucela ukuba olo nxibelelwano naye lwenziwe ngolwimi aluqondayo.
- 8.2 Zonke iimbalelwano zabasebenzi zangaphakathi mazenziwe ngesiNgesi kwaye zifumaneke ngezinye iilwimi ezimbini ezisemthethweni xa ziceliwe.
- 8.3 ISixeko kufuneka senze iinzame zokuqinisekisa ukuthotyelwa koMgaqo wokuZiphatha ngokweLwimi njengoko kuchaziwe kumhlathi 11.2.

## **9. UNXIBELELWANO LWANGAPHANDLE**

- 9.1 Naliphi na ilungu loluntu livumelekile ukusebenzisa naluphi na kwiilwimi ezintathu ezisemthethweni okanye ulwimi lweZandla xa enxibelelana neSixeko.
- 9.2 Zonke iimpendulo mazenziwe ngolwimi olusemthethweni ekufunyenwe ngalo unxibelelwano lokuqala.

- 9.3 ISixeko masiqinisekise ukuba unxibelelwano naso neenkonzozoluntu lwenziwe ngeyona ndlela ifanelekileyo ngoncedo lweetoliki kunye/okanye kusetyenziswe iindlela zobuchwepheshe.
- 9.4 Kunxibelelwano namazwe ngamazwe ehlabathi makusetyenziswe isiNgesi okanye ulwimi olukhethwe lelo lizwe xa kunokwenzeka.
- 9.5 Okuqulethwe kwiwebhusayithi makube ngesiNgesi, kodwa kodwa xa kuceliwe, naxa kunokwenzeka, inguqulelo ezitolikiweyo zokuqulethwe kwiwebhusayithi makubonelelwe nezinye iilwimi ezisemthethweni.

## **10. IIMPAWU ZOKWALATHA**

- 10.1 Iimpawu zokwalatha kunye nezikhombisi ezalatha ii-ofisi okanye kumaziko kamasipala mazibhalwe ngeelwimi ezintathu ezisemthethweni, ukuba aziboniswa ngamaphepha anemifanekiso.
- 10.2 Xa umthetho uvuma, iilwimi ezintathu ezisemthethweni mazisetyenziswe ngobulungisa kwiimpawu zeendlela zengingqi nakwiimpawu zokwalatha. Kumagama eendlela, makuthathelwe ingqalelo efanelekileyo ulwimi olusetyenziswa nolukhethwa ngabantu abahlala kulo ndawo.

## **11. IZICWANGCISO-BUCHULE ZOKUMISELWA**

### **11.1 ICandelo leeNkonzo zeeLwimi**

- 11.1.1 ICandelo leeNkonzo zeeLwimi liya kuba noxanduva lokubonelela ngenkonzo yobugcisa nekhethekileyo yokuguqula, ukuhlela nokutolika kwiSixeko kwaye lilo eliya kumiselwa uhlobo lolwimi olusetyenziswa ngaphakathi.
- 11.1.2 ICandelo leeNkonzo zeeLwimi kufuneka lisebenzisane neKomiti yeeLwimi yeNtshona Koloni, iBhodi yeeLwimi yoMzantsi Afrika (iPanSALB), iNkonzo yeeLwimi kuZwelonke, amacandelo oyilo-magama kunye namanye amaqumrhu anento yokwenza neelwimi nokuphuhlisa kwesigama neengqobo zolwimi kubhekiswa ngokukodwa kwiilwimi ezisemthethweni zeNtshona Koloni kunye noLwimi lweZandla.
- 11.1.3 ICandelo leeNkonzo zeeLwimi kufuneka likhuthaze ukusetyenziswa kolwimi olucacileyo nekulula ukuluqonda kumaxwebhu asemthethweni.

### **11.2 UMgaqo wokuZiphatha**

- 11.2.1 ISixeko kufuneka sisoloko siqinisekisa ukuba ooceba nabasebenzi bayaziswa ngexabiso lokusetyenziswa kweelwimi ezininzi njengesixhobo sokwakha imvisiswano ekuhlaleni, ukukhuthaza uphuhliso loqoqosho nokuqinisekisa urhulumente wentando yesininzi ngokuhlonipha ukwahlukana kweenkcubeko zethu.
- 11.2.2 ISixeko masiqinisekise ukuba izaziso zibekwa kuzo zonke izakhiwo okanye ii-ofisi ezazisa uluntu ukuba zikhuthaza ukusetyenziswa kweelwimi ezininzi kunye nokuba amagosa aya kwenza iinzame ukuba kusetyenziswe iilwimi zabaxumi.

11.2.3 ISixeko masiqinisekise ukuba onke amagosa nooceba alungiselela ukusetyenziswa kweelwimi neemfuno zamanye amagosa nooceba ngendlela ehloniphekileyo.

11.2.4 Ukwenza isigqibo ngokuba luluphi ulwimi emalusetyenziswe kunxibelelwano lwangaphakathi okanye lwangaphandle akuvumelekanga ukuba kuphenjelelwe okanye kusekelwe kwizenzo zocalucalulo.

### **11.3 Uphuhliso nemfundo**

11.3.1 Amagosa nooceba kufuneka bakhuthazwe ukuba bafunde iilwimi ezintathu ezisemthethweni, kwaye makuququzelelwe iinkqubo zoqeqesho ukuncedisa kuphuhliso lwezakhono zeelwimi.

11.3.2 Amacandelo olawulo makadlale indima ebonakalayo ukukhuthaza ukusetyenziswa kweelwimi ezininzi ngendlela enobulungisa kunye nokuchonga izakhono zeelwimi eziyimfuneko ukuze kunikezelwe ngenkonzo esebenzayo nefanelekileyo kuluntu lwawo.

11.3.3 Xa kugcwaliswa izithuba ezingenabantu, amacandelo olawulo makathathele ingqalelo umgaqo-nkqubo weelwimi weSixeko xa ekhupha izibhengezo, kukhangelwa, kukhethwa naxa kuqeshwa abasebenzi.

### **11.4 Iinkonzo zoguqulo nezotoliko**

ISixeko masibonelele ngeenkonzo zoguqulo nezotoliko xa kufanelekile naxa kuyimfuneko.

### **11.5 Unxibelelwano olubalulekileyo nolwesiqhelo ngomnxeba**

Ukwamkelwa kweminxeba ebalulekileyo neqhelekileyo kuzo zonke izakhiwo zolawulo nakuwo onke amacandelo olawulo makulungiselele bonke abaxumi bazo ngazo zontathu iilwimi ezisemthethweni. Makubekho inkonzo yeenkcukacha ezibhalwe ngokupheleleyo ngazo zontathu iilwimi ezisemthethweni eyalela abaxumi ngokweelwimi abazikhethayo.

## **12. UKUMISELWA KWEKOMITI YEELWIMI YESIXEKO SASEKAPA**

Makumiselwe ikomiti elungiselelwe iinjongo zalo msebenzi equka ooceba (emele iilwimi ezintathu ezisemthethweni) nekwaziwa ngokuba yiKomiti yeeLwimi yeSixeko saseKapa njengekomitana ephantsi kwekomiti efanelekileyo yemicimbi yesebe, kwaye mayibe nolu xanduva:

12.1 ukumisela ukusetyenziswa kweelwimi neelwimi ezikhethwa ngabahlali baseKapa ze yazise iBhunga ngokufanelekileyo;

12.2 ukubeka esweni ukusetyenziswa kwesiBhulu, isiXhosa nesiNgesi kwiBhunga;

12.3 ukukhuthaza ngokubonakalayo inqobo yokusetyenziswa kweelwimi ezininzi;

- 12.4 ukubeka esweni ukumiselwa komgaqo-nkqubo weelwimi;
- 12.5 ukwazisa nokwenza izindululo ngawo nawuphi na umcimbi kwikomiti efanelekileyo yemicimbi yesebe;
- 12.6 ukusungula izifundo nophando olujoliswe:
  - 12.6.1 ekukhuthazeni ukuhlonitshwa kweelwimi ezisesikweni;
  - 12.6.2 ukukhuthazwa kokusetyenziswa kweelwimi ezininzi kwiSixeko saseKapa;
  - 12.6.3 ukukhuthazwa nokusetyenziswa kwemithombo yeelwimi yeSixeko;
  - 12.6.4 ukuthintelwa kokusetyenziswa kwalo naluphi na ulwimi okanye nayiphi indlela yonxibelelwano ngenjongo yokucinezela abanye abantu, ukubanxwema kokuthile nokubalawula;
- 12.7 ukunxibelelana nabanye abathathi-nxaxheba kwimicimbi enxulumene neelwimi.

### **13. UKUXHASA NGEZIMALI NOKUSEBENZA KWALO MGAQO-NKQUBO**

AmaCandelo oLawulo makabekela bucala imali yoqeqesho kwiilwimi, ukumiselwa komgaqo-nkqubo weelwimi, kunye nemithombo yeelwimi ngenjongo yokuhlangabezana neemfuno ezichazwe ngentla apha.

### **14. UKUBHENGEZWA KWALO MGAQO-NKQUBO**

Lo mgaqo-nkqubo uya kufumaneka ngeelwimi ezintathu ezisemthethweni kwiwebhusayithi yesixeko nonokufikelela kuyo kweli khonkco: [www.capetown.gov.za](http://www.capetown.gov.za).

### **15. UKUPHENGULULWA KWALO MGAQO-NKQUBO**

Lo mgaqo-nkqubo unokuphengululwa nanini na xa kuyimfuneko kodwa kufuneka uphengululwe ubuncinane rhoqo emva kweminyaka emihlanu.