

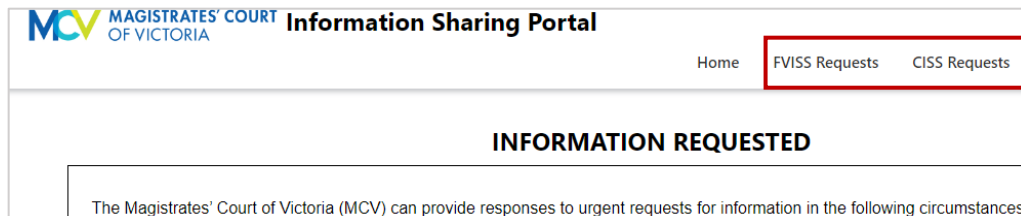
Courts Information Sharing Portal

CHILD INFORMATION SHARING SCHEME INFORMATION SHARING REQUESTS

Guide to requesting information from the Magistrates' Court of Victoria or Children's Court under the Child Information Sharing Scheme (CISS).

Submitting a request

Log-in to the portal, go to the top right menu and select CISS Request.



The screenshot shows the top navigation bar of the Information Sharing Portal. It includes the MCV logo, the text 'MAGISTRATES' COURT OF VICTORIA', and the page title 'Information Sharing Portal'. There are three navigation links: 'Home', 'FVISS Requests', and 'CISS Requests'. The 'CISS Requests' link is highlighted with a red border. Below the navigation bar, the main content area is titled 'INFORMATION REQUESTED'. A text box below this title contains the text: 'The Magistrates' Court of Victoria (MCV) can provide responses to urgent requests for information in the following circumstances:'.

Make a new request by clicking the 'Create' button located on the right of the screen.

On the 'Request Information' screen, you must provide information about the subject of the request – that is, the person you are seeking information about.

Mandatory information is marked with an asterisk (*). You can use the 'Background' section to tell us if you are unsure about any details (see **Error! Reference source not found.**).

Step 1: Child details

Provide the details of the child, including

- first name,
- surname,
- alternative spelling/aliases,
- date of birth,
- gender and
- address.

Background

You must provide background to your request.

You can use this section to provide additional relevant information, further information about the circumstances or provide other details that you are relevant to the child's wellbeing.

There is a 50-character minimum on this section.

Step 2: Parent information

You must provide a parent's name.

If known, you should provide the following information to help us search and match our records:

- the parent's date of birth,
- address
- if the parent is listed as an AFM or respondent on any intervention orders (including personal safety intervention orders),
- additional parent's names or
- additional parties' details.

Step 3: Additional children's details

If there are additional children related to the CISS request, you can add these details. Click the blue 'create' button to add children to the request.

Step 4: Request details

Select the purpose of the request from the drop-down box provided:

- Make decision/assessment/plan
- Initiate/conduct an investigation
- Provide a service
- Manage a risk

In the 'request relates to' drop-down menu, you can select options relevant to the child or family (for example, if there are serious threats to safety, or if the matter is due to be heard in court shortly).

Select the type of information requested – noting that more than 4 types of information may delay our response.

Step 5: Views and wishes

You must advise if you have sought the views and wishes of the child or parent and whether they are supportive of their information being shared.

Step 6: Summary and submit

Please review your request and ensure that you have provided all the required information. You can edit any details by clicking 'previous'. When ready, agree to the final declaration and submit.

After you submit, the CIS Portal will display your request ID and information relating to expected response times. This will also be emailed to you.

Editing or withdrawing a request

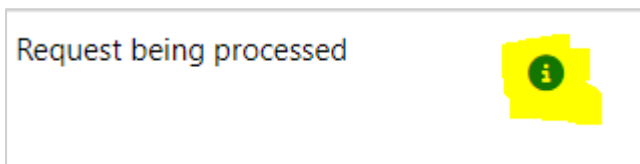
Before it has been processed

You can edit or withdraw the original application until we start processing it – the portal request status will show 'Enquiry Received' and will show an editing icon. Click on the icon to edit the request.

FVISS Id ↓	Name	Request Priority	Date of Request	Subject Name	Portal Request Status	
F23-001161	F23-001161- Simon Smith	Urgent	18/10/2023	Simon Smith	Enquiry received	

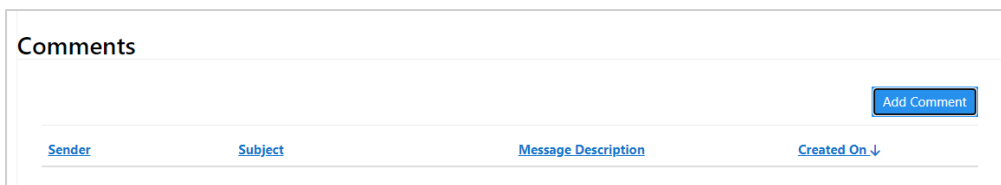
While it is being processed

The portal request status will change to 'Request Being Processed' once we have started processing the request. You cannot edit or withdraw requests if they are being processed.



If you need to provide additional information about a request after we have started processing it, you can make a comment on the request.

Open the request and go to the comments section. Click 'Add Comment'.



A screenshot of the comments section. It features a header "Comments", an "Add Comment" button, and a table with columns: "Sender", "Subject", "Message Description", and "Created On ↓".

Responding to requests for further information

If we need further information to complete your request, we will email you to tell you what additional information is needed. Do not reply to the email.

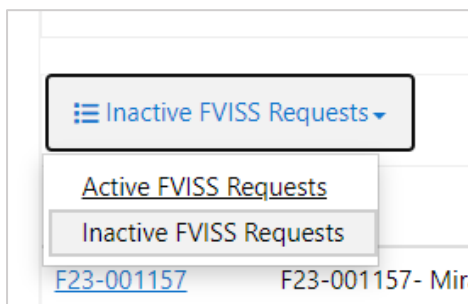
To provide the required information through the CIS Portal, open the request on the Active CISS requests screen and provide the information in the comments section.

The CIS Portal will notify us that you have made a comment.

Viewing documents

We will email you when your request is processed and documents are ready to view.


To access the documents, go to 'Inactive requests' from the CISS request screen. The Inactive CISS Requests screen shows all your completed or withdrawn requests. Click the ID number to open the request.



You will see the details of your request here. You can access and download documents through the portal for **seven days**. After seven days, all documents will be removed.

Documents

[Name ↑](#)

 FVISS Request Document.pdf (4076 KB)

Viewing the status or progress of requests

You can view all active requests on the CISS Requests screen. The request status will update as your request is processed.

FVISS Id ↓	Name	Request Priority	Date of Request	Subject Name	Portal Request Status	
F23-001162	F23-001162- John Smith	Urgent	27/10/2023	John Smith	Enquiry received	

What do the request statuses mean?

Enquiry status	Description
Enquiry received	You have submitted your request successfully. Processing has not commenced. You can still edit the request at this status.
Request being processed	Your request is being processed. You can no longer edit the application. If you need to provide further information, you can add a comment to the request.
Request withdrawn	We have withdrawn your request. We can withdraw duplicate requests or if you advise us that it was made in error.
Request closed	We have completed processing your request. Your request will move from Active Request screen to the Inactive Request screen.
Further information requested from ISE	We require further information to complete your request. You will receive an email with the information we require. Please provide this information in the comment field of the request.
Incomplete application	Your request was started but not submitted. Incomplete applications will be deleted after seven days.

Viewing request history

The Inactive CISS Requests screen lists all your closed requests. You can open each request to view its details.