

# Authoriser Roles and Responsibilities

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## Contents

|   |    |
|---|----|
| Being a Child Link Authoriser.....  | 2  |
| Who can become a Child Link Authoriser? .....   | 2  |
| Types of Authorisers.....   | 2  |
| Who can delegate the authorisation function? .....  | 2  |
| What do you need to know when delegating your authorisation function? .....   | 3  |
| Roles and responsibilities of Active Authorisers.....   | 3  |
| Access process for Active Authorisers .....   | 4  |
| Removal process for Active Authorisers .....  | 5  |
| Temporary Transfer of your authoriser roles and functions on Child Link.....  | 6  |
| How to create a Temporary Transfer in Child Link .....  | 6  |
| Accepting the transfer.....   | 7  |
| Informing Child Link Users of the Temporary Transfer .....  | 7  |
| Managing Child Link Users .....   | 7  |
| Identifying Child Link Users within your service .....  | 7  |
| Pre-requisites for authorising a Child Link User .....  | 8  |
| Individualised or service-level access for Child Link Users.....  | 8  |
| Service-level access .....  | 8  |
| Individualised access.....  | 9  |
| What if a person has multiple relevant purposes to access Child Link in one or multiple services that require them to become a Child Link User? ..... | 10 |
| Adding Child Link Users .....   | 10 |
| Child Link User roles and responsibilities.....   | 11 |
| Child Link User Access Review.....  | 12 |
| How to perform the User Access Review .....   | 12 |
| Removing Child Link Users .....   | 13 |
| Authoriser removal of Child Link Users .....  | 13 |
| Restriction of a Child Link User’s access.....  | 13 |
| Notification process .....  | 14 |
| About Child Link.....   | 15 |
| Monitoring and auditing .....   | 15 |
| Attachment A: Table of Child Link User categories .....   | 16 |

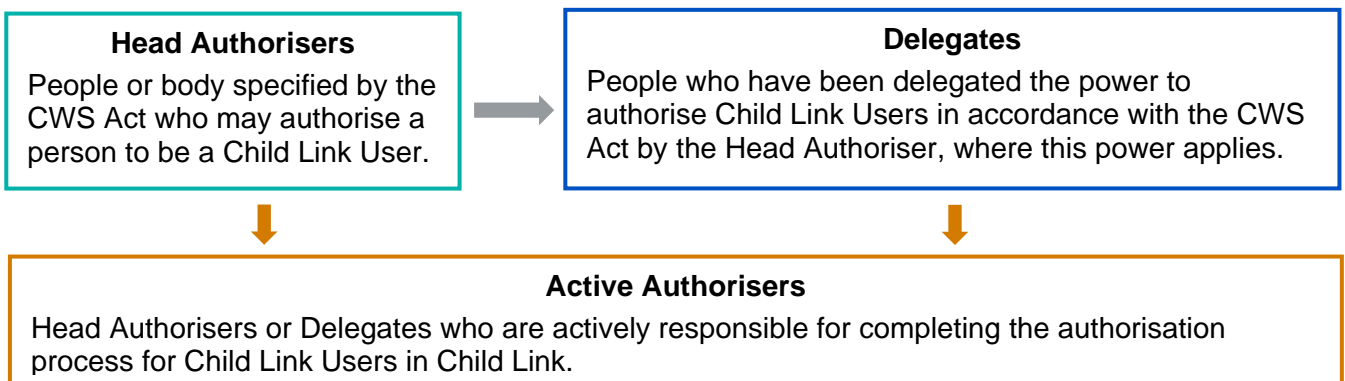
# Being a Child Link Authoriser

## Who can become a Child Link Authoriser?

The *Child Wellbeing and Safety Act 2005* (CWS Act) and the Child Wellbeing and Safety (Child Link) Regulations 2019 (the Regulations) set out who may be an Authoriser for each Child Link User category. A Child Link User must occupy one of the roles outlined in section 46K(1) of the CWS Act or the Regulations (please refer to [Attachment A: Table of Child Link User categories](#) for a full list of permitted Child Link Users).

Some Authorisers have the authority to delegate, or be delegated, the power of authorisation in accordance with the CWS Act. For a complete list of Authorisers for each type of Child Link User, please refer to section 46K(1) of the CWS Act and the Regulations.

### Types of Authorisers



Please note that as an Active Authoriser, you may access the Child Link Authoriser Platform to complete authorisation functions, but you do not have access to confidential information about children and their families unless you are also an authorised Child Link User.

## Who can delegate the authorisation function?

Only some Head Authorisers may delegate the authorisation function.

### Head Authorisers who may delegate their power of authorisation

- Secretary to the Department of Education
- Secretary to the Department of Families, Fairness and Housing<sup>1</sup>
- Secretary to the Department of Health<sup>2</sup>
- Principal Commissioner for Commission for Children and Young People
- Disability Services Commissioner
- Chief Executive Officer of a Council
- Approved provider of an approved children's service (formerly a licensee of a licensed children's service, or an approved provider of an approved education and care service).

<sup>1</sup> The Secretary to the Department of Families, Fairness and Housing can also delegate any power, duty or function they have under Part 7A of the CWS Act using section 46L of the Act (in accordance with the General Orders issued by the Premier).

<sup>2</sup> The Secretary to the Department of Health can also delegate any power, duty or function they have under Part 7A of the CWS Act using section 46L of the Act (in accordance with the General Orders issued by the Premier). The Secretary to the Department of Health also has a general delegation power under section 15 of the *Public Health and Wellbeing Act 2008*.

### Head Authorisers who may not delegate their power of authorisation

- Person or body responsible for the governance, conduct or management of a non-government school, including Catholic or Independent schools
- Principal of a non-government school, including Catholic or Independent schools
- Principal of a government school
- Person who has overall management and control of a Maternal and Child Health service (where that service is delivered on behalf of a council)
- Person who has overall management and control of the non-council Maternal and Child Health provider
- Chief Executive Officer of the Victorian Aboriginal Health Service Co-operative Limited

### What do you need to know when delegating your authorisation function?

- You can delegate the authorisation power to one or more persons who will perform the functions of the Active Authoriser on your behalf.
- There is no limit from Child Link on the number of delegations that may be made and not all delegates are required to be Active Authorisers.
- The delegate who is nominated as an Active Authoriser should have a senior role in the organisation with management responsibilities for the service and may have performance responsibilities in relation to the Child Link User, such as a Team Leader, Manager or Executive.
- The delegate cannot subdelegate the authorisation power. This means that the Head Authoriser must include in their delegation, all relevant roles who will need the power of authorisation.
- The power of authorisation must be delegated in a written form, such as by legal instrument. This may be recorded in an electronic format, such as in PDF.
- The Department of Education, as the administrator of Child Link, does not require visibility of the delegation instrument but may request proof of the delegation.
- You should consider nominating more than one Active Authoriser within your service to facilitate escalation processes when needed. For example, when you are unable to perform your authoriser responsibilities for a period of up to 90 calendar days, you may temporarily transfer your authorisation power to another person in your service for that period (please refer to the section below on [Temporary Transfer](#) for more information).

Please note that the act of delegation does not preclude you from also performing authorisation activities as an Active Authoriser.

### Roles and responsibilities of Active Authorisers

As an Active Authoriser, you must:

- ensure professionals who are nominated to be Child Link Users meet the pre-requisite criteria prior to the authorisation occurring (please refer to the [Pre-requisites for authorising a Child Link User](#) section under Managing Child Link Users for more information)
- ensure Child Link Users under your authorisation are complying with the Child Link Secretary's Guidelines, the Terms of Use of Child Link and any associated user practice guidance

- manage Child Link access in your service, including the removal of Child Link Users where required (please refer to these sections under [Managing Child Link Users](#) for more information)
- notify the Department of Education when a Child Link User should have their access investigated for a restriction from Child Link (please refer to the [Restriction of a Child Link User's access](#) section under Managing Child Link Users for more information)
- review and confirm the accuracy of Child Link Users under your authorisation every 4 months as part of the [Child Link User Access Review](#)
- ensure your authorisation functions are temporarily transferred to another person in your service who has the appropriate authority to be an Active Authoriser when you are unable to perform your functions for a period of up to 90 calendar days (please refer to Temporary Transfer below for more information).

You should also understand and promote the purpose and objectives of the Child Information Sharing reform, including the sharing of information in accordance with the Child Information Sharing Scheme (Part 6A of the CWS Act), and the [Child Information Sharing Scheme Ministerial Guidelines](#).

## Access process for Active Authorisers

The table below sets out the steps to gain access to the Authoriser Platform as an Active Authoriser.

| Step | What needs to do   |
|------|--|
| 1    | <p>You will need to provide the following identifying information to the Child Link Implementation Team via <a href="mailto:childlink@education.vic.gov.au">childlink@education.vic.gov.au</a>, so that an authoriser profile can be created for you in the Child Link Authoriser Platform:</p> <ul style="list-style-type: none"> <li>• your full name</li> <li>• your role</li> <li>• your organisation, and</li> <li>• your contact information (including service-based email address, phone number)</li> </ul>          |
| 2    | <p>You will receive an email titled “Your invitation to join Child Link” from <a href="mailto:noreply@childlink.vic.gov.au">noreply@childlink.vic.gov.au</a>. Please click on the link in the email and complete the required steps within 7 days of receipt (or the link will expire).</p> <p>Dedicated support is available by emailing <a href="mailto:ChildLink@education.vic.gov.au">ChildLink@education.vic.gov.au</a> or calling <a href="tel:1800549646">1800 549 646</a> between 9am and 5pm, Monday to Friday.</p> |
| 3    | <p>This includes following the prompts to:</p> <ul style="list-style-type: none"> <li>• create a password</li> <li>• accept Terms of Use for access to the Child Link Authoriser Platform</li> <li>• set up two factor authentication.</li> </ul>  |

Upon successful registration, you will be allocated a log-on name and required to provide a password.

## Removal process for Active Authorisers

Where you are unable to perform your authorisation functions for more than 3 months (please refer to the section below on [Temporary Transfer](#) for more information), you must be removed from Child Link. This includes the following circumstances:

- you are leaving the role or the service, and will no longer have relevant Child Link responsibilities; or
- you are taking extended leave, such as long service leave or sabbatical for more than 3 months.

The removal process is outlined in the table below:

| Step | What needs to do   |
|------|--|
| 1    | <p>You or your Head Authoriser must contact the Child Link Implementation Team when removal of access is required, within <b>4 weeks</b> of you leaving. This can be initiated by emailing <a href="mailto:childlink@education.vic.gov.au">childlink@education.vic.gov.au</a> or calling <a href="tel:1800549646">1800 549 646</a> between 9am and 5pm, Monday to Friday.</p> <p>You must also inform Child Link Users under your authorisation of the removal request.</p> <p><i>Note: Where the authorisation function has been delegated by the Head Authoriser,</i></p> <ul style="list-style-type: none"> <li>- the Head Authoriser must contact the Child Link Implementation Team to inform the new arrangement; or</li> <li>- you, as a departing Active Authoriser, must be able to confirm that the authorisation function has been delegated to the new Active Authoriser, who will be taking over your responsibility for managing Child Link Users.</li> </ul>        |
| 2    | <p>The request should include:</p> <ul style="list-style-type: none"> <li>• your full name</li> <li>• your role</li> <li>• your organisation</li> <li>• your contact information (including service-based email address and phone number)</li> <li>• the date you should be removed</li> <li>• the name, organisation, and email address of the new Active Authoriser(s), and</li> <li>• where relevant, names of Child Link Users who will be transitioned to the new Active Authoriser(s), where there are multiple Active Authorisers taking responsibility for the Child Link Users.</li> </ul> <p><i>Note: In the event that your Head Authoriser is making a removal request, the request should include their:</i></p> <ul style="list-style-type: none"> <li>- full name, role, and organisation</li> <li>- contact information (including service-based email address, phone number), and</li> <li>- relationship to you (i.e., Director, Senior Manager etc).</li> </ul> |
| 3    | <p>The new Active Authoriser(s) assuming responsibility for managing the Child Link Users must meet the pre-requisites for becoming an Active Authoriser. The new Active Authoriser(s) may be:</p> <ul style="list-style-type: none"> <li>• new to Child Link overall, and will need to be set up within Child Link; or</li> <li>• a pre-existing Active Authoriser, who will be receiving additional Child Link Users under their management.</li> </ul>  |

## Temporary Transfer of your authoriser roles and functions on Child Link

As an Active Authoriser, you may temporarily transfer your authorisation power to another person in your service for a limited period of time. The Temporary Transfer function in Child Link may be used when an Active Authoriser is unable to perform their authoriser responsibilities for a period of up to 90 calendar days.

The reasons why you must consider temporarily transferring your authorisation power include when you are on short-term leave, including recreational and personal leave, or a short-term secondment or backfill equivalent to 90 calendar days or less.

The person nominated to be the Temporary Authoriser must have the appropriate authority to perform the authorisation functions in your service, in accordance with the CWS Act and the Regulations.

The Temporary Authoriser may be a person in a relevant role that is already registered as an Active Authoriser, who will manage your Child Link Users in addition to their own for the period that you are absent. The Temporary Authoriser may also be a person in a relevant role who has not been registered in Child Link as an Active Authoriser. Where the Temporary Authoriser is new to Child Link authorisation, they will need to meet all pre-requisite criteria for being an Active Authoriser to be established in Child Link, including receiving a unique login and password.

### How to create a Temporary Transfer in Child Link

| Step no. | What you need to do  |
|----------|--|
| 1        | In Child Link select the Temporary Transfer functionality from the left-hand menu. This allows you to either 'Manage transfers' or 'Create new transfer'.  |
| 2        | Once selecting the 'Create new transfer' function, you must accept the Temporary Transfer Agreement before proceeding.<br><i>Note:</i><br><ul style="list-style-type: none"> <li>- The Temporary Transfer function can be used for a period of up to 90 calendar days.</li> <li>- You can only transfer your authoriser responsibilities for all the services that you are an Active Authoriser for, which means that you are unable to transfer part of your authoriser responsibilities.</li> </ul>  |
| 3        | To create a new Temporary Transfer, you will need to provide the following information: <ul style="list-style-type: none"> <li>• the Temporary Authoriser's:                             <ul style="list-style-type: none"> <li>○ first name and last name</li> <li>○ contact information (service-based email address)</li> </ul> </li> <li>• the Temporary Transfer's start date</li> <li>• the Temporary Transfer's end date</li> </ul> <i>Note: You cannot set up the Temporary Transfer more than 2 weeks in advance of the Temporary Transfer start date; and there can only be <b>one</b> Temporary Transfer at any point in time for your authorisation power.</i> |

## Accepting the transfer

The Temporary Authoriser will need to accept the transfer and the Terms of Use for access to the Child Link Authoriser Platform

The Temporary Authoriser will receive notifications and prompts from Child Link to complete this. It is important to note that the Temporary Authoriser:

- will not have access to confidential information about children on Child Link unless they are also a Child Link User
- cannot further transfer the authorisation power to another person.

If Child Link Users have been updated or added by the Temporary Authoriser during the duration of the Temporary Transfer, these will then be reverted to you, as the original Active Authoriser, upon the completion of the Temporary Transfer period.

If the Temporary Transfer has been set up and you are removed from Child Link as an Active Authoriser for any reason prior to the Temporary Transfer commencing, the Temporary Transfer will continue to exist. However, the Temporary Authoriser will not be able to see any services or their associated Child Link Users, as you no longer have any services or Child Link Users to transfer.

## Informing Child Link Users of the Temporary Transfer

When the Temporary Transfer has been actioned, Child Link will send an email to the impacted Child Link Users. The email will include the name of the Temporary Authoriser and the date for which the Temporary Transfer has been set up.

# Managing Child Link Users

Once you have been added as an Active Authoriser, you may nominate professionals in your service to become Child Link Users. A Child Link User must occupy one of the roles outlined in section 46K(1) of the CWS Act or the Regulations (please refer to [Attachment A: Table of Child Link User categories](#) for a full list of permitted Child Link Users).

You must ensure that the pre-requisites for Child Link access have been met before creating the professional as a User within Child Link.

## Identifying Child Link Users within your service

Given the confidential nature of information in Child Link about children and families, you must exercise careful consideration when identifying who should be able to access to Child Link within your service. You may consider:

- The relevance of the professional's role in relation to accessing confidential information on Child Link, relevant to the Child Link User category's purpose for access as outlined in Schedule 6 of the CWS Act. Please refer to [Attachment A: Table of Child Link User categories](#) for more information on purposes for each User type's access.
- The capability of the professional to effectively use Child Link, including whether the professional has the appropriate skills to sufficiently handle and manage confidential information.

- The professional’s understanding of the Child Information Sharing Scheme, which is a prerequisite for Child Link access.

There may be a cap on the number of professionals nominated to become Child Link Users within your service. For example, for each school, in addition to the school principal, up to 7 teachers and/or student wellbeing professionals (responsible for the health and/or welfare of children at the school) may be authorised as Child Link Users. Child Link User caps are also outlined in [Attachment A: Table of Child Link User categories](#).

## Pre-requisites for authorising a Child Link User

You must ensure the professional nominated as a Child Link User meets the following pre-requisites:

- be employed by an organisation or function that is prescribed under the Child Information Sharing Scheme (Part 6A of the CWS Act)
- hold a role specified in the CWS Act or the Regulations as a Child Link User category (please refer to [Attachment A: Table of Child Link User categories](#) for a full list of permitted Child Link Users)
- hold either a valid Working with Children (WWC) Clearance under the *Worker Screening Act 2020* (Vic) or Victorian Institute of Teaching (VIT) Registration under the *Education and Training Reform Act 2006* (Vic)
- will have completed Child Information Sharing Scheme training and Child Link training before accessing Child Link.

It is expected that the professional has also completed training in the Family Violence Information Sharing Scheme and Multi-Agency Risk Assessment and Management Framework.

## Individualised or service-level access for Child Link Users

Child Link has been designed to provide Child Link Users with access to information relevant to their professional role or function. There are two types of access for Child Link Users. These include service-level access and individualised access.

### Service-level access

Service-level access means that a Child Link User will only be able to access Child Link entries for the children enrolled, attending, or participating in their service, and entries for that child’s siblings. By default, the Child Link User with service-level access will see all children in their service. Child Link Users with service-level access represent the majority of Child Link Users and include Maternal and Child Health nurses, early childhood teachers, school principals, registered teachers, and professionals providing health or welfare services for students in schools.

#### *Example*

The Middle Years Lead Teacher at a Primary School, who is an authorised Child Link User, may be primarily using Child Link to support the students in year levels 3 & 4. This includes accessing Child Link for the purpose of gathering information to better support learning and development by forming a more accurate assessment of a child’s and their family’s circumstances. However, by default, the Middle Years Lead Teacher will have access to the Child Link entries of all students enrolled at their school.



### *When service-level access ends*

A Child Link User's access by service type ends dependent on the type of service:

- Where a child attends a Maternal and Child Health service, which is an appointment-based service, Child Link Users in those services will have access to a child entry for children that have attended their service until the child turns 7, as a child can receive Maternal and Child Health services until they attend school (which can be at 7 years old, with a Department of Education exemption).
- Where a child attends an enrolment-based service, such as funded kindergarten and schools, Child Link Users in those services will have access to a child entry for children in their service for the period that the child is enrolled, and for an additional 3-months after the child's enrolment ends, to assist in the child's transition between services.

When a Child Link User accesses child entries in their service it will be recorded and logged by Child Link. When Users access confidential information on child entries in Child Link, they must consider their roles and responsibilities of being a Child Link User and how to use the information on Child Link as set out in the user practice guidance located in the Help section on Child Link.

### **Individualised access**

For some Child Link Users, it is their professional role to support particular children or children that are eligible for specific programs or services or subject to specific interventions.

Child Link Users with 'individualised' access do not have default access to any child entries. These Users will only have the capability to search for specific children and access their information on Child Link to work with them or monitor and plan services for them. The Child Link User will only be permitted to access information for children on Child Link for a purpose specified in the CWS Act or the Regulations relevant to their role.

To access information for a child, a Child Link User with individualised access will need to know the child's first and last name and their age or date of birth to have search results returned. Child Link Users with individualised access can only search for and access child entries that are relevant to their purpose for access. Any search undertaken by a Child Link User will be recorded and logged by Child Link. Child Link will have regular auditing processes in place to protect against the risk of inappropriate use of Child Link.

#### *Example*

A Child Protection practitioner, who is an authorised Child Link User, may be primarily using Child Link to support the process of intake, investigation and/or case management for children known to Child Protection. This could include using Child Link to corroborate information provided by the family and other services and prioritise the order of whom to contact and the urgency of cases. However, by default, the Child Protection practitioner will only have the authority to search for specific children and access information on specific children that they have responsibility for.

## What if a person has multiple relevant purposes to access Child Link in one or multiple services that require them to become a Child Link User?

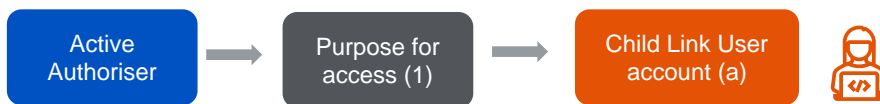
The person may only access Child Link:

- for one purpose of access in one organisation, or
- multiple purposes of access across different organisations
  - where the person holds multiple roles, and more than one of those roles requires access to Child Link, they may access Child Link based on the purpose for access that you, as an Active Authoriser, have permitted only.

The examples provided below demonstrate the line of accountability for the management of Users.

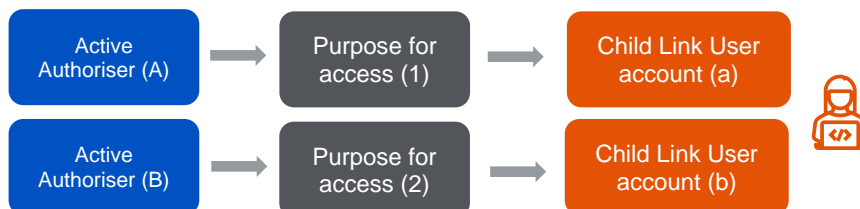
### Example one

Where the person has one purpose for accessing Child Link in the organisation, you, as an Active Authoriser, will add the Child Link User for that sole purpose.



### Example two

Where the person occupies a role at more than one service, the Active Authoriser at each service must authorise them independently (if it is appropriate for the person to have access to Child Link in these roles). The Child Link User will be given separate accounts linked to the different service-based email address provided at registration.



## Adding Child Link Users

Once you have selected the proposed Child Link Users within your service, please advise those professionals that they have been selected and direct them to the [Accessing Child Link](#) webpage for information about Child Link, and a step-by-step guide to becoming a Child Link User.

As a Child Link Authoriser, you must:

- request the proposed Users email you with their full name as it appears on their WWC Clearance or VIT Registration for the purpose of creating a Child Link User profile in Child Link. This ensures that their name as created in their Child Link invitation will match their name on their WWC Clearance or VIT Registration
- log into Child Link and add the proposed Users, using the details they have provided. The system will generate their invitation to Child Link

- remind the proposed Users to complete the registration process for Child Link access within 7 days of receiving the ‘Your invitation to register for Child Link access’ email, including creating a password and setting up Multi-Factor Authentication for their access
- remind the proposed Users that they have 60 days in which to complete Child Link training.

Once you have completed your role in inviting the proposed Users, they will receive the ‘Your invitation to register for Child Link access’ email.

From here the proposed Users must:

- complete the registration process by clicking on the link in the ‘Your invitation to register for Child Link access’ email within 7 days, including creating a password and setting up Multi-Factor Authentication for their access
- enrol in a Child Link training session on the Information Sharing and MARAM Online Learning System at <https://training.infosharing.vic.gov.au/>.

Once this registration process is complete, the professional will have up to 60 days to take the following steps to complete the Child Link validation process:

- enter their WWC Clearance or VIT Registration number
- agree to the [Terms of Use](#) to access and use Child Link
- attend their chosen training session and complete the mandatory quiz to receive their Child Link training receipt number (the professional must receive a training receipt number to be able to complete their registration in Child Link)
- enter their Child Link training receipt number.

Please note that without completing the Child Link access validation process, the professional will not be able to view child entries on Child Link. The Department of Education undertakes a periodic audit of completion of the Child Link training by Child Link Users.

## Child Link User roles and responsibilities

Child Link Users must adhere to their roles and responsibilities as set out in user practice guidance. Child Link Users must agree to the [Terms of Use](#) to access and use Child Link. These Terms of Use include:

- the obligations of a Child Link User
- the collection, use and disclose of User information, including their name, role, organisation and WWC Clearance or VIT Registration number to specific third parties, for the purpose of enabling and managing user access. This is to ensure that only appropriate people are permitted to access and use Child Link, thereby safeguarding the confidential information in Child Link.
  - A valid WWC Clearance or VIT Registration is a prerequisite for access to Child Link. Each time a Child Link User logs onto Child Link their WWC Clearance or VIT Registration credentials are checked for validity, and if it is not current, the User will not be granted access to Child Link. If the User’s WWC Clearance or VIT Registration credential has expired or no longer validates, after login and Multi-Factor Authentication check the User will be prompted with a dedicated screen to update their credentials. If the User’s WWC

Clearance or VIT Registration has not expired, but needs to be changed, the User can do when they are logged into Child Link.

## Child Link User Access Review

The User Access Review is a process that occurs every 4 months whereby you, as an Active Authoriser, review and determine whether the Child Link Users under your authorisation should have their Child Link access maintained or removed. This process helps to ensure that Users who do not require access to Child Link are removed and cannot view child entries and associated information in Child Link.

You only need to review the Users who have been added for more than one month prior to the review start date. You have a 2-week window to complete the review of those Users under your authorisation. The review can take place over multiple sessions within this 2-week window until all of the Users have been recertified.

If you do not undertake the review within the required period, the Users' Child Link accounts will be locked, and they will not be able to access Child Link. When the Users attempt to log in following their accounts being locked, a message is displayed advising that their accounts have been locked and that they need to contact their Active Authoriser.

### How to perform the User Access Review

| Step no. | What you need to do  |
|----------|--|
| 1        | <p>You will receive an email from Child Link at the commencement of each User Access Review period. The email includes clear instructions about the commencement and conclusion of the review period, as well as a link to Child Link to undertake the review.</p> <p>Please click on the link to Child Link; and select the User Access Review functionality from the left-hand menu.</p> <p><i>Note: When you log in to Child Link during the review period, you will see a pop-up window providing information about the review. This window will continue to be displayed upon login once the review period has lapsed if there are still Users to be recertified.</i></p> |
| 2        | <p>Once the User Access Review function has been selected, you will be presented with the following information to assist you with the review:</p> <ul style="list-style-type: none"> <li>• the Child Link User's:             <ul style="list-style-type: none"> <li>○ full name</li> <li>○ contact information (service-based email address)</li> <li>○ service(s).</li> </ul> </li> <li>• the Child Link User's last login date to Child Link.</li> </ul>   |
| 3        | <p>You must certify each User individually by choosing either a 'tick box' or 'cross' to confirm whether each User's access should be maintained or removed.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>- A selection of either a 'tick box' or 'cross' must be made before the recertification can be submitted.</li> <li>- If a User has more than one service entitlement for which you are also an Active Authoriser, there will be a separate entry for each service entitlement that you need to recertify.</li> </ul>   |

| Step no. | What you need to do  |
|----------|--|
|          | - When a User's Child Link account has been removed, they will no longer have access to Child Link, and an email is sent to their service-based email address to notify them of their removal. |

## Removing Child Link Users

### Authoriser removal of Child Link Users

As an Active Authoriser, you must remove a Child Link User's access at any time when it is inappropriate for their access to continue. Examples of this may include when a User:

- change roles for a short period of time within the organisation, such as secondment\*
- take extended leave, such as long-service leave, parental leave, or a sabbatical for a period greater than 3 months\*
- changes roles in their organisation and requires authorisation to Child Link for another purpose or under a different Active Authoriser\*
- no longer holds a valid WWC Clearance (due to exclusion, interim exclusion, suspension, revocation, or expiry) or VIT Registration (due to suspension, cancellation, or expiry)
- leaves their organisation
- changes roles in their organisation into a role that does not require Child Link access
- does not meet the pre-requisites to be a Child Link User
- are no longer in circumstances where it is appropriate to have access to Child Link (for example, a conflict of interest or misconduct has been evidenced)
- by accessing Child Link, pose an unacceptable risk of harm to any person
- meet the pre-requisites for restriction of access, as outlined below (as an Active Authoriser may also remove a Child Link User from Child Link for these reasons).

*\*In these instances, if the professional is added as a Child Link User within 12 months of their removal, they do not have to complete the Child Link training again. The professional can use their past Child Link training receipt number again.*

If the Child Link User becomes aware of any of the above instances, they must immediately notify you as their Active Authoriser, as it will be your responsibility to remove access in the first instance. The Department of Education will remove access if you have not done so.

You must notify the Department of Education if you reasonably believe a Child Link User from your service no longer holds a valid WWC Clearance or VIT Registration (for more information see the section on [the notification process](#) below).

### Restriction of a Child Link User's access

The Department of Education may remove access to Child Link, to an entry, or part of an entry under section 46N of the CWS Act, if continued access would pose an unacceptable risk of harm to a person or in all the circumstances be otherwise inappropriate.

If the Department of Education becomes aware that a User's access to Child Link may cause a risk of unacceptable harm to a person or be inappropriate in the circumstances, the User's access to Child Link will be immediately restricted, whilst further consideration takes place by the Department of Education.

A Child Link User's access will be restricted immediately, once the Department of Education becomes aware that:

- the User has been investigated under the Reportable Conduct Scheme, and the investigation has been substantiated
- the User is currently charged with, or has been convicted or found guilty having committed an offence under the CWS Act
- the User has a WWC exclusion or interim exclusion, or WWC Clearance has been suspended, revoked, in Victoria, or an equivalent finding under an equivalent framework in another area (in such case that you have not yet removed their access)
- the User has had VIT registration suspended, cancelled, or an equivalent finding under an equivalent framework in another area (in such case that you have not yet removed their access)
- the User is currently charged with or has been convicted or found guilty of an offence involving the following: physical or sexual harm or threats of physical or sexual harm, violence or threats of violence, dishonesty, neglect in Victoria or an equivalent offence in another area.

If the Department of Education becomes aware that access of a Child Link User may cause a risk of unacceptable harm to a person or be inappropriate in the circumstances, the Child Link User's access will be restricted, whilst further consideration takes place by the Department of Education. The Child Link User and Authoriser will be notified that the User account has been restricted. Once a decision has been made, the Child Link User and Authoriser will be notified of the outcome and there will be an opportunity for the User to request a review of the decision if appropriate.

As an Authoriser you may request a restriction of a user you have authorised. To make a restrictions request, please complete the **Restrictions Request Form** available on the Authoriser Platform. You must only email the form to [restrictions@childlink.vic.gov.au](mailto:restrictions@childlink.vic.gov.au), which is a secure site; and you must have the subject line 'New Restriction' in the request email.

Please do not email the form or any personal details to any other Child Link email address.

## Notification process

You are encouraged to notify the Department of Education when a Child Link User should have restricted access to Child Link or when you reasonably believe a Child Link User from your service no longer holds a valid WWC Clearance or VIT Registration, via:

- emailing [ChildLink@education.vic.gov.au](mailto:ChildLink@education.vic.gov.au); or
- calling [1800 549 646](tel:1800549646) between 9am and 5pm, Monday to Friday.

## About Child Link

Child Link is a digital tool that draws information from Victorian Government source systems to display key information about every child in Victoria. Child Link is updated daily to ensure that information on Child Link is based on the most recent information received from the various source systems.

Legally authorised professionals who have responsibility for child wellbeing and safety will be trained and then given permission to access Child Link, to use in their work with children and their families.

These authorised professionals include Maternal and Child Health nurses, school principals and key staff at schools, early childhood teachers and Child Protection practitioners.

Child Link will show limited information about a child and their family, including:

- the child's name(s), date and place of birth and sex
- the name(s) of the child's siblings
- the name(s) and relationship to the child of persons who have parental responsibility and/or day-to-day care of the child
- whether the child is identified as Aboriginal and/or Torres Strait Islander
- the child's participation and engagement in government-funded childhood services from the age of 0-18, and the contact details of those services; and
- if the child or their sibling has a past or current child protection order and is, or has been, in out of home care.

Child Link does not display a child's address information or contact details for the child or the child's family. Child Link is not a case management system and does not contain any case notes, professional opinions, or detailed health records. The information on Child Link cannot be directly edited or amended by professionals who use Child Link.

For more information regarding what is displayed on Child Link, please refer to the [Child Link Secretary's Guidelines](#).

### Monitoring and auditing

Child Link monitors access to and usage of Child Link by all Child Link Users. This includes periodic, semi-targeted audits of Child Link usage by Users.

You may also request access to usage information of the Users you have authorised via:

- emailing [ChildLink@education.vic.gov.au](mailto:ChildLink@education.vic.gov.au); or
- calling 1800 549 646 between 9am and 5pm, Monday to Friday.

An investigation may occur where a User's access or usage is detected that varies from anticipated behaviour. This investigation may also prompt auditing activities. Auditing may require Child Link Users to verify usage behaviour against their purpose for access and associated professional activities

## Attachment A: Table of Child Link User categories

| Child Link User  | Child Link User's purpose of access, use and disclosure  | Authorised by   | User number cap/No cap |
|--|--|---|------------------------|
| The Secretary to the Department of Education and Training  | To identify children who are not participating in services for which they may be eligible and to assist in the provision of education, care, and services to those children.   | n/a   | 1                      |
| The Secretary to the Department of Health  | To identify children who are not participating in services for which they may be eligible.   | n/a   | 1                      |
| The Secretary to the Department of Families, Fairness and Housing  | a) To identify children who are not participating in services for which they may be eligible.<br>b) For the purpose of the performance of the Secretary's functions, and the exercise of the Secretary's powers, under the <i>Children, Youth and Families Act 2005</i>  | n/a   | 1                      |
| The Principal Commissioner for Commission for Children and Young People  | To perform the Principal Commissioner's statutory functions.   | n/a   | 1                      |
| A person employed by the Secretary to the Department of Education and Training or otherwise engaged by the Secretary         | a) To identify children who are not participating in services for which they may be eligible and to assist in the provision of education, care and services to those children.<br>b) To perform functions relating to systems administration of the Register.<br>c) For the purpose of data management in accordance with section 46H.<br>d) For the purpose of de-identifying confidential information and to provide that de-identified information under section 46O. | Secretary to the Department of Education and Training         | No cap                 |
| A person employed by the Secretary to the Department of Health or otherwise engaged by the Secretary                         | To identify children who are not participating in services for which they may be eligible.   | Secretary to the Department of Health                         | No cap                 |
| A person employed by the Secretary to the Department of Families, Fairness and Housing or otherwise engaged by the Secretary | a) To identify children who are not participating in services for which they may be eligible.<br>b) For the purpose of the performance of the Secretary to the Department of Families, Fairness and Housing's functions, and the exercise of the Secretary's powers, under the <i>Children, Youth and Families Act 2005</i> .  | Secretary to the Department of Families, Fairness and Housing | No cap                 |
| A person employed or engaged by a council in relation to childhood services implementation or policy                         | a) To identify children in the municipal district who are not participating in services for which they may be eligible and to assist in the provision of education, care and services to children in the municipal district who may be eligible to participate in services.  | Chief Executive Officer of the council                        | No cap                 |



| Child Link User   | Child Link User's purpose of access, use and disclosure   | Authorised by  | User number cap/No cap |
|---|---|--|------------------------|
|   | b) To monitor and plan council services for children residing in the municipal district.  |  |                        |
| A nurse employed or engaged by a council to provide maternal and child health programs for a Maternal and Child Health service  | To provide care and services to children attending the Maternal and Child Health service.   | Chief Executive Officer of the council   | No cap                 |
| A nurse employed or engaged by an entity that provides maternal and child health programs on behalf of a council for a Maternal and Child Health service  | To provide care and services to children attending the Maternal and Child Health service.   | Person who has overall management and control of the Maternal and Child Health service | No cap                 |
| A nurse employed or engaged by the Secretary to provide maternal and child health advice through a state-wide telephone service   | To provide care and services to children or families who access the state-wide telephone service.   | Secretary to the Department of Health  | No cap                 |
| A person employed or engaged by the Victorian Aboriginal Health Service Co-operative Limited in relation to childhood services implementation or policy   | a) To identify children enrolled with the Service or entitled to services provided by the Service who are not participating in services for which they may be eligible and to assist in the provision of education, care and services to those children.<br>b) To monitor and plan services for all children enrolled with the Service. | Chief Executive Officer of the Service   | No cap                 |
| A registered medical practitioner, nurse or midwife employed or engaged by the Victorian Aboriginal Health Service Co-operative Limited engaged in providing maternal and child health programs | To provide care and services to children attending the maternal and child health program.   | Chief Executive Officer of the Service   | No cap                 |
| A registered early childhood teacher providing education and care to children at an approved education and care service   | To provide education and care and related services to children enrolled at the education and care service.  | Approved provider of the service   | 3                      |
| A school nurse manager  | To assist in the monitoring, planning and provision of care and services to children enrolled in schools within the geographic region for which the school nurse manager is responsible.  | Secretary to the Department of Education and Training                                  | No cap                 |
| A school nurse  | To provide care and services to children enrolled at the school to whom the nurse provides school nurse services  | Secretary to the Department of   | No cap                 |

| Child Link User  | Child Link User's purpose of access, use and disclosure   | Authorised by  | User number cap/No cap |
|--|---|--|------------------------|
|  |   | Education and Training   |                        |
| A principal of a government school   | a) To provide education and care and related services to children enrolled at the school.<br>b) To monitor and plan services for children enrolled at the school. | Secretary to the Department of Education and Training                              | No cap                 |
| A registered teacher employed or engaged by a Government school to provide instruction or other education services to students at the school<br>Any other person employed or engaged by a Government school to provide health or welfare services for students at the school         | a) To provide education and care and related services to children enrolled at the school.<br>b) To monitor and plan services for children enrolled at the school. | Principal of the Government school   | 7                      |
| A principal of a non-Government school   | a) To provide education and care and related services to children enrolled at the school.<br>b) To monitor and plan services for children enrolled at the school. | Person or body responsible for the governance, conduct or management of the school | No cap                 |
| A registered teacher employed or engaged by a non-Government school to provide instruction or other education services to students at the school<br>Any other person employed or engaged by a non-Government school to provide health or welfare services for students at the school | a) To provide education and care and related services to children enrolled at the school.<br>b) To monitor and plan services for children enrolled at the school. | Principal of the non-Government school   | 7                      |
| A person employed by the Commission for Children and Young People or otherwise engaged by the Commission   | To perform the functions of the Principal Commissioner for or on behalf of the Commissioner.  | Principal Commissioner for Commission for Children and Young People                | No cap                 |
| A prescribed person in accordance with the regulations   | The purpose prescribed in relation to the person.   | In accordance with the regulations   | No cap                 |
| A person who is employed or engaged by an entity to provide  | To provide care and services to children attending the non-council Maternal and Child Health provider.  | Person who has overall management  | No cap                 |

| Child Link User   | Child Link User's purpose of access, use and disclosure | Authorised by   | User number cap/No cap |
|---|---|---|------------------------|
| maternal and child health programs for a non-council Maternal and Child Health provider |   | and control of the non-council Maternal and Child Health provider |                        |