

CEEC GOV POL AUTHORISATIONS and REFUSALS POLICY

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Related policy documents	CEEC GOV POL Arrivals And Departure Policy CEEC CH POL Medical Conditions Policy CEEC PP POL Excursions Policy
Related legislation	Education And Care National Law Act 2010 Education And Care Services National Regulations 2011 Guide To National Quality Framework

PURPOSE

Catholic Early EdCare (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is committed to the acceptance and refusal of authorisations provided by Parents/Carers. This policy has been developed to outline the requirements of Catholic Early EdCare for authorisation and the factors and/or situations that can result in a refusal of authorisation by a Parent/Carer or a refusal of Catholic Early EdCare to accept the authorisation of a Parent/Carer.

SCOPE

This policy applies to staff as defined in the Education and Care Services National Law

1. POLICY STATEMENT

1.1 Catholic Early EdCare (CEEC) requires authorisation from Parents/Carers for the following–

- Administration of Medications (Refer to CEEC CH POL Medical Conditions Policy) and medical treatment of a child
- Collection of children (Refer to CEEC GOV POL Arrivals and Departures Policy)
- Excursions and regular outings (Refer to CEEC PP POL Excursion Policy)
- Authorisation to leave the Service premises

- Access to personal records
- For the approved provider, nominated supervisor or an Educator to seek medical treatment for the child and/or ambulance transportation.
- The management of children to attend extra-curricular activities and the release of children from care under their own reconnaissance.
- Children leaving the education and care premises (Regulation 99)

2. LEGISLATIVE COMPLIANCE

2.1 This policy has been developed to ensure Catholic Early EdCare compliance with the following—

- Education and Care Services National Regulations 2011- Chapter 4 Part 4.2 Division 4 Regulation 94 - Exception to authorisation requirement—anaphylaxis or asthma emergency
- Education and Care Services National Regulations 2011 - Acceptance and refusal of authorisations - Regulation 168(2)(m)
- Chapter 4 Part 4.2 Division 6 Regulation 102 - Authorisation for excursions
- Chapter 4 Part 4.7 Division 1 Subdivision 1 Regulation 161 - Authorisations to be kept in enrolment record
- Education and Care National Regulations – Regulation 99 – Children leaving the education and care premises;

1. The authorisations to be kept in the enrolment record for each child enrolled at an education and care service are—
 - a. An authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—
 - i. Medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - ii. Transportation of the child by an ambulance service; and
 - b. If relevant, an authorisation given under regulation 102 for the education and care service to take the child on regular outings.

- Australian Children’s Education & Care Quality Authority: Guide to the National Quality Framework - Quality Area 7
- National Regulations 92 Medication Record
- National Regulation 93 Administration of Medication
- National Regulation 160 Child enrolment records to be kept by approved provider

2.2 Catholic Early EdCare will ensure all approved forms requesting authorisation contain the following details

- Name of the child enrolled in the service;
- Date
- Signature of the child's Parent/Carer or authorised nominee who is named on the enrolment form;
- Original form/letter/register provided by the service.

3. SERVICE REQUIREMENTS

3.1 To comply with this policy, Services are required to –

- Ensure that a name and phone number of the person who can be contacted to receive a complaint is displayed within a Service in accordance with the requirements for prescribed information to be displayed (National Law, section 172; National Regulations, Regulation 173)
- Adhere to Quality Area 6 – Collaborative partnerships with families and communities and Standard 6.1 – Respectful and supportive relationships with families are developed and maintained. The aim of Quality Area 6 under the National Quality Standard is to recognise that collaborative relationships with families are fundamental to achieving quality outcomes for children and that community partnerships that are based on active communication, consultation and collaboration are also essential
- Respond appropriately to complaints raised by Parents/Carers in accordance with the Vision, Mission and Value of Centacare.
- Respect the rights of Parents/Carer to register complaints
- Respect the dignity and privacy of all parties involved in the complaint resolution process
- Ensure confidentiality relating to complaints
- Provide Parents/Carers upon enrolment and when requested with information on the Catholic Early EdCare complaint resolution process

4. STAFF MEMBER REQUIREMENTS

4.1 To comply with this policy, Staff members are required to-

- Respond to complaints received from Parents/Carers and identify if the complaint is a formal or informal complaint
- Determine complaints that are informal and can easily be resolved through open and clear dialogue and do not need escalation
- Consider referring to Catholic Early EdCare and Centacare policies and procedures prior to responding to complaints to minimise the potential for incorrect information to be relayed to Parents/Carers
- Seek the guidance and advice of the Director/Coordinator and when required the Area Supervisor

- Respect the right of Parents/Carers to initiate complaints
- Communicate with Parents/Carers at all stages of a complaint process in order to promote goodwill and open communication
- Avoid engaging in, encouraging or accepting acts of unlawful discrimination against a child as a result of a complaint made by a Parent/Carer. Equally this same standard of behaviour is expected when engaging with a Parent/Carer who has made a complaint in the past or currently.
- Respond to any complaint by a Parent/Carer concerning discrimination sympathetically and professionally. Unlawful discrimination includes discrimination on the basis of sex, race/ethnicity, disability, age or religious/political belief.
- Acknowledge that complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached are required to be lodged to ACECQA within 24 hours of the complaint as required under Section 174(2)(b) Regulation 176(2)(b)

5. COMPLAINT PROCESS

5.1 It is the responsibility of Directors/Coordinator and Area Managers to manage complaints. The role of the senior management team is to provide oversight to the resolution of complaint, coordinate investigations where required and provide advice and guidance.

5.2 The management of a complaint and the resolution of a complaint may be taken over by a senior management team member at any time. However it is expected Area Supervisor will remain as the point of contact for Parents/Carer throughout the process.

5.3 The complaint policy of Catholic Early EdCare requires four (4) distinct processes to be followed. These are –

- CEEC Informal complaint process
- CEEC formal Complaint process
- CEEC NL01 complaint reporting process
- CEEC complaint escalation process

SUPPORTING DOCUMENTS

N/A

COMPLIANCE

Breaches of this policy will be dealt with under Centacare's misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Formal Complaint	Complaints made to Catholic Early EdCare that fulfil the criteria of both 'formal' and the criteria for a NL01 submission
Informal Complaint	Complaint made to Catholic Early EdCare that can easily be resolved and do not require reporting as a NL01
ECEC	Early Childhood Education and Care
Complaint	Expression of dissatisfaction made to, or about Catholic Early EdCare related to their products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required
Staff Member	In relation to an education and care service, means any individual (other than a volunteer) employed, appointed or engaged to work in or as part of an education and care service, whether as an <ul style="list-style-type: none"> ▪ Educator ▪ Director/Coordinator ▪ Nominated Supervisor; ▪ Or otherwise.

6. RECORD KEEPING

- 6.1 Catholic Early EdCare will maintain all records as required by AOB and Centacare policies and procedures relating to record keeping.
- 6.2 All Catholic Early EdCare Services are required to maintain all records in their Service folder on the L:\ drive.
- 6.3 All Catholic Early EdCare Services will adhere to Division 3 – Information and Record Keeping Requirements, Education and Care Services National Regulations; specifically Subdivision 4 – Confidentiality and Storage of Records (181, 182, 183, 184).
- 6.4 Catholic Early EdCare will ensure all privacy provisions are implemented in relation to record keeping in accordance with the Archdiocese of Brisbane (AOB) privacy statement and AOB privacy policy available on the AI portal this extends to storing records in a secure and confidential manner.
- 6.5 Service records will be maintained (stored and preserved) in conditions suitable to the length of time they need to be kept and made available for use. This applies regardless of the format of the records or the media they are stored on.
- 6.6 Catholic Early EdCare will coordinate the removal, archiving and disposal of records as required.