

Police Services - SupportLink – SANE Australia

Helping emergency services
connect people who *need* help to
services that *can* help

Why SupportLink exists (the need)

- **Early intervention** Better outcomes for clients
- **Crime prevention** Reducing crime
- **Cost effective** Reducing police calls for service
- **Efficiency** Sector wide benefits
- **Security** Reducing risk for organisations
- **Perception** Increasing public confidence
- **Accountability** Data informs funding decisions

Police



SupportLink



SANE Helpline
& various community services

Police

- Consent based referral
- Entered into secure e-referral form
- Send referral info to SL database

Issues for referral include: Support for Youth, Mental Health, Victims, Homelessness, Legal Support and many more

Supportlink

Form and maintain relationships with various community services

Referral is sent to appropriate agency
- such as SANE Helpline for mental health-related issues

Referral coordinators manage referrals where necessary

SANE Australia

Assess/ accept referral

Contact client – provide information, advice + referral re mental health issue

Feedback to SupportLink

Benefits for Police

Improved service

Increased satisfaction in contact

Cost-efficiencies

Benefits for SANE Helpline

Increases reach of Helpline

Access to those most in need of help— often in hard-to-reach groups

Stories . . .



‘I am very thankful for all the police involvement and follow up support from all the different services and departments involved.’



‘The police and services were great, very good follow up and huge help and support.’



‘It’s so very nice to know that so many people were concerned for my welfare. I really appreciated the follow-up.’



‘I’m very thankful for the follow up support and grateful for the police who attended on the night of the incident.’



‘Thank you so much for the support and understanding you gave me today. A prayer for both officers who helped me more than they’ll ever know.’



‘Thank you to the police for the referral.
I have nothing but the highest praise for the support I
received.’



‘I would like to thank the police for helping and offering me future support.’



‘Last week I felt so alone and depressed that I prayed I'd go to sleep and never wake up. Due to one officer's concern and trust of me, I'm beginning to feel hope. Please thank those involved, you have all given me gifts that money can't buy. Hope and trust. Thank you.’