

Acceptance and Refusal Authorisation

OSHC Policy & Procedure

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1. Policy

1.1 Policy Statement

Under the Education and Care Services National Law and National Regulations, education and care services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to make a decision on that person's behalf. Authorisations are usually authenticated by a signature- either in written form or as an electronic signature. All authorisations and refusals are to be kept in the child's enrolment record.

1.2 Purpose

Our priority is ensuring the health, safety and wellbeing of children. We aim to ensure that all educators, staff, students and volunteers of the Service are consistent in how authorisations are managed and what constitutes a correct authorisation and what does not, which consequently may lead to a refusal. Our governance and quality management processes are effective and transparent and meet all regulatory requirements.

Decisions around refusing an authorisation will be made on a case-by-case basis by the OSHC service in accordance with the Nominated Supervisor, Police, regulatory authority or other authorities.

1.3 Background

e.g. The Education and Care Services National Regulations requires approved providers to ensure services have policies and procedures in place for acceptance and refusal authorisations.

1.4 Scope

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor and visitors of the OSHC Service.

1.5 Legislation & Standards

QUALITY AREA 6 Collaborative partnerships with communities and families		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm and hazards
Section 175	Offence relating to requirement to keep enrolment and other documents
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement- anaphylaxis or asthma emergency
96	Self-administration of medication
99	Children leaving the education and care service premises
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider
161	Authorisation to be kept in enrolment record
168	Education and care Service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

1.6 Key Terms

Term	Definition	Source
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to	www.acecqa.gov.au

	support the sector to improve outcomes for children.	
Authorised nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care (FDC) educator.	National Law (Section 170)
Enrolment record	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. The record must include:</p> <p>Full name, date of birth and address of the child. The name, address and contact details of: each known parent of the child any emergency contact any authorised nominee any person authorised to consent to medical treatment or administration of medication any person authorised to give permission to the educator to take the child off the premises any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child.</p> <p>Details of any court orders, parenting orders or parenting plan. Gender of the child. Language used in the child's home. Cultural background of the child and their parents. Any special considerations for the child, such as cultural,</p>	<p>National Regulations (Regulations 102, 102D, 160–162)</p> <p>Guide to the NQF (Management of records – Children's enrolment record)</p>

	<p>dietary or religious requirements or additional needs.</p> <p>Authorisations for: the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child the service to take the child on regular outings regular transportation of the child.</p> <p>Name, address and telephone number of the child's registered medical practitioner or medical service.</p> <p>Medicare number (if available).</p> <p>Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.</p> <p>Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.</p> <p>Dietary restrictions.</p> <p>Immunisation status.</p> <p>If the approved provider or a staff member has sighted a child's health record, a notation to that effect.</p> <ul style="list-style-type: none"> • In NSW, certificates for immunisation or exemption for the child, as required under the <i>Public Health Act 2010 NSW</i>. • In Victoria, certificates for immunisation, as required under the <i>Public Health and Wellbeing Act 2008 (Vic)</i> which excludes outside school hours care or school 	
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	holiday care services.	
Excursion	<p>An outing organised by an education and care service or FDC educator, but does not include an outing organised by an education and care service provided on a school site if:</p> <p>(a) the child or children leave the education and care service premises in the company of an educator; and</p> <p>(b) the child or children do not leave the school site.</p>	National Regulations (Definitions)
Medication	<p>Medicine within the meaning of the <i>Therapeutic Goods Act 1989</i> (Cth). Medicine includes prescription, over-the-counter and complementary medicines. All therapeutic goods in Australia are listed on the Australian Register of Therapeutic Goods, available on the Therapeutic Goods Administration website (tga.gov.au).</p>	Guide to the NQF (Glossary)
Medical attention	Includes a visit to a registered medical practitioner or attendance at a hospital.	acecqa.gov.au
Medical emergency	An injury or illness that is acute and poses an immediate risk to a person's life or long-term health.	
Medication record	<p>The approved provider and FDC educator must keep a medication record for each child to whom medication is administered by the service. This record must include:</p> <p>the child's name</p>	National Regulations (Regulation 92)

	<p>signed authorisation to administer medication a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required.</p> <p>A medication record template is available on the ACECQA website: acecqa.gov.au/media/22731</p>	
Regular outing	<p>In relation to an education and care service, means a walk, drive or trip to and from a destination:</p> <p>(a) that the service visits regularly as part of its educational program; and</p> <p>(b) where the circumstances relevant to the risk assessment are the same on each outing.</p>	National Regulations (Definitions)
Regular transportation	<p>In relation to an education and care service, means the transportation by the service or arranged by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are the same for each occasion on which the child is transported.</p>	Guide to the NQF (Glossary)

2. Procedure

2.1 Implementation

Our OSHC Service will ensure we comply with the current *Education and Care Services National Regulations*, and have policies and procedures in place in relation to the acceptance and refusal of authorisations which require parent or guardian written authorisation to be provided in matters including:

- Administration of medication to children
- Self-administration of medication
- Administration of medical treatment, dental treatment, and general first aid treatment.
- Emergency Ambulance transportation
- Transportation- including regular outings and regular transportation
- Safe Arrival of children to the OSHC service
- Excursions
- Incursion attendance
- Taking of photographs by people other than educators
- Water based activities
- Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the service, or trips outside the service premises
- Children leaving the premises in the care of someone other than a parent or guardian
- Children having access to the internet and/or an email account

Refusal of authorisations

All authorisations which are incomplete or incorrectly recorded 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. The approved provider or nominated supervisor will inform the parent or guardian the reason why the written or verbal authorisation does not meet National Regulations or policy procedures.

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 an authorisation is refused by the Service, it is best practice to document details surrounding the refusal (See Refusal of Authorisation Record).

Examples when an authorisation may be refused 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 (person under the age of 16 collecting a child)
- medication to be provided to a child is not in original container or prescribed to the child or other breach of 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

Authorisation requirements

Authorisation documents are required for the following situations and must have details recorded as required:

<p>Administration of Medication</p>	<ul style="list-style-type: none"> •Administration of Medication Record is signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication •Authorisation is provided by a parent or guardian for the child to self-administer medication as per their Action Plan •Name of the medication to be administered •Clearly indicate the time and date the medication was last administered •Dosage of the medication to be administered •Method of dosage (e.g.: oral or inhaled) •Whether the medication is to be self-administered (asthma, diabetes) •Period of authorisation (actual days and dates: from and to). •Parent/Carer name and signature •Date the authorisation is signed •Medication must be in its original container and bearing the correct child's name •Medication is not past its expiry or use-by date •Medication is administered in accordance with any instructions attached to the medication or provided by a registered medical practitioner •A second person checks the signed Administration of Medication Record, checks the dosage of the medication, and witnesses its administration •The educator administering medication and witness must write their full name and sign the medication record <p>Details of the administration must be recorded in the medication record</p> <ul style="list-style-type: none"> •Supervision is provided by an educator whilst a child is self-administering medication •A recording is made in the medication record for the child that the medication has been self-administered
<p>Medical treatment of the child including transportation by an ambulance service</p> <p>(Included and authorised initially as part of the child's enrolment record):</p>	<ul style="list-style-type: none"> •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 •Name, address and telephone number of the child's registered medical practitioner or medical service •Child's Medicare number •Name of the parent or guardian providing authorisation
<p>Emergency Medical Treatment</p> <p>(included and authorised initially as part of the child's enrolment record or as updates during enrolment):</p>	<ul style="list-style-type: none"> •The Service is able to seek emergency medical assistance for a child as required (i.e. medical practitioner, ambulance or hospital) without seeking further authorisation from a parent or guardian in the case of an emergency, including for emergencies relating to medical conditions noted on the enrolment form.

<p>Collection of Children (included and authorised initially as part of the child's enrolment record or as updated during enrolment)</p>	<ul style="list-style-type: none"> •Name of the child •Name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation •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 •Signature of the person providing authorisation and date of authorisation
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<p>Transportation (other than as part of an excursion)</p>	<p>If the transportation is 'regular transportation' the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:</p> <ul style="list-style-type: none"> •Name of the child •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 and 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 •that 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
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<p>Excursions</p>	<p>The authorisation must state:</p> <ul style="list-style-type: none"> •Name of the child •Date of the excursion •Reason for the excursion •Proposed destination for the excursion •Method of transport to be used •Route to be taken to and from the excursion •Any requirements for seat belts or safety restraints •Period of time away from premise- include time leaving premise and time returning to premise •Proposed activities to be undertaken by the child during the excursion •Anticipated number of children likely to be attending the excursion •Ratio of educators attending the excursion to the number of children attending the excursion •Number of staff members and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers)
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	<ul style="list-style-type: none"> •Statement that a risk assessment has been prepared and is available at the service •Name of the parent or guardian-providing authorisation •Relationship to the child •Signature of the person providing authorisation and date of authorisation •Details of any water hazards and risks associated with water-based activities (to be included in risk assessment). •Items that should be taken on the excursion
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Regular outing	<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. Written authorisation only needs to be given once in a specified 12-month period for a regular outing. (Reg. 102(5)). If the conditions of the regular outing change, a new authorisation is required. The written authorisation must include:</p> <ul style="list-style-type: none"> •Name of the child •A description of when the child is to be taken on the regular outings •A description of the proposed destination •Method of transportation (including walking) •Any requirements for seatbelts or safety restraints •Proposed activities to be undertaken •Proposed time the child will be away from the premises •Anticipated ratio of educators to the anticipated number of children •That a risk assessment has been prepared and is available at the OSHC service
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Confirmation of Authorisation	<ul style="list-style-type: none"> •All authorisation forms received (including the initial enrolment form) are to be checked for completion •All authorisations (excluding the initial enrolment form) are checked to ensure that the authoriser (name and signature) is the nominated parent or guardian a person named on the enrolment form as having authority to authorise •If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction •Children will be suspended from any activity requiring authorisation until the appropriate form has been correctly completed and signed
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2.2 Roles and Responsibilities

Role	Responsibilities
Approved Provider	<p>obligations under the Education and Care Services National Law and National Regulations are met</p> <ul style="list-style-type: none"> • the <i>Acceptance and Refusal Authorisation Policy</i> is reviewed and maintained by the OSHC Service management and adhered to at all times

by educators and staff

- policies and procedures are readily accessible to nominated supervisors, coordinators, educators and staff and students and available for inspection
- all staff and educators follow the policies and procedures of our OSHC Service

parent/guardians are provided with a copy of relevant policies for our Service or are aware of how they can be accessed

- an enrolment record is kept for each child that includes all authorisations signed by a parent or a person authorised to:
 - consent to seek medical treatment from a registered medical practitioner, hospital or ambulance service
 - transportation by an ambulance service
 - to authorise the education and care service to transport the child or arrange transportation for the child
 - documentation relating to authorisations contains:
 - the name of the child enrolled in the service
 - date
 - signature of the child's parent/guardian and authorised nominee as named on the enrolment form
 - all staff understand circumstances that may lead to refusal of an authorisation
 - the right of refusal is exercised if written or verbal authorisations do not comply with National Regulations or Child Protection Legislation. If an authorisation is refused by the OSHC Service, 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)
 - all parents/guardians have completed the authorised person's section of their child's enrolment form including authorised nominees (refer to Enrolment Policy), and that the form is signed and dated before the child commences at the OSHC Service
- attendance records are maintained for all children attending the OSHC Service
- educators/staff do not administer medication without the written authorisation of parent/guardian or authorised nominee named in the enrolment record as authorised to consent to the medical treatment of the child, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to *Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy*)
 - where a child requires medication to be administered by educators/staff, that an *Administration of Medication Record* is completed, and authorisation provided by the parent/guardian or authorised nominee and included with the child's record (Refer to *Administration of Medication Policy*)
 - where a child over preschool age, and is authorised by the parent or guardian to self-administer medication, this is recorded in the *Administration of Medication Record*
 - when a child requires emergency medical treatment for conditions such as

	<p>anaphylaxis or asthma compliance for authorisation is waived. In accordance with National Regulations (R. 93) the Service can administer medication in these circumstances without authorisation. If these situations occur the approved provider/Management will be required to contact the parent/guardian as soon as practicable after the medication has been administered and emergency services. Notification to the Regulatory Authority is required within 24 hours of a serious incident</p>
<p>Nominated Supervisor / Manager</p>	<ul style="list-style-type: none"> • parents/guardians and the child’s health practitioner are consulted to determine the circumstances that the child could self-administer their medication as per their ASCIA Action Plan for Anaphylaxis or Asthma Foundation Action Plan for Asthma • The OSHC office stores self-administered medication (asthma, anaphylaxis or diabetes medication must be stored in an easily accessible location) <ul style="list-style-type: none"> · educators and staff only allow a child to participate in regular outings and regular transportation with the written authorisation of a parent/guardian or authorised nominee name in the child’s enrolment record • educators and staff allow a child to participate in excursions only when the written authorisation of a parent/guardian or authorised nominee named in the child’s enrolment record is received and documented (refer to Excursion Policy and Safe Transportation Policy and safe arrival of children policy) <ul style="list-style-type: none"> · educators/staff allow a child to depart the OSHC Service only: <ul style="list-style-type: none"> • a person who is the parent/guardian or authorised nominee named in the child’s enrolment record; or • with a person authorised by a parent or authorised nominee; or • in accordance with the written authorisation of the parent; or authorised nominee; • on an excursion; or • in the case of a medical emergency or another emergency (Refer to Delivery of Children to, and collection from Education and Care Service Premises Policy and Emergency Evacuation Policy). <ul style="list-style-type: none"> · there are procedures in place if an inappropriate person, or a person who does not appear to be fit to take care of the child attempts to collect the child from the OSHC Service or poses a risk to the safety of children or staff (refer to Delivery of Children to, and collection from Education and Care Service Premises Policy) • families are notified at least 14 days before changing the policy or procedures (Reg. 172).
<p>Educators</p>	<ul style="list-style-type: none"> • follow the policies and procedures of the OSHC Service • ensure that written authorisation is provided by the parent or other person named in the child’s enrolment record for a regular outing or regular transportation • ensure that parents/guardians sign and date permission/authorisation forms for excursions prior to the excursion being implemented • allow a child to participate in an excursion only with the written

	<p>authorisation of a parent/guardian or authorised nominee</p> <ul style="list-style-type: none"> • check that parents/guardians or an authorised nominee sign the attendance record as their child arrives and departs from the OSHC Service • administer medication only with the written authorisation of a parent/guardian or authorised nominee as per the Administration of Medication Record, except in the case of an emergency, including asthma or, anaphylaxis • allow a child over pre-school age to self-administer medication under the following circumstances: <ul style="list-style-type: none"> · a parent or guardian provides written authorisation with consent on the child's enrolment form - administration of medication. · medication is stored safely by an educator, who will provide it to the child when required · supervision is provided by an educator whilst the child is self-administering. · a recording is made in the medication record for the child that the medication has been self-administered • allow a child to depart from the OSHC Service only: <ul style="list-style-type: none"> · with the person who is a parent/guardian or authorised nominee named in the child's enrolment record; or · a person authorised by a parent or authorised nominee; or · in accordance with the written authorisation of the parent/guardian; or authorised nominee; or · on an excursion; or · in the case of a medical emergency or another emergency (Refer to Delivery of Children to, and collection from Education and Care Service Premises Policy and Emergency Evacuation Policy). • follow procedures if an inappropriate person attempts to collect a child from the OSHC Service and poses a risk to the safety of the children and staff (for example, an intoxicated person). • inform the Approved Provider when a written authorisation does not meet the requirements outlined in Service's policies.
<p>Families</p>	<ul style="list-style-type: none"> • read and comply with the policies and procedures of the OSHC Service • complete and sign the authorised nominee section of their child's enrolment form before their child commences at the Service • ensure that changes to nominated authorised persons are provided to the OSHC Service in a timely manner • advise nominated authorised persons that they will require photo identification (such as a driver's licence) in order to collect their child from the OSHC Service • sign and date permission forms for regular transportation and regular outings • sign and date permission forms for excursions • sign the attendance record as their child arrives and departs from the Service • provide written authorisation on the Administration of Medication Form when their child requires medication to be administered by

	<p>educators/staff, including signing and dating it for inclusion in the child's medication records</p> <ul style="list-style-type: none"> • provide a Medical Management Plan or Action Plan from their child's health practitioner regarding circumstances by which the child could self-administer their medication (e.g.: Asthma inhaler) • be familiar with circumstances where authorisations may be refused/not applicable.
Children	

2.3 References & Resources

2.4 Related Policies and Procedures

Administration of First Aid Policy Administration of Medication Policy Child safety and Wellbeing Policy Child Safe Environment Policy Delivery of Children to, and collection of children from Policy Emergency and Evacuation Policy	Excursion/Incursion Policy Governance Policy Incident, Injury, Trauma and Illness Policy Nutrition and Food Policy Orientation and Enrolment Policy Sun Safety Policy Water Safety Policy	
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3. Policy & Procedure Review

In order to assess whether the values and purposes of the policy and procedure have been achieved, Yooralla will:

- Regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

The ongoing monitoring and compliance to this policy and procedure will be overseen by the OSHC Manager, Nominated Supervisor and Yooralla Quality, Risk and Safeguarding team.

All Yooralla OSHC policies and procedures will be reviewed every 12 months.

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