



Acceptance & Refusal of Authorisations

POLICY STATEMENT:

Lake Mac Newy OOSH will request authorisation from families when required to ensure the safety of the children and educators and may refuse a request unless the appropriate authorisation is provided. Authorisations will only be acted upon where they meet the requirements of the Education and Care Services National Regulations and the service's policies and procedures.

For example, suppose a child is to attend an extra-curricular activity for which authorisation is required, but has not been given. In that case, this will result in the child not being able to participate in the activity. Preferably, authorisation is required in written format. Authorisation must be provided in writing or electronically through a secure and verifiable system (e.g. email or Cognito). Verbal authorisation will only be accepted in genuine emergencies and must be followed by written confirmation as soon as practicable.

The service applies the paramountcy principle, meaning the safety, welfare and well-being of the child are the primary consideration in all decisions.

Authorisations will be refused where there is any concern that accepting the authorisation may place a child at risk of harm, regardless of parent or guardian consent.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. Regulation 92 – Authorisation requirements (form and content of written authorisation)

For example, the Regulations stipulate that an authorisation must be obtained for but not limited to:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)
- Authorisations to be kept on enrolment records (Regulations 160, 161, 170)
- To take, use, store and destroy digital documentation including images and videos of children, in accordance with the Safe Use of Digital Technologies and Online Environments Policy

Authorisation from families may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, soccer dance, drama, etc. that is run by a provider other than the OOSH service.

PROCEDURE:

The Nominated Supervisor, or the person in day-to-day charge of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:
 - The name of the child enrolled in the service;
 - The date;
 - The phone number for each authorised person;
 - Signature of the child's parent/guardian or nominated person who is on the enrolment form;



- The approximate time the child will leave the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable) with an authorised person dropping them back to the service. In the case where the child does not return after any extra-curricular activities, the service will acknowledge the child will not be returning for the remainder of the day.
 - The original form/letter provided by the service.
- Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
- Keep these authorisations in the child's enrolment record.
- Verify that the authorising person is listed on the child's enrolment form before accepting the authorisation.
- Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained.
- Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult.
- Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
- In certain circumstances verbal authorisation, may be accepted at the discretion of the Responsible Person on duty where written authorisation cannot be obtained in advance. This would be relevant in situations where there has been an emergency and no one from the child's authorised list is able to collect the child. An email or text message must be obtained as written authorisation following any verbal authorisation. If a text message is received educator must make a copy of the authorised text and place the copy in the child's file ie. Enrolment form.
- Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above.
- Waive compliance for authorisation 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 document and contact the family and emergency services as soon as practicable after the medication has been administered.

REFUSAL OF AUTHORISATIONS:

All incomplete or incorrectly recorded authorisations are to be returned to the parent or guardian for required adjustments. Written or verbal authorisation may be refused if the authorisation does not comply with National Regulations or Child Protection Legislation, or where accepting the authorisation may compromise the child's safety, wellbeing, supervision or the service's legal obligations.

In applying this policy, educators and the Responsible Person must prioritise child safety over all other considerations, including family preferences, convenience or existing arrangements.

Details of the refusal, including reasons and actions taken, will be documented and retained on file.

Where concerns arise that an authorisation or attempted collection may indicate a risk of harm, abuse, neglect or inappropriate conduct, the service will follow the Child Protection Policy, including making a report to the Child Protection Helpline or other relevant authorities where required.



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*)

The approved provider or nominated supervisor will inform the parent or guardian of the reason why the written or verbal authorisation does not meet National Regulations or policy procedures and discuss alternative arrangements.

The parent or guardian will be provided a copy of this *Acceptance and Refusal of Authorisation Policy* and procedure. Management will discuss an alternative arrangement with the family following the refusal of authorisation. If the Service refuses an authorisation, it is best practice to document details surrounding the refusal (See *Refusal of Authorisation Record*).

Examples of when an authorisation may be refused but not limited to include:

- Requests relating to dietary restrictions that are not related to medical reasons
- An authorised person collecting the child appears to be under the influence of drugs or alcohol
- The authorisation breaches a parenting order
- The authorisation breaches a service policy (eg, a person under the age of 16 collecting a child)
- Medication to be provided to a child that is not in the original container/blister pack or prescribed to the child or other breach of the *Administration of Medication Policy*
- A breach of *Excursion/Incursion Policy* where the person providing consent for the excursion is not listed as a parent/guardian or authorised nominee on the enrolment form
- Inability to verify the identity of the authorised person
- Excursion/transport consent not completed or risk assessment requirements not met

RECORD KEEPING:

The service will:

- Store all authorisations within the child's enrolment record
- Retain records in accordance with Regulations 160, 161 and 170
- Maintain confidentiality
- Ensure records are accessible only to authorised persons



CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
S165, 167, 170, 171 R92, 93, 99, 102, 123, 158, 160, 161, 170	QA7 – Governance and Leadership Standard 2.1 and 2.2 Elements 2.1.2 and 2.2.1 Child Safe Standards 1,3,5,7,10	- Parent Handbook - Staff Handbook - Enrolment and Orientation Policy - Administration of Medication Policy - Safe Use of Digital Technologies Policy - Providing a Child Safe Environment Policy - Supervision Policy - Delivery and Collection of Children Policy - Excursion Policy - Child Protection Policy	-My Time, Our Place. -Authorisation details on Enrolment Forms. -Attendance Records. -Medication Authorisation records. - Record Keeping -Service newsletters/ parent notices.

ENDORSEMENT BY THE SERVICE:

Approval date: May 2026 Date for review: May 2027
