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| CIMS examples: services where there is no Child Protection involvement |
| Implementation resource for community based and accommodation servicesDecember 2024 |
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# How to use these examples

These examples have been prepared to assist with interpretation of the CIMS policy in the following service streams:

* Family violence and sexual assault services
* Homelessness services
* Community based family services (no child protection involvement)
* Health services.

The examples are presented in two service contexts:

* Community based, episodic sessions with clients and their families
* Accommodation services.

These examples are not prescriptive or exhaustive. Application of the CIMS policy will be dependent on the individual context of each situation.

# Interpreting ‘during service delivery’: community-based services

| Incident description | In scope of CIMS? |
| --- | --- |
| Case manager rang their client to provide a status update on their referral for support. Client disclosed to case manager that their mental health has declined and they are experiencing suicidal ideation. Client disclosed having self-harmed. Case manager agreed to follow up referral as a matter of urgency. Crisis support information provided to the client. | **No.**Incident did not occur during service delivery. The actions undertaken by staff were part of their core business to provide referral and support to the client. Client was not self-harming during the phone call. |
| Client attended appointment with worker. The client told staff they weren’t feeling well and had chest pain. Staff called an ambulance on behalf of the client.  | **No.**Illness is not an incident type.  |
| During a session at a community centre, a client’s behaviour escalated with shouting at staff, throwing items and banging on walls. Ambulance and police services were called to attend the client. | **No.**A client’s angry outburst is not an incident based on the information presented. The actions undertaken by staff were part of their core business to provide support to the client. |
| During a session with a practitioner, a child became dysregulated and ran from the building out to a carpark near a busy road. Child was at risk of injury trying to cross the road. | **Yes.** Child was at risk of serious harm. |

# Interpreting ‘during service delivery’: accommodation services

| Incident description | In scope of CIMS? |
| --- | --- |
| Client lives in a refuge. Client rang the refuge office and told staff they weren’t feeling well. Staff attended unit where client complained of abdominal pain. Staff called an ambulance on behalf of the client.  | **No.**Illness is not an incident type. The actions undertaken by staff were part of their core business to provide referral and support to the client. |
| Client and their son are residing in a refuge. Their case manager was completing an outreach visit at the refuge. Client’s son became distressed, throwing and overturning furniture which hit and injured the client, requiring medical treatment. | **Yes. Client was injured by the furniture.**Incident occurred during service delivery. Refuge is a 24-hour service. |
| Client staying in crisis accommodation (brokered hotel accommodation). Client attended the local shopping centre and was assaulted, requiring treatment at hospital. | **No.**Incident did not occur during service delivery. Client was undertaking independent activity in the community. No worker was present with them. |
| Client staying in crisis accommodation (brokered hotel accommodation). Family violence service worked called client at an arranged time to provide support. While on the call, the Person Using Violence (PUV) arrived and entered the room, yelling and threatening client. Worker sought support from other workers to call 000. Client moved to new accommodation. | **Yes.** Incident occurred during service delivery as the family violence practitioner was on the phone with the client during incident providing case management services at the time.  |
| Two supportive housing residents are fighting in the foyer. A security guard intervenes to restrain a resident from harming the other and the resident is injured, requiring treatment at hospital. | **Yes.**Incident occurred during service delivery as supportive housing is a 24-hour service. |

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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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