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**Standard Operating Procedure for VPSOs managing Veterans**



## 1. Overview

The purpose of this document is to provide guidance for Veteran Police Support Officers VPSOs when dealing with veterans who present varying degrees of risk to themselves and the VPSO's.

## 2. Scope

These guidelines apply to all Veteran Police Support Officers (VPSO's) who work with veterans who present with varying degrees of risk.

If the VPSO is unsure of the level of risk, and/or if the risk is fluctuating, they should consult with the Program Coordinator immediately.

## 3. Procedures

While VPSO's will work with veterans presenting with a range of risk issues, all veterans assessed as being high risk should include a consult with the Program Coordinator and Police Psychology Unit (PPU). The Program Coordinator will be the conduit between the VPSO and Police Psychology. A comprehensive risk assessment and safety plan should be established in consultation with the Program Coordinator, PPU and the VPSO and attached to the veteran's records.

VPSO'S should consult with the Program Coordinator on any cases where medium risk is noted, and a decision will be jointly made to determine if the case should be escalated to PPU. Risk should be flagged at case reviews to ensure an adequate risk assessment and safety plan is completed.

A summary of actions required by the VPSO is listed below:

### **Acute/Immediate:**

- Veteran Police Services Officer should call 000 for police/ambulance attendance for all acute and immediate risk presentations where someone's life is in imminent danger.
- Notify Program Coordinator to consult and seek support.
- Program Coordinator to notify PPU of actions and determine plan with PPU input.
- Program Coordinator to ensure risk assessment, safety plans and case notes are on CMS.

### **High:**

- Notify Program Coordinator to consult and seek support.
- Program Coordinator to notify PPU of risk level and determine plan with PPU input.
- PPU to coordinate care with the ongoing support of the VPSO.
- Ensure risk assessment and safety plan is completed and on CMS.

### **Moderate:**

- Notify Program Coordinator to consult and seek support.
- Notify Police Psychology for ongoing care coordination and input from VPSO.
- Ensure risk assessment and safety plan is completed and on CMS.

### **Low:**

- Notify Program Coordinator to consult and seek support.
- VPSO to monitor risk level and continually re-assess.
- Program Coordinator to document appropriately on CMS.

Whilst VPSO's receive introductory training around identifying risk of suicide and/or self-harm, they are not to be the lead support in managing risk.

Victoria Police Wellbeing services widely recognises that the Police Psychology Unit is the lead clinical agency, if specialised community services are not involved. The program Coordinator will remain the conduit between the VPSO's and PPU.

The Program Coordinator should provide regular supervision and support to VPSO's to monitor any wellbeing issues.

#### 4. Document Governance

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#### 5. Version Control

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