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| Response and support plan template |
| Client Incident Management System |
|  |

Instruction text:

[Bracketed text is a guide only and should be deleted prior to completion]

*Text in italics are examples only and must be deleted prior to completion*.

Chapter 6: Analysis and Learning of the [*Client incident management policy and guidance (CIMS)*](https://providers.dffh.vic.gov.au/client-incident-management-system-policy-and-guidance-word)*.*sets out the minimum requirements for response and support planning.

Delete these instructions.

End instruction text.

# Response and support plan

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| --- | --- | --- | --- | --- |
| Investigation/Review recommendation | Response action | Responsible person | Due date | Progress against action |
| [Detail the recommendation as worded from the investigation/review report] | [List the steps required to respond to the recommendations. Actions should be specific tasks to be undertaken] | [Identify the person who will be leading the response action] | [Specify the date the action is to be completed by] | [Use this column to document the progress against each action during care team meetings/monitoring meetings] |
| *A Family Violence Intervention Order is obtained listing the subject of allegation as the perpetrator and the client as the affected family member.* | * *Support client to apply for intervention order* * *Attend hearing with client* | *John Doe, Case Manager* | *Application submitted by 01 February 2024.* |  |
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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.

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