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| Client Incident Management System Phase One changes scheduled for 17 June 2024 |
| Information on changes to existing CIMS IT systems and guidance to align with the commencement of the Social Services Regulation Scheme |
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# 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.

The *Social Services Regulation Act 2021* specifies registered social service providers, *as soon as reasonably practicable, must notify the Regulator of any serious incident that has occurred, or may pose a serious risk to service users, during the delivery of a social service (s.48(1)).* The Social Services Regulation Scheme (the scheme) commences on 01 July 2024.

The CIMS Review and the team leading the establishment of the Social Services Regulator have collaborated to enable service providers currently required to report incidents through CIMS, and who are in scope of the Social Services Regulator, to be able to use CIMS as the framework to submit incident reports under s48 (1) of the Social Services Regulation Act; and represents a significant reduction in duplicative incident reporting requirements. This alignment has been reached in consultation with the newly appointed regulator, Social Services Regulator Jonathan Kaplan. Full information about Regulator notification requirements will be available from [SSRtransitionproject@dffh.vic.gov.au](mailto:SSRtransitionproject@dffh.vic.gov.au)

CIMS policy and the IT platform will be updated by 17 June 2024, to ensure compliance with the Social Services Regulation Scheme. Two other changes to the CIMS IT platform will also be made on this date to accommodate outcomes of the CIMS Review.

The CIMS Review will continue to evaluate feedback received for other areas of improvement to CIMS, with further changes to be implemented in the second half of 2024.

## What are the changes?

On 17 June 2024, changes will be made to the CIMS IT platform. These include:

* Adding a new incident type ‘Serious risk’.
* Creation of a new gender field for clients involved in an incident.
* Creation of a new program type and two service types (family violence and sexual assault services) to enable more accurate reporting from Family Violence and Sexual Assault service providers.

The updated CIMS guide will be released on 30 May 2024. This update will embed these new requirements in CIMS policy.

Organisations using third party software, such as Riskman, will need to make changes to comply with the new requirements. Technical information about the changes will be emailed to affected service providers as soon as it has been finalised.

## Why are the changes needed?

### Alignment with the Social Services Regulation Scheme

The Social Services Regulation Scheme (the scheme) commences on 1 July 2024. The *Social Services Regulation Act* 2021 specifies that registered social service providers, *as soon as reasonably practicable, must notify the Regulator of any serious incident that has occurred, or may pose a serious risk to service users, during the delivery of a social service* (s.48(1)).

The CIMS Review team and Social Services Regulation Reform teams have worked hard to align incident reporting requirements, to reduce duplication of effort and administrative burden for service providers.

To notify the Regulator of incidents which *may pose a serious risk* of harm to clients, changes to the CIMS policy and IT platform are required. The updated policy will be released on 30 May 2024, with the IT changes coming into effect on 17 June 2024.

### Gender

A new field will be added to report client gender, which will align CIMS with Victorian Government policy, and recognises and respects the gender diversity of clients. The options will align with those currently reported in the Children, Youth and Families case management system, CRIS.

### Family violence and sexual assault service types

The introduction of a specific program and service type for family violence and sexual assault services will improve the identification of incidents, leading to improvements in the safety and quality of service delivery.

## What training will be made available?

* Learning and development sessions will commence on 6 May 2024, and be held throughout May to July of 2024. The details of these sessions will be announced in April 2024 and the schedule will be published in the CIMS Review newsletter.
* If you are not already subscribed to the CIMS Newsletter, you can email [CIMS.Review@dffh.vic.gov.au](mailto:CIMS.Review@dffh.vic.gov.au).

## Who will be impacted by the change?

* All CIMS users are impacted by these changes. These changes are embedded in CIMS policy therefore requiring all CIMS users to make these changes to remain compliant.

## Will past incident reports be updated to reflect the new changes?

* No. The change will only be available from 17 June 2024 so only incidents reported from this date will be able to be recorded using the new fields.

## Will there be further changes to the CIMS IT system after 1 July?

* The CIMS Review is continuing throughout 2024, with further outcomes to be implemented later in 2024.

## Where can I go for assistance?

* If you are a service that uses a third-party platform, such as Riskman, and have specific technical queries or about the change process, you can contact the [CIMS IMSC team](mailto:CIMS.api@dffh.vic.gov.au) <CIMS.api@dffh.vic.gov.au>.
* If you have any questions specific to the requirements to the Social Services Regulator, you can email the [SSR transition team](mailto:SSRtransitionteam@dffh.vic.gov.au) <SSRtransitionproject@dffh.vic.gov.au>.
* If you would like additional information about CIMS including resources, policy, learning and develop materials you can visit the [CIMS Provider page](https://providers.dffh.vic.gov.au/cims) <https://providers.dffh.vic.gov.au/cims>

The CIMS Review team welcome feedback from all CIMS users and stakeholders. If you have feedback or questions about the CIMS Review, you can contact the [CIMS Review team](mailto:cims.review@dffh.vic.gov.au) <cims.review@dffh.vic.gov.au>

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