



# Queensland Police Service Language Services Strategy



## LANGUAGE SERVICES POLICY STATEMENT:

The Queensland Police Service will provide accessible and equitable services to people from diverse backgrounds, the Deaf and those with impairments through the provision of communication assistance and support.

**Scope** The Language Services Strategy applies to all Queensland Police Service (QPS) members (temporary and permanent) and clients.

**Overview** The QPS is committed to providing appropriate and accessible services to all residents and visitors to our diverse State.

One in five Queenslanders uses a language other than English at home and there are over 180 languages now spoken or signed in Queensland.

Communication difficulties arising from cultural, social and physical factors should not limit access to government services or understanding of legal rights.

The provision of appropriate language, cultural and other support services is necessary to identify needs, reduce misunderstanding and ensure equitable access to policing services by people of diverse backgrounds, the Deaf and people with impairment.

The QPS Language Services Strategy has four main components:

- Engaging communities and working collaboratively to provide policing services;
- Meeting the communication needs of the community;
- Providing appropriate education and training for QPS members;
- Encouraging the development and use of the multi-lingual and sign language skills and resources within the QPS to enhance service delivery.

**Guiding Principles & Strategies** The formulation of this Strategy has been guided by the obligations of legislation, conventions and guidelines including:

- Queensland Government Multicultural Policy;*
- QPS Multicultural Strategic Directions and associated annual Action Plans;*
- Police Powers and Responsibilities Act 2000;*
- Australian Government multicultural policy;*
- QPS Operational Procedures Manual.*



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## Engaging communities and working collaboratively to provide policing services

Provide multi-lingual and culturally appropriate information on policing and related topics, including through multicultural media outlets.  
Utilise existing resources and/or conduct research with service providers and diverse communities to identify information needs and communication barriers which must be addressed to facilitate effective understanding and use of policing services.  
Develop communication and marketing strategies tailored to meet the information needs of diverse communities, the Deaf and the hearing impaired.  
Support specialist engagement staff including Cross Cultural Liaison Officers, Police Liaison Officers and the Asian Specialist Unit in engagement activities.

## Meeting the communication needs of the community

Ensure that information is presented in plain English, is unambiguous and culturally appropriate.  
Ensure that in situations of communication difficulty, the needs of people from diverse backgrounds, the Deaf and those with impairments, are appropriately met in accordance with relevant policies and legislation including anti-discrimination, human resource management and equal employment opportunity principles and practices.  
Use National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreters and translators where appropriate by contacting interpreting or sign language service providers.  
Use multi-lingual language cards, or refer to the Queensland Interpreter Card if presented, to identify the language spoken.  
Ensure that hands-free, loud speaking or parallel telephones are available for telephone interpreter use.  
Ensure that the telephone typewriter (TTY) facilities within the Queensland Police Service are fully utilised and marketed when communicating with the Deaf and hearing impaired persons who have access to similar machines.  
Support appropriate tertiary/bridging courses which increase the communication abilities of people of culturally and linguistically diverse backgrounds who are desirous of seeking employment in the Queensland Police Service.  
Regularly monitor the implementation of this strategy to ensure compliance and improve services.

## Providing appropriate education and training for QPS members

Ensure, where appropriate, training courses are provided to recruits, police officers and other members about how and when to work with interpreters and translators and how to properly support people with impairment who have communication difficulties.  
Disseminate this information to police officers and other relevant members in training, education and awareness products as appropriate.

## Encouraging the development and use of the multi-lingual and sign language skills and resources within the QPS to enhance service delivery.

Support and encourage police officers and other members to acquire, develop and use multi-lingual/sign language interpreting and translating skills to enhance communications and service delivery to diverse communities and the hearing impaired.  
Provide standard benefits of the Study and Research Assistance Scheme to members who study languages other than English which may enhance the delivery of policing services.  
Maintain, on a voluntary basis, a *Language Abilities Index*, indicating interpreter and translator qualifications and skills of police officers and staff members.  
Ensure that multi-lingual/sign language interpreting and translating skills are taken into general consideration by recruitment panels during merit based selection where appropriate.