

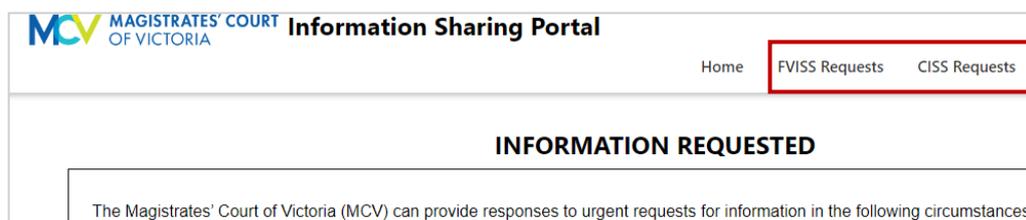
Courts Information Sharing Portal

FAMILY VIOLENCE INFORMATION SHARING SCHEME INFORMATION SHARING REQUESTS

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

Submitting a request

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



The screenshot shows the top navigation bar of the Information Sharing Portal. On the left is the MCV Magistrates' Court of Victoria logo. In the center is the text 'Information Sharing Portal'. On the right, there are three menu items: 'Home', 'FVISS Requests', and 'CISS Requests'. The 'FVISS Requests' item is highlighted with a red rectangular box.

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



The screenshot shows the 'Request Information' screen. At the top left is a 'Request Status' dropdown menu. To the right is a 'Search' button. Below these is a link for 'Active FVISS Requests'. At the bottom right, there is a blue 'Create' button with a plus icon, which is highlighted with a red rectangular box. Below the 'Create' button is a table header with columns: 'FVISS Id', 'Name', 'Request Priority', 'Date of Request ↓', 'Subject Name', and 'Portal Request Status'.

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 Step 4: Background).

If your request relates to multiple adult victim survivors, submit a separate request for each person.

Step 1: Identifying information

You must provide the

- first and last name,
- date of birth, and
- gender (if known)

You can also provide any alternative first or last name spellings in the 'Alias or Similar Name' field

Step 2: Context of the request and consent

You must tell us if the person you are seeking information about is a victim survivor, adult using violence, alleged adult using violence (RAE only), child, adolescent using violence, or an adult victim survivor with affected children. You must then provide details relating to consent.

Consent thresholds

Person	Consent requirements
Adult victim survivor	You must confirm you have the adult's consent to request their information, or that you are requesting information without consent but have formed a reasonable belief that there is a serious threat to the safety of any person.
Adult with affected children	You should seek and provide the views and wishes of the child or parent to request their information. Note that without the confirmed views and wishes of the adult and/or child we may not be able to share all information.
Adult using violence/Alleged adult/adolescent using violence	Consent is not required.

Step 3: Purpose of request

You must tell us if the request relates to an assessment or protection purpose. Only RAE's can request information for an assessment purpose.

You must provide details to help us understand the nature of the request, its urgency and other relevant factors to consider when providing information.

You can select any of the following – select all that apply.

Purpose of request	When to use
Serious risk requiring protection	The MARAM risk level indicates that urgent responses are required to keep the victim survivor or children safe.
Immediate threat to the safety of any person, incl. children	Consent in this situation may not be required.
Client is in emergency accommodation	This can include family violence or mainstream refuge accommodation, temporary motel accommodation or other short-term, crisis housing.
Client is rough sleeping	Client is not housed, is not in emergency accommodation, or is experiencing a high level of transience.
Respondent may leave custody in next 72 hours	Select where you are aware or believe that the respondent is currently in custody and are seeking details for the purpose of safety planning around their release.
Patient discharge	Select where this relates to the victim survivor or adult using violence, requiring an urgent response as they may disengage from health services upon discharge.

Purpose of request	When to use
Imminent birth	Select where this relates to a potential or known escalation of risk for either the victim survivor or any children.
Child/ren wellbeing	CISS requests may not relate to family violence. If the subject is a child and the request relates to child wellbeing, consider whether to request information under CISS.
Seeking outcome listed for today	Where you are aware that a court proceeding is taking place within the next 24 hours and the outcome is relevant to the protection of a victim survivor or children.
Ongoing safety planning	Select where you are managing risk that is not serious.
Risk assessment, no immediate threat to safety	Select where you are assessing risk and do not believe there is currently an escalating risk to the victim survivor or children.
To provide a non-emergency service	Select for ongoing case management, intake and assessment without the presence of serious risk, or other long-term interventions, non-crisis housing and accommodation support.
Participant of CMCOP	Select this option if either party is participating in a court-mandated counselling program (CMCOP) and the request supports participation in the program.
Seeking outcome listed in next seven days	This may relate to civil, FVIO or criminal outcomes. If known, please specify in the Background section.
None of the above	Where the request relates to none of the above it can still be submitted. Provide further context in the Background section.
Other	Provide details to help us triage your request.

Step 4: Background

You must provide background to your request or provide other details that you consider important for the purpose of the request. Background is a mandatory section. There is a minimum 50-character limit on this section.

You can use this section to provide additional risk-relevant information, further information about the circumstances or other information to help us understand the request.

If you are not sure of any parties' details, you can note this here to help us search for information. For example, you have approximated a date of birth, you are unsure if the subject is a victim survivor or an adult who uses violence, you are unsure of children's details, or if there are other affected children.

Examples of relevant background information include:

- The risk rationale and any safety concerns for any parties,
- The nature of the relationship between parties,
- Sensitivities, cultural concerns or views and wishes of the victim survivor or children,
- Clarifying information related to the nature of the request or type of information requested,
- Queries you have relating to possible related matters, matters relating to children.

Step 5: Type of information requested

You must specify the information you are requesting. You should only request the information you need for the purpose of your request. We may need additional processing time if you request more than four types of information or previous intervention orders and related narratives.

If you have concerns for the safety of any party and require an urgent response, only request current intervention order information.

We can also share other information with you voluntarily if we believe it is risk-relevant.

Information that ISEs can request

- Family Violence intervention order (FVIO) outcome, current FVIO and FVIO listing information.
- FVIO narrative
This is the description of the victim survivor's experience of family violence from the FVIO application.
- Previous intervention orders.
- Service details, including how and when the Intervention order was served on the respondent.
- Victim survivor or adult using violence contact details.
- Application to Vary/Extend/Revoke Orders.
- Criminal listing information.
- Bail or remand information including custody details and information relating to release.
- Counselling orders.

Requesting previous intervention orders

If you want information about previous intervention orders, you must explain why you need this information. Please note that this may increase the time required to respond.

Step 6: Additional parties' information

Depending on the subject, you will be asked to provide additional party information. These details are not required to submit the request but help us search and match records.

Subject is an adult using violence, alleged adult using violence (RAE only), or adolescent using violence

You will be prompted to provide victim survivor details to help use search and match records. You should have the victim survivor's consent before submitting this request. Please note that without confirmed consent we may redact the victim survivor's information.

Subject is an adult victim survivor, adult with affected children, or a child

You will be prompted to provide the adult using violence / alleged adult using violence or adolescent using violence details.

Step 7: Children's details

You will be prompted to include children on the request. To add a child, select the 'create' button on the top right. Include all children on the same request.

You must provide a first and last name, gender and whether you have the views and wishes of the child or parent. Consent is not mandatory.

Step 8: Summary and submit

Review your request and ensure you have provided the required information. You can edit 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 about expected

response times. This will also be emailed to you.

At this stage, you can also copy the details of the request. The 'copy request' button will save the request to your clipboard. Open a word file or your client database, and press CTRL+V to paste.

Editing or withdrawing a request

Before it has been processed

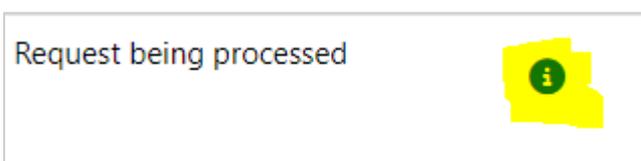
You can edit or withdraw the request until we start processing it – the portal request status will show 'Enquiry Received' and will show an editing icon.

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

When we are processing a request, the request status will change to 'Request Being Processed'.



You cannot edit or withdraw requests if they are being processed. If you need to provide additional information or request a withdrawal after we have started processing a request, you can make a comment.

Open the request and go to the comments section. Click 'Add Comment'. The information sharing team will receive a notification that you have made a comment and will action.

Comments

[Add Comment](#)

Sender	Subject	Message Description	Created On ↓
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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 FVISS or 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 the status or progress of requests

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

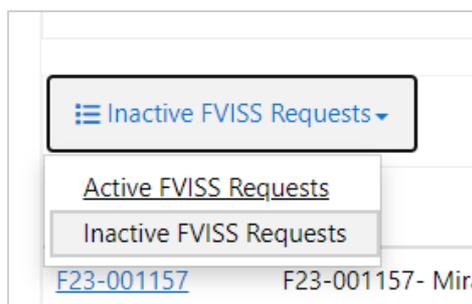
FVISS Id ↓	Name	Request Priority	Date of Request	Subject Name	Portal Request Status	
F23-001162	F23-001162- John Smith	Urgent	27/10/2023	John Smith	Enquiry received	

What do the request statuses mean?

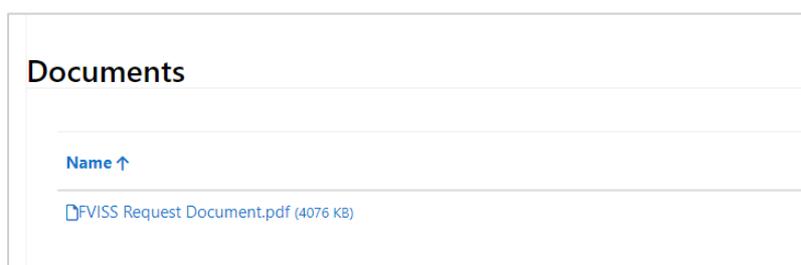
Enquiry status	Description
Enquiry received	You have submitted your request successfully. Processing has not commenced. You can still edit the request at this status.
Request being processed	Your request is being processed. You can no longer edit the request. If you need to provide further information, 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 requests will be deleted within seven days.

Viewing documents

We will email you when your request is processed and documents are ready to view. The Inactive FVISS Requests screen shows all your completed or withdrawn requests.



To access the documents, go to 'Inactive requests' from the FVISS or CISS request screen.



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.

Viewing request history

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