

Information Sheet for Potential Providers

Thank you for your interest in becoming one of our newest external service Providers for the SelfRefer Program.

What is SelfRefer?

The SelfRefer Program is our newest support service for all current employees of the Queensland Police Service (QPS) to increase the range of support options for our members, encouraging early intervention and reducing stigma in getting help.

The SelfRefer Program is a network of external, appropriately qualified Providers who will provide psychological support to our members. Members will access first responder experienced Providers, anonymously via an external website, with up to six sessions funded by the QPS. It is intended that offering members anonymous, external support will increase their likelihood of seeking help when required.

The SelfRefer Program is managed by an experienced Psychologist within the organisation who has carriage of the Program and is available to answer any questions: [Self-Refer@Police.qld.gov.au](mailto:SelfRefer@Police.qld.gov.au).

What it means to be a SelfRefer Provider?

Our network of Providers has undergone a vetting process to ensure they meet the required minimum standards. These requirements include:

- appropriate current qualification (i.e., Psychologist, Social Worker or Counsellor)
- appropriate registrations, certifications and/or memberships (e.g., AHPRA, AASW, Level 4 ACA or Clinical Registration with PACFA)
- holding current professional indemnity insurance to a minimum of \$10,000,000
- have demonstrable experience working with First Responders and First Responder trauma
- agree to prioritise SelfRefer clients for initial bookings

Potential clients will most likely make contact with you directly via an externally hosted website, where you will provide all relevant booking information and processes. The client will inform you that they are engaging in the SelfRefer Program and have been instructed to bring their QPS Identification with to all appointments as evidence of employment.

Within an external IT system called rediCASE, you will enter all relevant client information and generate an invoice for which the QPS will remunerate.



This invoice will be completely de-identified, with the only visible client information available to the QPS being:

- deidentified, randomly generated ID number (e.g., QPS1002)
- session number (e.g., 2 of 6)
- whether the client is a police officer or staff member
- broad presenting issue (e.g., Relationship Difficulty, Workplace Stress, Proactive Coping Strategies etc.)

The QPS will pay invoices on a monthly basis once they are approved by the SelfRefer Manager. The Providers will be paid in line with the WorkCover rates, which as of 01 July 2022 are \$208 p/hour (charged pro-rata as a fraction of an hour).

Providers will also be provided training by the Redbourne Group on the use of the rediCASE system and will similarly be offered development and professional networking sessions as part of the SelfRefer Provider Network.

It is also important to the success of the Program that our Providers are able to offer services across the State, so that our members outside of the South-East Corner have equal opportunity to receive psychological support, whether that be in-person or via tele-health.

The QPS Context

As of 2022 – 2023, the QPS has approximately 18,000 employees, which is set to increase with the Queensland Government's commitment to recruiting an additional 2,025 members by 2025. Whilst most of our employees are police officers, approximately 30% of our employees are dedicated staff members, including administrative support, emergency call-takers, watchhouse officers, allied health professionals, liaison officers and more.

We have an extensive suite of support options available to our members internally including: Psychologists, Social Workers, Chaplains, Dieticians, Exercise Coaches, Health & Safety Advisors and Peer Support Officers. There are also options for our members to access Employee Assistance Programs external to but funded by the QPS.

I'm in! What's next?

Great! Please complete the initial application form which can be found [here](#). Once the SelfRefer Manager has received this application, you will be contacted in due course with next steps.

You may also contact the SelfRefer Manager should you have any additional questions: SelfRefer@Police.qld.gov.au. Alternatively, please refer to the SelfRefer website for additional information: www.SelfRefer.org.au.

