

Child Link Authorisers and Users

Authorisers and Users are the key operators of Child Link. They access Child Link to make informed decisions about the wellbeing, safety and support needs of children in their care.

This fact sheet is designed as a quick reference document to outline the roles and responsibilities of Authorisers and Users within the Child Link platform.

Who is an Authoriser in Child Link?

A Child Link Authoriser is the person in a service or school responsible for creating and managing Child Link accounts for Child Link Users within their organisation.

Who is a User in Child Link?

A Child Link User is a person trained and authorised to view relevant child profiles on Child Link.

Child Link Users may share information with others in their organisation, or with a prescribed Information Sharing Entity (ISE), under the Child Information Sharing Scheme (CISS).

An individual may be both a Child Link User and Authoriser.

Child Link Authorisers and Users – what is the difference?

How do I gain access to Child Link?	
<p>Authoriser</p> <p>Authorisers must be identified by their organisation in accordance with specific criteria.</p> <p>More information is available in the Child Link Secretary's Guidelines.</p>	<p>User</p> <p>Users must be added into Child Link by an Authoriser within their organisation.</p> <p>Once an Authoriser has onboarded a User in the system, the User will receive a system-generated email prompting them to complete validation steps prior to their first login.</p>
What are my responsibilities?	
<p>Authoriser</p> <p>As an Authoriser, you are responsible for performing the following functions:</p> <ul style="list-style-type: none"> formally authorising Child Link Users in the system, including ensuring all prerequisites are or will be met before the User is authorised to access Child Link the ongoing management of Child Link Users in the system (including training, suspension and offboarding). <p>At intervals throughout year, Authorisers will be asked to confirm current Child Link Users within their organisation.</p>	<p>User</p> <p>As a User, you are responsible for meeting the prerequisite eligibility criteria and completing the following activities in order to access Child Link:</p> <ul style="list-style-type: none"> holding a valid Working With Children Check or Victorian Institute of Teaching registration number completing mandatory training accepting the Child Link Terms and Conditions of Use advising the Authoriser in your organisation when you no longer require access to Child Link

	<ul style="list-style-type: none"> advising the Authoriser in your organisation if any investigations commence relating to your role.
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What can I see and access in Child Link?	
<p>Authoriser</p> <p>An Authoriser can only access Child Link to complete authorisation functions.</p> <p>They do not have access to confidential information about children and their families, unless they are also a Child Link User.</p>	<p>User</p> <p>Child Link Users fall into two categories with access to various levels of information.</p> <p>Category 1: Service-based access Service-based professionals (practitioners) who deliver services to children registered or enrolled in their service will have ‘service-based’ access to Child Link.</p> <p>They will only be able to view information about the children in their service(s) and the siblings of the children in their service(s) (where the siblings have active child profiles).</p> <p>Category 2: Individualised access Users whose role includes supporting specific children who are eligible for targeted programs or services will have ‘individualised’ access to Child Link.</p> <p>They will only be able to search for and access information on the specific children they have responsibility for.</p> <p>Users in this category will need to provide specific information to Child Link to search and access a child’s information</p>

Who can I contact for further information?

Our [frequently asked questions](#) (FAQs) provide information and responses to common questions for organisations participating in Child Link.

You can also access a list of steps and resources for onboarding your organisation into Child Link at [Accessing Child Link](#).

More detailed information on Child Link Authorisers and Users is available in the [Child Link Secretary’s Guidelines](#).

Dedicated onboarding support is available by emailing ChildLink@education.vic.gov.au or calling **1800 549 646** between 9 am to 5 pm, Monday to Friday.

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