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| CIMS overview – video transcript |
| Client incident management system |

[Narrator]

Client safety and wellbeing is a priority to the Victorian government service providers.

That's why we've introduced a change to the client incident management process.

Known as CIMS or Client Incident Management System, it will better support the safety and wellbeing of clients using new policy frameworks supporting technology and capability building.

Designed to focus on serious incidents that have direct impacts on clients.

CIMS comprises a five stage process.

Stage one, identification and response.

Stage two, reporting.

Stage three, incident investigation.

Stage four, incident review.

Stage five, analysis and learning.

CIMS will help in the end to end management of incidents to deliver better outcomes for clients.

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

[End]

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