

Queensland Police Service Support Services

Internal Support Options for Members:

- *Employee Wellbeing (23 Human Services Officers positions):* Network of Senior Psychologists / Senior Social Workers that provide localised, psychological support across the State to current members either as an early intervention or to provide reactive support.
- *Chaplaincy:* Network of local Chaplains 8 fulltime chaplains. 13 part-time and 15 volunteer chaplains that provide psychological and spiritual support and pastoral care to current and former members and their families across the State. 8 fulltime chaplains. 13 part-time and 15 volunteer chaplains.
- *Psych Health Screen:* explained below in detail.
- *selfrefer Program (soon to be released):* The selfrefer Program allows for all current members to anonymously access external psychological support through a network of first-responder experienced Providers, with 6-sessions paid for by the QPS. The Program will be released in the coming months, with currently over 60-providers across the State committed to providing expediated, confidential services to our members.
- *Peer Support Officers:* Internal members of the Queensland Police Service who volunteer their time to provide support to their peers experience a range of issues and often facilitate members accessing internal or external psychological support. 748 currently registered.

External Support Options for Members:

- *1800-ASSIST:* A strictly confidential, short-term, telephone counselling service available to all current and former members and their families, paid for by the QPS.
- *Early Intervention Treatment Program (EITP):* External psychological support and counselling for current members paid for by the QPS through either an HSO or Injury Management Advisor for 3-6 sessions.
- *1800-4QPS-DFV:* A confidential, short-term counselling service available to all current and former members and their families, paid for by the QPS, specific to Domestic Violence Support for members.
- *1800-Speak-Safe:* Confidential short-term counselling available to all current and former members who have experienced negative workplace behaviours, paid for by the QPS.
- *Equipt App:* A free to download application available for iPhone + Android devices to facilitate wellbeing for all current and former members and their families. The app includes interactive resources to reduce physiological and psychological distress.
- *Fortem Australia:* The Queensland Police Service has partnered with Fortem Australia to provide members and their loved ones clinical services, external to the QPS. Members may self-refer through our marketing of the program or are informed of the program by our internal networks.

Psych Health Screen:

- Psych Health Screen is a voluntary, online self-check-in for our member's psychological health
- The assessment is comprised of the K-10 (psychological distress), Alcohol AUDIT (alcohol misuse) and PCLC-5 (PTSD Checklist)
- Responses vary from currently not displaying signs of distress to currently displaying distress (in one or all areas of functioning)

- Members receive an array of support options dependent on their needs, from a resource sheet of support options, through to a follow-up interview with an occupational psychologist and referral to an external support option if required (e.g., EITP, GP)
- OICs are encouraged to regularly disseminate the PHS link and resources to their unit.
- Members can self-nominate to receive reminder emails to regularly complete the PHS.

Psychological First Aid:

On the 30 July 2021 the Operational Procedures Manual Sections were introduced regarding PFA.

- **Policy**

- The policy supports a formalised process for the provision of PFA and deployment of a dedicated support person (known in the policy as a **Dedicated PFA Resource**, or more commonly as a **PFA Buddy**) in response to various situations as seen in the snapshot of the policy below (which falls under the responsibilities of a Police Forward Commander, Regional Duty Officer, District Duty Officer or Shift Supervisor in control of an incident).

(vii) ensure where necessary, the immediate provision of 'Psychological First Aid' (PFA) is applied as per the 'Safety and Wellbeing Guidelines for Psychological First Aid' available on the [Safety and Wellbeing](#) webpage of the Service intranet.

Where possible, deploy dedicated PFA resources to provide PFA:

(a) following a critical incident, as defined under section 5a.2 of the Police Service Administration Act 1990; or

(b) where deemed necessary following a 'Potentially Traumatic Event'

- **Definitions**

- **Dedicated PFA Resource or PFA Buddy**
A dedicated PFA resource is, a Peer Support Officer (PSO) or PFA trained QPS Chaplain deployed by mechanisms defined under the OPM, allocated solely for the provision of specialised support following a Critical Incident or PTE.
- **Potentially Traumatic Event**
A Potential Traumatic Event (PTE) is an exposure to actual or threatened death, serious injury, or sexual violence in one or more of the following ways:
 - (i) directly experiencing the traumatic event(s);
 - (ii) witnessing in person, the event(s) as it occurred to others;
 - (iii) learning that the traumatic event(s) occurred to a close family member, close friend, close colleague; and
 - (iv) experiencing repeated or extreme exposure to aversive details of traumatic event(s).

- **Dedicated PFA Resource Training (All PSOs)**

- To ensure consistency across the state, all PSO's are receiving training as a Dedicated PFA Resource through Employee Wellbeing.

- **Training (All QPS Members – and PSO’s Prerequisite training)**
 - Compulsory foundational level PFA training is available on Ignite – **Psychological First Aid Foundations QC1723_01**
 - **13,558 members have completed this training**

Psychological Health and Fitness OLP QC1642_01

- This OLP which was completed in 2021/2022 year and provided participants with information and skills to help build psychological fitness as well as an awareness of how to provide support to colleagues.
- Participants were provided with information about mental illness, stress, how the body responds during times of stress, as well as strategies to build their resilience and support during times of pressure. The support options and how to access these are also outlined to assist them and their colleagues when they need it.
- A total of 11,250 members have completed the training.