

Making a request for information

A step-by-step approach

Under the [Family Violence Information Sharing Scheme \(FVISS\)](#) and the [Child Information Sharing Scheme \(CISS\)](#), you can request information from another organisation or agency who are also a prescribed [Information Sharing Entity \(ISE\)](#). The other organisation might hold family violence risk-relevant information about your client or they might hold information that can contribute to the wellbeing of a child.

Additional information can:

- Support the development of appropriate treatment plans and interventions to suit your client's needs in relation to AOD treatment in the context of a family violence situation
- Assist with family violence safety planning to suit your client's circumstances
- Support the development of interventions that promote a child's wellbeing.

Note: AOD services are ISEs, but not prescribed Risk Assessment Entities (RAEs), so you cannot request information for the [purpose](#) of a family violence assessment.

When you are requesting information from an ISE, you must:

- Identify whether you are sharing under the **Family Violence Information Sharing Scheme** or the **Child Information Sharing Scheme**, or both
- Identify the agency/organisation/service provider, which has the information you need. It must be classified as an **ISE**
- Contact the **ISE**, identify yourself as an **ISE** and state the type of information being requested, and whether the client is a victim survivor or a perpetrator
- Explain the **purpose** that the information will be used for, and how the information is relevant to that purpose
- Advise whether there is any time urgency to the request.