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| Investigation plan template |
| Client Incident management System (CIMS) |
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Instruction text:

* [Bracketed text] and/or italic text is a guide only and should be deleted prior to providing the investigation plan to the department.
* Chapter 4: Investigating an incident of the Client incident management system – Policy and guidance sets out the minimum requirements for incident investigations.
* An investigation plan must be completed and included in or submitted with an investigation report.
* This template has been developed to support service providers to comply with CIMS policy requirements. The use of this template is optional.

End instruction text.

# Incident investigation details

|  |  |
| --- | --- |
| Organisation conducting investigation | [Organisation name] |
| CIMS incident number | [IRD number] |
| Investigation manager | [Name, Position title, Organisation, Contact details] |
| Investigator/s *(if different to investigation manager)* | [Name, Position title, Organisation, Contact details] |
| Joint investigation with service provider and department | [yes or no][If yes, name, position title, organisation and contact details of the joint investigation manager.] |

# Investigation plan contributors

|  |  |
| --- | --- |
| Contributors to the investigation plan | [Name, Role and Organisation of the care team members who participated in the investigation planning] |
| For Aboriginal clients: Aboriginal Child Specialist Advice and Support Service (ACSASS)/ Aboriginal Children in Aboriginal Care (ACAC) consultation date *(if applicable)* | [Date] |

# Investigation approach

|  |  |
| --- | --- |
| Type of investigation | [[CIMS investigation][RCS investigation][CIMS investigation – client-to-client] |
| Additional considerations (Aboriginal clients, client-to-client, kinship care) | [Detail the other considerations needed to uphold CIMS principles. Refer to CIMS policy section 4.5 Additional considerations for investigations for more guidance.] |
| Date of report to Victoria Police | [Date] |
| Date Victoria Police confirmed CIMS investigation can proceed | [Date] |
| Proposed investigation start date | [Date] |
| Proposed investigation completion date | [Enter proposed start date here. If there is any delay to the commencement of the investigation, note the reasons here.] |
| Date of letter of allegation provided / to be provided to subject of allegation | [Date] |

# Summary of allegations

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| Clearly outline the details of the allegations identified in an incident report that require investigation.For complex incidents, multiple allegations may arise from a single incident.Allegations listed in this section must match the allegations provided to the subject of allegation in the notification of investigation letter.**Example:**Client 1Allegation one – physical abuseOn or around the 01/01/2024, the subject of allegation hit the client on and around the face and torso with a closed first. Incident is alleged to have occurred at the Made-Up Children’s Play Centre, Suburb.Allegation two – emotional/psychological abuseOn or around the 01/01/2024, the subject of allegation said to the client ‘you are worthless’, ‘you deserve to be hit’. Incident is alleged to have occurred at the Made-Up Children’s Play Centre, Suburb.Client 2 (if applicable)Allegation threeAllegation four |

# Investigations activities

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| * Detail the information that needs to be gathered to enable decision making, including who will be responsible for these activities.
	+ List names of individuals to be interviewed and include position titles and / or CRIS IDs for clients, and why they are relevant to the investigation.
	+ Consider supports required for each individual, including interview location or support persons to be invited.
* Detail how the Additional Considerations will be applied (where applicable).
* Consideration should be given to:
	+ How individuals involved will be engaged and communicated with, including progress updates throughout the investigation
	+ Privacy
	+ Whether information can be gathered through information sharing, rather than re-interviewing individuals involved
* For Aboriginal clients – detail the agreed review points with ACSASS or ACAC provider that will be completed throughout the investigation
* For service provider-led investigations involving child protection or ACAC clients – detail the agreed review points with child protection/ACAC provider that will be completed throughout the investigation
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# Approval

Organisations can adjust this section to align with their local endorsement processes.

To be completed by the investigator.

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| --- | --- |
| Prepared by: | [Name and position of investigator] |
| Conflict of interest declaration | As the investigator, I declare that I have not had any prior personal involvement in this matter, nor do I have any personal bias or inclination, obligation or loyalty, that would in any way affect my conducting this investigation; nor any comments or critical analysis that I provide. |
| Signature |  |
| Date | [Date] |
| Approved by: | [Name and title of service provider or delegated authority or decision maker] |
| Signature |  |
| Date  | [Date] |

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| To receive this document in another format, email <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, December 2024.In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. Available at < https://providers.dffh.vic.gov.au/cims-guidance-resources> |