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

Schools and services **must** ensure that any copies of this template and the information in this template are stored in a secure location that can only be accessed by school and service leaders, and authorised staff.

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.

To: <insert email>

From: <insert email>

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

Dear <insert name of requester>

I have received your request from <insert 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: <insert surname of the individual the request was concerning>

Given name(s): <insert given name/s of the individual the request was concerning>

Date of birth: <insert the date of birth of the individual the request was concerning>

Address: <insert the address of the individual the request was concerning>

You requested that <insert name of responding ISE> share confidential information <select appropriate response>:

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

The request did not meet the requirements for sharing under CISS

FVISS – Assessment or management purpose

The request did not meet the requirements for sharing under FVISS

CISS/FVISS – Relevant information

Our organisation does not hold the information you requested

Provide further details on why you have refused the request. For example:

* 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 test under CISS

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

Yours sincerely

<insert signature block>

This template is an extract from the *Information Sharing and Family Violence Reforms – Guidance and Tools* <[www.vic.gov.au/information-sharing-guidance-and-tools](http://www.vic.gov.au/information-sharing-guidance-and-tools)>, published by the Department of Education.