

# Applying the Reforms

## Case Study 2

### The scenario

Luca and his family have been working with Nicki, a mental health care worker at the local Community Health Centre, for the past 4 months. There are no family violence or other safety concerns. Luca attends Marlo Early Learning Centre in the 3-4 room. Nicki would like to request and share information with Luca's teacher, to help them both support Luca's behavioural progress and emotional regulation moving forward. She knows that as an Early Childhood and Education service, Marlo ELC is an Information Sharing Entity.

### Details of information sharing

Nicki seeks and considers Luca's family's views about sharing information, explaining her reasons. Luca's parents express some privacy concerns which she documents. She informs the family that she has decided to share the information in the interest of Luca's wellbeing. Nicki calls the ELC where Jess, the Director, answers. Jess has been designated the Initial Point of Contact for Information sharing at the service. Jess explains to Nicki how the ELC manages information sharing and she will pass Nicki's details onto Liz who is the designated Child Safety Officer and has undertaken the DET training in Information Sharing.

Liz confirms that the Community Health Service is an ISE by checking the online ISE list. She calls Nicki to talk through her request and what she proposes to share. They also discuss Luca and his family's view about sharing his information. Liz determines the requirements for sharing are met and documents the request formally. She also documents the views and wishes of Luca's family as provided by Nicki. Liz then also seeks the views of the family before deciding to share the information. She determines that information sharing will promote Luca's wellbeing.

Liz suggests to Nicki that Luca's teacher Maddy rings Nicki to exchange information. They both agree this would be the most effective way for them to work collaboratively to support Luca and his family. Nicki shares the behaviour management strategies to help inform Maddy's approach to supporting Luca. Maddy shares her observations about Luca's behaviour and progress. She will also inform her co-educators of the strategies that are being put in place for Luca. Both ensure they document all necessary information as required by CISS. The written records are added to Luca's confidential records that are kept in a secure place.

## Considerations when making the decision to share information

### Which information sharing scheme applies?

Nicki requests and shares information with the ECEC service under CISS to help her better understand the situation and inform her support for Luca in relation to his wellbeing.

### Why is information being requested or shared?

Nicki is sharing information with the ECEC to help them support Luca and to outline the behaviour management strategies she has developed. She is requesting information to gain further insight into Luca's wellbeing and development.

### Is the organization an ISE?

Both the ECEC service and the Community Health Service are on the ISE list

### Is consent required to request or share information under CISS or FVISS?

Nicki does not need the family's consent to request or share information, but she seeks their views and wishes as it is safe, reasonable and appropriate in this instance. They express concerns which she notes, but can continue with her request. Liz also does not need consent, but she also sought the views and wishes of the family.

### Have the requirements for requesting information been met?

They have been met as Nicki is requesting and sharing information on the basis of supporting Luca's wellbeing and there is no known excluded information

### Are there any record-keeping requirements?

Both Nicki and Maddy must record the following information:

- The request to share information
- What information that they shared with each other and the date
- The views and wishes of the family

### What happens next?

Nicki and Maddy should continue to communicate about Luca's progress and update each other with information as needed.