

CIS Portal

Frequently Asked Questions for ISEs

Contents

Registering to access the CIS Portal	2
How are users authenticated?	2
How is my data kept secure?	2
My organisation wasn't recognised when I tried to register. What do I do?	2
I am having trouble registering or logging in. How do I contact you?	2
Logging in	2
Do I have to enter a code every time I log in?	2
How do I update my password?	3
How do I update my contact details?	3
Making a request	3
Do I have to enter all information?	3
There are multiple victim survivors for the one adult who uses violence. How do I submit the request?	3
What if I'm not sure which party is the predominant aggressor/ victim survivor/ adult using violence?	3
Is it possible to request information for an assessment purpose, or about an alleged adult using violence?	3
The victim survivor hasn't provided consent – can I still request information?	4
The information I need isn't on the list, can I still ask for it?	4
The Portal told me I have requested this information before?	4
The urgency of the request has changed. What do I do?	4
How am I notified when the request is completed?	4
The documents were there and have now been removed?	5
Can I see the requests of my team members?	5
Things have changed – can I edit my request?	5
Things have changed and I don't need the information anymore – can I withdraw my request?	5
Requests relating to children	5
Why do I need to provide views and wishes for requests relating to children?	5
There are multiple children. How do I submit the request?	6
Is there a limit on the number of children I can add to a request?	6
Can I include other children not in the family in the request?	6
Contacting us	6
I have a problem with the Portal – how do I contact you?	6

Registering to access the CIS Portal

How are users authenticated?

The CIS Portal recognises organisations based on their email domain. When you register with your work email address, the CIS Portal will recognise pre-approved ISEs and RAEs, who can then automatically access the system. Generic email addresses like Gmail, Hotmail, Yahoo are blocked from accessing the CIS Portal.

To log in, users must authenticate their email address and mobile number for security reasons.

How is my data kept secure?

The CIS Portal has been extensively tested by an independent cybersecurity firm to ensure that it is secure. The CIS Portal undergoes regular testing and is supported by the Victorian government's information technology infrastructure and comprehensive security protocols.

Users of the CIS Portal must login with multi-factor authentication. This protects against unauthorised access and protects the data security of its users.

My organisation wasn't recognised when I tried to register. What do I do?

The CIS Portal will recognise organisations that have made requests from the courts before. If your organisation has never made a request, or if your organisation's name and email addresses have changed, the CIS Portal may not automatically recognise your organisation. Email informationsharing@courts.vic.gov.au for help completing registration.

I am having trouble registering or logging in. How do I contact you?

Email the MCV Central Information Sharing Team at informationsharing@courts.vic.gov.au for support using the CIS Portal.

Logging in

Do I have to enter a code every time I log in?

Yes. Each time you log in, the CIS Portal will send a code to your registered mobile phone number. This allows us to ensure that the CIS Portal is only being accessed by registered users.

How do I update my password?

If you have forgotten your password, you can reset it via the login screen. To change your password after you have logged in, click your name on the top right menu bar and select 'Reset Password'. You will be logged out and can reset your password at the log-in screen.

How do I update my contact details?

Log-in to the CIS Portal and go to your name on the top right menu. Select 'Profile'. From there, you can update your name, position, and contact numbers.

You can't change your organisation details or email address. If you have changed organisations, you must re-register with your new organisations' details.

Making a request

Do I have to enter all information?

No. Mandatory fields are marked with a red asterisk (*). This is the minimum information we need to process your request. The more detail you can provide will help us find the requested information.

There are multiple victim survivors for the one adult who uses violence. How do I submit the request?

We ask that you submit a request for each adult victim survivor. Please note that a request for information for one adult victim survivor and one/multiple related children can be on the same request. This allows us to check the consent of each victim survivor before we share information.

What if I'm not sure which party is the predominant aggressor/ victim survivor/ adult using violence?

You should nominate the parties as they are listed on the FVIO or as identified by the police or in L17s. If you are uncertain, you can note this in the Background section.

Is it possible to request information for an assessment purpose, or about an alleged adult using violence?

FVISS and CISS legislation, regulations and Ministerial Guidelines specify that only RAEs are permitted to request information for an assessment purpose, or in relation to an alleged adult using violence.

When you register to use the Portal, you will need to confirm that you are prescribed as a RAE or an ISE. If you are unsure, you can check the ISE List: <https://www.vic.gov.au/ise-list-search>

If you have registered as the incorrect Entity, email informationsharing@courts.vic.gov.au for assistance.

The victim survivor hasn't provided consent – can I still request information?

Under Part 5A, an adult victim survivor or third party's information can be shared without their consent when an ISE reasonably believes that sharing confidential information is necessary to lessen or prevent a serious threat to an individual's safety.

Please substantiate the basis of your reasonable belief that there is a serious threat in the Background section so that we can assess whether to share without consent.

The information I need isn't on the list, can I still ask for it?

Yes. The court may have additional information beyond this list. Select the 'other' option and provide details of what you are seeking.

The Portal told me I have requested this information before?

The CIS Portal will flag if you have requested information for the same parties in the last 30 days.

If the original request is open but the circumstances have changed, you can leave a comment to update the original request. You do not need to submit a new request.

If the original request is closed and you need to update previously provided information, you should submit a new request and note the previous request and change of circumstances in the Background section. The IST will then only provide information that has been updated.

We will withdraw duplicate requests where no updated information has been requested or found.

The urgency of the request has changed. What do I do?

If the risk or urgency of the request has escalated, you can

- Edit applications that are labelled 'enquiry received' and provide the additional information, or
- Include the new information in the comments section for requests that are being processed

If risk has suddenly escalated and you are concerned for the safety of any parties, contact police or emergency services.

How am I notified when the request is completed?

We will email you to tell you the request is closed. If documents are available, you will be directed to download them from the CIS Portal.

The documents were there and have now been removed?

Documents will be available on the CIS Portal for seven days after the request is closed. Documents will be deleted automatically after seven days for security purposes. After the documents have been deleted you will need to submit another request to access them.

Can I see the requests of my team members?

No. Requests are made and accessed on an individual basis to maintain data security and adhere to FVISS and CISS legislation. We cannot share requests among teams or provide view access between users of the CIS Portal.

Things have changed – can I edit my request?

You can edit your request when the 'Request Status' is *Enquiry Received*. Click the edit button to make changes. When the status is *Requesting Being Processed* you cannot edit the request. However, you can open it and make a comment – the portal will notify the MCV Information Sharing Team that there is new information.

Things have changed and I don't need the information anymore – can I withdraw my request?

You can withdraw your request when the 'Request Status' is *Enquiry Received*. Click the edit button to make changes. When the status is *Requesting Being Processed* you cannot edit the request. However, you can open it and make a comment – the portal will notify the MCV Information Sharing Team that you would like to withdraw the request and we will action it.

Requests relating to children

Why do I need to provide views and wishes for requests relating to children?

The Ministerial Guidelines state that consent is not required to share information that promotes the wellbeing or safety of a child. Nevertheless, ISEs should try to understand the views and wishes of the child or parent before requesting or sharing information.

We request that you communicate these views and wishes to us, so we can ensure information is shared appropriately and respectfully, while upholding the safety of victim survivors and children.

There are multiple children. How do I submit the request?

All children can be included in the same request if the other parties are the same. If the other parties (parents, other adults or third parties) are different you should submit a separate request for each child. This will assist us with searching and matching our records.

Is there a limit on the number of children I can add to a request?

There is no limit on the number of children that can be included on a FVISS or CISS request.

Can I include other children not in the family in the request?

If other children are listed as protected persons on the order, or you suspect they may have been, you can add them to the request. If they are not listed on an order but you are seeking information to promote their wellbeing, we recommend you make a CISS request for them.

Contacting us

I have a problem with the Portal – how do I contact you?

You can email the MCV Information Sharing Team at informationsharing@courts.vic.gov.au for Portal support. We do not receive or process requests through this email.