# Email template for declining a request under CISS and/or FVISS

When declining to share information under the Schemes, you must record the details of the request and why it was refused.

In these instances, you should start a dialogue with the requesting ISE so they understand what can be shared if any of the requirements are not met.

Email template for declining a request under the Child Information Sharing Scheme (CISS) and Family Violence Information Sharing Scheme (FVISS)

Under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS) Information Sharing Entities (ISEs) must decline a request for information from another ISE or a Risk Assessment Entity (RAE) in writing.

This template provides an example of how to decline a request for information under Part 6A of the Child Wellbeing and Safety Act 2005 OR Part 5A of the Family Violence Protection Act 2008.

This template fulfills the mandatory record keeping requirements when declining a request under both Schemes

**This template is not mandatory and is a guide**. It can be adapted for use in your workplace. When declining to share information under the Schemes, you should start a dialogue with the requesting ISE so they understand what can be shared if any of the requirements are not met

This document does not replace the need to refer to the CISS and FVISS Ministerial Guidelines themselves for information on declining a request under the Schemes or record keeping requirements under the Schemes.

NB. Text in this colour can be deleted as applicable.

## Email template for declining a request under CISS and/or FVISS

To: < email >

From: < email >

**Subject: Declining request to disclose confidential information under the < Child Information Sharing Scheme and/or Family Violence Information Sharing Scheme >**

Good Morning/Afternoon < name of requestor >

I have received your request from < name of requesting ISE > to share confidential information under the < Child Information Sharing Scheme (CISS) and/or Family Violence Information Sharing Scheme (FVISS) > about:

|  |  |
| --- | --- |
| Surname |  |
| Given name(s) |  |
| Date of birth |  |
| Address |  |

You requested that < name of responding ISE > share confidential information:

[ ]  for the purpose of promoting the wellbeing or safety of a child or a group of children under CISS

[ ]  for a family violence assessment purpose under FVISS

[ ]  for a family violence protection purpose under FVISS

I am declining your request to share confidential information under < CISS and/or FVISS > as:

|  |  |  |
| --- | --- | --- |
| **CISS – Child wellbeing or safety** | **FVISS – Assessment or protection purpose** | **CISS/FVISS – Relevant information** |
| [ ]  The request did not meet the requirements for sharing under CISS | [ ]  The request did not meet the requirements for sharing under FVISS | [ ]  Our organisation does not hold the information you requested |
| **Further details on why the request was refused:** |
| < Provide further details on why you have refused the request. An example may be that: * the information is excluded information under CISS and/or FVISS
* the organisation is not a prescribed ISE under CISS and/or FVISS
* the request did not meet the threshold tests under CISS >
 |

I trust you will accept < responding ISEs > decision. However, if you wish to discuss this matter further, please contact < responding ISE’s Contact Officer Name > on < responding ISE’s Contact Officer’s phone > during business hours.

Yours sincerely

< Name >

Title: < insert >

Organisation: < insert >

Phone: < insert >

Email: < insert >

Mailing Address: < insert >