

AUTHORISATIONS - ACCEPTANCE AND REFUSAL POLICY

Why this is important

Quality Areas: NQS 2 - Children's Health and Safety

Policy Owner: Safety and Compliance

1.0 Introduction and Purpose

At times, the service must obtain authorisation from families or authorised nominees for actions that impact a child's care, safety, or wellbeing, such as excursions, medication administration, or permission to leave the service with a specified person. Authorisations are obtained prior to the action occurring and are managed to uphold the child's safety, rights, dignity, and best interests.

Some authorisations are required under the Education and Care Services National Law and Regulations, while others are set out in service policies. This policy outlines when authorisations are required, how they are obtained and recorded, and the safeguards in place to ensure informed decision-making and compliance.

2.0 Who does this policy apply to:

All Team Members, Families and Board Members

3.0 What is our Policy:

This policy will outline what a required authorisation is and how these will be sought.

For authorisations to be valid it must be:

- Documented, which includes the child's full name
- Communicated, in writing
- Signed by a parent, guardian, or authorised nominee (**'Approved Person'**)

Authorisations are sought for the following requirements:

3.1 Collection of children

Children listed on the enrolment form must only be collected by:

- parents who are sharing joint parenting arrangements and/or
- approved persons nominated on the child's enrolment form

Where a family requests an alternative person will be collecting their child, written approval must be provided unless in the case of an emergency. In emergency situations verbal approval can be provided and verification gained verbally by two team members, one being a Responsible Person. On arrival, the persons ID will be checked in accordance with the *Arrivals and Departure Policy*.

3.2 Authorisation to administer medication

Written authorisation is required from a parent / guardian or approved person to administer medication. The authorisation must be signed by a parent, or a person named in the child's enrolment record as an authorised person to consent to administration of medication.

Medication may be administered to a child without an authorisation in case of an anaphylaxis or asthma emergency as part of a medical management plan in accordance with the *Medical Conditions Policy*.

3.3 Self-administration of medication

A child over preschool age (being those children at school) may be able to self-administer medication if an authorisation for the child to self-administer medication is recorded in the medication record for the child; and the child has self-administered the medication before as outlined in the *Administration of Medication Procedure and Medical Conditions Policy*.

Self-administration relates to oral medication only. The medication form must be completed in full, and the medication provided to the centre. The administration must be supervised by a team member holding current first-aid qualifications.

3.4 Emergency medical attention

Authorisation is sought on the *enrolment form* for a child to be taken outside the premises because the child requires medical treatment, hospital or ambulance care/treatment, or because of another emergency.

This authorisation gains approval for the child to leave the centre to gain specific medical treatment and families will be notified as part of the response to the injury or illness. Permission to call an ambulance will not be sought during each incident, the health and safety of the children is prioritised, so an ambulance is always called if required.

3.5 Regular outings and excursions

A child must only leave the centre when written permission has been provided by a parent, guardian or approved person as outlined in the emergency contacts section of the enrolment form.

For a child to leave the centre, approvals and a risk assessment must be carried out in accordance with the *Regular Outing, Excursion and Incursion Policy*.

Additionally, authorisation is sought for the centre to transport their child or arrange transportation of their child in accordance with the *Transportation Policy*.

Centres that regularly move children through unlicensed spaces (e.g., hallways, internal stairs) for family grouping or programmed activities should document this in their *Rhythms of the Day*. Families must be informed of these movements during enrolment and room transitions. Additionally, these movements and risk management strategies should be recorded in the *Supervision Risk Management Plan / Risk Assessment*.

If children are accessing non-licensed spaces, such as:

- Multi-purpose rooms or shared areas leading to licensed spaces (e.g., rooftop gardens).
- Shared lifts within the building.
- Common areas in multi-tenanted spaces.
- Off-site for evacuation drills

A routine outing form must be completed following the *Routine Outing, Excursion and Incursion Policy*.

3.6 Other authorisations

The *Visitors Log* must be completed for all persons (other than the guardian/s or emergency contact indicated on a child's enrolment form) entering and visiting our centres. Identification must be checked to verify the identity of the person; details must be entered and captured as set out. Where the digital visitors log is not available due to electrical or internet interruption, the paper-based visitors log should be used.

Emergency Services have the right to enter at any time. However, Police, Fire, Ambulance, Child Protection and Regulatory Authorised Officers etc must present their official identification upon entry of the centre. Their ID must be sighted and noted in the visitors log but not photographed in accordance with the *Visitors Log Procedure*.

It is a requirement that the visitors log is complete unless it is for an 'emergency' such as a fire, in response to a health emergency or siege situation or where the adults or child's health and safety require immediate attention.

At times other agencies may attend the centre such as Child Protection or Authorised Officers from the Department of Education as well as WorkSafe. Where these agencies attend the centre, they must complete the visitors log and their credentials such as Department ID must be sighted, and this must be noted on the visitor log (it is insufficient just to review their WWCC).

These people should be directly supervised whilst in the centre unless they have specific instructions that this should not occur i.e. Child Protection conducting an official interview with a child, Authorised Officers undertaking an Assessment and Rating visit.

3.7 Refusing an authorisation

A team member also has a right to not authorise entry to their centre when:

- a person is extremely threatening or abusive, or
- where an assessment is made that the children and team members are at risk.

This action will be in line with the centre *Emergency Management Plan* and include notification to the police.

There may be circumstances where the centre refuses a verbal or written authorisation. For example, where:

A person who is not a parent, guardian or approved person attempts to authorise:

medical attention (informing the person of an injury, illness. Medical situation) *.

regular outings and excursions; and/or

- attempts to collect the child named on the enrolment form.

A parent or any other approved person does not appear to be fit (as referred to as above) to take care of a child.

Strategies and arrangements will be made for the safety and wellbeing of the child's and adult.

Where a person is detailed on court orders and are not permitted to attend the centre or collect the child.

*Where a child requires medical attention as part of their first-aid plan, appropriate medical assistance will be sought without delay. The refusal to communicate medical information relates to those persons listed on the enrolment form. If approval is not provided (by listing a person's details and ticking the corresponding box on the enrolment form) that person will not be contacted about ongoing medical issues.

3.8 Unauthorised person in attendance

1. In the instance where an unauthorised person attending the centre or is intending to authorise a requirement, the following measures will be implemented:
 - a. The Centre Manager or Responsible Person will Immediately explain that the authorisation does not meet our policy. For example, the person is not listed on the *enrolment form*
 - b. An appropriate alternative authorisation is provided. This can either be by seeking authorisation from a parent/ guardian or authorised person
 - c. This conversation will be documented on a *File Note* and placed on child's file. This must include the details of the authorisation discussed, why the authorisation was refused, and actions taken by the centre
 - d. Follow up with the family, where required, to ensure that an appropriate written authorisation is obtained. A copy of this policy will be made available to the family

4.0 Responsibilities:

4.1 Approved Provider will:

1. Ensure that delegation of approving the acceptance and refusal of authorisation is clear including the process to do so
2. Ensure centres understand their requirement to maintain an up-to-date *Emergency Management Plan*
3. Ensure that the *Enrolment Form* reflects all legislated authorisations
4. Ensure that centres understand their responsibilities to maintain up to date enrolment information including court orders and medical conditions information
5. Ensure that systems are in place so that authorisations can be followed.

4.2 Centre Manager / Nominated Supervisor will:

1. Ensure that team members understand their responsibilities to check approvals for acceptances and refusals
2. Ensure that the enrolment form is completed in full and that it details:
 - a. The name of the child enrolled in the centre; and
 - b. The date; and
 - c. The signature of the child's parent/guardian; and
 - d. All current details including authorised current emergency contacts
3. Ensure that enrolment information is accessible and available at the centre and that any changes to details are noted on the *enrolment form*
4. Ensure that before conducting an excursion or routine outing that the *Parent Authorisation for Routine Outing, Excursion and Incursion Form* as well as the *Routine Outing, Excursion and Incursion Risk Assessment* is completed
5. Ensure that current documents related to court orders and medical conditions are in place at the centre and that team members understand how these are implemented
6. Permit parents and guardians to authorise a person who is not listed on the Enrolment Form, to collect their children in advance on their behalf. This request must be made in writing unless it is an emergency. Where this authorisation occurs verbally, the approval must be communicated to a Responsible person and another team member before child/ren is released in their care. Photo ID must also be provided on collection
7. Ensure any authorised persons who are unknown to the centre have a copy of their identification checked against the enrolment form or written approval from parents or guardians before releasing the child into their care. This person's details must be recorded in the *Visitors Log*
8. Ensure that Emergency Services Persons and Authorised Officers are always permitted entry and that their identification is checked.

We recommend that **Centre Managers/ Nominated Supervisors:**

1. Ensure that current contact and relevant enrolment information is available in Quikkids
2. Ensure that all team members know and understand the centres current and complete *Emergency Management Plan* and when and how a lockdown is implemented in accordance with the *Emergency Management Policy*.

1.3 Team Members will:

1. Ensure that authorisations are implemented in accordance with this policy
2. That only approved persons, parents or guardians collect the child listed on the *Enrolment Form*
3. Check all parent authorisations are fully completed and accurate prior to a family leaving the premises in accordance with the *Routine Outing and Excursion Policy*
4. Ensure that medication is only administered in accordance with the *Administration of Medication Procedure*.

Ensure that team members are aware of those children subject to a parenting order / court order and who is authorised to collect

Participate in emergency drills and ensure that they understand the centre *Emergency Management Plan* and when and how a lockdown will occur

Escalate any concerns if you feel that a refusal is required

Ensure that an ambulance is called if required as part of any first-aid response

Request a copy of photo identification from any person who is unknown and collecting a child so that their identity can be verified in accordance with the *Arrivals and Departure Policy*.

4.4 Family and Community will:

1. Ensure a fully completed *Enrolment Form* is available at the centre and that any relevant documentation is provided prior to their child's first day
2. Ensure the information detailed on the *Enrolment Form* is current and up to date
3. Ensure any changes to the information related to custody details and medical conditions is kept up to date and provided to the centre
4. Ensure that if a person not detailed in the *Enrolment Form* is going to collect their child from the centre that this request is made in advance in writing, unless it is an emergency.

5.0 Tools and Resources

<p>The most important documents I need are:</p> <p>Enrolment Form Medical Conditions Policy Excursion and Regular Outing Policy Transportation Policy Arrivals and Departure Policy Emergency Management Policy</p>	<p>Other supporting documents will include:</p> <p>Administration of Medication Procedure File Note Visitors Log Procedure</p>
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6.0 References

- Education and Care Services National Law Act (2010)
- Education and Care Services National Regulations (2011)

7.0 Links to the National Law and Regulations

- Regulation 92 Medication record.
- Regulation 94 Exception to authorisation requirement - anaphylaxis or asthma emergency
- Regulation 96 Self administration of medication
- Regulation 99 Children leaving the education and care services premises Regulation 102 Authorisation for excursions.
- Regulation 161 Authorisation to be kept in enrolment record.
- Regulation 168 Education and care services must have policies and procedures.

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