

# Language Code of Conduct

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2. Managers and supervisors should understand the diverse nature of the language environment within which staff operate and should create linguistic interventions as these are needed, e.g. ensuring that interpreting services are in place whenever this is necessary to optimise public service delivery.
3. Effective communication should take precedence over language preference, although all three languages must be treated equally.
4. Staff members should strive towards achieving multilingualism.
5. Staff members should strive to use the language that clients prefer in order to ensure good service delivery.
6. Language should be used to promote social inclusion and public participation in decision-making.
7. Staff members should take note of the specific needs of people with hearing disabilities. Interpreting in South African Sign Language should be offered to Deaf people.

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1. Amptenare moet hulself vertrouwd maak met die inhoud van die Wes-Kaapse Taalbeleid en kennis dra dat die amptelike tale van die Wes-Kaap Afrikaans, Engels en isiXhosa is.
2. Bestuurders en toesighouers moet die diverse aard van die taalomgewing waarin personeel werk, verstaan en moet linguïstieke ingrypings skep waar en wanneer nodig, bv. deur te verseker dat tolkdienste voorsien word wanneer optimale dienslewering noodsaaklik is.
3. Doeltreffende kommunikasie geniet voorkeur bó taalvoorkeur, maar tog moet al drie tale gelykwaardig behandel word.
4. Personeellede moet hul vir veeltaligheid beywer.
5. Personeellede moet poog om die kliënt se verkose taal te gebruik om goeie dienslewering te verseker.
6. Taal moet gebruik word om maatskaplike inklusiwiteit en openbare deelname aan besluitneming te bevorder.
7. Personeellede moet bewus wees van die spesifieke behoeftes van persone met gehoorgestremtheid. SA Gebaretaal-tolking moet vir Dowe persone beskikbaar wees.

Die Taalgedragskode is 'n dinamiese dokument en word dus hersien wanneer nodig.

1. Amagosa karhulumente afanele athathele ingqalelo okubhalwe kuMgaqo-nkqubo weeLwimi weNtshona Koloni, baqaphele ukuba iilwimi ezisemthethweni zaseNtshona Koloni sisiBhulu, isiNgesi nesiXhosa.
2. Abalawuli kufanele bayiqonde ukuba abasebenzi basebenza kwiimeko zokwahluka kweelwimi, kwimeko ezinjalo ke kufanele kubekho ungenelelo ngokwelwimi xa kukho imeko ezifuna oko, umzekelo ukuqinisekisa ukuba inkonzo yotoliko ikhona apho ifuneka khona ukuqinisekisa ukuba inkonzo zikarhulumente ziyafikelela eluntwini.
3. Unxibelelwano olululo lufanele luthathe indawo ngaphezulu kokusetyenziswa kweelwimi ezifunwa ngabathile nangona kubalulekile ukuthathela ingqalelo ukuba zontathu ezi lwimi zisetyenziswa ngokulinganayo.
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Lo Mgaqo wokuziPhatha ngokweelwimi luxwebhu oluhambelana nomsebenzi kwaye luya kuhlala lulungelelaniswa ngokuhamba kwamaxesha.

We want to promote effective communication by promoting multilingualism. Let's help our clients in the language they prefer and make our service delivery **BETTER TOGETHER.**



Western Cape  
Government

BETTER TOGETHER.

# Taalgedrags- kode

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Ons wil doeltreffende kommunikasie bevorder deur die bevordering van veeltaligheid. Kom ons bedien ons kliënte in die taal van hul keuse en maak ons dienslewering **BETER TESAME.**



Wes-Kaapse  
Regering

Kultuursake en Sport

**BETER TESAME.**

# UMgaqo wokuziPhatha weeLwimi

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Sikhuthaza unxibelelwano olufezekileyo ngokukhuthaza ukusetyenziswa kweelwimi ezininzi. Abasebenzisi-zinkonzo zethu masibancede ngeelwimi zabo ukuze uhanjiso-zinkonzo zethu lusulungeke. **UBAMBISWANO NGAMANDLA.**



URhulumente  
weNtshona Koloni  
ImiCimbi yeNkcubeko  
nezemiDlalo

**UBAMBISWANO NGAMANDLA.**