



Queensland Police Service

Mental Health Response Strategy 2023-27

Vision

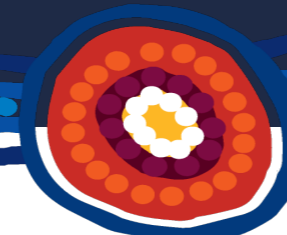
Deliver progressive and dynamic policing practices that reduce harm, and enhance the safety of persons impacted by, or experiencing, mental health crises within the community.

Purpose

Together we prevent, disrupt, respond, and investigate mental health and suicidality crises in the community through the delivery of informed, sustainable, and effective approaches.

Acknowledgment of country

The Queensland Police Service respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We recognise their connection to land, sea and community we pay our respects to them, their cultures, and to their elders, past present and emerging.



Strategic Objectives



1. Protect Vulnerable Persons

Enhance community safety by preventing victimisation of people experiencing mental health crisis.

We aim to:

- Enhance community safety through action on, education and awareness of, issues contributing to the overrepresentation of people experiencing mental health issues in the criminal justice system, including First Nations peoples.
- Reduce trauma by connecting members of the community to appropriate and timely intervention, prevention and postvention support services.
- Continue to support and form decisions that are compatible with human rights, including the use of least restrictive practices in interactions with people experiencing mental health incidents.
- Support the implementation of Queensland Government strategic plans for responses to mental health crisis, trauma and distress.

What success looks like

- A reduction in victimisation rates of people experiencing mental health crisis.
- An increase in community confidence and satisfaction with police responses to people experiencing mental health crisis, and/or at risk of suicide including those impacted by Domestic and Family Violence.
- Reduction in police-led hospital presentation responses to mental health incidents that could otherwise be managed by another agency incidents.
- Improved cross-agency understanding of QPS risk-thresholds and operational impacts of mental health on QPS calls for service through collaboration and liaison with government and non-government mental health treatment and support services.
- Enhanced QPS capacity and capability to deliver crisis interventions and best-practice responses to suicidality through the use of Co-response and safe space alternatives.
- Reduce vulnerability and potential involvement in the criminal justice system through appropriate and timely intervention and referral pathways. incidents.
- Improved and strengthened cross-agency collaborative approaches to suicide prevention through linkages with government and non-government support services inline with Shifting Minds and Every Life strategies.



2. Collaborative Responses

Maximise relationships with community, government, and sector partners to strengthen effective police responses to vulnerable persons in crisis, trauma and distress.

We aim to:

- Deliver coordinated strategies that promote efficient, timely, sustainable and appropriate responses to people experiencing mental health incidents in the community.
- Provide expert advice, input, and responses to Commissions, Inquiries and recommendations.
- Develop operational policy to improve the knowledge, skills, attitudes, and confidence of police responding to mental health crisis incidents in the community. incidents.
- Identify opportunities to incorporate the Partners in Prevention (PiP) crisis support video series into existing face-to-face training.
- Support the Tri-Agency Mental Health Steering Committee in the implementation of the Review recommendations including the Mental Health Intervention Program (MHIP).

What success looks like

- Continued and increased engagement with internal, State, and National working groups and agencies to remain current in new responses to mental health crisis and to emerging issues.
- Increased awareness and confidence among community, mental health sector and QPS personnel of QPS mental health policing capability through contacts with peer led community safe spaces, appropriate transports of persons in crisis distress, QPS mental health intranet and the Mental Health Intervention Coordinator (MHIC) network.
- Enhanced ability to proactively implement best-practice strategies and recommendations.
- Improved policies and processes that facilitate streamlined and effective information sharing with appropriate stakeholder partners, including reviews and updates to existing MoU's and Operational Manuals.



3. Our People, Our Capability

Increase response capability through technology, improved models of service delivery, continuous learning, digital transformation, and the provision of best practice integrated de-escalation training for frontline staff.

We aim to:

- Promote continuous training to enhance officer awareness and capability including the ability to differentiate between criminal activity and a person experiencing a mental health crisis.
- Develop and implement collaborative training.
- Monitor and respond to emerging impacts on service delivery incidents.
- Review and enhance relevant existing mental health education.
- Establish specialist mental health roles across the service.

What success looks like

- Improved governance over how QPS responds to mental health crisis in the community through updates to operational procedures manuals and guidelines and review of external legislation such as the Public Health Act 2005 and Mental Health Act 2016.
- Enhanced community safety through consistent, evidence based, and collaborative responses to mental health crisis in the community through linkages with peer led support services, continued collaboration with government mental health services.
- Enhanced skills and confidence for first response, frontline officers when responding to mental health crisis through education and awareness packages showing both crisis and subsequent support pathways at a state and District level.
- Increased education and awareness of trauma informed strategies for responding to mental health crisis and distress.
- Increased knowledge and application of the Mental Health Act as well as relevant police powers relating to the transport of persons.
- Improved ability to resolve incidents with minimum use of force by utilising appropriate de-escalation techniques.
- Enhanced specialist mental health knowledge, confidence, and capabilities within the QPS Districts via the MHIC network.

Our Team Values



Integrity:

We are honest and trustworthy, are accountable for our actions and strive for continuous improvement.



Professionalism:

We continue to build trust and community confidence by displaying professionalism in everything we do.



Community:

We work collaboratively to support each other, and out frontline to ensure we can respond to community needs.



Respect and Fairness:

We strive to respond with empathy and create genuine connection with our people and the community,