SupportLink E-Referral Management Framework

"National Police Referral and Diversion Framework"

support**Link**

Our operational purpose is to provide:

a single national platform for the management of referral and diversion activity for Police Services.

Our social goal is:

to reduce crime, violence, suicide and family breakdown through the facilitation of proactive early intervention and systemic collaboration
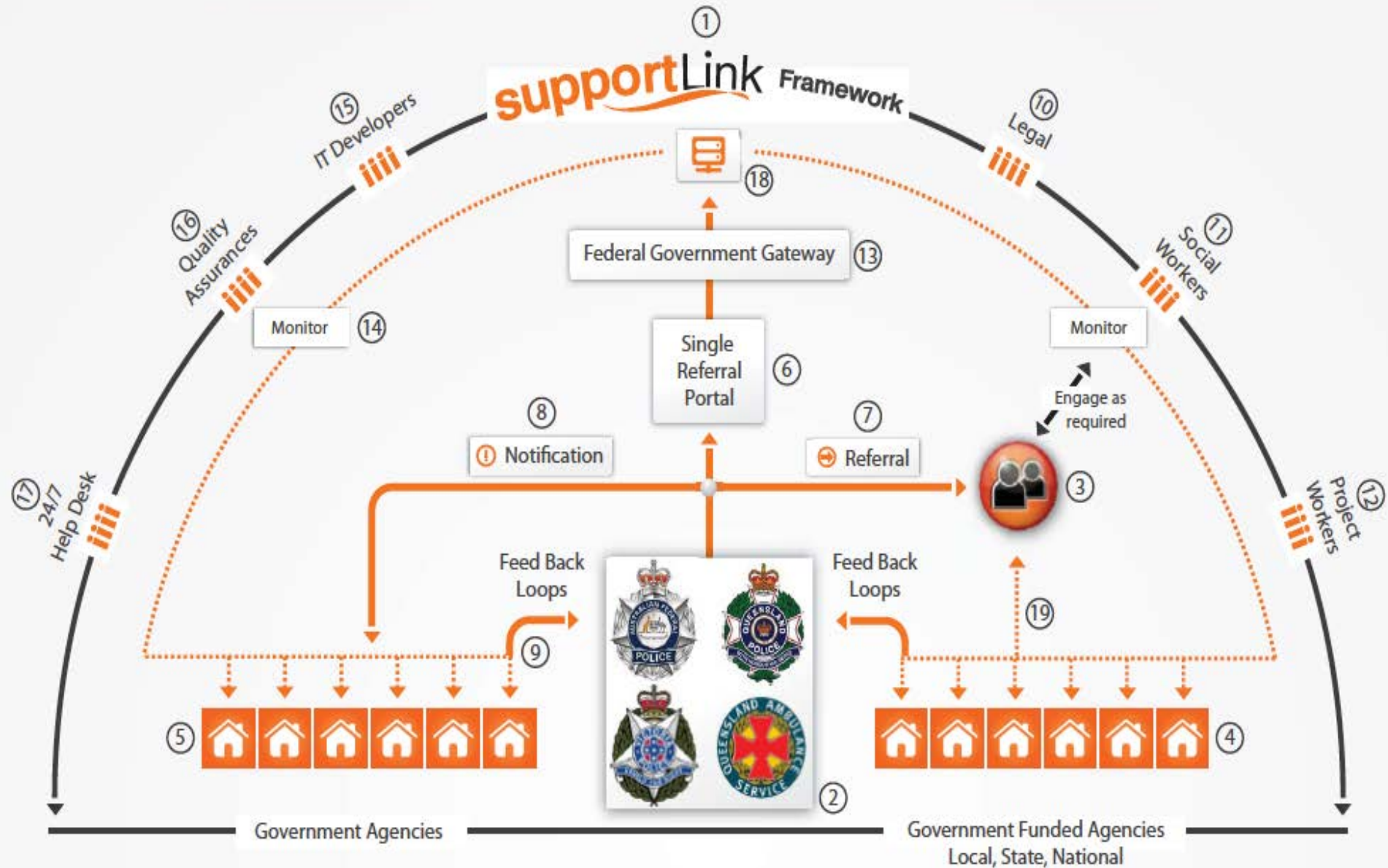
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The role of SupportLink is to:

- Establish and support formal <u>referral partnerships</u> with government and non government agencies for police.

- Provide a single referral and diversion gateway for police, agencies and government.

- Monitor and support the referral process for clients, agencies and police.

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Referral - Diversion & Notifications
Management Frame Work

① **support**Link Framework

⑮ IT Developers

⑯ Quality Assurances

⑩ Legal

⑪ Social Workers

⑱

Federal Government Gateway ⑬

Monitor ⑭

Single Referral Portal ⑥

Monitor

Engage as required

⑧ ⚠ Notification

⑦ ➲ Referral

③

⑰ 24/7 Help Desk

⑫ Project Workers

Feed Back Loops

Feed Back Loops

⑨

⑲

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② POLICE / QUEENSLAND POLICE / QUEENSLAND AMBULANCE SERVICE

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Government Agencies

Government Funded Agencies
Local, State, National

What issues can police refer for?

- Aged Support
- Drug and Alcohol
- Sudden Death
- Gambling
- Homelessness
- Support for Men
- Support for Women
- Mental Health
- Family Violence
- Parenting Support

- Road Trauma Support
- Relationship Counselling
- Crime Prevention
- Suicide Prevention
- Support for Youth
- Victim Support

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Integrated referral and diversion platform for police Services
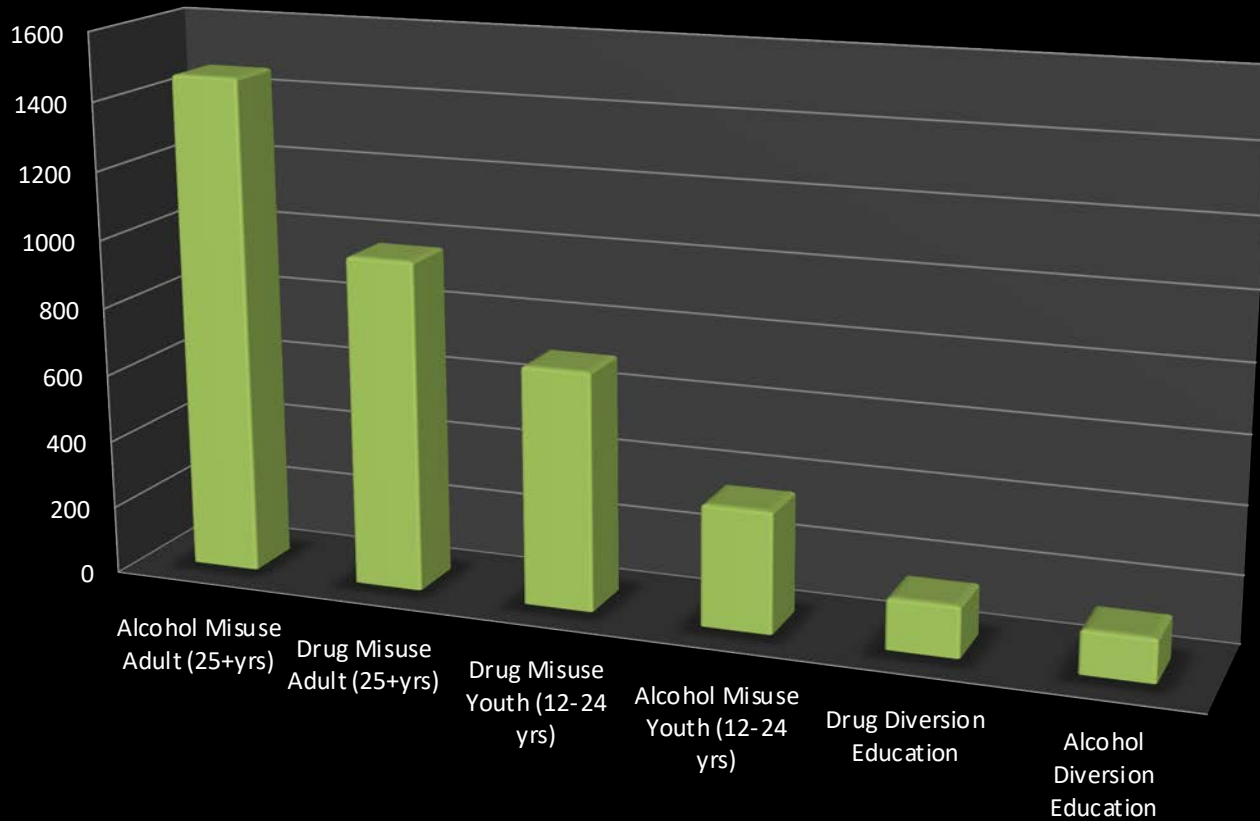

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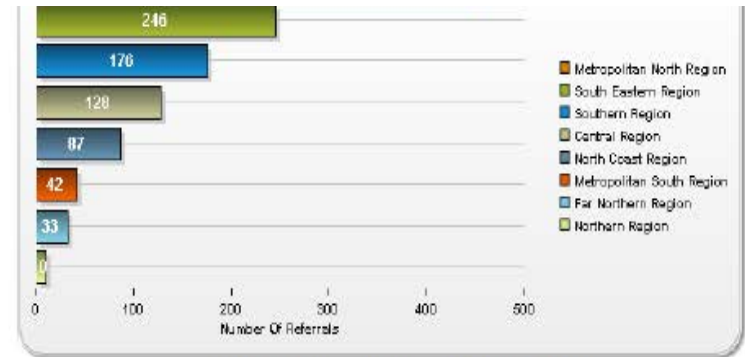# Projected volume of SupportLink referrals

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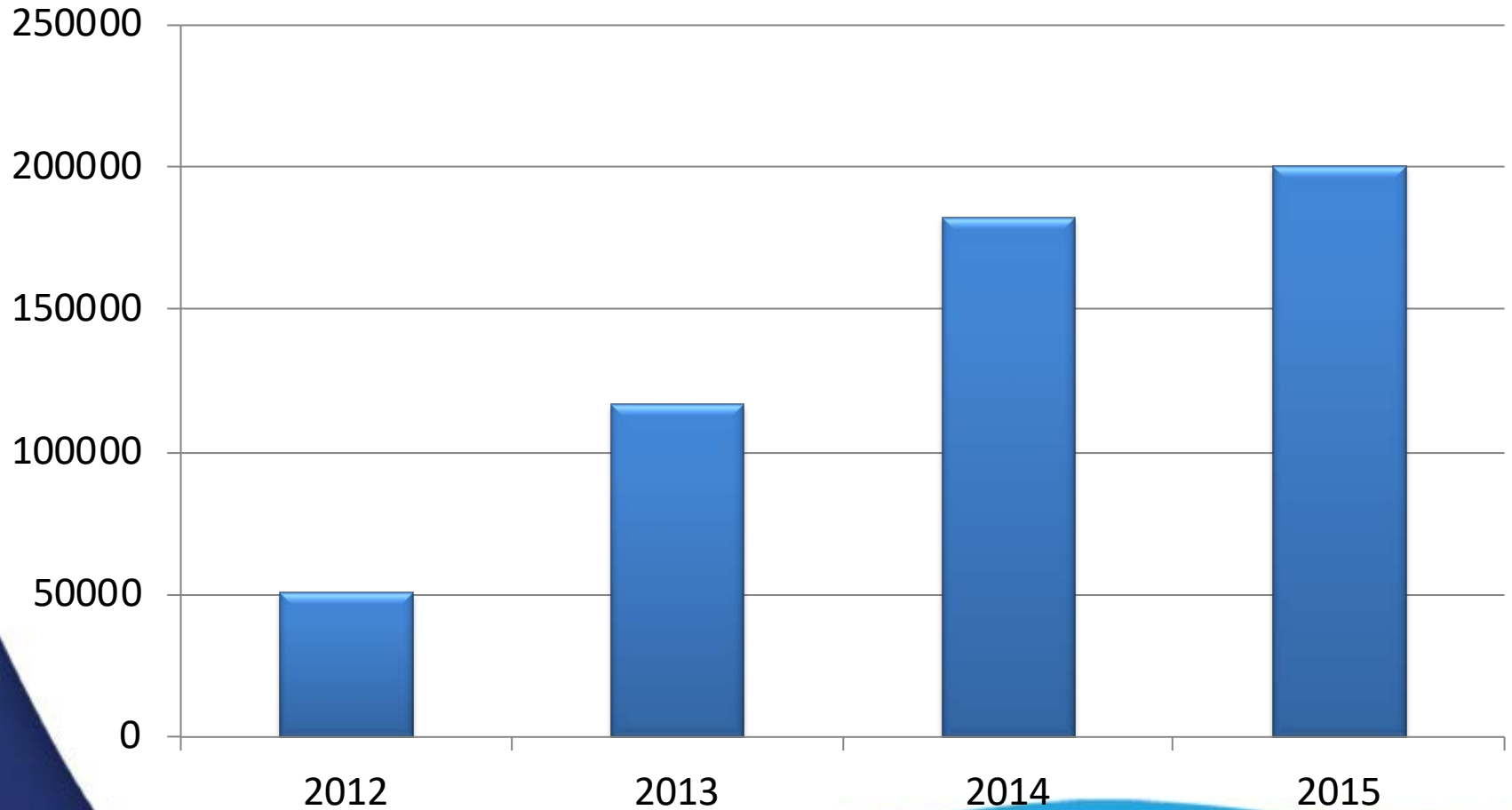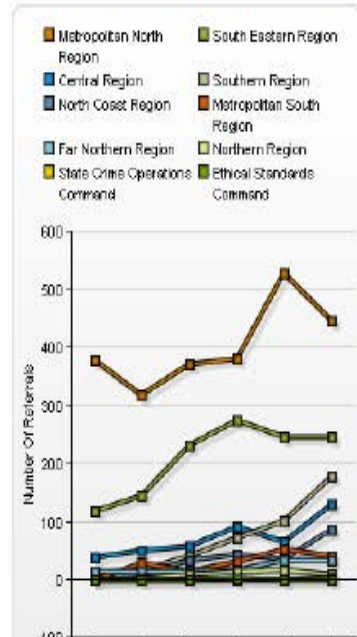
Formal and informal drug and alcohol diversions in the past 12 months

Monthly Snapshot for October 2011

Management reporting is made available to police, support agencies and government departments

Metropolitan North Region
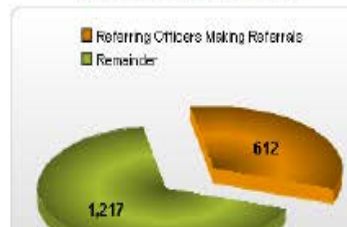South Eastern Region
Southern Region
Central Region
North Coast Region
Metropolitan South Region
Far Northern Region
Northern Region

246
176
128
87
42
33

Number Of Referrals

Comparison of Regions for Last 6 Months

Metropolitan North Region
South Eastern Region
Central Region
Southern Region
North Coast Region
Metropolitan South Region
Far Northern Region
Northern Region
State Crime Operations Command
Ethical Standards Command

Top 10 Issues

Family/Domestic Violence (female victim)
Parenting Youth (12-24 yrs) - behaviour/support/siblings/truancy
Victim Support
Family/Domestic Violence (Perpetrator -Adolescent & Female)
Security & Personal Safety (Crime Prevention)
Mental Health (Non Crisis 18+)
Parenting Youth (12-24 yrs)
Parenting (0 - 11 yrs) Parenting Support
Support for Youth family counseling
Alcohol Misuse Adult (25+yrs)

267
172
94
92
84
83
66
55
51
50

Responses to Client Evaluations of Referring Members

Did your encounter with police increase or decrease your confidence in the Police Service?

Significant increased
Increased
Stayed the same
Decreased
Significantly decreased

25
10
12
6

Do you believe that support options may reduce your need for future Police involvement?

Completely agree
Likely
Unlikely
Completely disagree

18
7
0
5

Active Referring Members

Referring Officers Making Referrals
Remainder

612
1,217

Active Partner Agencies

Partner Agencies Receiving Referrals
Remainder

41
27

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You have been authorised to report on [35 support agencies] [5 referral services] - details here ....

Automated Email Reporting Schedule
(jsmith@social.gov.au)

Report Email List

kjones@social.gov.au

Select automated email reports

- [ ] Daily
- [x] Weekly   Mon ▾
- [x] Monthly   15th ▾
- [ ] Quarterly
- [ ] Yearly

Console Modules

- ▢ Referrals Received
- [x] Non-Engagement
- [x] Demographic Snapshot
- ▢ Cultural Identity Snapshot
- ▢ Top 10 Postcodes
- ▢ Top 10 Suburbs
- [x] Issues by Cultural Identity
- [x] Issues by Client Age
- ▢ Issues by Top 5 Postcodes

Referral Snapshot

⊽ **Referrals Received**
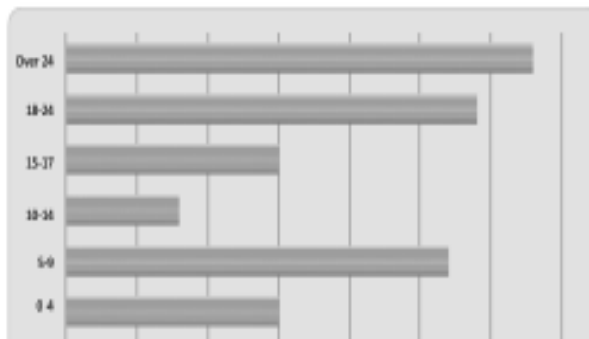Which agencies have received referrals
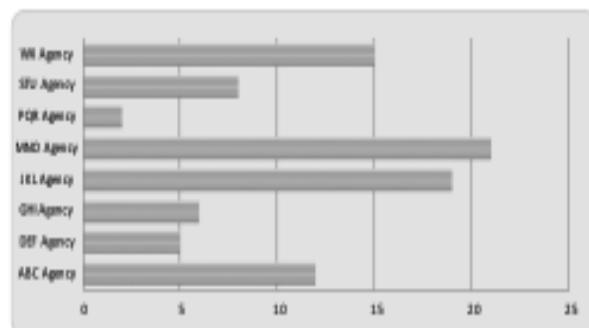
[x] Add to automated report   Run detailed report

⊳ Non-engagement summary
Breakdown of reasons why support wasn't provided

⊳ Demographic Snapshot
Location of clients across all referrals

⊳ Cultural Identity Snapshot
Client cultural identity across all referrals

⊽ **Client Age Snapshot**
Age of clients across all referrals

SNAPSHOT DATES
From

☐ / ☐ / ☐   to   ☐ / ☐ / ☐

Set

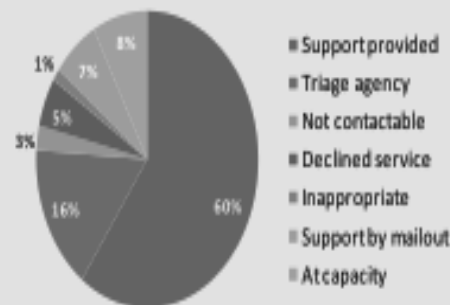**DEFAULT REPORTING PERIOD**
- ○ Month-to-date
- ◉ Last 30 days
- ○ Last full month
- ○ Last 7 days   Set

Performance and Feedback Reports

⊳ ABC Support Agency

⊳ DEF Support Agency

⊽ **GHI Support Agency**

Average Agency Response Time:	34 hours
National Benchmark:	24 hours
State Benchmark:	28 hours

- Support provided
- Triage agency
- Not contactable
- Declined service
- Inappropriate
- Support by mailout
- At capacity

52467: *Very helpful and easy to talk to. Took the time to understand what I was going through and were very flexible in arranging appointments.*

51877: *At times I felt I was being judged, but I was very sensitive at the time and they were always very polite. They even understood when I said I wanted to meet with someone other the person who first looked after me.*

49861: *The man I talked to was very distracted and I don't think he was really listening. I only went to see them one time and decided I didn't like it very much.*

*"In a perfect re design of our social support system, Police and the social support sector would be natural partners in the delivery of **proactive** early intervention"*

Why is active referral making (by police) and proactive agency contact with the client so important?

"Because vulnerable persons and groups are less likely to self navigate into the social support system and benefit from an assisted process"

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"I am the District Crime Prevention coordinator in (rural town) and I wanted to provide you with some feedback which I received yesterday. In recent months we have been experiencing a number of young people involved in glue sniffing in the (rural town) community, one of the strategies we identified for police to try and address this problem was to obtain consent and forward the information to support link. I was in a meeting yesterday with a number of local youth support organisations. A representative from one of the organisations stated that they have been able to work with young people at risk who have been involved in glue sniffing as a result of Support link referrals.   I was really pleased to hear this and it demonstrated to me that the process is working. I have provided this feedback to the operational police at (rural town)."

Having established SupportLink into 3 State Police Services and developing over 300 formal partners with Government and Non Government agencies there are 4 new program principles that we have learnt for agencies and 2 for Police.

1. Any new support service partnership should compliment the strategic business and plans of Police .
2. Police (generally) do not fund external initiatives.
3. New Programs initiatives should target the existing work processes of Police operations, be scalable and deliver a cost benefit.
4. You need a champion within Police.

For Police

1. Agencies are a great resource to compliment effective community policing including third party policing.
2. Develop a stable and senior position to build, maintain and maximise the benefits of external partnerships.

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"If you stand up and be counted, from time to time you may get yourself knocked down. But remember this: A person flattened by an opponent can get up again. A person flattened by conformity stays down for good."
— Thomas J. Watson, Jr.

Thomas John Watson, Jr. (January 14, 1914 – December 31, 1993) was an American businessman, political figure, and philanthropist. He was the 2nd president of IBM (1952–1971), the 11th national president of the Boy Scouts of America (1964–1968), and the 16th United States Ambassador to the Soviet Union (1979–1981). He received many honors during his lifetime, including being awarded the Presidential Medal of Freedom by Lyndon B. Johnson in 1964. Watson was one of "100 most influential people of the 20th century".

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