



## PURPOSE

This policy outlines the procedures for the appropriate access, use and management of Child Link within the organisation. It ensures authorised staff access and use Child Link responsibly to support the wellbeing and safety of children while maintaining confidentiality and complying with relevant legislation.



## POLICY STATEMENT

### VALUES

EEYSis committed to:

- supporting the wellbeing and safety of children through responsible information sharing between authorised professionals
- Supporting the wellbeing and Safety of all children by using this digital tool to better identify risks and vulnerabilities and provide necessary support to prevent any escalation of harm.
- ensuring authorised staff access Child Link only for legitimate professional purposes related to child wellbeing and safety
- complying with Part 7A of the Child Wellbeing and Safety Act 2005
- supporting the effective implementation of the Child Information Sharing Scheme (CISS)
- ensuring confidentiality and privacy of children's information is protected at all times
- ensuring staff who access Child Link understand their roles, responsibilities and obligations
- supporting cross-service collaboration to promote better outcomes for children and families and facilitate more holistic support around a child.
- ensuring appropriate monitoring, auditing and management of Child Link access within the organisation.
- Facilitate smoother transitions between early child hood and education services by responding to gaps in participation.

### SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of EEYS, including during offsite excursions and activities.

Only staff members who meet legislative requirements and have been authorised by the organisation's Child Link Authoriser may access Child Link.

The Child Link Authoriser is responsible for managing and overseeing authorised access to Child Link within the organisation. The Child Link Authoriser will ensure all access complies with legislative requirements under Part 7A of the Child Wellbeing and Safety Act 2005 and supports appropriate implementation of the Child Information Sharing Scheme.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students	Child Link Authoriser
<b>R</b> indicates legislation requirement, and should not be deleted						
<ul style="list-style-type: none"> <li>Ensuring compliance with obligations under the Child Wellbeing and Safety Act 2005 and related legislation</li> </ul>	R	✓	✓		✓	✓
<ul style="list-style-type: none"> <li>Ensuring the service implements appropriate procedures for access and use of Child Link</li> </ul>	R	✓				✓
<ul style="list-style-type: none"> <li>Appointing a Child Link Authoriser to manage access for the organisation</li> </ul>	R					
<ul style="list-style-type: none"> <li>Authorising eligible staff to become Child Link Users</li> </ul>	R					✓
<ul style="list-style-type: none"> <li>Ensuring authorised staff complete mandatory Child Link training</li> </ul>	R	✓	✓			✓
<ul style="list-style-type: none"> <li>Ensuring authorised users understand the Child Information Sharing reforms</li> </ul>	R	✓	✓			✓
<ul style="list-style-type: none"> <li>Ensuring only eligible staff (VIT registered teachers and nominated supervisor) access Child Link</li> </ul>	R	✓	✓			✓
<ul style="list-style-type: none"> <li>Ensuring Child Link access is used only for legitimate professional purposes</li> </ul>	R	✓	✓			✓
<ul style="list-style-type: none"> <li>Monitoring appropriate use of Child Link and supporting auditing processes</li> </ul>	R					✓
<ul style="list-style-type: none"> <li>Immediately reporting any concerns regarding misuse or unauthorised access</li> </ul>	R	✓	✓		✓	✓
<ul style="list-style-type: none"> <li>Ensuring Child Link access is suspended or removed when staff leave, change roles or no longer meet requirements</li> </ul>	R					✓

<ul style="list-style-type: none"> <li>Protecting the confidentiality and privacy of information accessed through Child Link</li> </ul>	R	✓	✓		✓	✓
<ul style="list-style-type: none"> <li>Ensuring staff access information only about children they support professionally</li> </ul>		✓	✓			✓
<b>Child Link Authoriser Responsibilities</b>						
<ul style="list-style-type: none"> <li>Determining which staff members are eligible to become Child Link Users</li> </ul>						✓
<ul style="list-style-type: none"> <li>Ensuring the organisation only authorises staff who meet legislative requirements</li> </ul>						✓
<ul style="list-style-type: none"> <li>Verifying that authorised staff hold a valid Working With Children Check or Victorian Institute of Teaching registration</li> </ul>						✓
<ul style="list-style-type: none"> <li>Ensuring authorised staff complete mandatory Child Link User training before access is granted</li> </ul>						✓
<ul style="list-style-type: none"> <li>Ensuring authorised staff understand the Child Information Sharing Scheme and appropriate use of Child Link</li> </ul>						✓
<ul style="list-style-type: none"> <li>Creating and managing Child Link user accounts within the organisation</li> </ul>						✓
<ul style="list-style-type: none"> <li>Monitoring staff access and use of Child Link to ensure compliance with legislation and organisational policy</li> </ul>						✓
<ul style="list-style-type: none"> <li>Reviewing the status of authorised Child Link Users at least every four (4) months</li> </ul>						✓
<ul style="list-style-type: none"> <li>Suspending or removing access where staff no longer meet the requirements for access</li> </ul>						✓
<ul style="list-style-type: none"> <li>Immediately removing access where there are concerns regarding child safety, misconduct or misuse of Child Link</li> </ul>						✓
<ul style="list-style-type: none"> <li>Supporting audits or monitoring activities conducted by the Department of Education</li> </ul>						✓
<ul style="list-style-type: none"> <li>Ensuring the organisation maintains records of authorised users and training completion</li> </ul>						✓



---

## BACKGROUND AND LEGISLATION

### BACKGROUND

Child Link is a secure digital platform that displays key information about a child to authorised professionals who have responsibility for child wellbeing and safety.

Child Link may display information such as:

- a child's participation in early childhood education and school services
- maternal and child health involvement
- relevant child protection history.

Child Link supports professionals to work collaboratively across services to better understand a child's circumstances and provide coordinated support where needed.

Child Link is a key enabler of the Child Information Sharing Scheme (CISS). This scheme enables authorised organisations to share information with each other to promote children's wellbeing and safety.

Through Child Link, authorised professionals can:

- make more informed decisions about the wellbeing and safety of children
- identify risks and vulnerabilities earlier
- provide support before harm escalates
- collaborate across services to provide coordinated support
- identify gaps in participation in early childhood and education services
- support smoother transitions between early childhood services and school.

Security and privacy are central to the design of Child Link. All user activity on Child Link is monitored by the Victorian Department of Education. Auditing and monitoring processes are in place to ensure information is accessed and used appropriately.

All Child Link Users must only access information when there is a clear professional purpose related to supporting the wellbeing, safety or participation of a child.

Unauthorised access, use or disclosure of information from Child Link is an offence under the Child Wellbeing and Safety Act 2005 and may result in disciplinary action and legal penalties.

Access to Child Link is limited to services operating **funded kindergarten programs for three-year-old or four-year-old children**.

Where a service operates an **integrated long day care and funded kindergarten program**, access to Child Link will be limited to information relating to children enrolled in the funded kindergarten program only.

A maximum of **four (4) authorised Child Link Users** may be approved for each eligible service. These users must consist of:

- up to **three Victorian Institute of Teaching (VIT) registered teachers**
- **one nominated supervisor**.

## LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Child Wellbeing and Safety Act 2005 (Vic)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Privacy and Data Protection Act 2014
- National Quality Standard, Quality Area 2: Children's Health and Safety and Quality Area 7: Governance and Leadership

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)
- Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://www.legislation.gov.au)



## DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

**Child Link:** A secure digital platform that provides authorised professionals with access to key information about a child to support their wellbeing, safety and participation in services.

**Child Link Authoriser:** The individual within the organisation responsible for determining staff eligibility, approving access and managing Child Link user accounts.

**Child Link User:** An authorised professional who has completed mandatory training and has been approved to access Child Link.

**Child Information Sharing Scheme (CISS):** A Victorian Government initiative that enables authorised organisations to share information to promote the wellbeing and safety of children.



## SOURCES AND RELATED POLICIES

### SOURCES

- Child Link Secretary's Guidelines- [Print - Child Link Secretary's Guidelines | vic.gov.au](#)
- Child Link- [Child Link | vic.gov.au](#)
- Child Link- A guide for Early Childhood Providers- [Child Link | vic.gov.au](#)
- Child Wellbeing and Safety Act 2025- [Child Wellbeing and Safety Act 2005](#)
- Information Sharing and MARAM Online Learning System- [Information Sharing and MARAM Online Learning System](#).

### RELATED POLICIES

- Child Safe Environment and Wellbeing
- Privacy and Confidentiality

- Supervision of children

## EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).



## ATTACHMENTS

- Attachment 1: Examples of Authorised Vs Unauthorised Access
- Attachment 2: Child link Authoriser for Emerge Early Years Services
- Attachment 3: Child Link Procedures
- Attachment 4 : Privacy and Data Security Practices
- Attachment 5 – Example Child Link Register Template
- Attachment 6: Child Link User Agreement

## AUTHORISATION

This policy was adopted by the approved provider of EEYS on 20-4-2026

**NEXT REVIEW DATE:** March 2027

VERSION	REVIEW DATE	DOCUMENT WRITER	REVISION DESCRIPTION	APPROVED BY
V1	24/3/26	Policy Team	Endorsed new Policy	EO EN

## ATTACHMENT 1: EXAMPLES OF AUTHORISED VS UNAUTHORISED ACCESS

To ensure the privacy and safety of children's information, Child Link Users must only access information for legitimate professional purposes.

### Examples of Authorised Access

Authorised access may include:

- Viewing a child's participation information when planning support for a child enrolled in the funded kindergarten program
- Reviewing information to better understand a child's wellbeing or participation needs
- Identifying gaps in participation across services to support a child's engagement in education

- Using information to support collaborative work with other professionals to promote a child's wellbeing and safety
- Accessing information when supporting a child's transition between early childhood services and school.

### **Examples of Unauthorised Access**

Unauthorised access includes, but is not limited to:

- Accessing the record of a child who is not enrolled in the user's program or not connected to their professional role
- Accessing information about a child out of curiosity or personal interest
- Taking screenshots or photos of information displayed in Child Link
- Copying information from Child Link for storage outside authorised systems
- Sharing confidential Child Link information with:
  - family members or friends
  - other children
  - other families
  - individuals not authorised under the legislation
- Using information obtained through Child Link for personal purposes.

Unauthorised access, use or disclosure of information may constitute an offence under the Child Wellbeing and Safety Act 2005.

### **Monitored User Activity**

The Department of Education records and monitors access to and usage of Child Link by all Child Link Users. This will include periodic, semi-targeted audits of the usage of Child Link.

Child Link Users must only use and share information displayed in Child Link in accordance with the Child Link practice guidance and terms of use.

Unauthorized use of Child Link is an offence.

Investigation may also occur if a user's access or usage varies from anticipated behaviour, and prompts auditing activities. When an audit occurs, it may require a User to verify usage behaviour against their Child Link User purposes for access, use and disclosure.

For more information on how to appropriately access, use and disclose information on Child Link see the 'User Practice Guidance – How to use the information on Child Link' which is accessible to all Child Link Users on the help section on Child Link

Child Link User must understand when accessing Child Link, they need to have a clear purpose when looking up a child's information. All searches of children's information are recorded and monitored.

### **Offences and Penalties:**

There are offences and penalties under the Child Wellbeing and Safety Act for unauthorised access, use and disclosure of information from Child Link. These are:

- **Unauthorised access to Child Link** (under section 46T) is an offence where a person accesses Child Link and is not a Child Link User or person otherwise authorised to access Child Link.
- **Access to Child Link for unauthorised purpose** (under section 46U), is an offence for a Child Link User or a person who is otherwise authorised to access Child Link, who accesses Child Link for an unauthorised purpose (which means accessing Child Link for a purpose other than the purpose for which the Child Link User was granted access to Child Link).
- **Unauthorised use and disclosure of confidential information contained in Child Link** (under section 46V), is an offence for a Child Link User or a person who is otherwise authorised to access Child Link, to use or disclose confidential information contained in Child Link other than in accordance with the Child Wellbeing and Safety Act.
- **Intentional or reckless unauthorised use and disclosure of confidential information contained in Child Link** (under section 46W), is an offence for a Child Link User or a person who is otherwise authorised to access Child Link, to use or disclose confidential information contained in Child Link in a manner that is unauthorised, and that person (a) knows this use or disclosure is unauthorised, or (b) where the person is reckless as to whether the use or disclosure is authorised.

---

## ATTACHMENT 2: CHILD LINK AUTHORISER FOR EMERGE EARLY YEARS SERVICES

Emerge Early Year Services will have a Child Link Authoriser.

A Child Link Authoriser determines who in their organization is eligible to have access to Child Link and enables and manages this access.

There are prerequisites for a Child Link User such as:

- Be employed by an information sharing entity prescribed under CISS
- Hold a role specified in the Child Wellbeing and Safety Act as a Child Link User type, which includes:
  - Professionals who work directly with children, such as Maternal and Child Health nurses, teachers in early childhood education and care services, teachers in independent, Catholic, and government schools and Child protection practitioners
  - Professionals responsible for planning and promoting participation in programs and services
  - Professionals with oversight roles for children and families in Victoria.
- Hold either a valid Working with Children Clearance or Victorian Institute of Teaching Registration

To become a Child Link User and get access to Child Link a staff member is to complete the steps below:

- Be authorised by the relevant Child Link Authoriser
- Complete mandatory training
- Accept terms and conditions for access to Child Link which acknowledge the Child Link User's role and responsibilities in accessing Child Link

The Child Link Authoriser will also ensure that staff members who are given access are:

- Have efficient understanding of the Child Information Sharing reform, including Child Information Sharing Scheme, which is important knowledge to have when accessing the Child Link platform.

---

## ATTACHMENT 3: CHILD LINK PROCEDURES

### Authorising Child Link User

To become a Child Link User within the organisation:

- The staff member must be employed in an eligible role.
- The staff member must hold a valid:
  - Victorian Institute of Teaching (VIT) registration, or
  - Working With Children Check (WWCC).
- The staff member must be authorised by the organisation's Child Link Authoriser.
- The staff member must complete mandatory Child Link User training and the Information Sharing Scheme Module.
- The staff member must accept the Child Link terms and conditions of use and sign the Child Link Agreement.

### Only four authorised users are permitted per service:

- three VIT registered teachers
- one nominated supervisor.

### Mandatory Child Link Training

To have access to Child Link, a staff member must have completed the mandatory [Child Link User training](#) before gaining access to the platform. This is completed via a combined training that covers Information Sharing and Child Link. These courses can be accessed via the Information Sharing and MARAM Online Learning System- [Information Sharing and MARAM Online Learning System](#).

Staff who have previously completed the Information Sharing scheme modules and can provide evidence of its completion can choose to do the child Link Training separately. Emerge requires staff to complete training in the Information Sharing Scheme Module as well as the Child Link Training and would recommend a refresher course for all staff regardless of if they have previously completed the Information Sharing Scheme Modules. This is to ensure you have the knowledge and understanding when accessing and sharing information of a child in your program.

---

## Accessing Child Link

When accessing Child Link, authorised users must:

- have a clear professional purpose related to the wellbeing or safety of a child
- only access information about children connected to their professional role
- ensure information is accessed in accordance with the Child Information Sharing Scheme
- maintain confidentiality of all information accessed through Child Link
- follow the Child Link User Practice Guidance available in the Child Link platform.

**All Child Link searches and activity are recorded and monitored.**

---

## Monitoring and Auditing

The Victorian Department of Education monitors all Child Link usage.

Monitoring activities may include:

- periodic audits of user access
- investigations of unusual usage patterns
- requests for users to verify the purpose of accessing information.

The organisation will cooperate with any monitoring or auditing processes.

---

## Suspension or Removal of Access

A Child Link's User's access may be suspended by the Child Link Authoriser or by the Authorised Child Link system administrators. The Child Link Authoriser can suspend access at any time.

Access may be suspended if:

- a staff member has been inactive on Child Link for more than 60 days
- a staff member takes extended leave (e.g. parental leave or long service leave).

Access must be removed if:

- a staff member leaves the organisation
- a staff member moves to a role that does not require Child Link access
- a staff member no longer holds a valid WWCC or VIT registration
- a staff member poses an unacceptable risk to the safety of children.

Immediate removal of access may occur if:

- An employee has been investigated under the Reportable Conduct Scheme and the investigation has been substantiated.
  - Employee has a Child Protection report against them at the investigation outcome stage.
  - Employee is currently being charged with or has been convicted or found guilty of committing an offence under the Child Wellbeing and Safety Act, or under other legislation, which involves physical or sexual harm or threats of physical or sexual harm, violence or threats of violence, dishonesty or neglect.
  - Employee has Working with Children Check Exclusion, Suspension or Revocation.
  - Employee has had a Victorian Institute of Teaching (VIT) registration credentials suspended or revoked.
  - Employee has raised a serious concern through Child Link auditing and/or monitoring process notifications.
-

## Reporting Concerns or Misuse

If staff become aware of potential misuse of Child Link, they must:

1. Immediately notify the Child Link Authoriser.
2. Follow the organisation's incident reporting procedures.
3. Cooperate with any investigation or monitoring process.

Misuse of Child Link may result in disciplinary action and legal penalties.

## ATTACHMENT 4 : PRIVACY AND DATA SECURITY PRACTICES

Emerge Early Years Services is committed to protecting the privacy and confidentiality of children's information accessed through Child Link.

Child Link has been designed with strong privacy and security safeguards to ensure that information is accessed only by authorised professionals for legitimate purposes.

The organisation will ensure the following practices are implemented:

### Secure Access

- Only authorised Child Link Users will be granted access.
- Each authorised user will have their own individual login credentials.
- User accounts will not be shared between staff members.

### Confidentiality of Information

- Information accessed through Child Link must remain confidential.
- Staff must not copy, photograph, screenshot or record information displayed in Child Link.
- Information must not be stored outside approved systems.

### Appropriate Use of Information

Information obtained through Child Link must only be used to:

- support the wellbeing and safety of children
- support service participation and transitions
- assist professionals to work collaboratively across services.

Information must not be accessed or used for personal curiosity or unrelated purposes.

### Monitoring and Auditing

All Child Link activity is monitored by the Victorian Department of Education.

Monitoring may include:

- auditing user activity
- reviewing unusual access patterns
- requesting confirmation of the purpose for accessing information.

The organisation will cooperate with any monitoring or auditing processes.

### Managing Data Breaches or Misuse

If a potential breach of confidentiality or misuse of Child Link information occurs:

1. The staff member must immediately notify the Child Link Authoriser.
2. The organisation will follow internal incident reporting procedures.
3. Access to Child Link may be suspended while the matter is investigated.

Unauthorised access, use or disclosure of Child Link information may constitute an offence under the Child Wellbeing and Safety Act 2005.

## ATTACHMENT 5 – EXAMPLE CHILD LINK REGISTER TEMPLATE

Emerge Early Years Services will maintain a Child Link Access Register to monitor and manage authorised users across services

Service Name	Staff Name	Role	VIT Registration/ WWCC Verification	Date Training Completed	Date Authorised	Last review Date	Access Status (Active/ Suspended/Removed)	Authoriser Name

### Register Management

The Child Link Authoriser will:

- maintain the Child Link Access Register
- verify training completion before granting access
- review the register every four (4) months
- update the register when staff leave, change roles or have access suspended or removed
- ensure no more than four authorised users per service.

The register will be stored securely in accordance with the organisation's Privacy and Confidentiality Policy.

## ATTACHMENT 6: CHILD LINK USER AGREEMENT

### Child Link User Agreement and Confidentiality Acknowledgement

This agreement must be signed by all staff members who are authorised to access Child Link.

---

**Staff Member Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Service Name:** \_\_\_\_\_

**Date Authorised to Access Child Link:** \_\_\_\_\_

---

### Agreement

I acknowledge that I have been authorised to access Child Link in my professional role and understand that this access carries important responsibilities.

By signing this agreement, I confirm that I will:

1. Access Child Link only for legitimate professional purposes related to the wellbeing, safety or participation of children in my care or professional responsibility.
2. Comply with the requirements of Part 7A of the Child Wellbeing and Safety Act 2005.
3. Follow the requirements of the Child Information Sharing Scheme and Child Link User Practice Guidance.
4. Maintain the confidentiality of all information accessed through Child Link.
5. Not access information about children who are not connected to my professional responsibilities.
6. Not copy, photograph, screenshot or record information from Child Link.
7. Not disclose information from Child Link to any person who is not authorised to receive that information.
8. Ensure my login details are kept secure and not shared with other staff.
9. Immediately report any suspected misuse, privacy breach or unauthorised access to the Child Link Authoriser.
10. Understand that my activity on Child Link is monitored and may be audited by the Department of Education.
11. Understand that misuse of Child Link may result in disciplinary action and may constitute an offence under the Child Wellbeing and Safety Act 2005.

## Declaration

I confirm that I have:

- completed the mandatory Child Link User training
- read and understood the organisation's **Child Link Policy**
- understood my responsibilities when accessing Child Link.

I agree to comply with all legislative and organisational requirements relating to Child Link.

---

**Staff Member Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

---

**Child Link Authoriser Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_