

Child Information Sharing Scheme (CISS) Quick Start Guide



Acknowledgement of Traditional Owners

The Municipal Association of Victoria acknowledges the Traditional Owners of Country throughout Victoria, and recognise their continuing connection to lands, waters, and culture. We pay our respect to Elders past and present who carry the memories, traditions, cultures and aspirations of First Peoples, and who forge the path ahead for emerging leaders.

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The MAV CISS Quick Start Guide has been prepared by the Municipal Association of Victoria (MAV).

All references and other resources are current as of April 2025.

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About the Resource

The Child Information Sharing Scheme (CISS) was introduced as part of broader child wellbeing and safety reforms, that include the Family Violence Information Sharing Scheme (FVISS) and the Multi-Agency Risk Assessment and Management (MARAM) Framework. These reforms were introduced in 2018 with an aim to improve the wellbeing and safety of Victorian children and to reduce family violence. They build on and complement existing child and family wellbeing and safety responsibilities and practices by further enabling collaboration between services.

This guide is designed to help you understand and implement CISS in your role. It provides key information, resources, tools, and case studies to support safe and responsible information sharing. It also explains how CISS aligns with FVISS and MARAM, ensuring a coordinated approach to supporting children and families.

For further support, the CISS Capability Hub hosted by the Municipal Association of Victoria (MAV) is a valuable resource. It provides practical tools, guidance, and professional learning opportunities to build your confidence and capability in using the scheme effectively.

Use this guide alongside the Department of Education's CISS policy to ensure compliance with legal requirements and best practices when sharing information. Access it here [Child Information Sharing Scheme | MAV website](#)

About the Municipal Association of Victoria

The Municipal Association of Victoria (MAV) is a membership association and peak body for Victoria's local government sector, officially recognised by the Municipal Association Act 1907 as the voice of local government.

The MAV offers councils a one-stop shop of services and support to help them serve their communities. We advocate for local government interests, initiate projects and services across a broad range of areas, and support the development, adoption and implementation of evidence-based research and policy.

To find out more about the MAV you can check out the [MAV Strategic Plan 2024-2027 'Shaping our Future'](#) on our website.



Child Information Sharing

What is CISS?

The Child Information Sharing Scheme (CISS) allows authorised organisations known as Information Sharing Entities (ISEs) to share information to promote the wellbeing or safety of children. While many services already collaborate to support children and families, CISS provides expanded legal permissions for professionals to request and share relevant information with other authorised professionals.

ISEs include a wide range of organisations, such as schools, early childhood services, health services, and family violence services, all of which play a critical role in supporting children.

For a full list of ISE's please visit [Who can share information under the information sharing and MARAM frameworks](#) [Information Sharing Entity list search | vic.gov.au](#)

This legal framework ensures that professionals can access the right information at the right time, helping them build a more complete understanding of a child or young person's circumstances.

By identifying wellbeing or safety concerns earlier and acting sooner, children can receive timely and coordinated support across services, leading to better outcomes for them and their families.



Why is CISS important ?

- Improves child safety and wellbeing by enabling quick sharing of critical information.
- Supports early intervention by helping professionals identify at-risk children sooner.
- Promotes collaboration across sectors such as education, healthcare, and child protection to ensure a coordinated and proactive response.
- Strengthens overall child safety by enabling informed decision making and timely, preventative support
- Provides a legal framework for sharing sensitive information responsibly, balancing privacy and safety.
- Facilitates a comprehensive support network for children and families through efficient information sharing.

Child Link

What is Child Link?

Child Link is a digital tool that displays information about a child to authorised professionals who have responsibility for child wellbeing and safety. Child Link is a key enabler of the Child Information Sharing Scheme (CISS). Child Link supports educators and service providers to make more informed decisions enabling earlier, more effective collaboration to support children's needs. Child Link is a secure, government-managed digital platform in Victoria that supports child wellbeing and safety by providing authorised professionals with access to limited but critical information about a child's engagement with key early childhood and education services.



Why is Child Link important?

- Supports collaborative decision-making among professionals.
- Ensures vulnerable children do not fall through service gaps.
- Helps identify risks early and provide necessary interventions.
- Helps make more informed decisions about a child's wellbeing, safety, and support needs by providing access to key information across services.
- Highlights services involved with the child and their contact details.

GETTING STARTED WITH CISS

Quick Checklist

Use this quick checklist to help you set up a strong foundation for your work under the Child Information Sharing Scheme (CISS).

A

Understand the Basics

Familiarise yourself with CISS legislation, principles, and key responsibilities in information sharing [Child Information Sharing Scheme | vic.gov.au](https://www.vic.gov.au/child-information-sharing-scheme)

B

Complete Training

Enrol in CISS training and any relevant professional development offered by the Department of Education or your organisation. [Training for the information sharing and MARAM reforms | vic.gov.au](https://www.vic.gov.au/training-for-the-information-sharing-and-maram-reforms)

C

Know What Can Be Shared

Review guidelines on what information can be shared, with whom, and under what circumstances. [Who can share information under the information sharing and MARAM reforms | vic.gov.au](https://www.vic.gov.au/who-can-share-information-under-the-information-sharing-and-maram-reforms)

D

Understand Related Framework

Learn how CISS interacts with the Family Violence Information Sharing Scheme (FVISS) and the MARAM (Multi-Agency Risk Assessment and Management) Framework. [About the information sharing and MARAM reforms | vic.gov.au](https://www.vic.gov.au/about-the-information-sharing-and-maram-reforms)

E

Identify Key Concepts

Take note of internal and external contacts who can support you, including team leaders, legal advisors, and partner organisations.

F

Access Tools and Resources

Locate templates, case studies, and decision-making guides to support your work. [Information sharing guides, templates and tools | vic.gov.au](https://www.vic.gov.au/information-sharing-guides-templates-and-tools)

G

Set Up Secure Processes

Ensure you follow best practices for securely requesting, recording, and sharing information in line with privacy and legal obligations.

H

Ask Questions and Seek Support

Reach out for guidance whenever needed, CISS is a collaborative effort, and help is always available.

CISS Capability Hub

The Municipal Association of Victoria (MAV) has developed the Child Information Sharing Scheme (CISS) Capability Hub to support professionals and organisations in implementing the CISS effectively. This hub serves as a central resource for accessing information, tools, and guidance related to child information sharing.

The CISS Capability Hub provides a range of resources designed to enhance the understanding and application of the CISS framework. These resources include training materials, templates, and best practice guidelines that help professionals comply with legal requirements and promote child safety and wellbeing. The hub also offers access to workshops, webinars, and other training opportunities to ensure that professionals are well-equipped to share information effectively and responsibly.

Additionally, the CISS Capability Hub facilitates collaboration and knowledge sharing among Information Sharing Entities (ISEs). By providing a platform for professionals to connect, discuss challenges, and share solutions, the hub fosters a community of practice that supports continuous improvement in information sharing practices.

The MAV's CISS Capability Hub is open to all professionals and organisations involved in the Child Information Sharing Scheme, including educators, healthcare providers, social workers, and other authorised ISEs. For more detailed information, you can visit the MAV's CISS Capability Hub [Child Information Sharing Scheme](#) | [MAV website](#)



Useful Resources and Links

- [Child Link childlink@education.vic.gov.au](mailto:childlink@education.vic.gov.au)
- Child Link [Child Link | vic.gov.au](https://www.vic.gov.au) and [Child Link - Login](#)
- Department of Education Child Information Sharing Scheme [Child Information Sharing Scheme | vic.gov.au](#)
- Department of Education Decision Trees
 - [Can I share information under the Child Information Sharing Scheme?](#)
 - [Can I share information under the Family Violence Information Sharing Scheme \(FVISS\)?](#)
- [Information Sharing and MARAM Enquiry Line 9am – 5pm Monday – Friday. 1800 549 646 or email CISandFVIS@education.vic.gov.au](#)
- [Information Sharing Entity List Search Information Sharing Entity list search | vic.gov.au](#)
- [MAV Website Child Information Sharing Scheme | MAV website](#)



