



# Wheelers Hill Child Care Centre

303-307 Jells Road, Wheelers Hill VIC 3150 – (03) 9561 7789

wheelershillccc@bigpond.com  
www.wheelershillchildcare.com.au



## Acceptance and Refusal of Authorisations

### POLICY

#### POLICY STATEMENT

Our organisation has a responsibility to protect the health, safety and wellbeing of every child in attendance. We require written authorisation for actions such as administration of medication, collection of children, emergency management, excursions and transportation of children. This policy outlines what does or does not constitute a correct authorisation, which consequently may lead to a refusal.

#### BACKGROUND

The *Education and Care Services National Regulations* require approved providers to ensure their services have policies and procedures in place in relation to the acceptance and refusal of authorisations. Written authorisations from parents/guardians and authorised nominees help to ensure that the health, safety, wellbeing and best interests of all children are met. Through the authorisation process, parents/guardians are informed of risks associated with a matter, and can make an informed choice whether or not to proceed.

#### LEGISLATION

- National Regulations – 92, 93, 94, 96, 99, 102, 102D, 157, 160, 161, 168, 170, 171, 172
- National Quality Standard – 2.2, 4.2.2, 6.1, 6.2.1, 7.1.2, 7.1.3

#### RELEVANT POLICIES

- Administration of First Aid
- Anaphylaxis Management
- Dealing with Medical Conditions
- Delivery and Collection of Children
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions
- Governance and Management
- Health, Safety and Wellbeing
- Incident, Injury, Trauma & Illness
- Providing a Child-Safe Environment
- Safe Arrival of Children
- Safe Transportation of Children
- Staffing Arrangements

#### LOCATION OF INFORMATION

- Centre Policy and Procedure Handbook
- Wheelers Hill Child Care Centre Website

#### MONITORING AND REVIEW

This policy is required to be reviewed at least annually by the approved provider, in conjunction with nominated supervisors, responsible persons, educators, staff members, parents, guardians, families and children.

- Dates of Review: January 2024  
January 2023  
January 2022



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## Acceptance and Refusal of Authorisations

### PROCEDURES

#### OBTAINING AN AUTHORISATION

- Correct authorisation must be obtained from parents or guardians, referred to by staff and applied appropriately to ensure there is a reduction in any possible risk to a child.
- Authorisation must be obtained from parents or guardians in the following circumstances:
  - Administering medication to children (except in anaphylaxis or asthma emergencies)
  - Children leaving the premises in the care of someone other than the parent or guardian
  - Excursions
  - Obtaining medical care for children (including ambulance transport)
  - Routine outings
  - Sunscreen and band-aid application
  - Sharing images and videos of children
  - Transportation of children provided or arranged by the service
- Parents/guardians are provided with adequate information and support to complete and maintain relevant written authorisations.
- Parents/guardians are informed of their right to refuse authorisations and the impacts of a refusal.
- Parents/guardians may add additional authorisations throughout their child's time at the service, but these must be in writing. If staff receive a verbal authorisation, they will refuse the authorisation until it is put in writing.
- Staff are required to ask any unfamiliar visitors to show photo identification, *e.g.*, *driver's license*, in order to collect a child from the service. Identification is to be checked against the authorisations in the child's enrolment record prior to a child being collected from the room.

#### STORING AUTHORISATIONS

- Authorisations are stored in the enrolment record and on the service's customer management software.
- If parents/guardians add additional written authorisations throughout their child's time at the service, these are to be stored with the enrolment record.

#### CONFIRMATION OF AUTHORISATIONS

- All authorisations received are to be checked:
  - for completion by the approved provider, nominated supervisors or responsible persons.
  - that the name and signature of the authoriser is the nominated parent/guardian.
- If incomplete or inappropriately signed, the authorisation form should be returned to the parent/guardian for correction.
- Children will not be able to commence at the service, or will be suspended from any activity requiring authorisation, until the appropriate authorisations have been correctly completed and signed.



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## REFUSAL OF AUTHORISATIONS

- The organisation may refuse authorisation in circumstances including, but not limited to:
  - The person is not currently nominated as an authorised nominee.
  - The person is prohibited by any court order relating to the child from having contact with the child (*unless written authorisation has been given by the custodial parent/guardian*).
  - The person poses a risk to the safety of the child in question, or to the children, staff and families of the service.
  - The person is under the age of 18 years.
  - The person does not appear to be fit to take care of the child, *e.g., they are affected by alcohol*.
  - someone who has not been listed as authorised to authorise administration of medication to a child, asks the service to administer medication to the child.
  - the service is asked to administer medication to a child that is not in accordance with the requirements of regulation 95, *e.g., being administered from its' original container*.
- On receipt of an authorisation from a parent/guardian that does not meet the requirements outlined, the approved provider, nominated supervisors, or responsible persons will:
  - Immediately explain to the parent/guardian that their authorisation does not meet the legislative requirements and policy guidelines.
  - Provide the parent/guardian with the relevant copy of the policy to support the reason for refusal of authorisation.
  - Request an appropriate alternative authorisation is provided by the parent/guardian or authorised nominee.
  - Document the refusal and place in the child's enrolment record, including the:
    - Date
    - Details of the authorisation
    - Reason why the authorisation was refused
    - Actions taken by the service
  - Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.

## PROTECTION OF PERSONAL INFORMATION

- From October 1<sup>st</sup>, 2023, written consent must now be obtained before personal information about any of the following people can be disclosed:
  - a parent of a child enrolled at the service (other than the person requesting the documentation).
  - a person required to be notified of an emergency if a parent cannot be contacted.
  - an authorised nominee of a child.
  - a person authorised to consent to medical treatment or the administration of medication to a child.
  - a person authorised to authorise staff to take a child outside the service premises.
  - a person authorised to authorise the service to transport a child or arrange transportation of a child.
- Written consent must be provided each time a request is made. Consent can be withdrawn at any time in writing so staff should check each time any information is disclosed.
- The new requirement applies to information about these people contained in any of the following documents:
  - the documentation of child assessments or evaluations for delivery of educational programs.
  - an incident, injury, trauma and illness record.
  - a medication record.
  - a children's attendance record.
  - a child's enrolment record.



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- Personal information includes any information about an identified individual such as their home address, email address, telephone number, date of birth, medical records, bank account details, and tax file number.

## 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>• Name of the child.</li> <li>• <i>Medication Record</i> is signed by a parent/guardian or authorised nominee authorised to consent to administration of medication.</li> <li>• Name of the medication to be administered.</li> <li>• Clear time and date the medication is to be administered.</li> <li>• Dosage of the medication to be administered.</li> <li>• Method of dosage, <i>e.g., orally by syringe</i></li> <li>• Period of authorisation, <i>e.g., actual days and date - from and to</i></li> <li>• Date the authorisation is signed.</li> <li>• Medication must be in its original container and bearing the correct child's name.</li> <li>• Medication is not past its expiry or use-by date.</li> <li>• Medication is administered in accordance with any instructions attached to the medication or provided by a medical practitioner.</li> <li>• A second person checks the signed <i>Medication Record</i> and the dosage of the medication, and witnesses its administration.</li> <li>• The staff member administering medication and the witness must write their full name and sign the <i>Medication Record</i>.</li> <li>• Details of the administration must be written on the <i>Medication Record</i>.</li> </ul>
<p><b>Collection of Children</b> <i>(included and authorised initially as part of the child's enrolment record or as updated during enrolment)</i></p>	<ul style="list-style-type: none"> <li>• Name of the child.</li> <li>• Name of the parent/guardian of the child or the authorised nominee on the enrolment form providing authorisation.</li> <li>• Contact details of the parent/guardian of the child or the authorised nominee on the enrolment form providing authorisation.</li> <li>• Name of the person/s authorised by a parent/guardian or authorised nominee named in the child's enrolment record to collect the child from the premises.</li> <li>• Relationship to the child of the persons authorised to collect the child from the premises.</li> <li>• Signature of the person providing authorisation and date of authorisation.</li> </ul>
<p><b>Emergency Medical Treatment of the Child, including Transportation by an Ambulance Service</b> <i>(included and authorised initially as part of the child's enrolment record or as updated during enrolment)</i></p>	<p>The organisation is able to seek emergency medical assistance for a child as required, <i>e.g., medical practitioner, ambulance or hospital</i>, without seeking further authorisation from a parent/guardian in the case of an emergency, including for emergencies relating to medical conditions noted on the enrolment form.</p> <p>The written authorisation must include:</p> <ul style="list-style-type: none"> <li>• Name of the child.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Authorisation to seek emergency medical assistance for the child from a medical practitioner, hospital or ambulance service.</li> <li>• Authorisation for the transportation of the child by an ambulance service.</li> <li>• Name, address and telephone number of the child's registered medical practitioner or medical service.</li> <li>• Child's <i>Medicare</i> number.</li> <li>• Name of the parent/guardian providing authorisation.</li> <li>• Relationship to the child.</li> </ul>
<p><b>Excursions</b></p>	<p>Our organisation does not facilitate excursions. However, if the organisation was to introduce this practice, the following authorisation requirements would be implemented:</p> <p>The written authorisation must include the:</p> <ul style="list-style-type: none"> <li>• Name of the child.</li> <li>• Date of the excursion.</li> <li>• Reason for the excursion.</li> <li>• Proposed destination for the excursion.</li> <li>• Method of transport to be used (including walking).</li> <li>• Route to be taken to and from the excursion.</li> <li>• Period of time away from premise, include time leaving premise and time returning to premise.</li> <li>• Proposed activities to be undertaken by the child during the excursion.</li> <li>• Anticipated number of children likely to be attending the excursion.</li> <li>• Ratio of staff attending the excursion to the number of children attending the excursion.</li> <li>• Number of staff and any other adults who will accompany and supervise the children on the excursion (including parents, students and volunteers).</li> <li>• That a risk assessment has been prepared and is available at the service.</li> <li>• Name of the parent/guardian providing authorisation.</li> <li>• Signature of the parent/guardian providing authorisation and date of authorisation.</li> <li>• Details of any water hazards and risks associated with water-based activities (to be included in risk assessment).</li> <li>• Items that should be taken on the excursion.</li> </ul>
<p><b>Routine Outings</b></p>	<p>A regular outing means a walk, drive or trip to and from a destination that the service visits regularly as part of its educational program and where the circumstances relevant to the risk assessment are the same on each outing.</p> <p>Written authorisation only needs to be given once in a specified 12-month period for a regular outing. (<i>Reg. 102(5)</i>). If the conditions of the regular outing change, a new authorisation is required.</p>



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	<p>Our organisation does not facilitate routine outings. However, if the organisation was to introduce this practice, the following authorisation requirements would be implemented:</p> <p>The written authorisation must include:</p> <ul style="list-style-type: none"> <li>• Name of the child.</li> <li>• A description of when the child is to be taken on the regular outings.</li> <li>• A description of the proposed destination.</li> <li>• Method of transportation (including walking).</li> <li>• Proposed activities to be undertaken.</li> <li>• Anticipated ratio of staff to the anticipated number of children.</li> <li>• That a risk assessment has been prepared and is available at the service.</li> </ul>
<p><b>Sunscreen and Band-Aid Application</b></p> <p><i>(Permission to apply sunscreen is included on enrolment form)</i></p>	<p>The written authorisation must include the:</p> <ul style="list-style-type: none"> <li>• Name of child.</li> <li>• Permission authorised for staff to:             <ul style="list-style-type: none"> <li>○ apply SPF 30+ or higher broad-spectrum, water-resistant sunscreen supplied by the service, or</li> <li>○ apply SPF 30+ or higher broad-spectrum water-resistant sunscreen supplied by parent/guardian <i>(for children who may have allergies)</i></li> </ul> </li> <li>• Permission authorised for staff to:             <ul style="list-style-type: none"> <li>○ apply band-aids supplied by the service, or</li> <li>○ apply band-aids supplied by parent/guardian <i>(for children who may have allergies)</i></li> </ul> </li> <li>• Parent/guardian initial or signature.</li> </ul>
<p><b>Sharing Images and Videos of Children</b></p> <p><i>(Permission for the sharing of images and photos of children is included on enrolment form)</i></p>	<p>The written authorisation must include the:</p> <ul style="list-style-type: none"> <li>• Name of child.</li> <li>• Permission authorised for child's photos/videos to be:             <ul style="list-style-type: none"> <li>○ shared by the service via newsletters, emails, displays, and documentation.</li> <li>○ posted on the service's public social media accounts.</li> <li>○ posted on the service's website and in service advertising.</li> <li>○ posted on the service's <i>Educa</i> or <i>SeeSaw</i> accounts, shared with families.</li> </ul> </li> <li>• Parent/guardian initial or signature.</li> </ul>
<p><b>Transportation of Children</b></p> <p><i>(other than as a part of an excursion or routine outing)</i></p>	<p>If the transportation is 'regular transportation', the authorisation is only required to be obtained once in a 12-month period.</p> <p>Our organisation does not transport children to or from the service. However, if the organisation was to introduce this practice, the following authorisation requirements would be implemented:</p>





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	<p>The written authorisation must include:</p> <ul style="list-style-type: none"> <li>• Name of the child.</li> <li>• The reason the child is to be transported.</li> <li>• A description of when the child is to be transported and the date the child is to be transported (<i>if the authorisation is for regular transportation</i>).</li> <li>• A description of the proposed pick-up location and destination.</li> <li>• The means of transport (including walking).</li> <li>• Period of time during which the child is to be transported.</li> <li>• Anticipated number of children likely to be transported.</li> <li>• Anticipated number of staff and any other adults who will accompany and supervise the children during the transportation.</li> <li>• Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported.</li> <li>• That a risk assessment has been prepared and is available at the service.</li> <li>• That written policies and procedures for transporting children are available at the service.</li> </ul>
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## ROLES AND RESPONSIBILITIES

<p><b>Approved Provider</b></p>	<ul style="list-style-type: none"> <li>• Ensure that an enrolment record is kept for each child that includes authorisations signed by a parent/guardian to consent to:             <ul style="list-style-type: none"> <li>○ Administration of medication</li> <li>○ Collection of children</li> <li>○ Emergency medical treatment of the child, including transportation by an ambulance service</li> <li>○ Excursions</li> <li>○ Routine outings</li> <li>○ Sunscreen and band-aid application</li> <li>○ Sharing images and videos of children</li> <li>○ Transportation of children</li> </ul> </li> <li>• Ensure that a medication record is kept that includes the authorisation to administer medication signed by a parent/guardian, or an authorised person named in the enrolment record.</li> <li>• Ensure that medication is only administered or self-administered if authorised or in an emergency.</li> <li>• Ensure authorisation is provided verbally by:             <ul style="list-style-type: none"> <li>○ A parent/guardian or authorised nominee named in the enrolment record.</li> <li>○ A medical practitioner or emergency service, if the parent/guardian or person named in the enrolment record cannot be contacted.</li> <li>○ In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation.</li> </ul> </li> <li>• Ensure that children only leave the service premises with a parent/guardian, authorised nominee named in the enrolment record, or a person named in the enrolment record to collect the child.</li> <li>• Ensure all children have appropriate authorisation to leave the service on an excursion or regular outing.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensure no child is transported to or from the service without authorisation from a parent/guardian or authorised nominee named in the enrolment record.</li> <li>• Waive compliance where a child requires emergency medical treatment.</li> <li>• Ensure systems requiring authorisations are in place for other legal requirements or quality practices, <i>e.g., images of children</i></li> <li>• Ensure authorisations are kept up to date.</li> <li>• Exercise the right of refusal if written authorisations do not comply.</li> <li>• Read, understand, follow and enforce the organisation’s policies and procedures.</li> </ul>
<p><b>Nominated Supervisors and Responsible Persons</b></p>	<ul style="list-style-type: none"> <li>• Provide supervision, guidance and advice to ensure adherence to the policy.</li> <li>• Ensure all authorisations are retained within the enrolment record and include:             <ul style="list-style-type: none"> <li>○ The name of the child enrolled at the service</li> <li>○ The date</li> <li>○ The signature of the child’s parent/guardian who is on the enrolment form</li> <li>○ Evidence that the authorising adult understands the circumstances for which they are signing</li> <li>○ What authorised nominees are authorised to do or consent to</li> </ul> </li> <li>• Apply these authorisations to:             <ul style="list-style-type: none"> <li>○ Administration of medication</li> <li>○ Collection of children</li> <li>○ Emergency medical treatment of the child, including transportation by an ambulance service</li> <li>○ Excursions</li> <li>○ Routine outings</li> <li>○ Sunscreen and band-aid application</li> <li>○ Sharing images and videos of children</li> <li>○ Transportation of children</li> </ul> </li> <li>• Ensure authorisations are stored within each child’s enrolment record and are accessible to all responsible persons.</li> <li>• Ensure that all parents/guardians have completed the authorised nominee section of their child’s enrolment form and that the form is completed, signed and dated before the child is enrolled at the service.</li> <li>• Implement and oversee authorisation systems for other legal requirements or quality practices, <i>e.g., images of children</i></li> <li>• Ensure authorisations are kept up to date.</li> <li>• Document required alterations in the child’s enrolment record and on the service’s customer management software, if family circumstances change.</li> <li>• Ask any unfamiliar visitors to show photo identification, <i>e.g., driver’s license</i>, in order to collect a child from the service. Identification is to be checked against the authorisations in the child’s enrolment record prior to a child being collected from the room.</li> <li>• Ensure a child only departs from the service:             <ul style="list-style-type: none"> <li>○ With a person who is the parent/guardian or authorised nominee named in the child’s enrolment record; or</li> <li>○ With a person authorised by a parent/guardian or authorised nominee; or</li> <li>○ In the case of a medical emergency or another emergency.</li> </ul> </li> </ul>





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	<ul style="list-style-type: none"> <li>• Ensure a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee.</li> <li>• Waive compliance where a child requires emergency medical treatment.</li> <li>• Implement processes for circumstances where authorisations may be refused.</li> <li>• Exercise the right of refusal if written authorisations do not comply.</li> <li>• Inform the approved provider when a written authorisation does not meet the requirements outlined in the organisation's policies.</li> <li>• Read, understand, follow and enforce the organisation's policies and procedures.</li> </ul>
<p><b>Educators and Staff Members</b></p>	<ul style="list-style-type: none"> <li>• Apply these authorisations to:             <ul style="list-style-type: none"> <li>○ Administration of medication</li> <li>○ Collection of children</li> <li>○ Emergency medical treatment of the child, including transportation by an ambulance service</li> <li>○ Excursions</li> <li>○ Routine outings</li> <li>○ Sunscreen and band-aid application</li> <li>○ Sharing images and videos of children</li> <li>○ Transportation of children</li> </ul> </li> <li>• Adhere to processes for circumstances where authorisations may be refused.</li> <li>• Exercise the right of refusal if written authorisations do not comply.</li> <li>• Inform the nominated supervisor when a written authorisation does not meet the requirements outlined in the organisation's policies.</li> <li>• Waive compliance where a child requires emergency medical treatment.</li> <li>• Ensure all action plans, medical management plans and risk minimisation plans are followed as listed.</li> <li>• Check that parents/guardians or an authorised nominee have signed the child in and out as the child arrives and departs from the service.</li> <li>• Administer medication only with the written authorisation of a parent/guardian or authorised nominee as per the <i>Medication Record</i>, except in the case of an emergency, including asthma and anaphylaxis.</li> <li>• Ask any unfamiliar visitors to show photo identification, e.g., <i>driver's license</i>, in order to collect a child from the service. Identification is to be checked against the authorisations in the child's enrolment record prior to a child being collected from the room.</li> <li>• Ensure a child only departs from the service:             <ul style="list-style-type: none"> <li>○ With a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or</li> <li>○ With a person authorised by a parent/guardian or authorised nominee; or</li> <li>○ In the case of a medical emergency or another emergency.</li> </ul> </li> <li>• Read, understand, follow and enforce the organisation's policies and procedures.</li> </ul>
<p><b>Parents, Guardians and Families</b></p>	<ul style="list-style-type: none"> <li>• Complete enrolment form with care and accuracy, ensuring that all information is true and accurate, dated correctly and signed where required.</li> <li>• Ensure that the authorised nominee section of the child's enrolment form is completed and signed before the child attends the service.</li> </ul>



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	<ul style="list-style-type: none"><li>• Inform the service of current contact numbers to ensure they are contactable at all times.</li><li>• Ensure that any changes to authorised nominees are provided to the service promptly in writing.</li><li>• Communicate to the nominated supervisor and staff any individual requests regarding authorisations.</li><li>• Advise authorised nominees that they will require photo identification, e.g., <i>driver's license</i>, in order to collect the child from the service.</li><li>• Update nominated supervisor and staff in relation to any medical conditions, medical management plans or ongoing medication requirements. This includes the names of medications, dosage, signs and symptoms and contact information for a relevant health professional.</li><li>• Ensure that medication required to be distributed by staff is authorised in writing, signed and dated on a <i>Medication Record</i>.</li><li>• Sign the child in and out on the service kiosk, using own phone number and own PIN number, as the child arrives and departs from the service.</li><li>• Read, understand and follow the organisation's policies and procedures.</li></ul>
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## SOURCES

- ACECQA – *Acceptance and Refusal of Authorisations* – August 2021
- Australian Children's Education and Care Quality Authority
- Children, Youth and Families Act 2005 – September 2023
- Department of Education and Training
- Early Childhood Australia Code of Ethics 2016
- Education and Care Services National Law Act 2010 – July 2023
- Education and Care Services National Regulations 2011 – July 2023
- Guide to the National Quality Framework 2018 – July 2023
- Victorian Government – *Authorisations Policy in Early Childhood Services* – April 2023