

# Acceptance and Refusal Authorisation Policy

*Under the National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians, and authorised nominees in some circumstances, to ensure that the health, safety, wellbeing and best interests of the child are met.*

## National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety	
2.3.1	Children are adequately supervised at all times
2.3.2	Every reasonable precaution is taken to protect Children from harm and any hazard likely to cause injury

## Education and Care Services National Regulations

Children (Education and Care Services) National Law NSW	
92	Medication record
93	Administration of medication
99	Children leaving the education and care service
102	Authorisation for excursions
160	Child enrolment records to be kept by approved provider
161	Authorisation to be kept in enrolment record
168	Education and care services must have policies and procedures

## PURPOSE

To ensure that all educators, staff and volunteers of a service are consistent in how authorisations are managed and what constitutes a correct authorisation and what does not, which consequently may lead to a refusal.

## SCOPE

This policy applies to children, families, staff, management and visitors of the service.

## 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 which include:

- Administration of medication
- Administration of medical treatment, dental treatment, general first aid products and ambulance transportation.
- Excursions including regular outings.
- Incursions.
- Taking of photographs by people who aren't educators

- Water based activities
- Enrolment of children including naming of authorised nominees and persons authorised to consent to medical treatment or trips outside the service premises

#### Management will ensure:

- That the service has an acceptance and refusal authorisation policy in place, which is to be adhered to and maintained by educators at all times.
- Parent/guardians are provided with a copy of all service policies
- That all staff follow the policies of the service
- That all parents/guardians have completed the authorised person's section of their child's enrolment form (refer to Enrolment and Orientation Policy), and that the form is signed and dated before the child is enrolled at the service.
- That permission forms for excursions are provided to the parent/guardian or authorised person prior to the excursion (refer to Excursion Policy).
- Attendance records are maintained to account 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 documents
- Where a child requires medication (excluding paracetamol), to be administered by educators/staff, that this is authorised in writing, signed and dated by the parent/guardian or authorised person and included with the child's record. (Refer to Administration of Medication Policy)
- Educators/staff do not administer medication without the authorisation of parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma and Anaphylaxis Policy).
- Educators and staff allow a child to participate in excursion only with the written authorisation of a parent/guardian or authorised person.
- Educators/staff allow a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (Refer to Delivery and Collection of Children Policy and Child Safe Environment Policy).
- There are procedures in place if an inappropriate person attempts to collect the child from the service (refer to Delivery and Collection of Children Policy)

#### A Nominated Supervisor/ Certified Supervisor will:

- Ensure documentation relating to authorisations contains:
  1. the name of the child enrolled in the service;
  2. date;
  3. signature of the child's parent/guardian and nominated contact person who is on the enrolment form;
- Keep all authorisations relating to children in their enrolment record.
- Exercise the right to refusal if written or verbal authorisations do not comply with National Regulations. If an authorisation is refused by the service, it is best practice to document:
  1. The details of the authorisation
  2. Why the authorisation was refused

3. 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, what action was 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. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.
  - Follow the policy and procedures of the service
  - 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, Asthma and anaphylaxis Policy).
  - Ensure a child only departs from the service with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (refer to Delivery and Collection of Children 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 person
  - Inform the Approved Provider when a written authorisation does not meet the requirements outlined in the service policies.

#### Educators will:

- Follow the policies and procedures of the service
- Check that parents/guardians sign and date permission forms for excursions
- Check that parents/guardians or authorised persons sign the attendance record as their child arrives and departs from the service.
- Administer medication only with the written authorisation of a parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency ☒
- Allow a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised person.
- Allow a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion.
- Follow service procedures if an inappropriate person attempts to collect a child from the service.
- Inform the Approved Provider when a written authorisation does not meet the requirements outlined in service policies.

#### Families will

- Read and comply with the policies and procedures of the service
- Complete and sign the authorised person section of their child's enrolment form before their child commences at the service
- Sign and date permission forms for excursions
- Sign the attendance record as their child arrives and departs from the service

- Provide written authorisation where children require medication to be administered by educators/staff, including signing and dating it for inclusion in the child's medication records.

### Authorisation Requirements

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

<p><b>Administration of medication:</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The name of the child</li> <li><input type="checkbox"/> The authorisation to administer medication, signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication</li> <li><input type="checkbox"/> The name of the medication to be administered</li> <li><input type="checkbox"/> The time and date the medication is to be administered</li> <li><input type="checkbox"/> The dosage of the medication to be administered</li> <li><input type="checkbox"/> Whether the medication is to be self-administered, such as Ventolin or Insulin</li> <li><input type="checkbox"/> The reason for the medication</li> <li><input type="checkbox"/> The period of authorisation from and to</li> <li><input type="checkbox"/> The date the authorisation is signed</li> <li><input type="checkbox"/> From its original container before the expiry or use-by date</li> <li><input type="checkbox"/> In accordance with any instructions attached to the medication or provided by a registered medical practitioner</li> <li><input type="checkbox"/> Have a second person checking the dosage of the medication and witnessing its administration</li> <li><input type="checkbox"/> Educator administering medication and witness must write their full name and sign the medication record</li> <li><input type="checkbox"/> Details of the administration must be recorded in the medication record.</li> </ul>
<p>Medical treatment of the child including transportation by an ambulance service <b>(included and authorised initially as part of the child's enrolment record):</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The name of the child</li> <li><input type="checkbox"/> Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service</li> <li><input type="checkbox"/> Authorisation for the transportation of the child by an ambulance service</li> <li><input type="checkbox"/> The name, address and telephone number of the child's registered medical practitioner or medical service and if available the child's Medicare number</li> <li><input type="checkbox"/> The name of the parent or guardian providing authorisation</li> <li><input type="checkbox"/> The relationship to the child</li> <li><input type="checkbox"/> The signature of the person providing authorisation and date</li> </ul>

<p>Emergency Medical Treatment <b>(included and authorised initially as part of the child's enrolment record or as updates during enrolment):</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The Service is able to seek emergency medical assistance for a child as required without seeking further authorisation from a parent or guardian in the case of an emergency (i.e. medical practitioner, ambulance or hospital) including for those emergencies relating to asthma and anaphylaxis.</li> </ul>
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<p>Collection of children <b>(included and authorised initially as part of the child's enrolment record or as updated during enrolment):</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The name of the child</li> <li><input type="checkbox"/> The name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation</li> <li><input type="checkbox"/> The name of the person/s authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises</li> <li><input type="checkbox"/> The relationship to the child of the persons authorised to collect the child from the premises</li> <li><input type="checkbox"/> The signature of the person providing authorisation and date</li> <li><input type="checkbox"/> Identification corresponding to the child's enrolment form of authorised person</li> </ul>
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<p>Excursions <b>(including regular outings)</b></p>	<p>If the excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period, otherwise;</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The name of the child</li> <li><input type="checkbox"/> The date of the excursion (if not for a regular outing)</li> <li><input type="checkbox"/> The reason for the excursion</li> <li><input type="checkbox"/> The proposed destination for the excursion</li> <li><input type="checkbox"/> The method of transport to be used</li> <li><input type="checkbox"/> The route to be taken to the excursion and returned</li> <li><input type="checkbox"/> The activities to be undertaken by the child during the excursion</li> <li><input type="checkbox"/> The period the child will be away from the premises</li> <li><input type="checkbox"/> The anticipated number of children likely to be attending the excursion</li> <li><input type="checkbox"/> The ratio of Educators attending the excursion to the number of children attending the excursion</li> </ul>
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	<ul style="list-style-type: none"> <li><input type="checkbox"/> The number of staff members and any other adults who will accompany and supervise the children on the excursion</li> <li><input type="checkbox"/> That a risk assessment has been prepared and is available at the service</li> <li><input type="checkbox"/> That a risk management plan has been prepared and is available</li> <li><input type="checkbox"/> The name of the parent or guardian providing authorisation</li> <li><input type="checkbox"/> The relationship to the child</li> <li><input type="checkbox"/> The signature of the person providing authorisation and date</li> <li><input type="checkbox"/> Any water hazards and risks associated with water based activities</li> <li><input type="checkbox"/> The items that should be taken on the excursion.</li> </ul>
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Confirmation of Authorisation	<ul style="list-style-type: none"> <li><input type="checkbox"/> All authorisation forms received (other than the initial enrolment form) from parents or guardians are to be checked for completion and checked that the authoriser (name and signature) is the nominated parent or guardian on the enrolment form</li> <li><input type="checkbox"/> If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction</li> <li><input type="checkbox"/> Unless confirmation has been proven, the activity will be suspended for the child's participation until the form has been completed and authorised correctly</li> </ul>
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#### Source

<ul style="list-style-type: none"> <li>• Australian Children's Education &amp; Care Quality Authority. (2014).</li> <li>• Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,</li> <li>• ECA Code of Ethics.</li> <li>• Guide to the National Quality Standard.</li> </ul>
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#### Review

<b>Policy Review Date</b>
<b>March 2018</b>

# Acceptance & Refusal Procedure

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This procedure is to be followed when a child is collected by an unauthorised person, including where a Parent/Guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.

1. Request that the Parent/Guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
2. Only persons over the age of 18 years old are able to pick up a child at the service
3. Accept a verbal authorisation if it is not possible for the Parent/Guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
4. Certify all details of the person collecting the child, including the name, address and telephone number of the person must be obtained.
5. Ensure two educators take the verbal authorisation message
6. Ensure the verbal authorisation is documented and stored with the child's enrolment record for follow-up
7. Ensure photo identification is obtained to confirm the person's identity on arrival at the service, which is then photocopied and stored in the child's file. For example: A current driver's license, birth certificate, and passport
8. Ensure that Parents/Guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
9. Ensure the attendance record is completed prior to child leaving the service
10. Refuse to release a child where authorisation, or satisfactory identification of a person, is not/cannot be provided by the Parent/Guardian or authorised nominee.
11. If a refusal is required, the Nominated Supervisor or Certified Supervisor is required to complete the Reason for Refusal Record
12. Contact police if the safety of the child or service educators are threatened
13. Implement late collection fee if required
14. Notify the Approved Provider in the event that written authorisation is not provided for further follow-up.

# Authorisation Form

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*To be used as a follow-up to a verbal/email/fax authorisation when the parent/guardian or authorised nominee is next at the service*

I \_\_\_\_\_ authorised by telephone/email/fax (please circle) for  
my child/children (write full name/s) \_\_\_\_\_ to  
be collected from **Mt Hawthorn Out of School Hours Centre** on **Date:** \_\_\_\_\_ by:

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

This was a rarity occurrence and this person is not to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed: \_\_\_\_\_ (Parent/Guardian or authorised nominee)

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

**Attach to the child's enrolment form.**



# Refusal Record

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Date & Time of Refusal	Name of Child/children	Reason for refusal	Name/description of person who was refused	Full name of Educator

## Record of Visitors

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Date	Full Name of Visitor	Company associated with	Contact Details	Reason for visiting	Time In	Time out	Signature