

Managing non-CIMS allegations of abuse in care involving past or current child protection clients

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Purpose

To provide guidance for managing and monitoring concerns about, or allegations of, abuse in care that involve past or current child protection clients that fall outside the scope of the Client Incident Management System.

Background

When the department becomes aware of allegations of abuse in care, a review of the incident occurs, and a decision is made about whether the incident(s) fall within the scope of CIMS. At times, the incident falls outside of the scope of CIMS.

Concerns or allegations that may fall outside of the scope of the current CIMS process include past clients, a CSO is no longer operating or may not be delivering child and family services, or the information received is such that some initial inquiries may need to be made about determining the best course of action.

Action

1. If you are advised of or become aware of concerns or allegations of abuse involving a past or current client, consider whether a CIMS report should be lodged. If you need assistance with CIMS please contact StatewideCIMS@dffh.vic.gov.au to discuss the concerns with a member of the Safeguarding and Oversight (SAO) Unit. Further information can also be found in the Client Incident Management Guide at <https://providers.dffh.vic.gov.au/client-incident-management-guide-cims-word>.
2. If, following discussion with the SAO Unit, it's determined that the concern or allegation falls outside the scope of CIMS, you should contact the Office of Professional Practice (OPP) at OPPDIRECTORATE@dffh.vic.gov.au. The OPP will allocate a staff member to support decision-making and assist with process.
3. In addition, allegations of abuse by an out-of-home carer (residential or foster) of a child protection child in their care, that occurred on or after 7 December 2002, may be also reported to the Human Services Regulator. For further information refer to <https://providers.dffh.vic.gov.au/carers-register> or email the Victorian Carer Register carer.register@dffh.vic.gov.au and a representative will contact you.

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