



Language Services Policy Statement

Language services are an important part of our commitment to delivering accessible and equitable policing services to diverse communities in NSW, including those who are deaf, hard of hearing, speech or communication impaired. Services such as certified interpreters and translators enable Police to effectively engage and communicate with communities.

We are equally committed to ensure that language skills and capabilities of multi-lingual staff are rightfully recognised and used.

Our commitment is to ensure that:

- All people of NSW have access to policing services through the provision of effective language services.
- All NSWPF staff are supported in accessing certified interpreters and translators, language support and resources to provide high quality services to diverse communities.
- All Commands use professional certified interpreters and translators where required and understand how to utilise interpreters and translators effectively.
- All staff who speak a language other than English are supported in utilising their language in the course of their duties in accordance with NSWPF policies and guidelines (eg. Language Services and Community Language Assistance Scheme (CLAS) policy and Standard Operating Procedures (SOPs)).

Responsibilities:

- **NSW Senior Executive** – Promote, support and encourage a culture that achieves effective communication with diverse communities by enforcing and supporting the NSWPF Language Services Policy and SOPs; and enabling the NSWPF to effectively and appropriately use language services.
- **Crime Prevention Command** – design, develop, implement, monitor and improve the Language Services Policy, SOPs, practical tools and resources to assist staff and deliver staff development and training opportunities to ensure compliance.
- **Commanders/Managers** – Implement the Language Services Policy and SOPs within their Commands by promoting and facilitating available language services resources; monitoring usage relative to their diverse communities, identifying barriers and opportunities to ensure appropriate usage and providing opportunities to develop staff capability and control mechanisms.
- **All Commands** – **SHOULD** use CLAS certified staff or professionally certified interpreters and translators when engaging in daily interactions with people who speak a language other than English.
- **All staff** – **MUST** use professional certified interpreters and translators in strategic, tactical and/or operational circumstances where information may be used for evidentiary purposes.
- **All staff** – **SHOULD NOT** use generic applications such as Google Translate, unless in emergency situations, as the accuracy of the translation cannot be guaranteed.

Endorsed by: Commissioner of Police on 4 January 2022