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| Client Incident Management System (CIMS) |
| Information on the implementation of the CIMS Review outcomes scheduled for 9 December 2024 |
| OFFICIAL |

# General

The Client Incident Management System (CIMS) is the Department of Families, Fairness and Housing’s system to safeguard clients by providing timely and effective responses to incidents which harm them during service delivery, which in turn enables service providers to enhance service delivery by learning from incidents.

CIMS was introduced in 2018. A staged review has been conducted to address some of the barriers which prevented CIMS from working as well as it can. The review has covered both the IT platform and the incident reporting system itself. This includes the CIMS policy, implementation and supports and oversight and learning.

The CIMS review concludes in December 2024. The CIMS policy and IT platform will be updated by 9 December 2024, to implement the outcomes of the CIMS review.

## What changes will be made to CIMS?

On 9 December 2024, the CIMS Review outcomes will come into effect. The changes include:

* embedding Aboriginal cultural safety in CIMS policy
* updating CIMS policy definitions
* clarifying the roles and responsibilities for each party in CIMS
* renewing investigation and review processes
* drafting a new policy document, to replace the CIMS guide.

## When will the changes come into effect?

The CIMS review outcomes are scheduled for implementation on 9 December 2024, when the CIMS IT platform changes will take effect.

The new CIMS policy document will be published on 11 October 2024.

## Who will be affected by the changes?

All CIMS users are impacted by these changes.

## Will policy changes be applied retrospectively?

No, the policy changes will not be applied retrospectively. The new reporting requirements can only be used for newly created incident reports from 9 December 2024.

## Will the CIMS Review be making further changes after 9 December 2024?

No; the changes implemented on 9 December 2024 mark the completion of the current CIMS review.

## What ongoing resources are available for my organisation to embed these new changes in practice?

* Learning and development resources will accompany the implementation of the CIMS Review outcomes.
* Further details on the learning and development materials will be published in the CIMS Review newsletter, closer to the policy release date.
* If you are not already subscribed to the CIMS Review newsletter, you can email [CIMS.Review@dffh.vic.gov.au](mailto:CIMS.Review@dffh.vic.gov.au)

## Who can we contact if we have questions or encounter issues using CIMS after the changes are made?

* The current CIMS help contacts will continue to offer support after the CIMS review has been concluded. They are listed on the [CIMS webpage](https://providers.dffh.vic.gov.au/cims) providers.dffh.vic.gov.au/cims.
* If you have any questions or concerns about the changes leading into implementation, please email the CIMS Review team at [CIMS.Review@dffh.vic.gov.au](mailto:CIMS.Review@dffh.vic.gov.au).
* If you have any questions specific to the requirements of the Social Services Regulator, please email the SSR Transition team at [SSRtransitionproject@dffh.vic.gov.au](mailto:SSRtransitionproject@dffh.vic.gov.au).

## Feedback I have provided to the CIMS review has not been implemented in the CIMS changes. Why is this?

The CIMS review has engaged extensively with stakeholders, many of whom have had a high level of interest and engagement in the review process. All feedback has provided valuable insight into client, carer, and service provider experience with CIMS, and existing challenges with the policies, guidance, and processes.

At times, feedback has been competing and/or out of scope of the CIMS review. The changes implemented have been carefully considered, prioritising improvements that will have the greatest benefit for clients, the greatest impact, using fewest resources for service providers to operationalise, and with consideration to the existing functionality of the CIMS IT system. Unfortunately, this means that not all feedback received is able to be included in the upcoming changes.

## What IT changes are required and how do I get the required documentation to make Application Program Interface (API) changes to our software?

Service providers using their own software, such as Riskman via the API will receive email correspondence from the department in September 2024, which will outline the technical specifications required to make the required changes. The changes will need to be implemented by 9 December 2024. The key changes to the IT system are:​

* Updated CIMS incident types to align with the new policy​
* Updated program and service types to remove programs that are no longer delivered (for example, services that have transitioned to the NDIS)​
* A new role option for client-to-client incidents (to shift away from the criminalising, blaming language)​
* Mandatory completion of the CRIS ID for children and young people in care to enable incident reports to be automatically loaded to an individual client’s CRIS file​
* A new field for the Social Service Regulator’s critical incident notification number to enable the Regulator and service providers to match SSR notifications to CIMS reports where an incident in scope of both the SSR and CIMS ​
* Data validations to reduce reporting error, improve data quality and enhance process efficiencies.

Following receipt of these details, service providers can contact CIMS.api@dffh.vic.gov.au for further questions.

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| To receive this document in another format, [email the CIMS Review team](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, September 2024.  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.  ISBN 978-1-76130-477-4  Available at [DFFH providers – CIMS webpage](https://providers.dffh.vic.gov.au/cims) <https://providers.dffh.vic.gov.au/cims> |