

Victoria Police e-Referral program (VPeR)

SERVICE EVALUATION

A community referral service provided by Victoria Police

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Background

- Police are often the front-line agency with vulnerable populations
- E-referrals allows them to connect at risk community members to external support
- Window of opportunity: provides a referral link for individuals who may not otherwise seek support



What is VPeR?

- VPeR is part of Victoria Police *Future Directions for Victim-Centric Policing* – a policy document that sets a vision for Victoria Police to reduce victimisation and improve service delivery (1)
- Aims to increase number of referrals for victims and those in need of support
- VPeR referrals are consent based for non-crisis incidents
- Referral categories include victim support, financial counselling, AOD
- AOD-related issues referred to Turning Point for assessment, telephone counselling, or referral to a face-to-face AOD service, as appropriate

(1) Victoria Police - https://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=111511

Service evaluation

- Part of a larger service evaluation undertaken for DHHS
- July 2013 - June 2018 (VPeR from July 2015)
- Trends in referral over time
- Reason for referral
- Client characteristics
- Referral outcomes
- Provide recommendations

**Service Evaluation Report
August 2018**

DirectLine
1800 ICE ADVICE
VPeR
DDAL
Ready-2-Change

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 **MONASH** University

Overall trends

- Between July 2015 and June 2018, Victoria Police provided **12,301** AOD e-referrals at the point of an incident

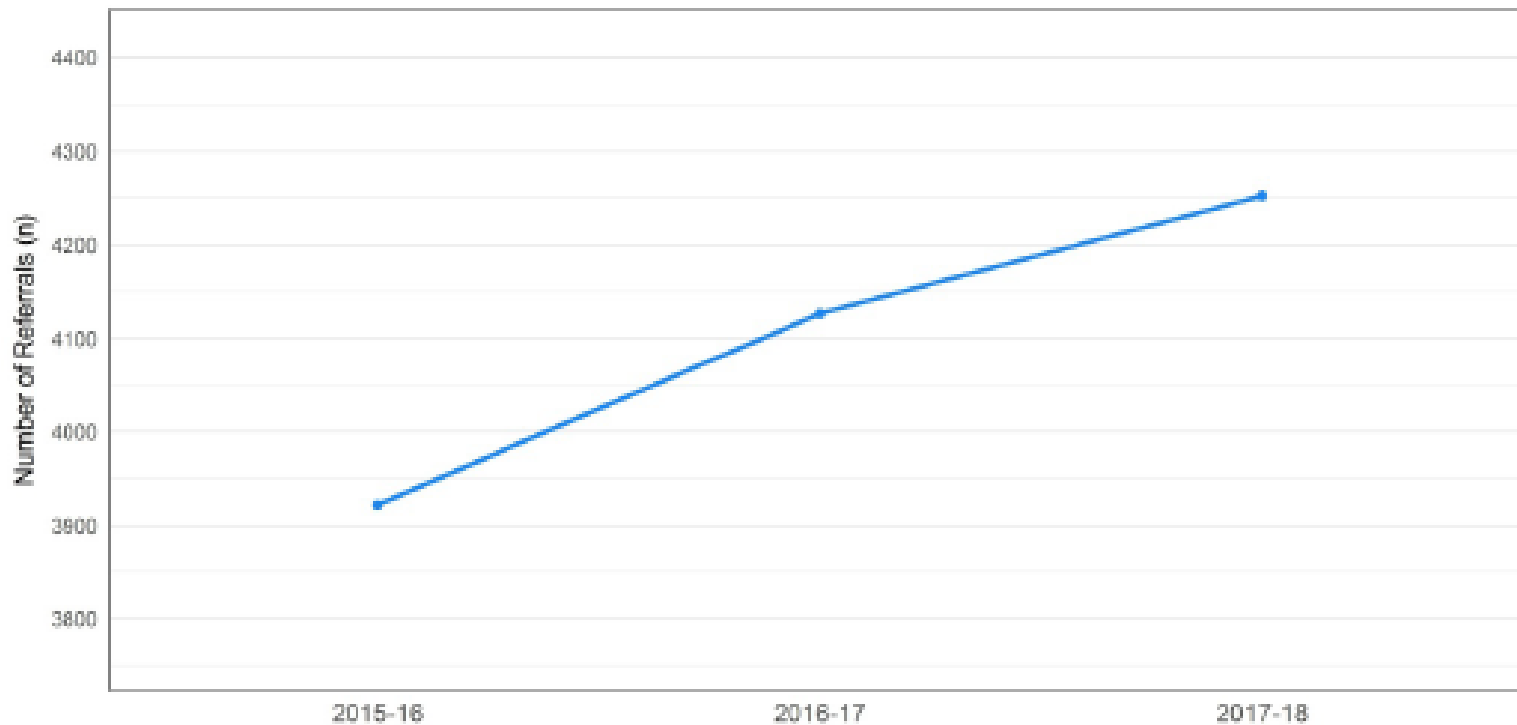
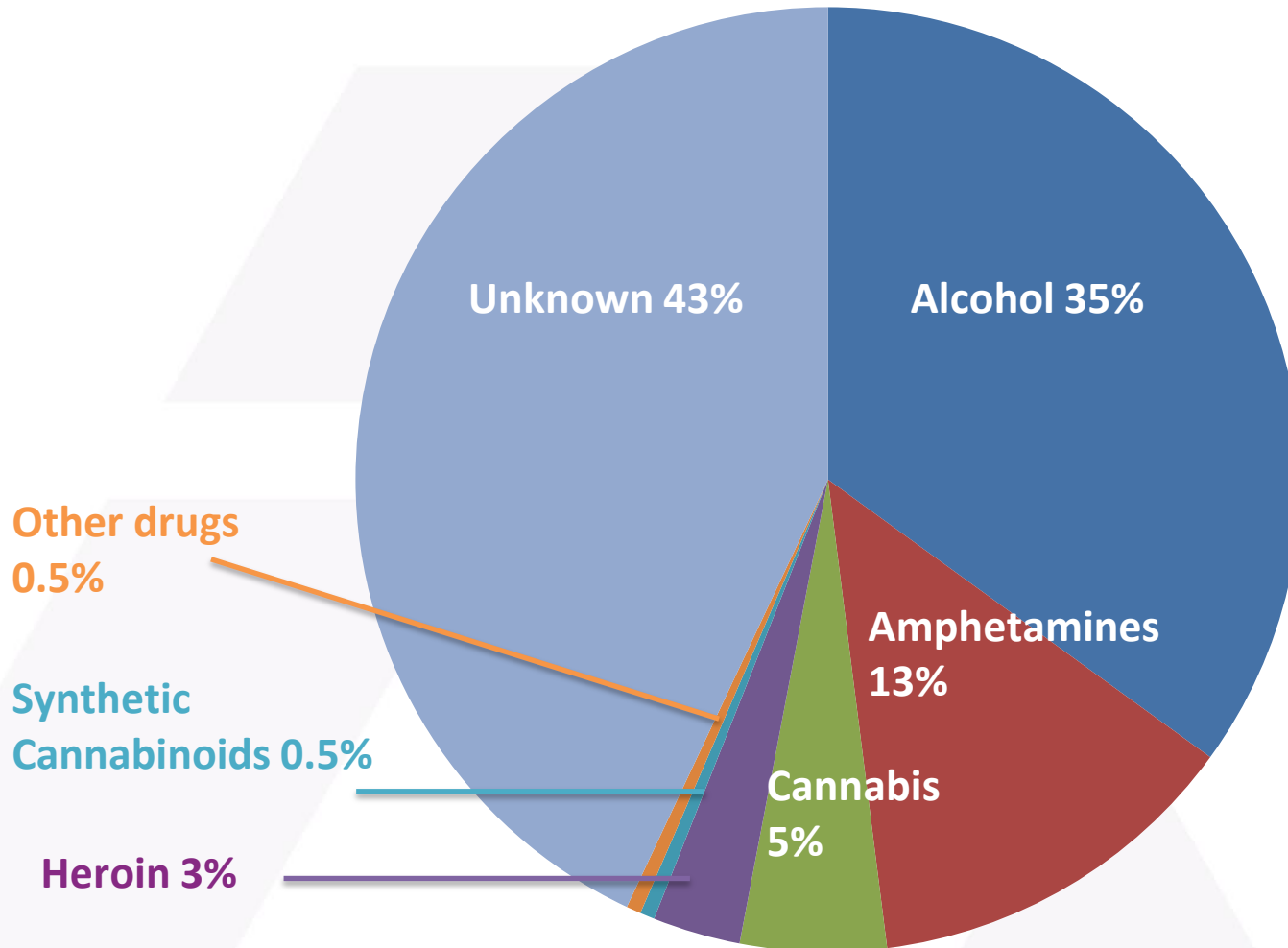


Figure 1. Number of referrals by fiscal year

Reason for referral



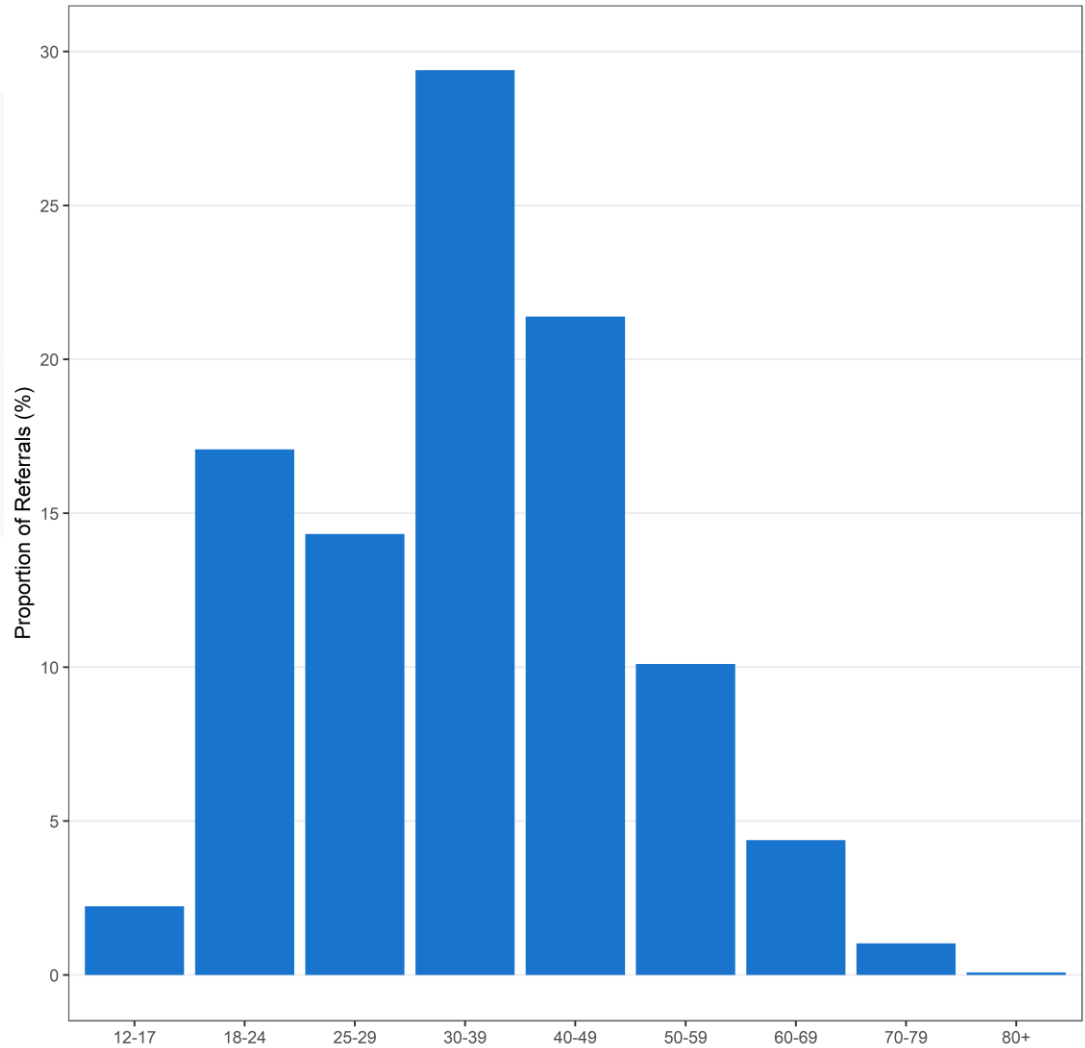
Age range of clients



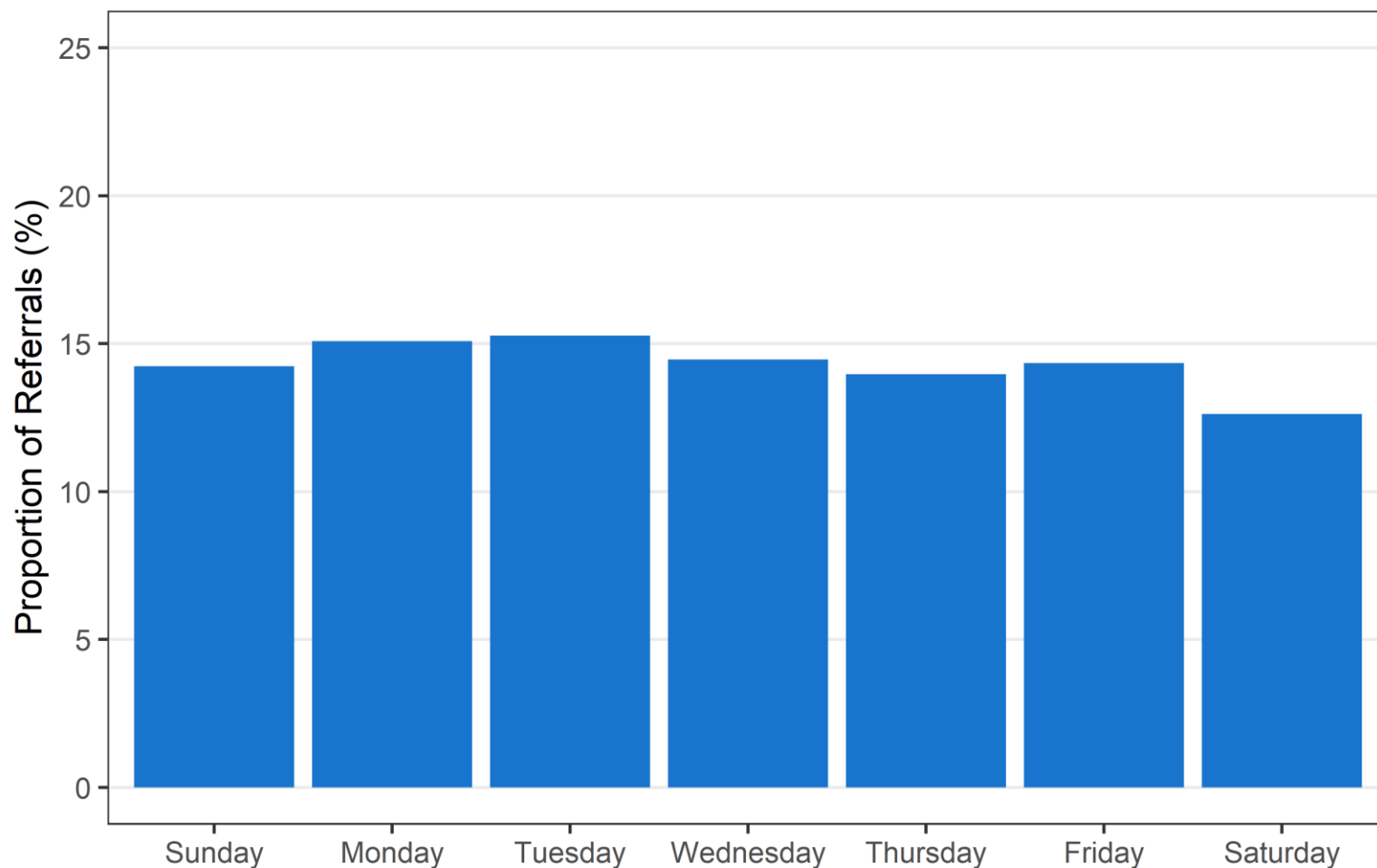
64%



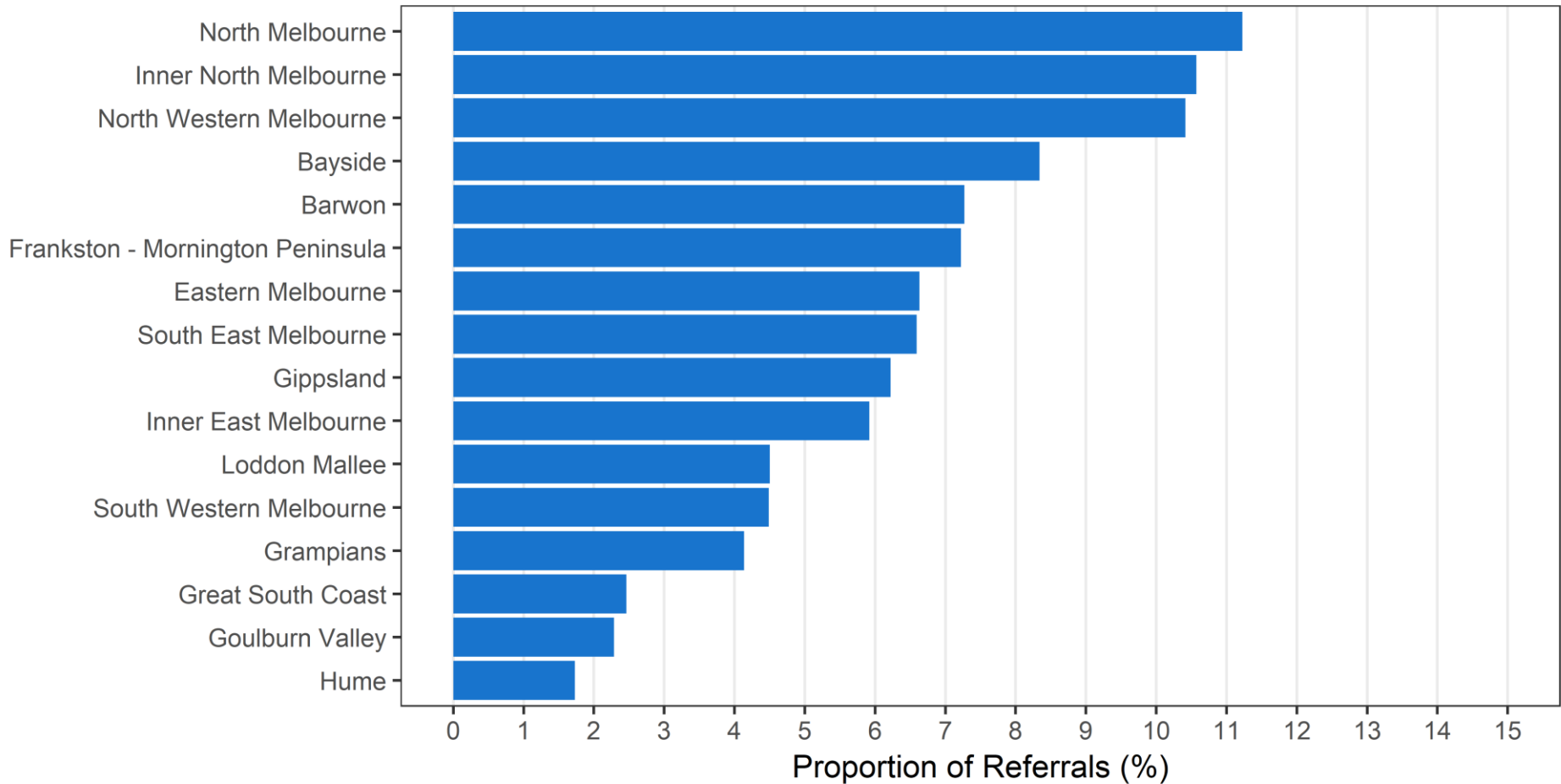
36%



Referrals by day of the week



Referrals by catchment



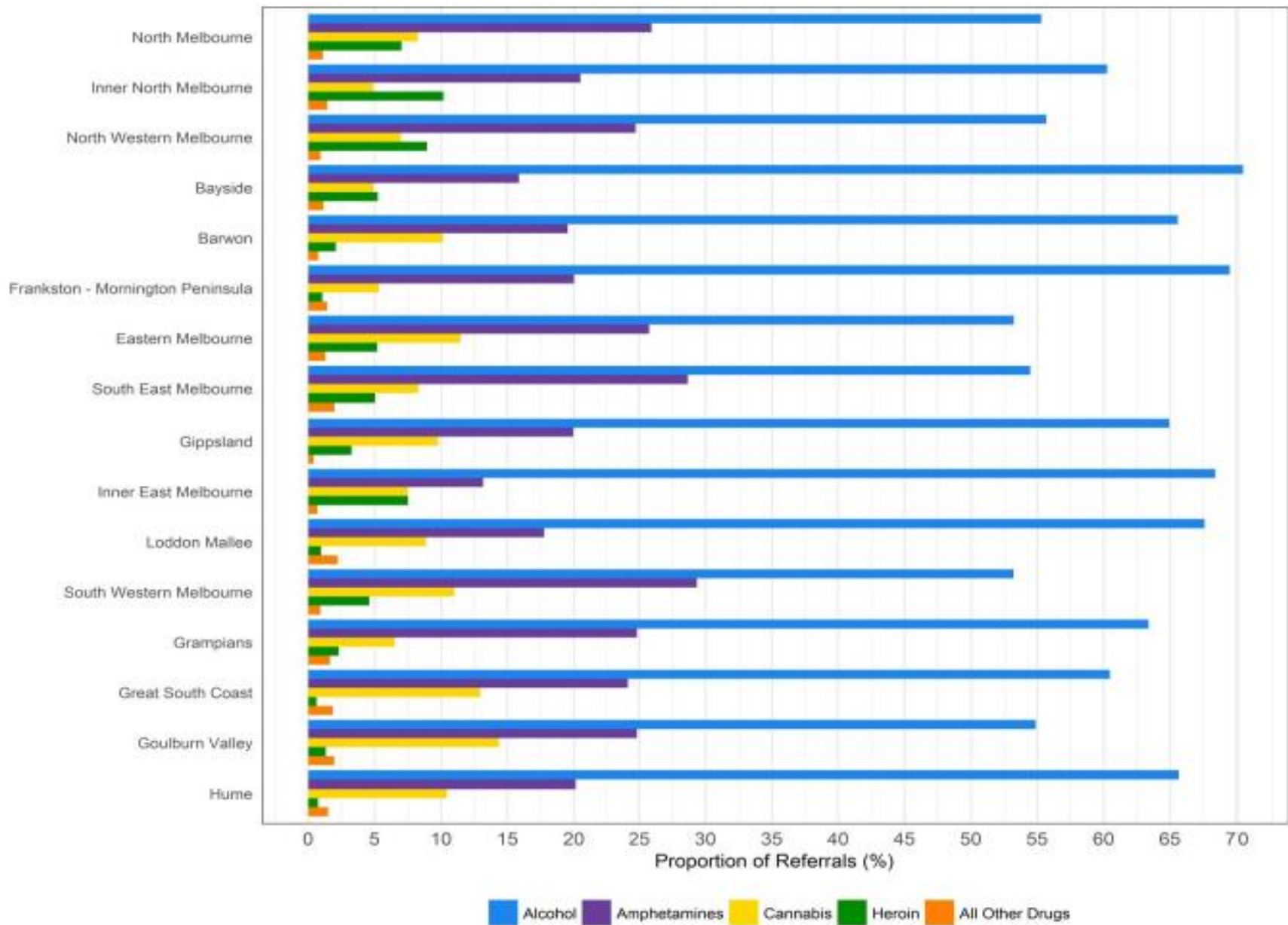


Figure 18. Proportion of referrals by drug, for catchment

VPeR referral outcomes

- Of 12,301 AOD e-referrals made by Victoria Police, **2,920 (24%)** resulted in successful engagement with Turning Point
- Avenue for support that may not have otherwise existed
- High rate of police uptake of this AOD e-referral system

Recommendations

- Better understanding of **who** is referred for AOD support
 - Survey a sample of individuals who have participated in AOD e-referral
 - Understand their circumstances, needs, and the impact of referral on outcomes
- Identify factors to further increase successful engagement with this program

Thank you.

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