

|  |
| --- |
| CIMS incident identification, response and reporting – video transcript |
| Client incident management system |

[Narrator]

The Victorian government has introduced a new Client Incident Management System or CIMS, to better manage serious incidents and further support the safety and wellbeing of clients.

A client incident is an event that occurs during service delivery and results in harm to the client.

CIMS involves a five stage process of identification and response, reporting, incident investigation, incident review and analysis and learning.

This video will explain stages one and two of CIMS. Identification and response and reporting.

The safety, health and wellbeing of clients is always the priority when responding to an incident.

There are two incident categories, major impact, such as, the death of a client and non-major impact, such as, a client being injured, requiring medical attention.

There are 16 incident types, some are always categorised as major impact, while others maybe major or non-major impact based upon the assessment and professional judgment of the service provider.

Major impact incident reports must be submitted by the service provider to the department of health and human services within 24 hours.

Non-major impact incident reports must be reported within the service provider's organisation within five business days and being submitted to the department of health and human services in a batch on a monthly basis.

A pattern or escalation of non-major impact incidents should be reported as major impact incident.

The impact of an incident on each client involved, must be assessed and reported within the same incident report.

More information on CIMS will be presented in the accompanying three videos and other CIMS resources.

[End]

|  |
| --- |
| To receive this publication in an accessible format phone 1300 024 863, using the National Relay Service 13 36 77 if required, or [email the client incident management system team](mailto:CIMS@dhhs.vic.gov.au) <CIMS@dhhs.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Department of Health and Human Services October 2017.  Available at [client incident management system](https://providers.dhhs.vic.gov.au/cims) <https://providers.dhhs.vic.gov.au/cims> |