

Incident Management Unit (IMU)

Information for our clients and family/guardians during an IMU investigation.

The Department of Human Services

The Department of Human Services (DHS) delivers and funds programs and services to children, young people, and adults in a range of settings.

It is always important that concerns about the level of care, treatment, the safety of the people we support are taken seriously, investigated thoroughly, and action is taken to prevent similar concerns in the future.

The Incident Management Unit

The Incident Management Unit (IMU) is responsible for the management of a range of incidents across DHS. These incidents can range from staff interaction with clients to the care and safety provided to clients

Each incident referred to the IMU is assessed by a panel of senior DHS staff to determine an appropriate course of action.

On occasion, incidents are referred to the IMU for a formal investigation.

The IMU is led by the Manager IMU and comprises of an Investigation Team and a Misconduct Team.

The Investigation Team

The Investigation Team is responsible for conducting investigations.

An investigation is a fact-finding exercise to identify the circumstances around an incident to determine how and why the incident occurred. This is done by obtaining witness statements, gathering documents, photographic or electronic data.

At the commencement of an investigation, an investigator from IMU will contact you to provide you with details of the

investigation and their contact details. You may be requested to provide a statement as a part of the investigation. This is voluntary, but please discuss with the investigator any concerns you may have.

Criminal Offences

If a matter involves circumstances that are criminal in nature, the matter will be referred to South Australia Police (SAPOL). DHS staff can assist you to report the incident to SAPOL or IMU can report the matter on your behalf.

What information will be shared about an investigation

The investigator will provide you updates on the progress of the investigation. However, some aspects of an investigation must remain confidential due to privacy issues.

The Misconduct Team

The Misconduct Team is responsible for assessing the evidence obtained during investigations.

DHS will conduct a disciplinary process in relation to any suspected misconduct by DHS staff. However, in accordance with its obligations under the Information Privacy Principles Instruction, the department is unable to provide information to third parties on the outcomes of specific disciplinary matters.

Contact

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