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| Client Incident Management System Business rules |
| Guidance to connect the CIMS policy and the CIMS IT system when completing an incident report  April 2025 |
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# 1. Overview

The Client Incident Management System (CIMS) is an incident reporting and management framework. CIMS enables clients, service providers and the department to work together in response to an incident.

[*Client incident management system: Policy and guidance*](https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word)<https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word> sets out the policy requirements for CIMS.

There are there are two components to the information technology of the department-built CIMS IT system:

* CIMS incident report webform
* CIMS client incident register (CIR)

The [*Client incident report webform user manual – CIMS*](https://providers.dffh.vic.gov.au/client-incident-report-webform-user-manual-cims-word) <https://providers.dffh.vic.gov.au/client-incident-report-webform-user-manual-cims-word> is designed to be used by service provider staff who are required to report and manage client incidents via the department-built CIMS IT system.

The [*Client incident register user manual*](https://providers.dffh.vic.gov.au/client-incident-register-user-manual-cims-word)< https://providers.dffh.vic.gov.au/client-incident-register-user-manual-cims-word*>* supports service providers (i.e. in scope funded organisations and in scope department delivered services staff) using the Client Incident Register (CIR) component of the department-built CIMS, to assess, update, endorse and submit client incident information.

## 1.1 Purpose and scope

The purpose of this document is to support service providers in scope of CIMS reporting with clarity of:

* the in-scope programs and services to ensure the correct program and service type is captured in the CIMS incident report.
* the data fields in the CIMS incident report webform.

This business rules document is intended to connect the CIMS Policy with the CIMS IT system for CIMS users.

# 2. Program and service descriptions

Section 1.7 of [*Client incident management system: Policy and guidance*](https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word)<https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word> sets out the services in scope of CIMS reporting.

This section provides further descriptions of the program and service types referred to in the CIMS IT system. Examples of programs and services are included to assist understanding and interpretation of the nature of the services in scope of the program or service type, noting that new programs or services will be established over the passage of time.

## 2.1 Selecting the program and service type

### Selecting a Program Type

Selecting a program type is a mandatory field on the CIMS IT system when creating a CIMS incident report.

* When determining the correct program type, select the type of program that your organisation was providing to the client at the time of the incident.
* When selecting the program type review the description in Table 1.1 to enable accurate classification of the incident.
* Select one of the five available program types:

1. Children, youth and families
2. Disability
3. Family violence and sexual assault services
4. Health
5. Housing and community building

### Selecting a service type

Following selection of the program type, the CIMS IT system will require the selection a service type. This is a mandatory field.

The service type must align with the selected program type.

* When determining the correct service type, select the type of service that your organisation was providing to the client at the time of the incident.
* In circumstances where a client is engaged with more than one program delivered by the same service provider, the service type must reflect the type of service delivered at the time the incident occurred or was disclosed.
* When selecting the service type review the description in Table 1 to enable accurate classification.

## 2.2 Program and service descriptions

Table 1 presents descriptions of the program and the service types in the CIMS IT system.

Table 1. Program and service type descriptions

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| --- | --- |
| **Program type** | **Children, youth and families** |
| **Description** | Services delivered or funded by the department to support children (including unborn children) or young people who are at risk of harm or in need of protection; or transitioning from care; and for their families.  Services in this group include statutory child protection services, home-based and residential care (out of home care) and community-based child and family services. |
| **Service type** | **Family and community services**  Examples of family and community based services include:   * Individual Child and Family Support – including integrated family services, intensive family services and the family preservation and reunification response * Specialised Interventions - Aboriginal Restoration Services, Evidence-based programs, therapeutic support, therapeutic treatment service, Intensive In-Home Parenting Support Service, Specialised Interventions Aboriginal Community Controlled Organisations (ACCOs) * Parenting Assessment and Skill Development Services * Adolescent support program * Finding Solutions |
| **Service type** | **Home based - foster care**  Foster care is the provision of temporary care of a child up to 18 years of age, within a home-based setting, by accredited and trained foster carers. The Community Service Organisation (CSO) or ACCO is responsible for recruiting, training and supporting caregivers.[[1]](#footnote-2) |
| **Service type** | **Home based – kinship**  Kinship care is the care provided by relatives or a member of a child’s social network when a child cannot live with their parents.  Aboriginal kinship care is care provided by relatives or friends to an Aboriginal child who cannot live with their parents, where Aboriginal family and community and Aboriginal culture are valued as central to the child’s safety, stability and development.[[2]](#footnote-3) |
| **Service type** | **Home based – lead tenant**  Provision of semi-independent support and accommodation for young people aged 15 to 18 years who are unable to live with their family due to issues of abuse or neglect and who are in transition to independent living. A volunteer lead tenant lives in a residential unit with a small group of young people and provides them with support and guidance in developing their independent living skills.[[3]](#footnote-4) |
| **Service type** | **Residential care**  Provide temporary, short or long-term accommodation and care to children and young people (seven years or older) who are unable to be placed in home-based care. Care is provided by paid staff on a roster system.[[4]](#footnote-5) |
| **Service type** | **Secure welfare**  ‘Secure care services’ is the current the term used to refer to a secure welfare service. It is ‘a community service that has lock-up facilities’ that is established under the CYFA. A young person may be placed (via an interim accommodation order) in a secure welfare service by the Children’s Court, generally at a point prior to an ongoing protection order being made. Child Protection may also place a young person in secure care where the Secretary has parental responsibility and is satisfied there is substantial and immediate risk of harm and a placement in a secure setting provides the only suitable option for ensuring their protection.[[5]](#footnote-6) |
| **Service type** | **Statutory child protection services**  The Department of Families, Fairness and Housing has a statutory responsibility under the CYFA to provide child protection services for children and young people in Victoria under the age of 17 years in need of protection or, when a protection order is in place, children under the age of 18 years.  Child Protection provides services to children, young people and their families aimed at protecting children and young people from significant harm. When a child or young person is assessed as being ‘at risk’ within the family, Child Protection will – in the first instance and in accordance with the law – take reasonable steps to enable the child to remain in the care of their family by strengthening the family’s capacity to protect them.  When, even with support, a child is not safe within the family, Child Protection will intervene to remove the child and bring the matter before the Children’s Court. If the resumption of care by the parents is not possible, Child Protection will work towards an alternative permanent long-term family care arrangement, or an independent living arrangement, depending on the age and circumstances of the child or young person.[[6]](#footnote-7)  This service type can be applied by a Community Service Organisation (CSO) contracted to provide child protection case management to clients that are not in an out-of-home care placement. |
| **Service type** | **Therapeutic care**  When a child or young person is receiving therapeutic residential care. |
| **Service type** | **Statutory child protection services – foster care**  **Statutory child protection services – kinship care**  **Statutory child protection services lead tenant and other**  **Statutory child protection services – residential care**  The above service types are used when a child or young person is residing in a care placement and the incident is disclosed to and/or reported by a child protection practitioner. It should be noted that Aboriginal Children in Aboriginal Care providers are a child protection service. |
| **Service type** | **Refugee Minor Program**  Service to support children and young people who are refugees, under 18 years of age and are in Victoria without a parent or guardian. |
| **Program type** | **Disability services** |
| **Description** | Services delivered or funded by the Department to support people with a disability and people with complex needs, including forensic disability services or disability support services ineligible for NDIS. |
| **Service type** | **Specialist disability accommodation[[7]](#footnote-8)**  Specialist Disability Accommodation (SDA) refers to accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater to their extreme functional impairment or very high support needs. This service is funded and delivered by Disability Homes Victoria. |
| **Service type** | **Specialist forensic accommodation service** |
| **Service type** | **Disability forensic assessment and treatment services** |
| **Service type** | **Disability Justice case management** |
| **Service type** | **Residential accommodation services** |
| **Service type** | **Targeted services** |
| **Service type** | **Continuity Support and Victorians Ineligible for NDIS (COS/VIN)** |
| **Service type** | **Individual support** |
| **Program type** | **Family violence and sexual assault services** |
| **Description** | Services delivered or funded by the department to support:   * people, including Aboriginal and Torres Strait Islander people (or those who identify as having a relationship to Aboriginal and Torres Strait Islander people) experiencing or at serious risk of family violence or sexual assault, including those that may require specialist support, during and outside business hours and who cannot remain safely at home. * people using violence in family or intimate partner relationships * young people engaging in problem sexual behaviour or sexually abusive behaviour that do not have a conviction for a sexual offence and young people using violence against a parent or carer resulting in the young person being at increased risk of: homelessness; criminal justice involvement; disengagement from education; or mental health vulnerability. |
| **Service type** | **Family violence services**  Examples of family violence services include:   * Family Violence Reform * The Orange Door * Men’s Behaviour Change Corrections * Aboriginal Family Violence Services * Adolescent Family Violence Services * Perpetrator Intake * Access Family Violence * Client Support Family Violence * Perpetrators Responses Family Violence * Therapeutic Interventions Family Violence * Holistic Aboriginal Family Violence * Intake and Access Family Violence * Supported Accommodation Family Violence (Refuge – 24 hour service) * Safe steps family violence response centre |
| **Service type** | **Sexual assault services**  Example of sexual assault services include:   * Sexual Assault Support Services * Sexually Abusive Behaviour Treatment Services |
| **Program type** | **Housing and community building** |
| **Description** | Services delivered or funded by the department (Homes Victoria) specifically for people who are or were experiencing, or at risk of, homelessness.  Services in this group include case management, crisis response, activities to assist access to homelessness services; accommodation services (crisis accommodation, transitional accommodation and long-term supported housing); and department-managed public housing. |
| **Service type** | **Department managed public housing** |
| **Service type** | **Homelessness assistance**   * **Homelessness support services**   + - Services that support clients to access and maintain housing. Example of services in this cohort include:   + Case management   + Homelessness service support   + Tenancy support for public housing renters with tenancies at risk (Tenancy Plus Program) * **Homelessness accommodation services (non-24 hour service)** * Accommodation services with case management support to clients. Example of services in this cohort include:   + Crisis accommodation (hotel brokered)   + Transitional housing management * **Homelessness supported accommodation services (24-hour service)** * Supported accommodation that is staffed to provide 24-hour support to clients. Examples include:   + Staffed crisis supported accommodation   + Youth refuge   + Youth foyer |
| **Service type** | **Long-term housing assistance**  Longer term homelessness housing assistance that includes but not limited to:   * Supportive housing (24 hour service) |
| **Service type** | **Specialist disability accommodation**  Specialist Disability Accommodation (SDA) refers to accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater to their extreme functional impairment or very high support needs. This service is funded and delivered by Disability Homes Victoria. |
| **Program type** | **Health services** |
| **Description** | The following health services are funded by the Department of Health and in scope of CIMS reporting. Activity codes are provided under each ‘service type’.[[8]](#footnote-9) |
| **Service type** | **Aged care and carers support**  Examples of aged care and carers support services include:   * 13019 Personal Alert Victoria * 13067 Aged Community Grants * 13082 Low Cost Accommodation Support * 13100 Aged Research and Evaluation   General program enquiries can be directed to [ACAVIC@health.vic.gov.au](mailto:ACAVIC@health.vic.gov.au). |
| **Service type** | **Alcohol and other drugs (AOD) services**  Examples of AOD services include but not limited to:   * 34001 Family Counselling * 34006 Targeted Interventions * 34020 Community Education * 34021 Local Initiatives * 34024 Education and Training * 34046 Youth Alcohol and Drug Supported Accommodation * 34047 Specialist Pharmacotherapy Program * 34050 Adult Residential Drug Withdrawal * 34053 Adult Residential Rehabilitation * 34057 Pharmacotherapy regional outreach * 34061 Mobile Drug Safety 34062 Mobile Overdose Response * 34064 Youth Home-based Withdrawal * 34070 Needle and Syringe Program * 34071 Youth Outreach * 34078 ACCO Services - Drug Services * 34207 Forensic Youth Outreach * 34300 Care and Recovery Coordination * 34301 Counselling 34303 Non-Residential Withdrawal * 34305 Therapeutic Day Rehabilitation * 34306 Intake 34307 Assessment * 34308 Medically supervised injecting room * 35042 Small Rural – Drugs Services   General program enquiries can be directed to [aod.enquiries@health.vic.gov.au](mailto:aod.enquiries@health.vic.gov.au). |
| **Service type** | **Home and community care services**  Examples of HACC PYP services include:   * 13015 HACC-PYP – Linkages Packages * 13024 HACC-PYP – Assessment * 13026 HACC-PYP – Community Care * 13043 HACC-PYP – Flexible Service Response * 13056 HACC-PYP – Planned Activity Group * 13096 HACC-PYP – Allied Health * 13097 HACC-PYP – Delivered Meals * 13099 HACC-PYP – Property Maintenance * 13223 HACC-PYP – Nursing * 13227 ACCO Services HACC PYP * 13229 HACC-PYP – Access and Support * 35030 Small Rural – HACC-PYP   General program enquiries can be directed to [HACC-PYP@health.vic.gov.au](mailto:HACC-PYP@health.vic.gov.au). |
| **Service type** | **Mental health community support services (MHCSS)**  Examples of MHCSS services include but not limited to:   * 15067 Planned Respite - In Home * 15068 Planned Respite - Community * 15075 PDRSS Carer Support * 15076 PDRSS Centrally Funded Support * 15097 Supported Accommodation - 24hr Support Model * 15099 ACCO Services - Mental Health * 15266 Statewide Support- PDRSS * 15357 Community Specialist & Statewide - Non Government * 15366 Youth Suicide Prevention * 15371 Forensic Mental Health in Community Health * 15372 Local Adult and Older Adult MH and Wellbeing Service * 15500 Individualised Client Support Packages * 15501 Community Intake Assessment Function * 15504 Youth Residential Rehabilitation - Non 24hr * 15507 Continuity of Support – MHCSS   General program enquiries can be directed to [MHAOD.Incidents@health.vic.gov.au](mailto:MHAOD.Incidents@health.vic.gov.au). |
| **Service type** | **Community palliative care services**  Example of services include:   * 11111 Non Admitted Patients – Sub acute   General program enquiries can be directed to [pallcare@health.vic.gov.au](mailto:pallcare@health.vic.gov.au). |
| **Service type** | **Sexual health prevention and community based services**  Examples of services include:   * 16373 BBV & STI - Clinical Services * 16509 BBV & STI - Community Based Care and Support   General program enquiries can be directed to [BBVSTI.Information@health.vic.gov.au](mailto:BBVSTI.Information@health.vic.gov.au). |

# 3. Client incident register data fields

This section lists the CIR incident report data fields.

**Table 2. CIR data fields**

|  |  |
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| Data Category | Data Field |
| Service details | Service provider name |
| Service details | Address of service delivery |
| Service details | DFFH Area |
| Service details | Program |
| Service details | DFFH Service Type |
| Reporting Officer | Surname (family name) |
| Reporting Officer | Given name |
| Reporting Officer | Reporter’s job title |
| Reporting Officer | Telephone |
| Reporting Officer | Email |
| Date of report (auto generated) | Date of report |
| Incident dates | Date of incident |
| Incident dates | Date accuracy (exact, estimated, or unknown) |
| Incident dates | Time of incident |
| Incident dates | Time accuracy (exact, estimated, or unknown) |
| Incident dates | Date incident disclosed |
| Incident dates | Time incident disclosed |
| Incident description | Location of incident |
| Incident description | Incident description |
| Client/s involved in incident | Client unique ID |
| Client/s involved in incident | SSR Critical notifiable incident ID number |
| Client/s involved in incident | Surname/Family name |
| Client/s involved in incident | Given name |
| Client/s involved in incident | Sex |
| Client/s involved in incident | Gender |
| Client/s involved in incident | Indigenous status |
| Client/s involved in incident | Date of birth |
| Client/s involved in incident | Address |
| Client/s involved in incident | Date of last service provision (optional) |
| Client/s involved in incident | Primary Incident type |
| Client/s involved in incident | Primary Incident type – more information (applicable for incidents of abuse only |
| Client/s involved in incident | Primary involvement in incident |
| Client/s involved in incident | Secondary Incident type |
| Client/s involved in incident | Secondary Incident type – more information (applicable for incidents of abuse only |
| Client/s involved in incident | Secondary involvement in incident |
| Client/s involved in incident | Client/s immediate safety needs met |
| Client/s involved in incident | Medical attention provided |
| Client/s involved in incident | Client debriefing or counselling |
| Client/s involved in incident | Referral to support services |
| Client/s involved in incident | Change to client care (support plan) |
| Client/s involved in incident | Notified next of kin/guardian/key support person |
| Others involved in incident  Note: Up to ten others involved can be added per incident report | Surname (family name) |
| Others involved in incident | Given name |
| Others involved in incident | Date of birth |
| Others involved in incident | Persons organisational role or relationship to client |
| Others involved in incident | Role in incident |
| Service Provider’s response details | Brief summary of incident |
| Service Provider’s response details | Reported to police |
| Service Provider’s response details | Date reported to police |
| Service Provider’s response details | Police investigation initiated |
| Service Provider’s response details | Staff member removed/stood down |
| Service Provider’s response details | Manager’s surname |
| Service Provider’s response details | Manager’s given name |
| Service Provider’s response details | Manager’s job title |
| Service Provider’s response details | Date completed |
| Service Provider’s response details | Telephone number |
| Service Provider’s response details | Email |
| Service Provider’s response details | Access restricted |
| Service Provider’s response details | Key actions |
| Incident authorisation | Surname (family name) |
| Incident authorisation | Given name |
| Incident authorisation | Job title |
| Incident authorisation | Date completed |
| Incident authorisation | Telephone number |
| Incident authorisation | Email |
| Incident authorisation (Major impact only) | Follow-up recommendation type (automatically populated) |
| Incident authorisation (Major impact only) | Clients to be investigated (automatically populated) |
| Incident authorisation (Major impact only) | Investigation type |
| Incident authorisation (Major impact only) | Investigation manager |
| Incident authorisation (Major impact only) | Joint investigation manager name (only if investigation type is joint) |
| Incident authorisation (Major impact only) | Job title (only if investigation type is joint) |
| Incident authorisation (Major impact only) | Telephone (only if investigation type is joint) |
| Incident authorisation (Major impact only) | Email (only if investigation type is joint) |
| Incident authorisation (Major impact only) | Rationale |

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| To receive this document in another format [email CIMS Review](mailto:CIMS.Review@dffh.vic.gov.au) <CIMS.Review@dffh.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, April 2025  In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.  Available at the [CIMS learning and development webpage](https://providers.dffh.vic.gov.au/cims-learning-and-development) <https://providers.dffh.vic.gov.au/cims-learning-and-development> |

1. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-2)
2. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-3)
3. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-4)
4. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-5)
5. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-6)
6. [Practice Dictionary | Child Protection Manual | CP Manual Victoria](https://www.cpmanual.vic.gov.au/practice-dictionary) <https://www.cpmanual.vic.gov.au/practice-dictionary> [↑](#footnote-ref-7)
7. Note: In the CIR, this service type is located under the ‘Housing and community building’ program type, not Disability services. [↑](#footnote-ref-8)
8. Lists of activity codes are aligned to the [*Critical incident reporting pathway for registered community health services: Implementation guidelines (updated September 2024)*](https://www.health.vic.gov.au/incident-reporting-community-health-services)< https://www.health.vic.gov.au/incident-reporting-community-health-services>.  [↑](#footnote-ref-9)