



# Child Information Sharing Scheme: Clinician Resource

**WHAT IS CISS?** The Child Information Sharing Scheme (CISS) enables Information Sharing Entities (ISEs) to request information from and share information with other authorised organisations and services to promote the wellbeing and/or safety of a child or a group of children under 18 years

## What do we mean by child wellbeing or safety?

- Physical, psychological and emotional health and access to and engagement with services to support a child's health and development
- Engagement in supportive relationships, particularly supportive family relationships, involvement in activities that enable a child's personal, social and cultural development and connection to their culture and community
- Participation in education and access to resources that support the child to learn and develop
- Access to adequate, appropriate and safe accommodation, nourishment, protection from the elements and safe and stable environments in which to live, learn and grow.

## Who can you share information with?

You can request information from and share information with Information Sharing Entities (ISEs) under CISS. ISEs are organisations or services that have been prescribed in regulations to use the scheme. This includes mental health services. ISEs can be identified via the ISE List: <https://iselist.www.vic.gov.au/ise/list/>

## The threshold for sharing information with other ISEs under CISS

- The ISE is requesting or disclosing confidential information about any person for the purpose of promoting the wellbeing or safety of a child or group of children; and
- The ISE disclosing information reasonably believes that sharing the information may assist the receiving ISE to:
  - Make a decision, an assessment or a plan relating to a child or group of children
  - Initiate or conduct an investigation relating to a child or group of children
  - Provide a service relating to a child or group of children
  - Manage any risk to a child or group of children; and
- The information being disclosed or requested is not known to be 'excluded information'.

## Consent

If the threshold for sharing has been met, ISEs do not require consent from any person to share relevant information with other ISEs under CISS. However, you should seek and take into account the views and wishes of the child and/or the relevant family members about sharing their confidential information – whenever it is appropriate, safe and reasonable to do so:

- You should discuss information sharing obligations with children and/or family members.
- Seek to maintain constructive and respectful engagement with children and their families.

## How to request and share information

If the threshold for sharing is met, there are three ways to use CISS:

### – Requesting information

You should provide sufficient detail to enable the responding ISE to make a decision about whether all three parts of the threshold have been met.

### – Responding to a request

An ISE may request information from you. If all three parts of the threshold have been met, you must reply in a timely manner.

If needed, you can ask the requesting ISE to provide further information about the request.

If you determine that a request does not meet the threshold, you must provide the requesting ISE with the reason in writing.

### – Proactively sharing information

You are encouraged to voluntarily provide information to another ISE if you become aware of information that may assist another ISE to promote the wellbeing or safety of a child engaged with their service, and if doing so meets all three parts of the threshold for sharing, especially as part of an ongoing collaboration between services.

## Further information and resources

- Refer to local policies and procedures that ISEs should have in place to guide use of CISS in their organisation, including the roles in the organisation appropriate to use CISS
- Information Sharing Scheme eLearn course. If this is not available on your internal eLearning, you can register via: <https://training.infosharing.vic.gov.au/login/index.php>
- Child Information Sharing Scheme: <https://www.vic.gov.au/child-information-sharing-scheme>
- CMHL resources: <https://cmhl.org.au/learning-hub/family-violence-and-child-wellbeing-and-safety>

## Who can I ask for help?

- The CISS enquiry line –  
**Email:** CISandFVIS@education.vic.gov.au  
**Phone:** 1800 549 562
- Specialist Family Violence Advisors (SFVA)
- Families where a Parent has a Mental Illness (FaPMI) Coordinator
- Supervisor or manager

Please refer to any internal policies or procedures in your organisation which guide information sharing.



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