

Incident Management Unit (IMU)

Information for our employees and managers 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, and 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 interactions with clients to the care and safety of 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 Director 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, and photographic or electronic data.

Criminal Offences

If a matter involves circumstances that are criminal in nature, the matter will be referred to South Australia Police (SAPOL).

The Code of Ethics requires employees to notify their manager if they are charged with a criminal offence.

A departmental investigation may occur concurrently or at the conclusion of a police investigation, regardless of their outcome.

What if you are a witness to a matter being investigated

If you are a witness to a matter, you may be requested to provide a statement as a part of the investigation. Please discuss with the investigator any concerns you may have about doing this.

The [Code of Ethics](#) requires Public sector employees who are potential witnesses to suspected misconduct to actively cooperate and assist with investigations into the suspected or alleged conduct of another public sector employee that if proven, would amount to misconduct (including corruption and maladministration as defined in the Independent Commission Against Corruption Act 2012) and any other processes relating to the management of such suspected or alleged conduct. This obligation does not impact upon the right against self-incrimination of employees suspected of committing or alleged to have committed misconduct.

What to expect when you are the subject of an investigation

If you are the subject of an investigation, the IMU will notify you in writing of the

investigation and provide you with the investigator's contact details.

You may be asked to participate in an interview. If this is required, the Investigator will contact you about that process. You are entitled to have a support person present during the interview. This person can be a legal representative, friend, relative, colleague or union representative. However, it cannot be a person that is a witness or potential witness in the matter or has another conflict of interest. For accuracy and transparency an audio and video record of the interview will be made.

Who can you I talk to when you are the subject of an investigation?

To maintain the confidentiality and integrity of the investigation process you will not be able to discuss the investigation beyond a select group of stakeholders. This group usually includes the IMU, Human Resources, your manager, your spouse or partner, medical practitioner(s), counsellor(s), union or legal adviser(s) or otherwise as required by law. We encourage you to speak to one of this group to support you through the investigation process.

Managers are available to actively support you during the investigation process.

Managers are encouraged to proactively address any system or practice issues that are identified during the investigation process. Managers can seek advice from IMU regarding their role and support to staff during this process.

The Misconduct Team

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

DHS may conduct a disciplinary process in relation to any suspected misconduct by DHS staff.

If a decision is made for the matter to proceed to a disciplinary process, the Misconduct Team will notify you in writing (if you are the person subject of the

investigation) and you will be given an opportunity to respond.

Employee assistance

For DHS employees the department's employee assistance program is available by contacting Corporate Health Group on 1800 870 147 or at eap@chg.net.au

Contact - Incident Management Unit

Email:
DHSincidentManagementUnit@sa.gov.au

Post:
GPO Box 292, ADELAIDE SA 5001

DHS Intranet (for resources and contacts):
[DHS Incident Management Unit](#)