



VICTORIA POLICE

Crime prevention through police referral and early intervention: Victoria Police's trial of SupportLink.

AIC Crime Prevention and Communities Conference
5 June 2012





Project origins

- Victoria Police recognises the importance of early intervention and social support for persons who come in contact with police as one approach to crime prevention
- Victoria Police sought an efficient, accountable and user-friendly referral system to assist police members in referring persons in need to appropriate support agencies
- SupportLink was identified as a system that could potentially meet police requirements for a 'one-shop' referral system.

General Support Referral

Step 1 of 3

Use this form to submit a referral to SupportLink for assessment and support coordination.

1. Identify your details

Referred by:

(Police, Victoria) - vicpolice@police.vic.gov.au

OR

Choose by Badge No/VP No

Station/Section:*

Glen Eira Highway Patrol

Remember

LEAP/LINK No:

Date/s of Offence/Police Contact:

Second date only required if the exact date and time of the offence or police contact cannot be specified

Offence committed or police contact occurred on or between:

(Date/Time)

and

(Date/Time)

2. Is this an emergency referral?

SupportLink referrals are not to be made for emergency situations. Please ensure emergency procedures and protocols are followed in the event of an emergency.


3. Choose the reason/s for the referral

+ Alcohol/Drug/Substance Misuse (Adult):

+ Alcohol/Drug/Substance Misuse (Young Person 10 - 17):

+ Crime Prevention (Information Mailed):

Client's details and preferences

Title:	<input type="text"/>
First Name:*	<input type="text"/>
SURNAME:*	<input type="text"/>
Street Address:*	<input type="text"/> <input type="text"/>
Suburb/State/Postcode:* Either enter suburb, state and postcode	<input type="text"/> <input type="text"/> VIC <input type="text"/>
Daytime Contact Number: ! Please check this number carefully - this number is only required if a mobile phone number is not available	<input type="text"/>
Client's Mobile Phone Number:! Used for SMS (confirmation sms) as well as phone contact - please provide this number if available.	<input type="text"/>
Email address: For notification of referral	<input type="text"/>
Gender:*	<input type="text" value="Select"/>
Approximate age of person (of focus) being referred:* (Where a youth/adolescent is the focus of the referral place the age of the youth)	<input type="text" value="Select client's approximate age range"/>
Date of Birth:*	<input type="text"/>  (dd/mm/yyyy)
Does the client wish to be identified as being of Aboriginal and/or Torres Strait Islander (TSI) origin:*	<input type="text" value="Is the client of Aboriginal and/or Torres Strait Islander (TSI) c"/>
Additional Cultural/Accessibility Considerations: (eg Cultural, Disability, Interpreter Required)	<input type="text"/>
Is the client under 18 years of age?:*	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="checkbox"/> The guardian responsible for the client has given consent for the referral.
Guardian's Name:*	<input type="text"/>
Guardian's Contact Phone Numbers:*	<input type="text"/>

City v Rural



1. Melbourne, Swan Hill and Mildura LGA'S
2. Kingston and Glen Eira LGA'S – (PACT)
3. Expansion - 01 October 2012



Trial commenced 25 October 2010



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- 24 Issues, currently not Family Violence

Region	No. Referrals
North West Metro	3942
Western	2049
Southern	1392
Eastern	418
Operations Support	62
Total	7863

- First Month 127 members made 242 referrals
- To Date 1762 members made 7863 referrals

So Far



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Issues

%

1. Victim	32
2. Youth	16
3. Mental Health	11
4. Alcohol (Adult)	7
5. Crime Prevention	7
6. Support for Men	5
7. Parenting	4
8. Homelessness	4
9. Coroners Support	3
10. Drug (Adult)	3

Outcome

%

1. Contacted	59
2. Contacted by mail	16
3. Declined support	12
4. Manually to another agency	1

Governance



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- Victoria Police Steering Committee on Police Service Sector Partnerships
- Stakeholder Reference Group

Project Implementation Learnings



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- Cultural Change
- Feedback Loop
- Stakeholder Relationship Management
- Support Sector Capacity
- Full v Limited Service
- Accountable/Management System – build accountability into process



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Evaluation

Independently conducted by Deloitte on behalf of
Victoria Police

Funded by a Victorian Law Enforcement Drug Fund
(VLEDF) Grant

Final report due mid June



Evaluation aims

To determine the impact of SupportLink on:

- The number and type of referrals made by police
- Police customer service
- Police productivity
- Access to /use of support services by persons in need
- Recidivism

To map the referral process with and without SupportLink.



Methods

Lit/envt scan: Other jurisdictions, support agencies

People: Interviews (police = 7, agencies = 6)
Focus groups (police = 1, agencies = 1)
Online survey (police = 585)

Data: SupportLink, LEAP

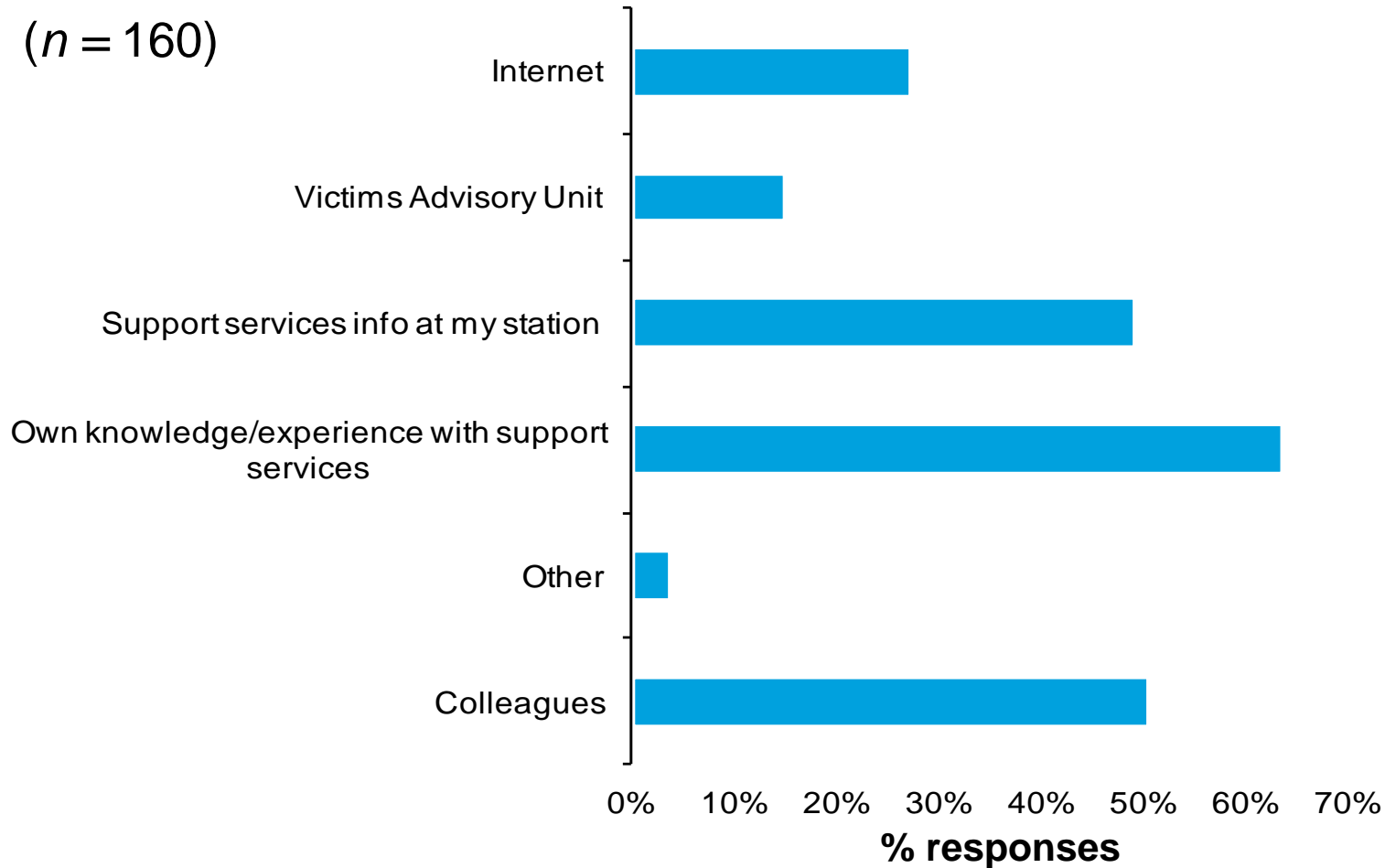
Results: Referral process



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How did police find out about support agencies pre-trial?

(*n* = 160)

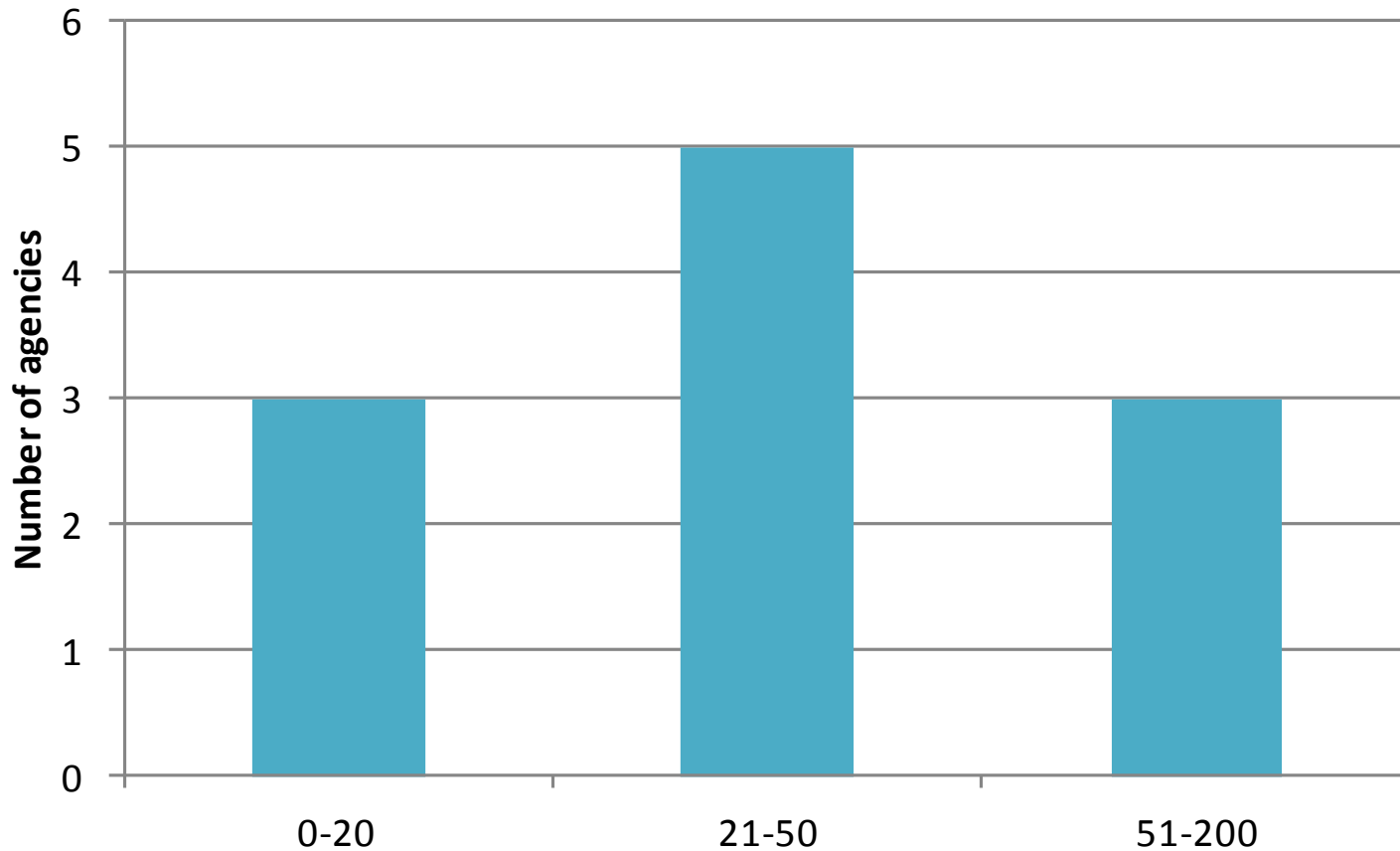


Results: Police referral activity



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Agencies' estimate of additional referrals per month via SupportLink ($n = 12$)



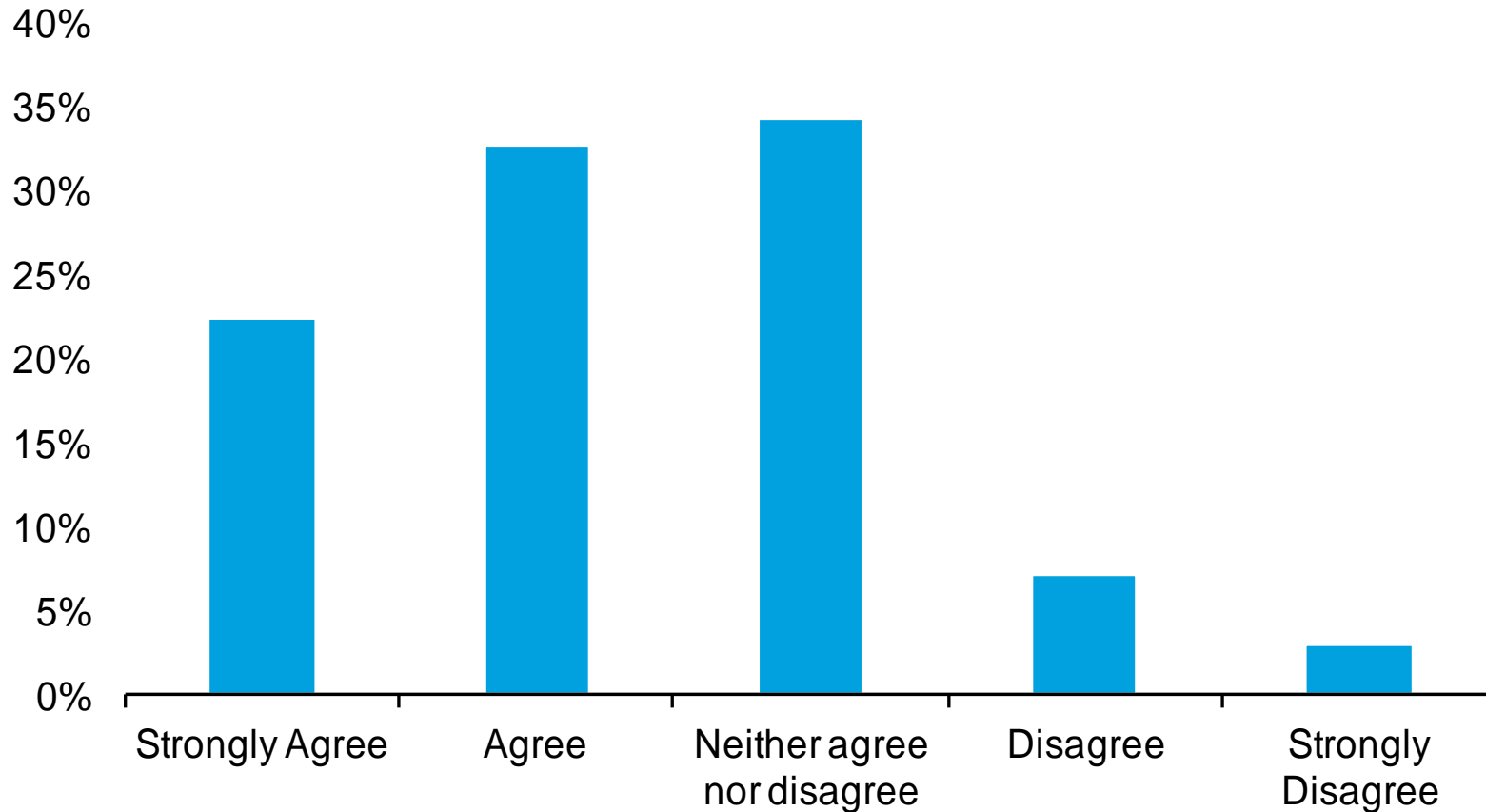
Results: Police productivity



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Did police workload decrease during the trial ($n = 195$)?

% respondents

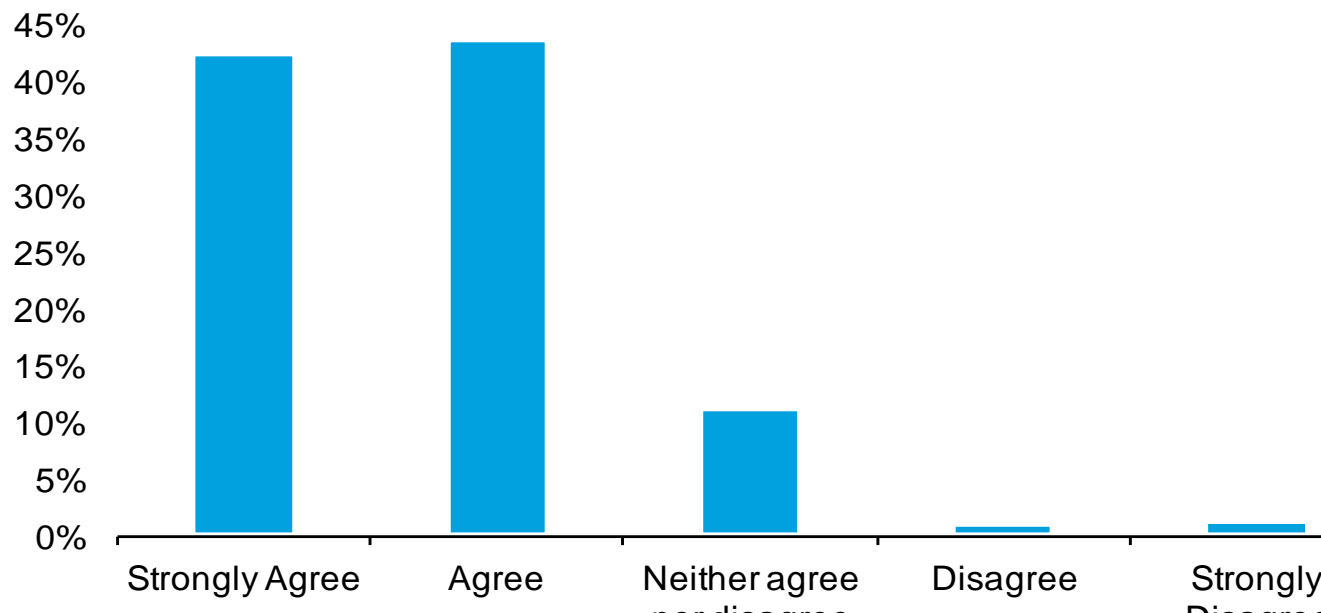


Results: Satisfaction with the system

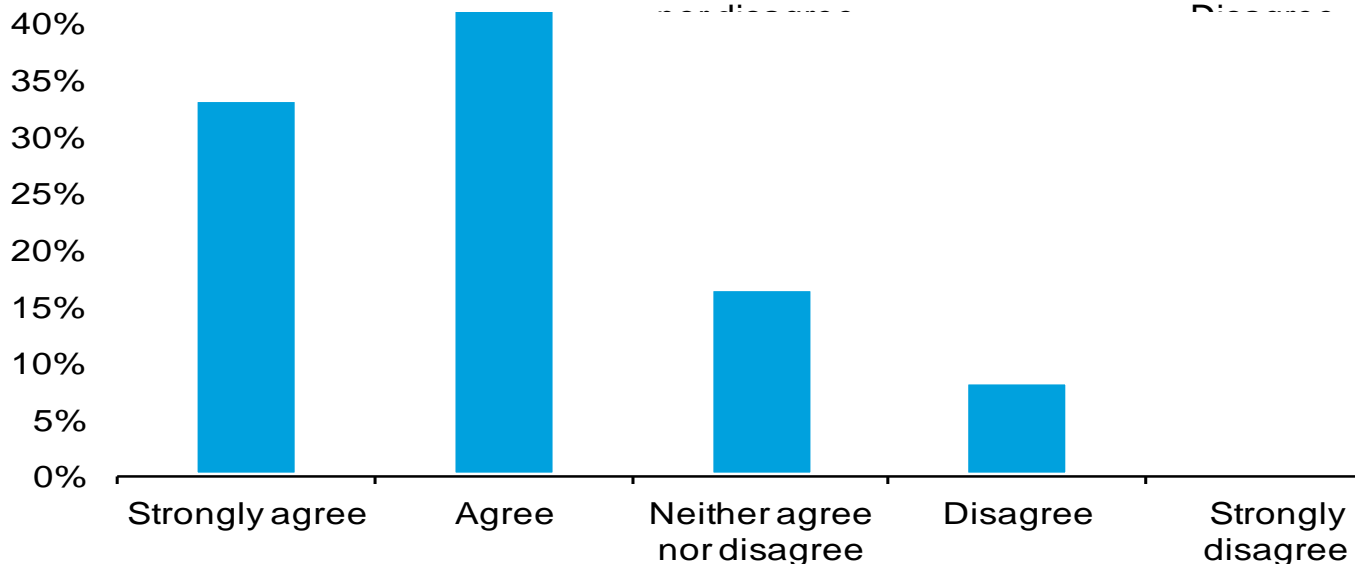


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Proportion of police who are satisfied with SupportLink ($n = 195$)



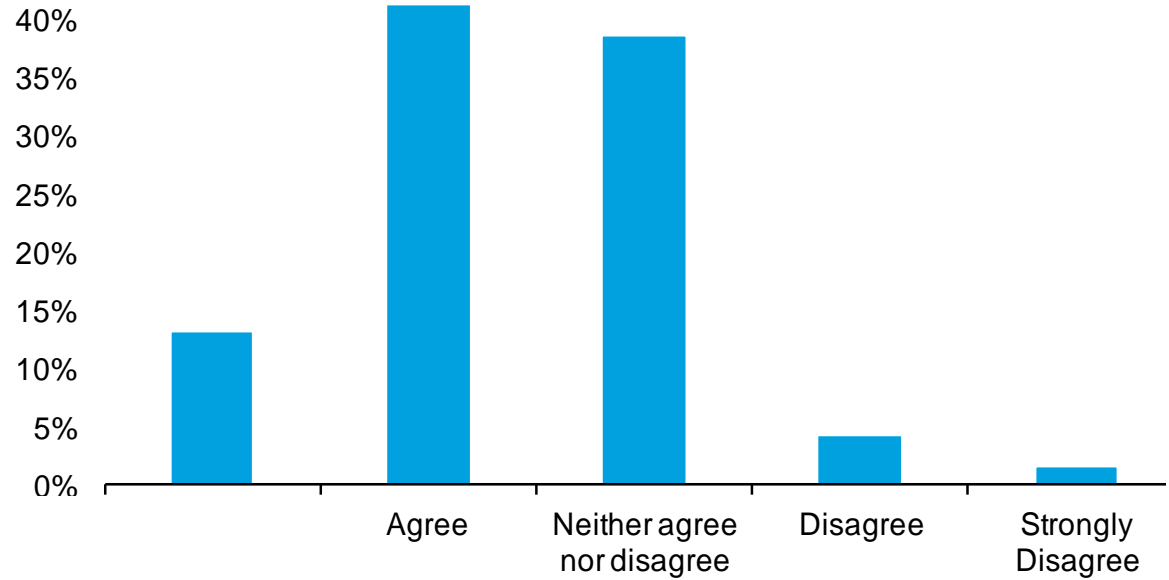
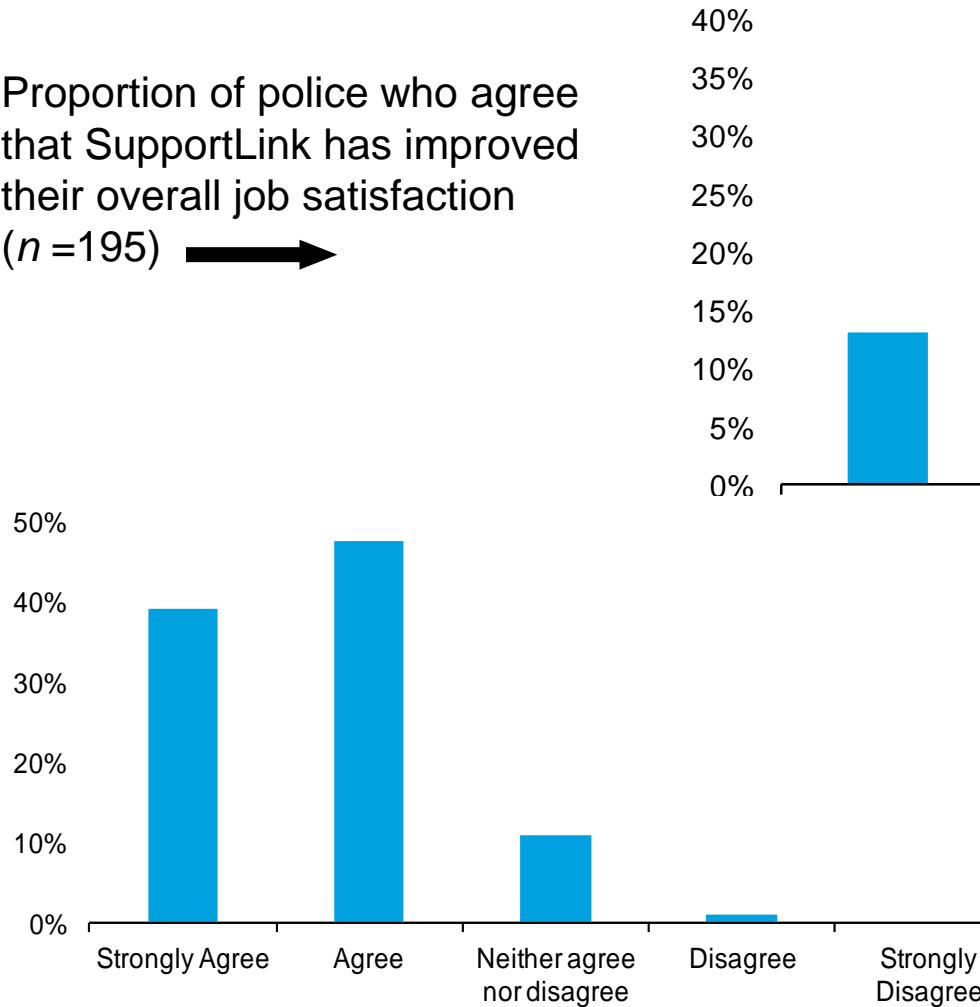
Proportion of agencies satisfied with SupportLink ($n = 12$)



Results: Culture and service



Proportion of police who agree that SupportLink has improved their overall job satisfaction ($n=195$) →



Proportion of police who agreed that SupportLink had improved their customer service ($n=195$) ←



Results: Recidivism



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- For 200 referred persons:
- The number of criminal incidents in the 12 months prior to referral was compared to the number 12 months post referral
- Fewer incidents occurred following referral (183 *cf* 143)
- Further follow-up analysis required.

Learnings from evaluation



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- Increased number and type of referrals made by police
- Reduction in police time spent making referrals
- Widely experienced as user-friendly and efficient system
- Possible effect on recidivism
- Need for more agencies and agency types to receive referrals

Future Direction



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- Financing – Beyond Trial
- State wide roll out
- Centralised coordination
- Increased engagement with local/state and national support agencies
- Whole of Government approach

Contact details



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