



ADMINISTRATIVE AND GOVERNANCE: ACCEPTANCE AND REFUSAL OF AUTHORISATIONS POLICY

PURPOSE

This policy provides clear guidelines for the acceptance and refusal of authorisations provided by parents and guardians at Essential Early Learning. We are committed to ensuring that all authorisations are properly obtained, documented and followed in accordance with legislative requirements while maintaining the safety, health and wellbeing of all children.

Our service will:

- Ensure all required authorisations are obtained in writing before undertaking activities
- Accept only valid authorisations that meet regulatory requirements
- Refuse authorisations that are incomplete, unclear, or pose risks to children's safety
- Maintain clear records of all authorisations in OWNA management system
- Communicate clearly with families about authorisation requirements
- Act only within the scope of authorisations provided
- Protect children's safety, health and wellbeing at all times

SCOPE

This policy applies to:

- The approved provider, nominated supervisor, educators and staff
- All parents and guardians of enrolled children
- All authorisations required under the National Law and Regulations
- All service-specific authorisations

LEGISLATIVE REQUIREMENTS

This policy is based on the following legislation and standards:

Education and Care Services National Law Act 2010

- Section 167: Protection from harm and hazards

Education and Care Services National Regulations 2011

- Regulation 99: Children leaving the education and care service premises
- Regulation 102: Authorisation for excursions
- Regulation 160: Child enrolment records
- Regulation 161: Authorisations to be kept in enrolment record
- Regulation 168: Education and care service must have policies and procedures



National Quality Standard

- Quality Area 2: Children's Health and Safety
- Quality Area 6: Collaborative Partnerships with Families and Communities
- Quality Area 7: Governance and Leadership

Other Relevant Legislation:

- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (NSW)

KEY DEFINITIONS

Authorisation: Written permission from a parent or guardian for the service to take a specific action in relation to their child.

Parent: A person who has parental responsibility for a child, including a guardian or person with legal authority.

Authorised Nominee: A person authorised by a parent or guardian to collect a child from the service or to consent on their behalf.

Excursion: An outing organised by the service where children are taken outside the service premises.

Regular Outing: A routine excursion to the same destination (e.g., weekly visits to local park).

Written Authorisation: A signed, dated authorisation that includes all required information as specified in the Regulations.

POLICY STATEMENT

1. General Principles for Authorisations

All authorisations must be:

- In writing (electronic or hard copy)
- Signed and dated by the parent or guardian
- Specific and clear about what is being authorised
- Complete with all required information
- Provided before the activity or action takes place
- Stored securely in the child's enrolment record in OWNA
- Given voluntarily by the parent/guardian

Who Can Provide Authorisations:

- A parent of the child
- A person with parental responsibility or legal guardianship
- An authorised nominee (only if specifically authorised by parent to provide consent)
- NOT any other person, including grandparents, unless they have legal authority



When Authorisations Are Required:

The service requires written authorisations for:

- Collection of the child from the service
- Excursions and regular outings
- Transportation of the child
- Administration of medication
- Seeking medical treatment or ambulance transportation
- Taking photographs or videos of the child
- Use of images in promotional materials, social media or publications
- Applying sunscreen and insect repellent
- Water play activities
- Any other activity specified in service policies

2. Authorisation to Collect Children (Regulation 99 and 161)

Requirements:

Parents must provide written authorisation for all persons permitted to collect their child. The authorisation must include:

- Full name of the authorised person
- Contact telephone number
- Relationship to the child
- Signature of the parent/guardian providing the authorisation
- Date of authorisation

Acceptance Criteria:

The service will ACCEPT authorisations to collect when:

- All required information is provided
- The authorised person is over 18 years of age (or 16 years if parent/guardian specifically states they are suitable)
- The person's identity can be verified (photo ID required on collection)
- The person appears capable of caring for the child

Refusal Criteria:

The service will REFUSE to release a child to a person when:

- The person is not listed as an authorised nominee
- The person cannot provide valid photo identification
- The person appears to be under the influence of drugs or alcohol
- The person appears incapable of caring for the child safely
- The person is subject to a court order prohibiting contact with the child
- There are safety concerns about releasing the child to that person
- A verbal authorisation is provided (verbal authorisations are NOT acceptable except in emergency situations - see section 8)



Procedures:

- Authorised nominees are recorded in the child's enrolment record in OWNA
- Parents can add or remove authorised nominees at any time by completing a form
- Changes to authorised nominees are updated immediately in OWNA
- All educators are made aware of authorised nominees
- Photo identification is checked when a person collects a child for the first time or if educators are unsure of their identity
- If a person not on the authorised list arrives to collect a child, educators will contact the parent/guardian for verbal confirmation and written follow-up

3. Authorisation for Excursions (Regulation 102)

Requirements for Each Excursion:

For each excursion (other than regular outings with standing authorisation), parents must provide written authorisation that includes:

- The child's name
- The reason for the excursion
- The date of the excursion
- A description of the proposed destination
- The method of transport to and from the proposed destination
- The proposed activities
- The period the child will be away from the service
- The anticipated number of children attending
- The anticipated ratio of educators to children
- The anticipated number of staff members and any other adults attending
- That a risk assessment has been prepared and is available
- Parent/guardian signature and date

Regular Outings - Standing Authorisation:

For regular outings (routine excursions to the same location), the service may obtain a single authorisation covering the whole period of enrolment. This authorisation must include:

- All the information listed above for excursions
- Statement that it covers regular outings for the period of the child's enrolment
- Details of how often the regular outing occurs (e.g., weekly, fortnightly)
- Parents must be notified each time before the regular outing occurs

Acceptance Criteria:

The service will **ACCEPT** excursion authorisations when:

- All required information is provided
- The authorisation is signed and dated
- The risk assessment has been completed and shows the excursion is safe
- Adequate educator-to-child ratios can be maintained



- Appropriate supervision can be provided
- The excursion is consistent with the service's educational program

Refusal Criteria:

The service will REFUSE excursion authorisations or not proceed with excursions when:

- Required information is missing or incomplete
- The authorisation is not signed or dated
- The risk assessment identifies unacceptable risks that cannot be mitigated
- Adequate educator-to-child ratios cannot be maintained
- Appropriate supervision cannot be provided
- Weather conditions or other circumstances make the excursion unsafe
- The destination or activity is not appropriate for the child's age or developmental stage
- The nominated supervisor determines the excursion poses risks to children's safety

Procedures:

- Excursion authorisation forms are provided to families at least one week before the excursion
- Risk assessments are completed before seeking authorisations
- Excursion details are displayed at the service
- Children without signed authorisations cannot attend the excursion
- Alternative care is provided at the service for children not attending
- All excursion authorisations are stored in OWNA

4. Authorisation for Transportation

Requirements:

If the service transports children, written authorisation must include:

- Child's name
- Details of the transportation (vehicle type, destination, purpose)
- Details of the driver (name, licence number)
- That the child will be transported in a vehicle with appropriate child restraints
- Parent/guardian signature and date

Acceptance Criteria:

The service will ACCEPT transportation authorisations when:

- All required information is provided
- The driver holds a current driver's licence appropriate for the vehicle
- The vehicle is registered and insured
- The vehicle is roadworthy and properly maintained
- Appropriate child restraints are available and correctly fitted
- The driver has a current Working with Children Check

Refusal Criteria:

The service will REFUSE to transport a child when:



- Valid authorisation has not been provided
- The driver does not hold an appropriate current licence
- The vehicle is not registered or insured
- Appropriate child restraints are not available
- The vehicle is not roadworthy
- Weather or road conditions make travel unsafe

5. Authorisation for Administration of Medication

Requirements:

For each instance of medication administration, written authorisation must include:

- Child's name
- Name of medication
- Date and time medication is to be administered
- Dosage to be administered
- How the medication is to be administered
- Period medication is to be administered
- Parent/guardian signature and date
- Note: The medication must be in its original container with pharmacy label

Acceptance Criteria:

The service will ACCEPT medication authorisations when:

- All required information is provided and matches the pharmacy label
- The authorisation is signed and dated
- The medication is in its original container with pharmacy label
- The medication is within its expiry date
- The dosage requested matches the pharmacy label or manufacturer's instructions
- The medication is for the child named on the label
- An educator trained in medication administration is available

Refusal Criteria:

The service will REFUSE to administer medication when:

- Written authorisation is not provided
- Required information is missing or unclear
- The medication is not in its original container
- The medication does not have a pharmacy label
- The medication is expired
- The dosage requested does not match the pharmacy label or manufacturer's instructions
- The medication is not prescribed for the child
- The medication is a prescription medication for another person
- The service is unable to safely store or administer the medication
- No educator trained in medication administration is available



- The medication poses risks to other children (unless individual risk assessment supports administration)

Procedures:

- Medication authorisation forms must be completed each time medication is required
- Parents must hand medication directly to an educator (not left in child's bag)
- Medication is stored securely and appropriately (refrigerated if required)
- Two educators check medication before administration
- Medication administration is recorded immediately after being given
- Parents are notified when medication is administered
- All medication records are stored in OWNA

6. Authorisation for Medical Treatment

Requirements:

Authorisation for seeking medical treatment or ambulance transportation must include:

- Child's name
- Consent for the service to seek medical treatment in an emergency
- Consent for the service to arrange ambulance transportation if required
- Parent/guardian signature and date

Acceptance Criteria:

The service will ACCEPT medical treatment authorisations when:

- The authorisation is signed and dated by a parent/guardian
- The authorisation clearly states consent for emergency medical treatment
- The authorisation is part of the child's enrolment record

Important Notes:

- Medical treatment authorisation is obtained during enrolment
- This authorisation allows the service to seek urgent medical treatment if parents cannot be contacted
- Parents are always contacted first before seeking medical treatment (except in life-threatening emergencies)
- In life-threatening emergencies, an ambulance is called immediately (000) regardless of authorisation

7. Authorisation for Photographs, Images and Media

Requirements:

Authorisation for taking and using photographs/images must include:

- Child's name
- Consent for taking photographs/videos
- Specific consent for each intended use: portfolios and learning documentation, displays within the service, promotional materials, service website, social media, newsletters, publications



- Parent/guardian signature and date

Acceptance Criteria:

The service will ACCEPT photograph/image authorisations when:

- The authorisation clearly specifies which uses are permitted
- The authorisation is signed and dated
- Parents understand how images will be used

Refusal to Use Images:

The service will NOT use a child's image when:

- No authorisation has been provided
- The proposed use is not covered by the authorisation
- Parents have withdrawn consent
- There are safety concerns (e.g., child protection orders)
- The image is inappropriate or not in the child's best interests

Procedures:

- Photograph/image authorisations are obtained during enrolment
- Parents can withdraw or change consent at any time
- Educators check authorisations before taking or using images
- Images are stored securely in OWNA
- Images are not shared with unauthorised persons
- Social media policies are followed strictly

8. Emergency Situations and Verbal Authorisations

When Written Authorisation Cannot Be Obtained:

In genuine emergency situations where written authorisation cannot be obtained (e.g., child becomes ill and needs to go home but authorised person cannot come), the service may accept verbal authorisation with the following safeguards:

Verbal Authorisation Procedure:

- Verbal authorisation can only be accepted from a parent/guardian (not from an authorised nominee)
- The person receiving the verbal authorisation must verify the identity of the parent (e.g., asking security questions, calling back on known number)
- Two educators must hear the verbal authorisation
- The verbal authorisation must be documented immediately, including: date and time, name of parent providing authorisation, what was authorised, name of person receiving authorisation, name of witness, reason written authorisation could not be obtained
- Written confirmation must be obtained from the parent as soon as possible (within 24 hours)
- The nominated supervisor must be notified of the verbal authorisation

When Verbal Authorisations Are Acceptable:



- Child becomes unwell and needs to be collected by someone not on the authorised list
- Emergency situation requiring immediate action
- Unexpected circumstances where written authorisation is not practically possible

When Verbal Authorisations Are NOT Acceptable:

- For routine excursions (these must be planned and authorised in advance)
- For administration of medication (except in life-threatening emergencies following medical advice)
- For regular or planned activities
- When there is adequate time to obtain written authorisation

9. Incomplete or Unclear Authorisations

When Authorisations Are Incomplete:

If an authorisation is provided but is missing required information or is unclear, the service will:

- Not accept the authorisation
- Contact the parent/guardian to clarify or complete the authorisation
- Explain what information is missing or unclear
- Provide a new authorisation form if needed
- Not proceed with the activity until a valid authorisation is obtained

Examples of Incomplete or Unclear Authorisations:

- Authorisation not signed
- Authorisation not dated
- Required information missing (e.g., dosage for medication, destination for excursion)
- Handwriting illegible or unclear
- Conflicting information provided
- Authorisation appears to have been altered

Communication with Families:

- Parents are advised immediately if authorisation is incomplete
- Clear explanation is provided about what is required
- Support is offered to complete the authorisation correctly
- Reasonable time is provided to complete authorisation (where possible)

10. Withdrawal or Amendment of Authorisations

Parents' Rights:

- Parents have the right to withdraw or amend any authorisation at any time
- Withdrawal or amendment must be provided in writing
- The service will respect and implement withdrawals/amendments immediately

Procedures:

- Written notification of withdrawal/amendment is required
- OWNA records are updated immediately
- All educators are notified of the change



- Parents are provided with written confirmation of the change

Effect of Withdrawal:

- If authorisation for excursion is withdrawn, child cannot attend that excursion
- If authorisation for medication is withdrawn, medication will not be administered
- If authorisation for photographs is withdrawn, child will not be photographed and existing images will not be used
- If authorised nominee is removed, that person can no longer collect the child

11. Court Orders and Legal Restrictions

Priority of Court Orders:

- Court orders take precedence over parent authorisations
- The service must comply with court orders at all times
- Parents must provide copies of relevant court orders to the service

Types of Orders That Affect Authorisations:

- Parenting orders specifying which parent can authorise activities
- Apprehended Violence Orders (AVOs) restricting contact
- Family Court orders about parental responsibility
- Child protection orders

Procedures:

- Copies of court orders are kept in the child's enrolment record in OWNA
- All educators are made aware of relevant restrictions
- Authorisations from restricted persons are not accepted
- Legal advice is sought if there are questions about court orders
- Privacy and confidentiality are maintained

12. Record Keeping

Storage of Authorisations:

- All authorisations are stored securely in OWNA management system
- Authorisations are kept in the child's enrolment record
- Electronic and hard copy authorisations are both acceptable
- Records are kept confidential and secure

Retention:

- Authorisations are retained for the period required by legislation
- Excursion authorisations: 3 years after excursion
- Medication authorisations: Until child turns 25 years
- Other authorisations: Until child turns 25 years

Access:

- Only authorised service personnel can access authorisation records
- Parents can access their child's authorisations on request
- Authorisations are provided to Regulatory Authority on request



13. Communication with Families

Clear Information:

- Families are provided with clear information about authorisation requirements during enrolment
- Authorisation forms are provided with clear instructions
- Support is offered to complete authorisations if needed
- Interpreters can be arranged if required

Regular Review:

- Families are asked to review authorisations annually
- Families are reminded to update authorisations when circumstances change
- Families are notified when authorisations are due to expire (if applicable)

Respectful Communication:

- The service explains the reasons for authorisation requirements
- Families' decisions to refuse authorisation are respected
- Alternative arrangements are offered where possible
- Privacy and dignity are maintained

RESPONSIBILITIES

Approved Provider / Nominated Supervisor:

- Ensure systems are in place to obtain and manage authorisations
- Ensure all required authorisations are obtained before activities proceed
- Ensure educators and staff understand authorisation requirements
- Make final decisions about accepting or refusing authorisations
- Ensure authorisations are stored securely in OWNA
- Review authorisation procedures regularly
- Communicate with families about authorisation requirements

Educators and Staff:

- Understand what authorisations are required
- Check that valid authorisations are in place before proceeding with activities
- Do not proceed with activities without valid authorisations
- Assist families to complete authorisations correctly
- Report incomplete or unclear authorisations to nominated supervisor
- Follow procedures for verbal authorisations in emergencies
- Maintain confidentiality of authorisation records

Families:

- Provide all required authorisations in writing
- Ensure authorisations are complete and accurate
- Sign and date all authorisations
- Notify the service of any changes to authorisations promptly



- Review and update authorisations regularly
- Provide court orders or legal documents relevant to authorisations

RELATED POLICIES AND PROCEDURES

- Enrolment and Orientation Policy
- Delivery and Collection of Children Policy
- Excursions Policy
- Administration of Medication Policy
- Dealing with Medical Conditions Policy
- Privacy and Confidentiality Policy
- Governance and Management of the Service Policy
- Interactions with Children Policy

REFERENCES AND RESOURCES

- ACECQA: Guide to the National Quality Framework
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard
- ACECQA website: www.acecqa.gov.au
- NSW Department of Education: www.education.nsw.gov.au

POLICY REVIEW

This policy will be reviewed every two years or more frequently if required due to:

- Legislative changes
- Changes in best practice
- Changes to OWNA system or authorisation processes
- Incidents or concerns related to authorisations
- Feedback from families, educators or regulatory authority

Date policy was last reviewed: 11/01/2026

Date for next review: 11/01/2028

Reviewed by: Director and Staff