



Domestic and Family Violence and Vulnerable Persons Unit

Capability Maturity Model

The Queensland Police Service (QPS) defines capability as a collection of resources to deliver a desired effect. This capability maturity model document has been prepared to assist Districts to reflect on and benchmark current Domestic and Family Violence and Vulnerable Persons Unit (DFVVPU) capability. The document should be read in conjunction with the Domestic, Family Violence and Vulnerable Persons Capability Framework (the Framework) which describes the desired capability elements (principles, functions, resourcing, organisation and operation) of the Units.

By understanding the current DFVVPU capability in each District, leadership teams will have improved visibility of where police personnel are best placed to enhance responses to domestic and family violence (DFV), mental health (MH) and vulnerable community members. In this regard, local service delivery demands, and community needs will need to be considered.

Once Districts have conducted an assessment using this maturity model, the insights will inform discussions between each District and the Domestic, Family Violence and Vulnerable Persons Command about the level of maturity of each DFVVPU's capability and their ongoing (or initial) development.

Levels of maturity

There are four levels of maturity which indicate increasing District DFVVPU capability.

Level 4 Operational and Integrated

- DFVVPU is fully resourced and embedded in the District with all capability elements described in the Framework implemented and operational

Level 3 Developing

- DFVVPU has been established and is performing most functions however further investment or development is required to fully implement and/or operationalise all capability elements within the District

Level 2 Initiated

- Capability elements of a DFVVPU are in the process of being established, some functions are being performed using current resourcing and structures

Level 1 Limited

- There is little or no DFVVPU or capability elements present or functioning in the District

Maturity Matrix

Statements are not to be applied as an exact checklist but provide the types of resourcing or functionality that exist at that level.

	1. Limited	2. Initiated	3. Developing	4. Integrated
<u>Respond</u> First response DFV policing responses	<ul style="list-style-type: none"> • Training delivery to frontline officers in the District is limited to mandatory requirements • Monitoring of DFV entries in QPRIME is limited to divisional or establishment level (OIC) compliance checks • Limited or no access to specialist advice/support 	<ul style="list-style-type: none"> • Additional training is provided within limited capacity of current DFV specialists, i.e. FYCs and in support of mandatory training • QPRIME DFV entries are being monitored for compliance with some quality assurance processes being applied within current resourcing capacity • Advice and support provided informally 	<ul style="list-style-type: none"> • District DFV and MH specialists are delivering training to a broader group of police personnel, beyond mandatory training • District DFV and MH specialists are conducting regular reviews of QPRIME occurrences to ensure quality and compliant policing response within current capacity • District has established mechanisms to obtain specialist DFV and MH advice and support 	<ul style="list-style-type: none"> • Annual training is planned and delivered by internal and external specialists with an appreciation of a range of vulnerabilities, including DFV, MH, disability, LGBTIQ+, to all police personnel • 100% of DFV and high-risk MH occurrences are being reviewed by District specialists to ensure quality and compliant policing responses in the District¹ • All police personnel have access to, and readily utilise, specialist DFV and MH advice and support
<u>Investigate</u> Investigative responses and prosecution/court services	<ul style="list-style-type: none"> • Some DFV related criminal offences are recorded in QPRIME • Investigative resources are not engaged in the investigation of complex or 	<ul style="list-style-type: none"> • Most DFV related criminal offences are recorded in QPRIME • Investigative resources are consulted and engaged in complex and/or protracted DFV related criminal 	<ul style="list-style-type: none"> • All DFV related criminal offences are recorded in QPRIME • Investigative resources are readily available to provide advice and support to first responders, with a view to 	<ul style="list-style-type: none"> • All DFV related criminal offences are recorded in QPRIME • Investigators are embedded alongside DFV specialists and undertake all complex and

¹ Please note a Quality Assurance Framework is currently being developed which will influence the indicators associated with compliance and quality assurance.

Attachment B

	<p>protracted DFV related criminal offending</p> <ul style="list-style-type: none"> • Responsibility for DFV related criminal investigations sits with first response • No additional DFV related training is provided to prosecutors and/or there is limited or no consistency in prosecution services delivered for DFV related matters • Court support for victim-survivors of DFV not available 	<p>investigations in an ad hoc manner with no formal arrangements in place</p> <ul style="list-style-type: none"> • Prosecution services are somewhat consistent in DFV related matters • Court support is available at times 	<p>ensuring a thorough response to DFV related criminal offending</p> <ul style="list-style-type: none"> • Investigators are conducting some, more complex and/or protracted, DFV related criminal investigations • Prosecutors have not received any specialist training in DFV however efforts are made to ensure consistency in representation • District responds to deficiencies in police and prosecution responses identified through the Prosecution Review Committee process. • Court support is available 	<p>protracted DFV related investigations</p> <ul style="list-style-type: none"> • Investigators actively participate in the delivery of resources, tools and training related to DFV related criminal offending • Specialist prosecutors, with a higher level of understanding of the underlying dynamics and complexities of DFV related criminal offending, prosecute DFV related matters • District MH specialists provide support to persons suffering mental health crisis through judicial processes by engaging with specialised MH services • District proactively initiates improvements to practice based on identified deficiencies in police and prosecution responses. • Arrangements are in place for specialist court support to vulnerable members of the community
<p><u>Disrupt</u> Focused intelligence-led</p>	<ul style="list-style-type: none"> • Focussed deterrence strategies not undertaken in the District 	<ul style="list-style-type: none"> • District participates in strategies led by the State DFV&VP Unit (i.e. Operation Sierra Alessa and Operation Tango Alessa) 	<ul style="list-style-type: none"> • District self-initiates focussed deterrence led strategies • District utilises High Risk/High Harm Dashboard to track and manage perpetrators 	<ul style="list-style-type: none"> • Focussed deterrence strategies to proactively engage and disrupt the behaviours of high risk/high harm and recidivist DFV perpetrators are scheduled

Attachment B

<p>deterrence² and prosecution</p>		<ul style="list-style-type: none"> District has implemented informal strategies to focus on recidivist perpetrators 		<p>as part of Operational Planning</p> <ul style="list-style-type: none"> Focussed deterrence led strategies are managed by embedded investigators District utilises High Risk/High Harm Dashboard to track and manage perpetrators Staff are readily rostered to participate in deterrence strategies Internal intelligence capability actively engaged and provided additional training to enhance understanding of DFV
<p><u>Prevent</u> Multi-agency case management</p>	<ul style="list-style-type: none"> Repeat calls for service are being identified and reported to relevant OICs Some case management principles are being applied to DFV related repeat calls 	<ul style="list-style-type: none"> Repeat calls for service are identified, reported to OICs and case management activities are being undertaken to support vulnerable community members DFV specialists have developed contacts with external agencies for referral Multi-agency case management is limited 	<ul style="list-style-type: none"> District DFV and MH specialists are undertaking case management of vulnerable community members within current capacity and with engagement of external stakeholders, beyond repeat calls for service DFV and MH specialists engage with external stakeholders regularly Local-place based initiatives are being trialled and implemented, where successful 	<ul style="list-style-type: none"> Relevant and legislatively supported information is being shared/received across agencies Referral numbers into case management processes by police personnel is high Multi-agency case management is correctly identifying the needs of individuals and coordinating their immediate and short-term connection with adequate, accessible, and appropriate support and interventions in a timely

² Focused deterrence strategies direct police attention to those higher risk cases where additional oversight can achieve further benefits such as reducing the likelihood of ongoing and future offending.

Attachment B

				<p>manner to reduce the current risk of harm and prevent additional risks from occurring</p> <ul style="list-style-type: none">• Agencies are co-located (whether that be in a police or sector establishment)• Local place-based initiatives are being trialled and implemented, where successful
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