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| **Request for extension of due date for an incident investigation** |
| Client incident management system (CIMS) |
|  |



# CIMS investigation extensions

The Client incident management system (CIMS) is an incident reporting and management framework. CIMS enables clients, service providers and the department to work together in response to an incident. The [*Client Incident Management System: policy and guidance (CIMS Policy)*](https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word) [[1]](#footnote-2)outlines the key actions and responsibilities of service providers and the department to manage client incidents

If an incident investigation is to be undertaken, the investigation report must be submitted to the department within 28 business days of the incident report being endorsed (CIMS policy, Chapter 4.2).

Circumstances outside of the service provider’s control may arise that will require a CIMS incident investigation to be put on hold. For example, for incidents reported to Victoria Police, the investigation must not begin until Victoria Police have confirmed it can commence. (CIMS policy, Chapter 4.2)

## Extension requests

Service providers can request the department to extend the due date for investigation reports **by up to 60 business days** using the following template. This request is to be submitted electronically via the service provider’s client incident register (CIR).

Users of the department-built CIR (otherwise known as the CIMS IT system) should refer to the ‘adding outcomes, requesting an investigation or review extension’ section of the [*Client incident register user manual*](https://providers.dffh.vic.gov.au/client-incident-register-user-manual-cims-word)*[[2]](#footnote-3) (Section 10.2)* for details about the process for submitting this request via the department-built CIR.

It is important to note that if outside circumstances force an incident investigation to be delayed, the service provider must still:

* support the carer if they are the subject of allegation, as detailed in Chapter 2.7 of the CIMS policy
* support the client through other processes, such as the justice system, which the client may be subject to as a result of the incident.

## Service details

|  |  |
| --- | --- |
| Organisation name | <Enter organisation name here> |

## Incident reference number

|  |
| --- |
| <Enter incident report ID (IRD) here> |

## Proposed due date

|  |  |
| --- | --- |
| Current due date | <Enter current due date here> |
| Proposed new due date  *[up to 60 business days from current due date]* | <Enter proposed new due date here> |

## Request for an incident investigation extension

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| --- | --- |
| Rationale for the extension to the incident investigation [Ensure sufficiently detailed to justify the proposed new due date] | <Enter rationale here> |

## Is there a police investigation into the incident underway? If yes:

|  |  |
| --- | --- |
| What is the date your organisations was notified police were proceeding to an investigation? | <Enter date here> |
| Is the police investigation into the incident underway? | <Enter Yes/No here> |
| What was the last date of contact with the police about the progress of the investigation? | <Enter date here> |

## Organisation delegate requesting the extension

|  |  |
| --- | --- |
| Approved by  [Service provider’s chief executive officer or senior delegate authority] | <Enter name of person who approved the request for extension here> |
| Position/title | <Enter position or job title of person who approved the request for extension here> |
| Signature | <Enter signature here. Electronic signatures are acceptable> |
| Date | <Enter date of signature here> [DD/MM/YYY] |

To receive this document in another format [email CIMS Review](mailto:CIMS.Review@dffh.vic.gov.au) CIMS.Review@dffh.vic.gov.au

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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.

Available at the [CIMS webpage](file:///C:/Users/vicfm6h/Downloads/providers.dffh.vic.gov.au/cims) https://www.providers.dffh.vic.gov.au/cims

1. https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word [↑](#footnote-ref-2)
2. https://providers.dffh.vic.gov.au/client-incident-register-user-manual-cims-word [↑](#footnote-ref-3)