

# How to request information under the Family Violence Information Sharing Scheme

The Family Violence Information Sharing Scheme (FVISS) is established under Part 5A of the *Family Violence Protection Act 2008*. This resource helps Information Sharing Entities (ISEs) make information sharing requests under the FVISS, supporting the timely exchange of information.

When making a request for information under the FVISS, it is important for ISEs to provide appropriate and sufficient information in the request. This helps the ISE receiving the request for information to identify what relevant information they may need and whether they should disclose that information.

## How do I make a good request?

As an ISE making a request you should include the following information to the ISE you are requesting information from:

- your name, job title, organisation
- if you are a Risk Assessment Entity (RAE) or an ISE under the [Family Violence Protection Amendment \(Information Sharing\) Regulations 2018](#)
- if you are seeking information for an assessment (RAEs only) or protection purpose
- whether the person who is the subject of the request is:
  - an alleged perpetrator (RAEs only);
  - a perpetrator;
  - an adult victim survivor (no child at risk);
  - an adult victim survivor (child at risk);
  - a child victim survivor;
  - a third party (no child at risk);
  - a third party (child at risk);

and their full name, date of birth and address details (if known)

- for a protection purpose, how you determined the person is a perpetrator or victim survivor
- any risk factors or circumstances indicating the urgency (high, medium, low) of the request to enable prioritisation
- confirmation of consent obtained from the adult victim survivor or third party (if required), so that the ISE can release information under the FVISS. If consent was not obtained, provide a statement explaining the reasons why consent was not sought and obtained (e.g. sharing to assess or manage risk to a child).

## Other important considerations

- If you do not have an existing relationship with the ISE you are requesting information from, you may need to verify who you are (such as by sending them an email from your entity's official account)
- Make sure you document the service you contacted and the worker you spoke with
- If you are also seeking information about a child's wellbeing or safety, you may be able to request this under the [Child Information Sharing Scheme](#).