

Acceptance and Refusal of Authorisation Policy & Procedure

Policy Statement

Our education and care service requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

Links to the Education and Care Centres National Regulations 2018, National Quality Standards 2018

Regs

- S. 165 Offence to inadequately supervise children
- S. 167 Offence relating to protection of children from harm and hazards
- S. 175 Offence relating to requirement to keep enrolment and other documents
- 92- Medication Record
- 93- Administration of medication
- 94- Exception to Authorisation- anaphylaxis or asthma emergency
- 99- Children leaving the education and care services
- 102- Authorisation for excursions
- 102C-Conduct of risk assessment for transporting children
- 102D-Authorisation for service to transport children
- 157- Access for parents
- 160- Child enrolment records to be kept by approved provider
- 161- Authorisations to be kept in enrolment record
- 162- Health information to be kept in enrolment records
- 168- Education and care service must have policies and Procedures
- 170- Policies and Procedures must be followed
- 171- Policies and procedures to be kept available
- 172 - Notification of change to policies and procedures

NQS 2.2 Safety- Each child is protected

- 2.2.1 Supervision
- 2.2.2 Incident and emergency management
- 2.2.3 Child Protection

Principles Informing Policy and Implementation

Our Service will ensure we comply with the current Education and Care Services National Regulations, which require parent or guardian authorisation to be provided in matters including:

- Administration of medication to children
- Administration of medical treatment, dental treatment, and general first aid treatment
- Emergency Ambulance transportation
- Transportation during excursions
- Excursions, including regular outings
- Incursion attendance
- Taking of photographs by people other than educators
- Water based activities
- Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the service, or to provide authority for the child to be taken outside the service
- Children leaving the premises in the care of someone other than a parent or guardian

The Approved Provider/Nominated Supervisor/ Management will Ensure:

- the *Acceptance and Refusal Authorisation Policy* is reviewed and maintained by Service management and adhered to at all times by educators and staff
- obligations under the *Education and Care Services National Law and National Regulations* are met
- all staff understand circumstances that may lead to refusal of an authorisation
- all educators and staff follow the policies and procedures of our Service
- all parents/guardians have completed the authorised person's section of their child's enrolment form including authorised nominees (refer to *Enrolment Policy*), and that the form is signed and dated before the child commences at the Service
- permission forms for excursions are provided to the parent/guardian or authorised nominee prior to the excursion (refer to *Excursion Policy*)
- attendance records are maintained for all children attending the Service
- a written record of all visitors to the Service, including time of arrival and departure and reasons for visit is documented in the OWNA app.
- where a child requires medication to be administered by educators/staff, that an *Administration of Medication Record* is completed on the OWNA app. Authorisation must be provided by the parent/guardian or authorised nominee and included within the child's record (Refer to *Administration of Medication Policy*)
- educators/staff do not administer medication without the written authorisation of parent/guardian or authorised nominee named in the enrolment record as authorised to consent to the medical treatment of the child, except in the case of an emergency, including an asthma or anaphylaxis emergency
- educators and staff allow a child to participate in excursions only with the written authorisation of a parent/guardian or authorised nominee named in the child's enrolment record is received and documented
- educators/staff allow a child to depart the Service only with:
 - a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
 - with a person authorised by a parent or authorised nominee; or
 - leaves in accordance with the written authorisation of the parent; or authorised nominee; or
 - is taken on an excursion; or
 - in the case of a medical emergency or another emergency (Refer to *Arrival and Departure Policy* and *Emergency Evacuation Policy*).
- there are procedures in place if an inappropriate person, or a person who does not appear to be fit to take care of the child attempts to collect the child from the Service or poses a risk to the safety of children or staff (refer to *Arrival and Departure Policy*).
- Notification to the Regulatory Authority is required within 24 hours of a serious incident
- families are notified at least 14 days before changing the policy or procedures (Reg. 172).

Educators Will:

- follow the policies and procedures of the Service
- ensure documentation relating to authorisations contains:
 - the name of the child enrolled in the service
 - date

- signature of the child's parent/guardian and authorised nominee as named on the enrolment form
- keep all authorisations relating to each child in their enrolment record
- exercise the right of refusal if written or verbal authorisations do not comply with National Regulations or Child Protection Legislation. If an authorisation is refused by the Service, it is best practice to document:
 - the details of the authorisation
 - why the authorisation was refused, and
 - actions taken by the service. For example: if the service refused an authorised nominee named in the child's enrolment record to collect the child from the service as they were under the influence of alcohol, the action taken to ensure that the child was collected (Refer to *Refusal of Authorisation Record*).
- waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. In accordance with National Regulations (R. 94) the Service can administer medication in these circumstances without authorisation. If these situations occur Management will be required to contact the parent/guardian as soon as practicable after the medication has been administered and emergency services. Notification to the Regulatory Authority is required within 24 hours of a serious incident
- ensure that medication is not administered to a child without the authorisation of a parent/guardian or authorised person, except in the case of an emergency, including and asthma or anaphylaxis emergency (refer to *Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Dealing with medical conditions policy*).
- ensure a child only departs from the Service with:
 - a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or
 - with a person authorised by a parent or authorised nominee; or
 - leaves in accordance with the written authorisation of the parent; or authorised nominee; or
 - is taken on an excursion including transportation.
 - in the case of a medical emergency or another emergency (Refer to *Arrival and Departure Policy and Emergency Evacuation Policy*).
- ensure a child is not taken outside the Service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
- inform the Approved Provider when a written authorisation does not meet the requirements outlined in the Service's policies.

FAMILIES WILL:

- read and comply with the policies and procedures of the Service
- complete and sign the authorised nominee section of their child's enrolment form before their child commences at the Service
- advise the service if there is a change of nominated authorised persons and inform them that they will require photo identification (such as a driver's licence) in order to collect their child from the Service
- sign and date permission forms for excursions
- sign the attendance record as their child arrives and departs from the Service

- provide authorisation on the *Administration of Medication Form* when their child requires medication to be administered by educators/staff, including signing and dating it for inclusion in the child's medication records
- provide completed Medical Management Plans and Action Plans where relevant for their child

All authorisations will be stored in the children's individual files.

The Nominated Supervisor will override authorisations where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma, where the Service will administer medication, and then contact the parent/ guardian as soon as possible after the treatment has been administered.

Procedure

Refusal of Authorisations

If an authorisation form is incomplete, inaccurate, or not in line with National Regulations or Child Protection Legislation, it will be returned to the parent/guardian for correction. Written or verbal authorisations may also be refused if they do not comply with legislation or Service policies.

If an authorisation is refused, the Approved Provider or Nominated Supervisor will:

- explain to the parent/guardian the reason for the refusal
- provide them with a copy of this *Acceptance and Refusal of Authorisations Policy*
- discuss alternative arrangements with the family to ensure the child's needs are still met
- record the details of the refusal using the *incidents form*

Examples Include:

- requests relating to dietary restrictions that are not medically required
- an authorised person collecting a child who appears to be under the influence of alcohol or drugs
- a request that breaches a parenting order or legal arrangement
- requests that conflict with Service policy (e.g., authorising a person under 16 years old to collect a child)
- medication not provided in its original container, not prescribed to the child, expired, or otherwise breaching the *Administration of Medication Policy*
- excursion/incursion consent given by someone not listed as a parent/guardian or authorised nominee on the enrolment record.

Authorisation Requirements

Authorisation documents are required for the following situations and must have details recorded as specified:

Administration of Medication	<p>For medication to be administered at the Service, the following must be provided:</p> <ul style="list-style-type: none">• child's full name• signed <i>Administration of Medication Record</i> by a parent/guardian or authorised nominee• parent/guardian authorisation for self-administration (where applicable and supported by an Action Plan)• medication name, dosage, method (e.g., oral, inhaled), and period of authorisation (specific dates)• date and time the medication was last administered and when it is to be given next• parent/guardian name, signature, and date signed• medication supplied in its original container, labelled with the child's name, and within expiry date• medication instructions matching the label or directions from a registered medical practitioner• a second staff member to check the medication details, dosage, and witness administration• both staff members (administrator and witness) to sign and record the administration details• supervision by an educator if a child self-administers their medication• all details recorded in the child's <i>Medication Record</i>.
Medical treatment of the child including transportation by an ambulance service (Included and authorised initially as part of the child's enrolment record):	<p>Authorisations for medical treatment, including</p> <ul style="list-style-type: none">• child's full name• consent to seek medical treatment from a registered medical practitioner, hospital, or ambulance service• consent for transportation of the child by an ambulance service• name, address, and contact details of the child's doctor or medical service

	<ul style="list-style-type: none"> • child's Medicare number • name and signature of the parent/guardian providing authorisation.
<p>Emergency Medical Treatment</p> <p>(included and authorised initially as part of the child's enrolment record or as updates during enrolment):</p> <p><u>CALL 000</u></p>	<p>In the event of a medical emergency, the Service may seek immediate medical treatment for a child without prior authorisation if it is necessary to preserve the child's life, health, or safety, in accordance with the Education and Care Services National Regulations. Families will be informed as soon as possible after the event.</p>
<p>Transportation</p> <p>(other than as part of an excursion)</p>	<p>If the transportation is 'regular transportation' the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:</p> <ul style="list-style-type: none"> • name of the child • the reason the child is to be transported • if the authorisation is for regular transportation, a description of when the child is to be transported and the date the child is to be transported • a description of the proposed pick-up location and destination • the means of transport • the period of time during which the child is to be transported • the anticipated number of children likely to be transported • the anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation • any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported • that a risk assessment has been prepared and is available at the education and care service <p>that written policies and procedures for transporting children are available at the education and care service</p>
<p>Excursions</p>	<p>The authorisation must state:</p> <ul style="list-style-type: none"> • name of the child • date of the excursion • reason for the excursion • proposed destination for the excursion • method of transport to be used • route to be taken to and from the excursion • any requirements for seatbelts or safety restraints • period of time away from premise- include time leaving premise and time returning to premise • proposed activities to be undertaken by the child during the excursion • anticipated number of children likely to be attending the excursion • ratio of educators attending the excursion to the number of children attending the excursion

	<ul style="list-style-type: none">• number of staff members and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers)• statement that a risk assessment has been prepared and is available at the service• name of the parent or guardian-providing authorisation• relationship to the child• signature of the person providing authorisation and date of authorisation• details of any water hazards and risks associated with water-based activities (to be included in risk assessment). items that should be taken on the excursion
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Refusing a Written Authorisation

On receipt of a written authorisation from a parent/guardian that does not meet the requirements outlined in the related service policy, the Approved Provider or delegated authority will:

- Immediately explain to the parent/guardian that their documented authorisation does not meet legislative and policy guidelines.
- Provide the parent/guardian with a copy of the relevant service policy and ensure that they understand the reasons for the refusal of the authorisation.
- Request that an appropriate alternative authorisation is provided by the parent/guardian.
- In instances where the parent/guardian cannot be immediately contacted to provide an alternative authorisation, follow related policy procedures pertaining to the authorisation type.
- Follow up with the parent/guardian, where required, to ensure that an appropriate authorisation is obtained.

Continuous Improvement/Reflection

The *Acceptance and Refusal Authorisation Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

Sources

ACECQA. (2021). Policy and procedure guidelines. [Acceptance and refusal of authorisations.](#)
Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
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Comments:

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