

Who can I share information with?

Child and Family Violence Information Sharing Schemes

This resource aim to help Information Sharing Entities (ISEs) identify who they can share information with under the Family Violence Information Sharing Scheme (FVISS) and the Child Information Sharing Scheme (CISS). From 27 September 2018, the following list of organisations and services will be prescribed as ISEs¹:

CISS, FVISS and MARAM – all reforms	CISS and FVIS only
<ul style="list-style-type: none"> Alcohol and other drugs services Child protection Department of Health and Human Services Housing Designated Mental Health Services Homelessness services² Justice Health Justice Health funded or contracted services³ Maternal and Child Health Services Multi-agency Panels to Prevent Youth Offending Out-of-Home care services Perpetrator interventions, including trials under the Family Violence Perpetrator Intervention grants Registered community-based child and family services (including Child FIRST) Risk Assessment and Management Panels Sexual assault support services Sexually abusive behaviour treatment services Specialist family violence services⁴ Support and Safety Hubs Victims Assistance Program services Victims of Crime Helpline Victoria Police Youth Justice Youth Justice funded community support services or programs Youth Parole Board (Secretariat) 	<ul style="list-style-type: none"> Commission for Children and Young People Disability Services Commissioner
	<p>CISS only</p> <ul style="list-style-type: none"> Registry of Births, Deaths and Marriages
	<p>FVISS and MARAM only</p> <ul style="list-style-type: none"> Adult Parole Board Children’s Court⁵ Corrections Victoria funded or contracted rehabilitation and reintegration services or programs, prisoner services or programs and clinical services or programs for offender rehabilitation Corrections Victoria, including Community Correctional Services and privately operated prisons Court-ordered family violence counselling Family Violence Restorative Justice Service Justice Health funded or contracted services for adults Magistrates’ Court⁶ State Funded Financial Counselling Program Tenancy Advice and Advocacy Program Victims of Crime Helpline

¹ ISEs in the Family Violence Information Sharing Scheme are prescribed by the Family Violence Protection (Information Sharing and Risk Management) Regulations 2018. ISEs in the Child Information Sharing Scheme are prescribed by the Child Wellbeing and Safety (Information Sharing) Regulations 2018

² Selected services.

³ For people under 18 years only.

⁴ Including family violence counselling and therapeutic programs.

⁵ May be prescribed under the Child Information Sharing Scheme pending legislative amendment.

⁶ May be prescribed under the Child Information Sharing Scheme pending legislative amendment.

How will ISEs know which organisations to share with?

The Ministerial Guidelines state that ISEs should take reasonable steps to ensure that they only share with other prescribed ISEs⁷:

- 1 Check if the organisation requesting information (or the organisation you may want to voluntarily share information with) is an ISE under the appropriate Information Sharing Schemes:
 - a. Refer to the ISE list on page one as a starting point. This will provide information of the funding programs that are included in the scheme but does not necessarily identify individual services.
 - b. The Ministerial Guidelines for the [FVISS](#) and the [CISS](#) provide guidance on which organisations and services are prescribed ISEs and should be referred to any time information is shared under either Scheme.
- 2 If you are unsure of a person's identity, you should also verify their identity (e.g. by asking them to send an email from their official work account or by calling their organisation's switchboard).
- 3 In addition to confirming that the person making a request is from an ISE, there is also an Enquiry Line (**1800 549 646**) that you may wish to call to verify that the organisation making the request is an ISE under the appropriate Information Sharing Scheme.

At the local level, ISEs can support each other to understand and verify which services and organisations are prescribed to share information under the Information Sharing Schemes, recognising that some organisations may be prescribed to share for some of their functions and not for others. For example, a health service may be permitted to share for their Designated Mental Health Service and Alcohol and Other Drug Service, but not for other functions.


Will there be an ISE list for prescribed organisations?

The Department of Education and Training and Family Safety Victoria (FSV) are developing options for access to an online list for the broader set of workforces prescribed from September 2018, and that will assist ISEs to further verify that an organisation or service is prescribed under the Information Sharing Schemes.

As an interim step, some state-wide entities, including those organisations and services in sectors brought into the FVISS in February 2018, will continue to have access to the current online ISE list until a redeveloped online option is available. This list will cover all ISEs except those funded by the Department of Health and Human Services (DHHS) or the DET.

From 27 September 2018, ISEs funded by the Department of Justice and Regulation, FSV, and Court Services can register to have access to the list. For these workforces, just go to the [Family Safety Victoria](#) website and go to the Implementation page and then to the heading **ISE Contact information** and you will find a link to register.

Access to the online list of ISEs should not be solely relied on to verify ISEs and all prescribed ISEs should follow this guidance.

-  If you are unsure if you or another organisation is prescribed, call the Information Sharing and MARAM Enquiry Line (**1800 549 646**). You may also refer to the relevant regulations where the specific function of ISEs are listed – these can be found under the resources tab on the Information Sharing and MARAM website at: www.infosharing.vic.gov.au.

⁷ This applies whether you are:

- requesting information from another ISE
- voluntarily sharing information with another ISE, or
- responding to a request for information under either or both Information Sharing Schemes.

Centralised processes for some ISEs

The following government departments and agencies have established a centralised point of contact for ISEs when making requests under the FVISS and CISS:

Department or agency	Contact information
CISS and FVISS	
Victoria Police ⁸	INFORMATION-SHARING@police.vic.gov.au
Child Protection ⁹ – state-wide	info.exchange@dhhs.vic.gov.au
Victim Services ¹⁰	helpline.supervisors@justice.vic.gov.au
<ul style="list-style-type: none"> Victims Assistance Programs providers Victims of Crime Helpline 	
VAP providers ¹¹	
Anglicare Victoria Loddon Mallee	vap@anglicarevic.org.au
Centacare Barwon South West Grampians:	vap@centacareballarat.org.au
Windermere Child & Family Services Gippsland	gippslandvap@windermere.org.au
Windermere Child & Family Services Southern Metro Area	southernvap@windermere.org.au
Merri Health Northern Metro Area Hume	vapintake@merrihealth.org.au
EACH Eastern Metro Area	evap@each.com.au
Cohealth Western Metro Area Western:	VAP@cohealth.org.au
Justice Health	jh.legal@justice.vic.gov.au
Youth Parole Board	youthparoleboard.secretariat@justice.vic.gov.au
Youth Justice	YJ-FVISS/CISS@justice.vic.gov.au
CISS only	
Registry of Births, Deaths and Marriages	bdmciisscheme@justice.vic.gov.au
FVISS only	
Corrections Victoria (including Private Prisons and Community Correctional Services)	www.corrections.vic.gov.au/utility/publications+manuals+and+statistics/family+violence
Adult Parole Board	apb.enquiries@justice.vic.gov.au
Victims Support Agency – Family Violence Restorative Justice Service	FVRJService@justice.vic.gov.au
Magistrates' Court of Victoria and Children's Court of Victoria	informationsharing@courts.vic.gov.au 03 9032 0333 or 03 9032 0334

⁸ Note - Victoria Police have a single request form that can be used under both schemes and ask that all ISEs make information requests on this form.

⁹ Requests for child protection information should go to the individual worker child protection practitioner locally in the first instance.

Where the case is closed⁹, requests should be made to the central DHHS Information Exchange team info.exchange@dhhs.vic.gov.au

If an ISE is not sure if the case is open or closed, they should contact the DHHS Information Exchange team, which will either forward the request to the appropriate child protection practitioner or respond on the department's behalf.

¹⁰ Victim Services ISEs are also prescribed as risk assessment entities (RAEs).

¹¹ While there is a single pathway for requests to the Victims of Crime Helpline and for Victim Assistance Program (VAP) providers, please note that the VAP providers may, as RAEs, make requests to you for information under the FVISS. For this purposes, the VAP providers are listed.

How do I know what information other ISEs hold?

Family Safety Victoria is developing a *Guide to Risk Relevant Information held by Information Sharing Entities* which sets out the risk relevant information that different types of ISEs hold in relation to family violence and risk management. This will assist ISEs to understand what risk relevant information is held by other prescribed services and organisations.

More information

Website

www.infosharing.vic.gov.au

FVISS and MARAM email

infosharing@familysafety.vic.gov.au

CISS email

childinfosharing@edumail.vic.gov.au