



Acceptance and Refusal of Authorisation Policy

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National Law and Regulations	National Law Section 167, 170-171, 175 National Regulations 92-94, 96, 99, 102, 102D, 160-161, 168, 170-172
National Quality Standard	Quality Area 7: Governance and Leadership

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Policy Statement

Heritage Early Childhood Centre (Heritage) recognises it has a legal and ethical responsibility to protect the health, safety and wellbeing of each child at all times. In addition, Heritage families are recognised as an integral part of the service decision-making processes. Written authorisations from parents, guardians or authorised nominees help to ensure that the health, safety, wellbeing and best interests of all children are met.

Heritage ensures that a comprehensive authorisation process is undertaken on enrolment and as required that is sensitive to the needs of children and their families. Parents/guardians are informed of high-risk matters so they can make an informed choice as to whether to grant authorisation.

Heritage prioritises good governance and quality management and ensures that the acceptance and refusal of authorisations processes are effective and transparent and meet all regulatory requirements. Under the *Education and Care Services National Regulations 2011*, Heritage recognises it must ensure have policies and procedures in place in relation to the acceptance and refusal of authorisations (r168) and take reasonable steps to ensure those policies and procedures are followed (r170).

Specifically, as a minimum, educators must obtain authorisation from families or authorised nominees in relation to, but not limited to, administering medication to children (r92), to allow children to leave the premises in the care of the parent or authorised nominee (r99), for excursions, including transportation (r102), for transport provided or arranged by the service other than excursion (r102D), and when seeking medical treatment for children and transportation by an ambulance service (r161).

For authorisations in relation to photographing children, and consent in relation to collecting and sharing information, refer also to the Social Media Policy and Procedures, and the Privacy and Confidentiality Policy.

Policy Aims

This policy aims to:

- Outline the comprehensive quality practices and procedures in place at Heritage to manage authorisations for children in relation to medication, collection of children, excursions, transportation, and medical treatment.
- Ensure authorisations are kept on each child's enrolment record.
- Ensure that the health, safety, wellbeing, and best interests of all children are met.
- Families are informed of the risks associated with certain high-risk matters involved in the provisions of quality education and care to their child and can make informed choices.

Scope

This policy applies to the Management Committee, Director, Nominated Supervisors, educators, other staff, students on placement, parents/guardians, authorised nominees, enrolled children, regular family volunteers and others attending the programs and activities of Heritage.

It is understood that there is a shared responsibility and accountability between all stakeholders to implement this policy and associated procedures as a matter of high priority due to potential health risks of not doing so.



Definitions

Authorised Nominee: A person who has been given permission by a parent or family member to collect the child from the service. (Refer to: [National Law, Section 170](#)).

Authorised Person: means a person who is:

- (a) a person who holds a current working with children check or working with children card
- (b) a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator.
- (c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator
- (d) in the case of an emergency, medical personnel or emergency service personnel
- (e) a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.

Note: A parent or family member of a child does not include a person: (a) whose access to the child is prohibited or restricted by an order of a court or tribunal of which the service is aware; or (b) who is an inappropriate person within the meaning of [National Law, Section 171](#).

Medical Condition Management Plan: A document that has been prepared by families and signed by their child's Medical Practitioner that describes signs, symptoms and causes of the medical condition, and gives clear instructions on action, communication, treatment and medication authorisations.

Regular Outing: In relation to an education and care service, a regular outing means a walk, drive or trip to and from a destination:

- (a) that the service visits regularly as part of its educational program; and
- (b) where the circumstances relevant to the risk assessment are the same on each outing.

Transportation. Transportation forms part of an education and care service if the service remains responsible for children during the period of transportation. The responsibility for, and duty of care owed to, children applies in scenarios where services are transporting children, or have arranged for the transportation of children, between an education and care service premises and another location, for example their home, school, or a place of excursion.

Rationale and Legislative Background

Heritage recognises it has a duty of care to take all reasonable, practicable steps to provide the Heritage community with a safe and healthy environment that supports the emotional and physical wellbeing of all employees and children (*Work Health and Safety Act, 2011*). In addition, this policy has been developed to comply with the:

- [Education and Care Services National Law Act, 2010](#).
- [Education and Care Services National Regulations Act 2011](#).
- [Education and Care Services National Amendment Regulations \(2022\)](#)
- [National Quality Standard for Early Childhood Education and Care 2012](#).
- [Family Law Act 1975](#)
- [Australian Child Protection Legislation](#)

Relevant Education and Care National Law	
S 167	Offence relating to protection of children from harm and hazards
S 170	Offence relating to unauthorised persons on education and care service premises
S 171	Offence relating to direction to exclude inappropriate persons from education and care service premises
S 175	Offence relating to requirement to keep enrolment and other documents
Relevant Education and Care National Regulations	
R 92	Medication record
R 93	Administration of medication
R 94	Exception to authorisation requirement - anaphylaxis or asthma emergency.



R 99	Children leaving the education and care service premises
R 102	Authorisation for excursions
R 102D	Authorisation for service to transport children
R 160	Child enrolment records to be kept
R 161	Authorisations to be kept in the enrolment record
R 168	Education and care service must have policies and procedures (m) the acceptance and refusal of authorisations.
R 170	Policies and procedures to be followed
R 171	Policies and procedures to be kept available
R 172	Notification of change to policies or procedures
Relevant National Quality Standards	
Quality Area 7	Standard 7.1. Governance. Element 7.1.2 Management Systems: Systems are in place to manage risk and enable the effective management and operation of a quality service.

Summary of Key Responsibilities

Role	Responsible for ensuring:
Management Committee	<ul style="list-style-type: none"> An Acceptance and Refusal of Authorisations Policy and related Procedures is in place, up to date, and easily accessible to families and educators at all times. Policies and procedures are in place and implemented for other related legal requirements/quality practices including photos of children and privacy and confidentiality of information.¹ There is a process in place to ensure the service policies and procedures are regularly updated to reflect current legislative requirements, government guidelines and best practice recommendations from recognised authorities.² This policy clearly defines the roles and responsibilities of the Director, educators and others in the Heritage community. Reasonable steps are taken to ensure the policy and procedures are followed.
Director/ Nominated Supervisors	<ul style="list-style-type: none"> This policy is regularly updated to reflect current legislative requirements, government guidelines and best practice recommendations from recognised authorities. Guidance, training and support is provided to educators to ensure this policy and associated procedures are followed at all times in relation to authorisations required under the National Law and National Regulations. The Enrolment Record for each child includes the required authorisations under the National Regulations and is signed by a parent or guardian before the child starts at the service.³ Medical Condition Management Plans, including Risk Management and Communication Plans, and on-going medication authorisations are developed with families of children with a diagnosed medical condition before the child starts at the service. An appropriate Medical Record is kept for the authorised administration of medication to children.

¹ Refer to: Social Media Policy; Privacy and Confidentiality Policy

² Refer to: Policy Development and Review Policy and Procedures

³ Refer to: Definitions; Enrolment and Graduating Rooms Policy and Procedures

	<ul style="list-style-type: none"> • Procedures are implemented for circumstances where authorisations are refused or not appropriate. • Procedures are in place to keep authorisations up-to-date. • All related forms are stored securely in line with the Privacy and Confidentiality Policy and Procedures.
Educators	<ul style="list-style-type: none"> • The authorisations to the collection of children, administration of medication, medical treatment, excursions, and transportation of children are implemented. • The processes for circumstances where authorisations may be refused/not appropriate are implemented. • Compliance for authorisation is waived where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma, provided it is noted on medical plans and that parents/guardians are contacted as soon as practicable after the medication has been administered. • All children’s individual Medical Condition Action Plans are carried out in line with this policy and procedures. • The Social Media Policy and Procedures and Privacy and Confidentiality Policy in relation to authorisations for photos of children and collection and use of information are implemented. • Authorisations are up-to-date and enrolment and related forms are stored securely in line with the Privacy and Confidentiality Policy and Procedures.
Families	<ul style="list-style-type: none"> • They sign the Emergency Contacts and Authorised Nominees section of their child’s enrolment form before their child attends the service. • Their child/rens’ enrolment details are kept current and clearly state who the Emergency Contacts and Authorised Nominees are. • The service is informed of current contact numbers to ensure they are contactable at all times. • The Director/Responsible Person in Charge and educators are informed of individual requests regarding authorisations and any changes in Medical Condition Management Plans or authorised medication requirements. • Where children require non-ongoing medication to be administered by educators or other staff, they authorise this in writing, and sign and date it on the Medication Record.
Regular Volunteers and Students	<ul style="list-style-type: none"> • This policy and procedures is followed while they are at the service. • Any instructions given by educators in relation to this policy are followed. • Reading and signing the Relief Educator Handbook.

Strategies and Procedures

- The strategies and procedures outlined below will, at all times, guide our practices.
- Authorisations will be obtained from parent/guardians or Authorised Nominees⁴ in the following circumstances:
 - For the administration of medication to children.
 - To seek medical treatment for children from a medical practitioner or hospital, and transportation by an ambulance service
 - To allow children to leave the premises in the care of someone other than their parent, other than in the case of emergency.
 - To allow children to being taken on excursions.
 - For the transportation of children.
- Parents/guardians will be provided with adequate information and support to complete and maintain written authorisations.
- Parents/guardians will be informed of their right to refuse authorisations and the impacts of a refusal.

⁴ Refer to: Definitions



Authorisation for the Administration of Medication

The Enrolment Form will have the following details recorded:

- Contact details of two emergency contacts (contacted if parents/guardians cannot be reached in relation to an illness/accident/incident/emergency).
 - These contacts are also authorised on the Enrolment Form to give authorisation for medication to be administered.
 - Identification must be produced on request.
- Authorisation to give paracetamol, antihistamine, stingose and other first aid medicines.

Medical Condition Management Plans must have the following details recorded:

- The name of the child.
- The name and location of the medication.
- The authorisation to administer medication signed by a parent or guardian.
- The dosage of the medication to be administered.
- The manner in which the medication is to be administered.
- When the medication is to be administered to the child.

The Medication Record must have the following details recorded:

- The name of the child.
- 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.
- The name of the medication to be administered.
- The time and date the medication is to be administered.
- The dosage of the medication to be administered.
- The manner in which the medication is to be administered.

If the medication is administered to the child, the Medication Record must have the following details recorded:

- The dosage that was administered; and
- The manner in which the medication was administered; and
- The time and date the medication was administered; and
- The name and signature of the person who administered the medication; and
- The name and signature of the person who checked the dosage administered.

Exception to Medication Authorisation Requirement - Anaphylaxis or Asthma Emergency.

- Medication may be administered to a child without an authorisation in case of an anaphylaxis or asthma emergency.
- In this case, a nominated supervisor or educator must ensure that the parent of the child or emergency services are notified as soon as practicable:

Refer to: Medication Policy and Procedures; Medication Record Form.

Authorisation for the Medical Treatment of a Child including Transportation by an Ambulance

The authorisation must be included and authorised initially as part of the child's Enrolment Record and may be amended at a later date. It must include:

- The name of the child.
- Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital, or ambulance service.
- Authorisation for the transportation of the child by an ambulance service.
- The name, address and telephone number of the child's registered medical practitioner or medical service. and if available, the child's Medicare number.
- The name of the parent or guardian providing the authorisation.
- The relationship to the child.
- The signature of the person providing authorisation.
- The date the authorisation is signed.

Refer to: First Aid for Injury, Trauma and Illness Policy and Procedures.



Authorisation for the Collection of children

The authorisation must be included and authorised initially as part of the child's Enrolment Record and may be amended at a later date. It will include:

- The name of the child.
- The name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation.
- 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.
- The signature of the person providing authorisation.
- The period of authorisation, from and to
- The date the authorisation is signed.

Verbal Authorisation

The authorising parent/guardian may provide verbal authorisation over the phone for someone other than a person already named in the enrolment record to collect the child. In this case the staff member must record and sign the following details:

- The name of the parent or guardian making the authorisation.
- The name of the person they are authorising to collect the child.
- The period of the authorisation, from and to.
- The date and time the authorisation was received.
- The staff member's signature.

Emergency Contacts as Authorised Nominees

- Contact details of two emergency contacts (contacted if parents/guardians cannot be reached in relation to an illness/accident/incident/emergency) are required on the Enrolment Form.
- These contacts are also authorised to collect the child and to authorise the child to leave the premises with an educator.
- Identification must be produced on request.

Refer to: Delivery and Collection of Children Policy and Procedures; Authorisation to Collect Child Form.

Authorisation for Excursions and Regular Outings

Note: Where the excursion is a regular outing, the authorisation is only required to be obtained once in a 12-month period, i.e., at the time of enrolment. The authorisation must include:

- The name of the child
- The date of the excursion (unless the authorisation is for a regular outing)
- A description of the proposed destination for the excursion
- The method of transport to be used and any legal requirement for safety restraints or seatbelts.
- The proposed activities to be undertaken by the child during the excursion
- That a risk assessment has been prepared and is available at the service
- The name of the parent or guardian providing authorisation
- The relationship to the child
- The signature of the person providing authorisation
- The date the authorisation is signed.

For authorisations other than a regular outing, the authorisation will also include:

- The period the child will be away from the premises
- The anticipated number of children likely to be attending the excursion
- The anticipated number of staff members and any other adults who will be accompanying and supervising the children on the excursion.

Refer to: Excursion and Incursion Policy; Regular Outings Authorisation Form.



Authorisations for Transportation of Children

- An enrolled child will not be transported by the service or on transportation arranged by the service unless written authorisation has been given.
- Authorisations will be given on enrolment for regular outings involving the hired or service minibus and as required for non-regular transportation.
- If the transportation is regular transportation, the authorisation will only be required to be obtained once in a 12-month period.
- The authorisation must be given by a parent or authorised person named in the child's enrolment record and must state:
 - The child's name.
 - 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.
 - If the authorisation is not for regular transportation, 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.
 - A risk assessment has been prepared and is available at the education and care service.
 - That written policies and procedures for transporting children are available at the education and care service.

Authorisation for Photographs and/or Videos

Authorisations will be included initially on enrolment form and/or amended or provided at a later date. The authorisation will include:

- The name of the child
- A description of what is being authorised, such as photographs being included in the Day Book or Members Area of the website.
- The name of the parent or guardian or providing the authorisation.
- The relationship to the child.
- The signature of the person providing authorisation.
- The date the authorisation is signed.

Procedure for Refusing a Written Authorisation

- Prior to a child commencing at the service, the Enrolment Form will be checked to ensure that all required written authorisations are completed and signed by the nominated parent/guardian.
- All authorisation forms (other than the initial Enrolment Form) from parents/guardians will be checked for completion and verified that the authoriser (name and signature) is the nominated parent/guardian or Authorised Nominee as stated on the Enrolment Form.

On receipt of a written authorisation from a parent/guardian that does not meet the requirements outlined above, the Director/Nominated Supervisor will:

- Immediately explain to the parent/guardian that their written authorisation does not meet legislative and policy guidelines, e.g., is incomplete or inappropriately signed,
- Provide the parent/guardian with a copy of this policy and ensure that they understand the reasons for the refusal of the authorisation.
- Request that an appropriate written authorisation or alternative plan is provided by the parent/guardian.
- In instances where the parent/guardian cannot be immediately contacted to provide an alternative written authorisation, procedures will be followed depending on the authorisation type.



- **No action with regard to the specific activity requiring authorisation should occur unless the authorisation form has been completed correctly and appropriately signed.**
- Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.

Procedure for Keeping Authorisations Up to Date

- It is the responsibility of families to ensure Heritage is notified of all changes to enrolment information as they arise, including contact numbers, emergency contacts, persons authorised to collect child (authorised nominees), persons authorised to consent to medication being given to the child etc.
- The Director/Nominated Supervisor will ask parent/guardians to verify their enrolment information, including authorisations and Medical Condition Management Plans at least every six months. This will be done during parent interviews or in person for those families who are unable to attend an interview.
- Families must also update any Medical Condition Management Plans for their child whenever there is a change or following a related incident.

Communication and Training

- This policy and the Educator/Relief Educator Handbooks will be readily available to educators at all times in the Policy Manual in the Programming Room, Entrance Foyer and Main Office, and in the Members Area of the Heritage website.
- Educators will be provided with the necessary training on induction and given on-going support, including at staff meetings, to act in accordance with authorisations provided.

Privacy and Confidentiality

- Heritage will treat all information collected in the strictest confidence and does not divulge to any third party without the consent of the subject unless required to do so by law.
- Enrolment and Authorisation Forms will be stored securely and confidentially in line with the Privacy and Confidentiality Policy.

Policy Review and Evaluation

In order to assess whether the aims of this policy have been achieved, the Heritage Director/Nominated Supervisor and Management Committee will:

- Keep this policy up to date with current legislation, research, policy and best practice.
- Understand families and staff are essential stakeholders in the policy review process and give them the opportunity and encouragement to be actively involved.
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Revise the policy and procedures as part of the service's policy review cycle, or as required through the identification of practise gaps.
- Notify families at least 14 days before making any changes to this policy or its procedures.



Related Policies and Procedures

Name of Document	Location
Child Safe Environment	Policy Manuals in Programming Room, Entrance Foyer and Main Office.
Complaints and Grievance Management	
Delivery and Collection of Children	
Emergency and Evacuation	
Enrolment and Graduating Rooms	
Excursions and In-house Extra Activities	Heritage Handbooks and policy and procedure documents available in the Members Area of the Heritage website.
First Aid for Incidents, Accidents, Incident and Trauma	
Medication	
Medical Conditions	
Privacy and Confidentiality	
Policy Development and Review	
Social Media	

References and Further Reading

ACECQA (May 2022 update). [Guide to the National Quality Framework](#)

ACECQA (2021). [Acceptance and Refusal of Authorisations Policy Guidelines](#)

CELA (2022). *Sample Acceptance and Refusal of Authorisations Policy*

University Preschool and Child Care Centre. (2017). *Acceptance and Refusal of Authorisations Policy*

Version Control and Change History

Version Number	Approval Date	Approved by	Author and Amendments
1	March 21 2023	Management Committee	Julia Charters New Policy to better meet National Regulation 168: requirement to have policies and procedures including in relation to acceptance and refusal of authorisations.