

FAQs

Do service providers in the Police Referrals network receive funding from the QPS?

No. Service providers do not receive funding from the QPS for participating in the Police Referrals network.

What if my service is receiving too many referrals?

If you are unable to accept new referrals, you can mark your service as at *capacity*, so it no longer appears as a referral option. You can update your service profile at any time, including the locations, demographics, and categories your service supports.

What are the benefits of joining the Police Referrals network?

Being part of the Police Referrals network helps connect people in need with local services that are best suited to support them. Referrals provide a valuable opportunity to engage with people seeking assistance and to contribute to early intervention and improved community outcomes.

How do I get the correct referrals sent to my service?

Your service provider profile in the system determines what referrals you may receive. You can specify what categories, services, demographics and locations you can provide services to.

How do I join the network?



Simply complete the online form to register your interest in becoming a Police Referrals service provider — or contact the Police Referrals Team using the details below.

We're always looking to strengthen support for referred persons by welcoming new local service providers across Queensland.

If you'd like to talk about the registration process or have any questions, please get in touch. The Police Referrals Team are here to help you get set up and guide you along the way.

We look forward to hearing from you!



07 3145 2903



Police.Referrals@police.qld.gov.au



<https://www.police.qld.gov.au/police-and-the-community/police-referrals>

Police Referrals ABOUT

The Queensland Police Service (QPS) Police Referrals Program connects at-risk and vulnerable community members with support services quickly & safely.

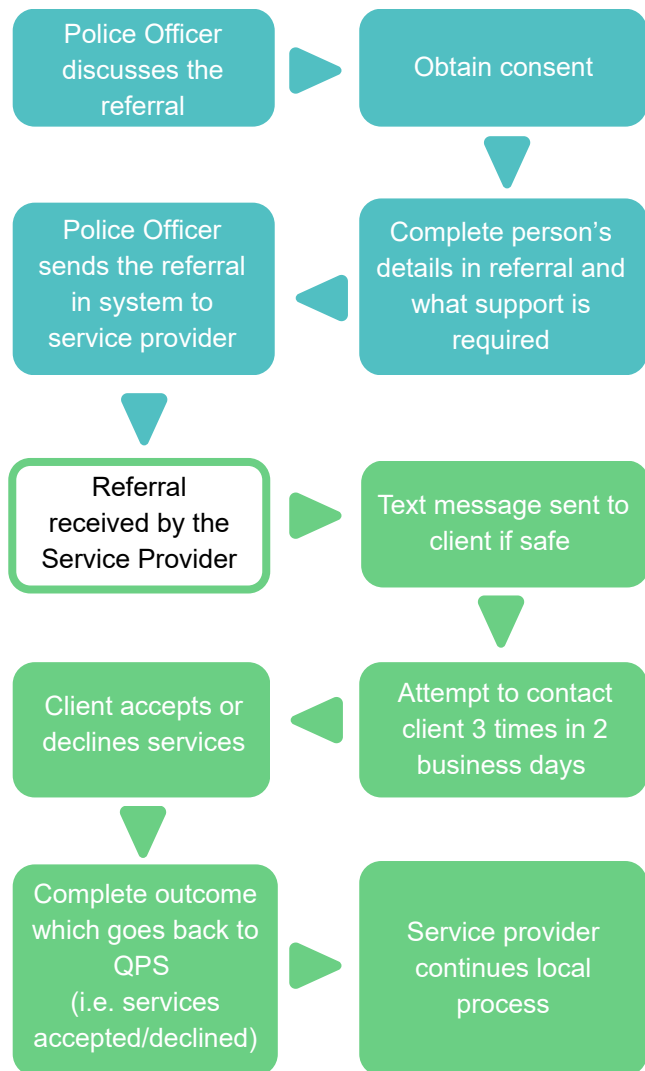
With over 530 registered providers, referrals are automatically directed to the most suitable service based on a person's needs, demographics, and location, enabling early intervention and sustainable outcomes.



How do referrals work?

The Police Referral process starts at engagement between police and the referred person, which may be at an incident, police station or in the community.

The Referral Process



Referral Categories



Aged Support

Elder abuse (emotional/psychological; physical; sexual; financial)
Support for family/carer
Support for the aged person
Veteran support



Alcohol Misuse

Support for family/carer
Support for person with alcohol dependency
Veteran support



Court support for victims of crime

Court support (inc. Community Justice Groups)
DV court support



Crime prevention

Information and advice



Domestic and family violence (aggrieved)

Support for aggrieved
Support for immigrant women



Domestic and family violence (respondent)

Support for respondent



Drug misuse

Support for family/carer
Support for person with drug dependency



Gambling

Support for family/carer
Support for gambler



Homelessness

At risk of homelessness
Homeless
Veteran support



Identity Theft

Logistical support



Legal advice

Civil
Counselling Notes Protect
Criminal
Domestic and family violence
Family law
Tenancy



Mental Health

Support for family/carer
Support for person with mental health issues
Veteran support



Neighbour disputes

Both parties consenting
Information and advice



Office of Fair Trading

Information and advice



Parenting children/youth

Bullying
Difficult behaviour
Family conflict
Support for LGBTI
Truancy



Personal Counselling

Financial counselling
Relationship support
Support for LGBTI
Veteran support



Road Trauma

Support for family/friends/driver



Sudden death support

Support for family/friends following suicide
Support for family/friends related to death related to pregnancy or a child under 12yo



Suicide prevention - non emergency

Support for a person who may be suicidal
Support for family/carer



Support for youth

Bullying
Drug/alcohol misuse
Mental health
Other
Recreational activities for youth
Support for LGBTI



Victim assist

Information and financial assistance for violent crimes



Victim support

Anti-discrimination
LGBTI victimisation
Other offences against the person
Sexual offences
Victim impact statement (for victims of violent crime)