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| Notice of a Client Incident Management System (CIMS) investigation – subject of allegation |
| Template |
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Instruction text:

* Italic text is for guidance and should be deleted when no longer required.
* This template is for notifying individuals subject to an allegation of a CIMS investigation process.
* This letter should be provided with a Collection Notice (see the CIMS guidance and resources webpage <https://providers.dffh.vic.gov.au/cims-guidance-resources> for templates)
* For client-to-client incidents, it is recommended to use the ‘Notice of CIMS investigation – for clients’ which is available on the CIMS guidance and resources webpage < https://providers.dffh.vic.gov.au/cims-guidance-resources>
* For incidents subject to a Reportable Conduct Scheme (RCS) investigation, the Commission for Children and Young People (CCYP) have an example ‘Letter of Allegation’ in their Investigation Guide.

Department of Families, Fairness and Housing staff only:

* Consult the Integrity Unit before sending this notice, to determine if the incident is in scope of the RCS.
* The Integrity Unit are the RCS delegates for the Department and will send an RCS letter of allegation to any individual subject to allegation, for investigations in scope of the scheme.
* For RCS investigations, where the Integrity Unit sends the RCS letter of allegation to a subject of allegation, this letter is not required.

End instruction text.

[Name]

[Address]

[Date]

Dear [name of subject of allegation]

**Allegation of abuse or neglect – [alleged abuse/neglect type]**

CIMS incident number: [IRD number]

I am writing to you as I have received information that an incident has occurred, where a [client / child / young person] is alleged to have experienced [type of abuse or neglect, add multiple types if relevant] while in your care.

A CIMS investigation will be conducted by [service provider] in relation to the incident and allegation*(s)*.

The details of the allegation*(s)* are as follows:

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| * *[details of each allegation to be outlined]*   *Note: For client-to-client incidents – these should focus on the incident and harm that has been experienced, not who was or is believed to be responsible* |

To investigate what has happened, it is important that everyone involved in the incident has an opportunity to provide their version of events. You can provide a verbal or written response to the allegation. Written responses must be provided by [date]. Your response will be considered along with other information gathered throughout the investigation process. Please provide any other relevant information that you believe may assist with determining an outcome.

**What to expect**

If the above allegations are substantiated (where the outcomes of the investigation determine that it is more likely than not that abuse or neglect has occurred), decisions may need to be made about your [*continued caring role/employment*], or additional supports that may be required to reduce the risk of further harm.

[*Add any other potential impacts on the subject of allegation, in line with service provider’s policies*].

Investigations involve information gathering from a range of relevant sources, assessing the reliability and consistency of the information, and preparing an investigation report that summarises the key findings and outcomes. This process can take time, and we endeavour to resolve any investigation thoroughly and promptly.

I encourage you to seek support from [*name of nominated support person from service provider*] during this time. You may request that a support person attends any interviews with you. Please let us know if you choose to do this and who it will be before the interview.

**Confidentiality and privacy**

Service providers involved in investigations are bound by privacy legislation and CIMS policy. Please let us know if you believe there has been a breach of confidentiality or privacy.

We recommend you keep this matter confidential and do not disclose details to any person, other than those directly involved such as your support person.

We may be required to provide information to other organisations or oversight bodies, such as the Social Services Regulator, Victoria Police, or the Commission for Children and Young People.

For further information about CIMS policy, procedures and guidance, including privacy and information sharing, please see https://providers.dffh.vic.gov.au/cims.

**Review process**

You may request review of an investigation outcome in writing within 10 business days of being notified of the outcome.

This request must identify how the investigation did not adhere to principles of procedural fairness, or the CIMS investigation policy minimum requirements.

Further information about the review process is available on the CIMS webpage.

**How to make a complaint**

We are committed to listening to you and responding to your concerns.

If you have a complaint about an investigator or other staff member from [service provider], you can ask to speak to their supervisor.

If you still have concerns, you can make a complaint by following the steps on [service provider’s complaints process and webpage]. If the complaint is about a Department of Families, Fairness and Housing staff member, see the Department of Families Fairness and Housing Victoria - making a complaint webpage <https://www.dffh.vic.gov.au/making-complaint> for steps to follow.

**Next steps**

[Name of investigator / nominated contact from service provider / I] will be your primary contact person during this investigation.

[Their/my] contact details are:

[Organisation address]

[Phone]

[Email]

\*If an investigator external to the service provider will be conducting the investigation, also include who this is and who the individual can expect to hear from.

If you have any further questions or concerns, please contact [nominated contact person].

Yours sincerely,

[Investigation manager / Service provider contact]

[Job title]

[Organisation address]

[Phone]

[Email address]