Information Sharing Scheme Procedure

Purpose

This procedure relates to the **Information Sharing Scheme** Policy and should be read in conjunction with this.

Procedure

Request for Information from Information Sharing Entity (ISE) to an ECMS service and meeting of thresholds

Area Managers are required to ensure that requests made to services meet the minimum thresholds for sharing. Contact made from an Information Sharing Entity (ISE) will be assessed with the use of the *Request for Information from/to an ISE Template*. Area Managers are also required to confirm that the organisation is prescribed under the CISS and FVISS program. This can be assessed by accessing information here.

Once approved Area Manager to forward this signed copy to the service so that sharing can occur.

ECMS Service requesting information from Information Sharing Entity (including proactive sharing)

Area Managers are required to ensure that requests for information from an ECMS service to an ISE's meet the minimum thresholds for sharing and confirmation that the organisation is prescribed under CISS and FVISS (as above). Educators who have completed the Information Sharing training within the last 12 months, can complete the *Request for Information from/to an ISE Template* and forward it to the Area Manager. Once approved Area Manager to forward this signed copy to the service. Area Manager approval is required **prior to** engagement with the ISE.

Refusal of request to share information

If the Area Manager does not believe that the minimum thresholds have been met or that information is excluded, they are able to refuse the request for services to share with another ISE. Area Managers are to complete the *Refusal of Request Letter*

template, forward it to relevant ISE and save it as per the procedure noted below. Area Managers will inform their teams of the reasons for refusal.

Receiving or Sharing information (when approved)

Educators are to document information shared with or from the ISE on the *Receiving information from an ISE template* and store documents as per the information below.

Documentation Storage

Area Managers:

Area Managers will file all information sharing scheme documents within locked folders of Inside Play. Each service has a dedicated folder and documents are to be stored within the relevant folder and year. In addition, a central database (CISS Reportable Matters Data) will be used for recording data and identifying emerging trends.

It is encouraged that Area Managers de-identify the child/family by using the following naming conventions:

CISS 001 – sequential number per family at the service (note each additional item is added to the same file, not a new file). This number is generated by the CISS Reportable Matters Data spreadsheet.

DDMMYYYY: Day, Month, and Year of first occasion request was made for information sharing.

For example:

Request was made on 25th February 2021 regarding Family A at Altona Kindergarten

Request was made on 27th March 2021 regarding Family B at Seaholme Kindergarten

Filed to:

Inside Play/Operations/CISS/Altona Kindergarten

CISS 001: 25022021

Inside Play/Operations/CISS/Seaholme Kindergarten

CISS 002: 27032021

Educators:

Any hardcopy documentation relating to information sharing MUST be scanned and sent to the Area Manager for secure document storage. If the original hardcopy needs to remain at the service, this is to be stored in a <u>secure and locked </u>location and is to be archived appropriately as per the ECMS Archiving Policy.

Parental complaints related to the Information Sharing Scheme

Any complaints made in relation to the Child Information Sharing Scheme are to be addressed to the Area Manager. Each service is to ensure that they have details of who to contact in the event of a complaint relating to Child information Sharing on their prescribed information boards.

Complaints are to be managed in line with the *ECMS Complaints and Feedback Policy and Procedure*. Area Managers are to document the actions surrounding the complaint and ensure that they are filed in the appropriate folder as above.

Currently, there is no requirement for complaints solely related to the Child Information Sharing Scheme to be formalised and sent to the Department of Education via the Child Safety and Early Childhood Compliance team and the NQA ITS system.

Further advice on CISS

Further information, support, and advice relating to the Child Information Scheme can be sought through contacting the dedicated helpline on 1800 549 646 available Monday – Friday (please leave a message if unattended).

Supports for ECMS Staff

ECMS is committed to ensuring that all employees have a safe workplace. In situations where teams are experiencing multiple requests for sharing information or complex cases, many options are available to assist to reduce workplace stress. These options are to be assessed on an individual basis and remain at the discretion of the Area Manager:

Options include:

- Access to WHS Mental health supports via Apps, Broadcast publications, and Yammer Groups
- Access to Employee Assistance Program (EAP)
- Access to Critical Incident Debriefing (team and service level where applicable)
- Training and educational opportunities (e.g. BU resources in THRIVE)
- Provision of additional staff to enable information sharing to occur.

Sources

Sources and Further Reading	Child Information Sharing Scheme https://www.vic.gov.au/child-information-sharing-scheme Child Protection in Early Childhood (PROTECT)
Attachments	- Information Sharing Scheme – Consent Form - Receiving information from an ISE Template - Requesting Information from/to an ISE Template - Refusal of Request to Share Information Template - Sharing Information with an ISE Template