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| Frequently asked questions |
| Client incident management system (CIMS)  June 2020 |

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# Section 1 - Purpose of frequently asked questions (FAQs)

The Department of Health and Human Services (the department) requires in-scope funded service providers to report client incidents that occurred during service delivery into the client incident management system (CIMS).

The purpose of these CIMS FAQs is to provide in-scope funded service providers with responses to commonly asked CIMS questions that have been received in the last quarter (ie: January – March 2020).

# Section 2 – Scope

## I am an NDIS provider, do I need to report in CIMS?

From 1 July 2019, the NDIS Quality and Safeguards Commission (NDIS Commission) commenced in Victoria. The NDIS Commission implemented the NDIS Quality and Safeguarding Framework which replaces Victoria’s existing quality and safeguard arrangements for NDIS participants and services. NDIS providers must comply with the requirements of the NDIS Commission. This means:

### Victorian NDIS service providers

From 1 July 2019, registered NDIS providers operating in Victoria are required to report certain types of incidents to the NDIS Commission, as per the *NDIS (Incident Management and Reportable Incidents) Rules 2018.* Registered NDIS providers are required under Commonwealth law to have appropriate systems in place to respond to any incidents that occur or are alleged to have occurred in connection to the provision of supports or services to NDIS participants.

More information on reportable incidents for NDIS providers is available at: <https://www.ndiscommission.gov.au/providers/reportable-incidents>

#### Victorian funded service providers (including in-kind services)

From 1 July 2019, the Victorian Government requires state-funded providers to continue to comply with existing state-based incident reporting systems (eg: CIMS).

Resource and tools for state-based incident reporting policies are available at:

<https://providers.dhhs.vic.gov.au/cims>

<https://www.education.vic.gov.au/childhood/professionals/needs/Pages/ecisprofessionals.aspx#link99>

#### Transitional arrangements

From 1 July 2019, providers who are in receipt of funding from the Victorian Government and the NDIS are subject to both state‑based and NDIS Commission reporting obligations.

Queries regarding transitional arrangements can be directed to: [quality&safeguards@dhhs.vic.gov.au](mailto:quality&safeguards@dhhs.vic.gov.au) .

## I am a community health service, do I need to report in CIMS?

Inclusion of integrated and registered community health services in the CIMS has been deferred until further notice.

In the interim, community health services are to continue with their current practices of managing and reporting incidents in line with the Victorian Health Incident Management System (VHIMS).

# Section 3 – Registration

## How do I register my organisation for CIMS?

All in-scope organisations funded by the department are required to submit incident reports electronically via CIMS.

We ask that your Chief Executive Officer (or equivalent) complete a web-based survey at the following link:

<https://www.surveymonkey.com/r/QF29CNJ>.

The survey takes only a few minutes.

Once the survey has been completed, the person listed as the nominated contact will receive a follow-up email with the next steps in the CIMS registration process.

## How do I become a registered user for CIMS?

Access to the CIMS for registered users (ie: users provisioned with specific CIMS user roles) is via the following portal link:  <https://hns.dhs.vic.gov.au/CIMS/>

If you are wanting to become a registered user, the CIMS has a self-service function which enables organisations to self-manage user provisioning (eg: editing, removing and adding staff to the system).

A person provisioned as a CIMS Senior Delegate level user in your organisation has the functionality to manage user provisioning.  Step by step instructions on how to manage CIMS user access is in *Chapter 14 (Managing user profiles)* of the *CIMS IT Client Incident Register User Manual* available on the Department's CIMS web page: <https://providers.dhhs.vic.gov.au/client-incident-register-user-manual-cims-word> .

(Please note however, that if you do not have an eBusiness account, you will need to contact the eBusiness Administrator on **1300 799 470** or [eBiz@dhhs.vic.gov.au](mailto:eBiz@dhhs.vic.gov.au) to arrange for access to the ‘CIMS production’ application first).

## I am a registered user for CIMS under a previous employer, how can I change this to be registered under my new employer?

You will need to contact your previous employer and ask that they delete you from the CIMS as user for their organisation. To do this, your previous employer will need to follow the steps set out in the *Client incident register user manual* (*Chapter 14 – Managing user profiles*) located at <https://providers.dhhs.vic.gov.au/client-incident-register-user-manual-cims-word>.

You will then need to contact the eBusiness Administrator on 1300 799 470 or [eBiz@dhhs.vic.gov.au](mailto:eBiz@dhhs.vic.gov.au) to advise that you have changed employer and ask that they remove you as an employee from your previous place of work, so that you can then be eBusiness registered with your new organisation. Once this is done, a person provisioned as a CIMS Senior Delegate level user in your new organisation has the functionality to add and provision you as a CIMS user. Again, the *Client incident register user manual* (*Chapter 14 – Managing user profiles*) located at <https://providers.dhhs.vic.gov.au/client-incident-register-user-manual-cims-word> provides further instruction with this task.

## I was provided with a 'one off' link to report a client incident because my organisation is not yet registered for the CIMS. What now?

A ‘one off’ temporary link and token (password) is provided to organisations who have not yet completed the on-boarding requirements to CIMS, in situations where they need to report a client incident into the CIMS.

The link and the token will only work once. Once the incident report is submitted, it is very important that the organisation completes the on-boarding process to CIMS urgently.

Instructions to commence the on-boarding process are as follows:

* We ask that your organisation's Chief Executive Officer (or equivalent) complete a web-based survey at the following link: <https://www.surveymonkey.com/r/QF29CNJ>.
* The survey takes only a few minutes.
* Once the survey has been completed, the person listed as the nominated contact will receive a follow-up email with the next steps in the CIMS registration process.

# Section 5 – eBusiness registration process (summary)

## Do I need to contact eBusiness if I want to add staff as users to the CIMS?

Below are instructions on how new users can be added to the CIMS depending on whether they have an existing eBusiness account or not. (eBusiness is a portal which allows authorised people to access the department’s system applications – eg: CIMS - via the internet).

**Staff member does not have an existing eBusiness account:**

* The staff member needs to firstly contact the eBusiness Administrator on 1300 799 470 **or** go to the department's [eBusiness webpage portal](https://hns.dhs.vic.gov.au/dhsportal/wps/myportal) and request access to eBusiness under their organisation name (click on "I want to register").
* They will then be required to select from an eBusiness application list. They need to select "CIMS Production (1.0.0.0)".
* They will then be required to complete all information fields.
* Once the eBusiness account has been created, the user will receive an email that includes their new eBusiness user name and password.
* A CIMS Senior Delegate level user will then need to log into CIMS and add them as a new user, using their recently created eBusiness user name. Step by step instructions on how to manage CIMS user access is in *Chapter 14 (Managing user profiles)* of the *CIMS IT Client Incident Register User Manual* available on the Department's CIMS web page: <https://providers.dhhs.vic.gov.au/client-incident-register-user-manual-cims-word>

**Or**

**Staff member has an existing eBusiness account:**

* The staff member needs to log into eBusiness and request access to the "CIMS Production (1.0.0.0)" application.
* A CIMS Senior Delegate level user will then need to log into CIMS and add them as a new user, using their existing eBusiness user name. Step by step instructions on how to manage CIMS user access is in *Chapter 14 (Managing user profiles)* of the *CIMS IT Client Incident Register User Manual* available on the Department's CIMS web page: <https://providers.dhhs.vic.gov.au/client-incident-register-user-manual-cims-word>
* The staff member should then receive an email once their access has been granted within eBusiness

Note: If a user has an eBusiness account under an organisation that they no longer work at, they will be required to contact the eBusiness administrator on 1300 799 470 or ebiz@dhhs.vic.gov.au to update their organisation details.

# Section 6 - Reporting an incident

## Do I need to be a registered user in CIMS to report a client incident?

Staff do not need to be registered within the CIMS to create an incident report. However, if their position in the organisation requires that they are to action stages of the CIMS reporting process, they will need to be registered and provisioned in CIMS with a specific user role.

In other words, access to the CIMS occurs in two ways depending on whether staff are registered users or not:

* Unregistered users: Any staff member within the organisation that is required to create an incident report in the event of witnessing or being told about an alleged incident. An unregistered user does not require log in details and accesses the CIMS incident report form via the department’s internet page: <https://cims.vic.gov.au/>.
* Registered users: Staff who are provisioned with specific CIMS user roles access the CIMS via the department’s eBusiness portal: <https://hns.dhs.vic.gov.au/CIMS/>. These staff are responsible for the quality assurance, endorsement and submission of the incident report to the department’s divisional office.

The CIMS learning and development page (<https://providers.dhhs.vic.gov.au/cims-learning-and-development>) on the department’s CIMS website provides a training incident report webform for practice and IT User Manuals to provide guidance for staff tasked with entering an incident report or who have the responsibility for actioning details of the incident report.

## Who should report an incident if the client has multiple service providers?

The service provider that witnesses or first becomes aware of the incident must submit an incident report whether the service is department delivered or from a funded organisation.

Please refer to Section 3.7 (*Clients receiving services from multiple service providers - shared client*s) of the *Client incident management guide* *– 23 January 2020* (<https://providers.dhhs.vic.gov.au/client-incident-management-guide-cims-word>) for further guidance.

# Section 7 – Application Program Interface (API) users

## My organisation uses the API to report incidents into CIMS, what do we need to do as a result of the CIMS policy changes that came into effect on 3 February 2020?

Organisations using the API need to:

* + Implement practice changes as required to ensure compliance with the new reporting timeframes.
  + Implement practice change to follow the new business rules for follow-up recommendations. As an organisation using the API, your organisation will need to continue to submit “follow up recommendations” in the system. Provided your follow-up recommendation is in line with the new business rules your recommendation will be endorsed.
  + Speak to your vendor about meeting the new API specifications. Seek regular progress updates.
  + The updated version of the CIMS IT will allow organisations using the API to submit non-major incidents immediately rather than in a batch job at the beginning of each month.
  + For case reviews, in the period between 3 February 2020 and 1 July 2020, the current process will be followed. If the department requires a case review, they will request it in accordance with the current policy and process.

## Do the CIMS policy updates that came into effect on 3 February 2020 apply to organisation using the API?

Policy updates that do not require system changes will be applicable from 3 February 2020 and include:

* + Major impact incidents to be submitted to the department within three business days of the incident occurring or of the service provider becoming aware of the incident
  + Follow-up recommendations for major impact incidents to align with the follow-up business rule matrix
  + Terminology of “alleged perpetrator” to be updated to “subject of allegation”

Policy updates where system changes are required (non-major impact submissions, automation of the follow-up recommendation process and submission of case review outcomes) are required to be implemented by 1 July 2020.

## Where can I ask technical questions in relation to the required API changes?

Please email CIMS.API@dhhs.vic.gov.au where a technical support team will be able to respond.

# Section 8 – Learning and Development resources

## How can I learn more about CIMS?

Further information about the CIMS is available on the department’s [CIMS page](http://providers.dhhs.vic.gov.au/cims) at: <https://providers.dhhs.vic.gov.au/cims>.

Please note that work is currently underway to update the [*Client incident management guide – 23 January 2020*](https://providers.dhhs.vic.gov.au/client-incident-management-guide-cims-word) (and all other CIMS resources) to incorporate the policy changes that were implemented on 3 February 2020. Until this review work is completed, the *Client incident management guide – 23 January 2020* must be read in conjunction with the *[CIMS policy update 1 - 2020](https://providers.dhhs.vic.gov.au/cims-policy-update-1-2020)* release note and the [*Frequently Asked Questions – policy update 1 - 2020*](https://providers.dhhs.vic.gov.au/frequently-asked-questions-policy-update-1-2020) document.

Learning and development materials to support users of CIMS can be located at <https://providers.dhhs.vic.gov.au/cims-learning-and-development>. Resources include:

* downloadable, self-paced learning and development modules
* video stories
* e-learning modules on how to use the CIMS incident report webform and client incident register
* detailed IT user guides
* a training environment incident report webform

Again, please be mindful that work is currently underway to update these resources so that they align with the [CIMS policy changes](https://providers.dhhs.vic.gov.au/cims-policy-update-1-2020)that took effect on 3 February 2020.

## How can I attend training for CIMS?

There is no classroom based training currently scheduled for the CIMS.

However there is a range of learning and development materials (as described above) to support users of CIMS available on the department’s CIMS webpage at <https://providers.dhhs.vic.gov.au/cims-learning-and-development>.

# Section 9 – More information

## Where do I find more information about CIMS?

* See the department’s [CIMS page](http://providers.dhhs.vic.gov.au/cims)
* General queries can be emailed to: [CIMS@dhhs.vic.gov.au](mailto:CIMS@dhhs.vic.gov.au).
* Queries in relation to incidents submitted to the CIMS can be made to your respective DHHS divisional contact:
  + Team 1 (formerly East Division): [EastCIMS@dhhs.vic.gov.au](mailto:EastCIMS@dhhs.vic.gov.au)
  + Team 2 (formerly South Division): South.CIMs@dhhs.vic.gov.au
  + Team 3 (formerly North Division): CIMS.North@dhhs.vic.gov.au
  + Team 4 (formerly West Division): CIMS.West@dhhs.vic.gov.au

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