

QUEENSLAND POLICE REFERRAL MANAGEMENT SERVICE

INTRODUCTION

In late 2015, the Queensland Police Service (QPS), as part of a cross-agency approach to support vulnerable individuals, changed how it makes non-crisis referrals to service providers in areas such as domestic violence, youth, mental health and alcohol and drug misuse, elders and carers support, legal assistance and accommodation assistance. The QPS referral service previously provided by Supportlink was replaced by the Police Referral Coordination Service staffed by a team from the Redbourne Group. Referrals are now electronically routed directly from referring police officers to service providers using a new referral and case management solution provided by Infoxchange .

ABOUT REDBOURNE GROUP

Redbourne is a Brisbane company contracted to assist the QPS in the coordination and management of non-crisis referrals and act as an intermediary between police and service providers. Redbourne has a long standing relationship with the QPS and other government departments in providing similar support services such as the Queensland Illicit Drug Diversion Initiative.

Redbournes ongoing role is to support service providers and police in governance and administration of the referral process.

COST OF TRANSITION

In support of this business transition, there will be no cost to you as the service provider to access and utilise the police referral system and coordination service. The Police Referral Coordination Service will provide ongoing communication, training and support.

IDENTIFICATION OF PROVIDERS

As part of a coordinated cross-agency approach, QPS works with policy and funding agencies to identify appropriate referral points. It is possible your organisation has been nominated in this context or through other channels. Redbourne would like to engage with you, on behalf of the QPS, to discuss your ongoing role in receiving police referrals.

REQUIREMENTS OF YOUR SERVICE

As a nominated service provider, there are a number of parameters we would seek your commitment to:

RECEIVE REFERRALS

- Referrals (with consent) will be auto-routed to service providers, or where available and appropriate, to a triage point for intake and assessment. Routing of referrals to your organisation would be based on matching presenting issue/s of at-risk individuals with the profile and service offering of your organisation.
- That QPS will take a risk based approach to referrals, seeking to ensure that referrals initiated are appropriately made, and that the risk profile of the situation is provided to the service provider where relevant.

ALL REFERRALS RECEIVE CONTACT WITHIN REQUIRED TIME PERIOD

- A no wrong door principle will apply, ie the service provider will on-refer if needed, you cannot decline a referral in the Police Referral System.
- QPS make referrals to non-Government organisations with confidence that the referral will be actioned within a set period:
 - Within two business days for standard referrals, and for higher risk referrals contact by the next business day
 - The service provider makes at least 3 attempts at contact within two business days. Options such as SMS/email/mail may also be used to connect with referred clients, and services will always endeavour to pass on service details where no contact can be made and safe to do so.

ALL ACTIONS WILL BE RECORDED

- Service providers will access the referral system to receive referrals, and through the system will provide feedback as to whether the referral has been actioned.

OUTCOMES COMPONENT

- Service providers will provide de-identified outcome data, through an easily accessible tool within the referral system. This enables ongoing monitoring of the effectiveness of QPS referrals.

Training, advice and support is available through the Police Referral Coordination Service at Redbourne, but the emphasis is on the service provider, as the expert, directly engaging the referred client.

PREPARING FOR TRANSITION

The Police Referral Coordination Service will profile nominated service providers for QPS referrals. We would appreciate you completing the attached profile of your service as this will help us to correctly route referrals to the most appropriate service provider. Could you please return the form and attached Fee Survey to the Police Referral Coordination Service as soon as convenient to the contact details below.

When an agreed profile is established we will formalise arrangements within a Service Agreement outlining the roles and responsibilities of all parties.

KEY CONTACTS

Referral Management Service

Coordinator: Shannon Cotter
Manager: Karen Wolanski
Phone: 1300 058 910 (Mon-Fri 9am-5pm)
Fax: 3359 9711
Email: rmcs@redbourne.com.au

Queensland Police Service

Statewide Project Coordinator Amanda Hagaman
Phone: 07 3015 2588
Email: Hagaman.AmandaM@police.qld.gov.au or
Police.Referrals@police.qld.gov.au

SERVICE CAPABILITY PROFILE

To be filled or corrected by your service

Service Name:

Public Facing Name:

Address of Service:

Public Facing Telephone Number:

Contact Person Name:

Contact Person Telephone Number:

Does your Service receive Federal/State funding? (If yes, please provide details of government department): YES / NO

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Are you an indigenous specific service? YES/NO

Is your Service capable of attempting to contact (by phone) referred clients within 2 (two) business days of receiving referrals? YES / NO

Geographic catchment of clients (postcodes):

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Age range of clients accepted:

Gender of clients accepted:

Triage Capability or Specialty (Is your agency willing or capable to accept clients presenting with multiple issues and on-refer to other agencies as required):

YES / NO

Any other information:

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REFERRAL CATEGORY	SUB CATEGORY	TICK	REFERRAL CATEGORY	SUB CATEGORY	TICK
Domestic and Family Violence (Aggrieved)	Support for aggrieved		Domestic and Family Violence (Respondent)	Support for Respondent	
	Support for aggrieved - Immigrant Women				
Personal Counselling	Relationship support		Victim Support	Sexual offences	
	Emotional and mental wellbeing			Other offences against the person	
	Anger management			Anti-discrimination	
	Grief counselling			Victim Impact Statement (for victims of violent crime)	
	Financial counselling			LGBTI victimisation	
	Veteran Support			Victim Assist	Information and financial assistance for violent crimes
	Support for LGBTI				
Mental Health	Support for person with mental health issues;		Sudden Death Support	Support for family/friends following death by suicide	
	Support for family/carer			Support for family/friends following unexpected death – Other than suicide	
	Veteran Support			Support for family/friends related to death / pregnancy / child under the age of 12 years	
Gambling	Support for gambler		Suicide Prevention – non-emergency	Support for person who may be suicidal	
	Support for family/carer			Support for family/carer	
Alcohol Misuse	Support for person with alcohol dependency		Drug Misuse	Support for person with drug dependency	
	Support for family/carer			Support for family/carer	
	Veteran Support				
Support for Youth	Bullying		Parenting Children/Youth	Difficult behaviour	
	Drug / Alcohol misuse			Family conflict	
	Mental health (suicide prevention / self-harm / anxiety / depression)			Bullying	
	Recreational Activities for Youth			Truancy	
	Support for LGBTI			Support for LGBTI	
	Other				
Legal Advice	Civil (consumer debt, social security, mental health)		Court Support for Victims of Crime	Court Support	
	Criminal Law			Domestic Violence Court Support	
	Domestic and Family Violence		Neighbour Disputes	Both parties consenting	
	Family Law			Information and advice	
	Counselling Notes Protect		Homelessness	At risk of homelessness	
	Tenancy			Homeless	
		Veteran Support			
Aged Support	Elder abuse (emotional/psychological; physical; sexual; financial)		Road Trauma	Support for Family/Friends/Driver	
	Support for family/carer				
	Support for aged person				
	Veteran Support				
Identity Theft	Logistical support				