

ACCEPTANCE AND REFUSAL OF AUTHORISATIONS PROCEDURE



TABLE OF CONTENTS

Authorisations	3
Enrolment, Re-enrolment and Bookings	5
Refusal of Authorisations	6
The Parent, Authorised Nominee Does not Appear to be Fit to Take Child	8
Fraudulent Authorisations	10
Pause and Cessation of Care	11
Approved Providers	13
Nominated Supervisors and Responsible Persons	15
Educators	16
Families	17
Monitoring, Evaluation and Review	17

POLICY AND PHILOSOPHY

The Acceptance and Refusal of Authorisations Policy ensures families are well informed when providing authorisations, that associated risks are clear, and they are supported to make informed decisions to proceed. This procedure outlines the step by step processes in place for the acceptance and refusals of authorisations.

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AUTHORISATIONS

1.1 AUTHORISATIONS MUST BE OBTAINED FROM PARENTS/CARERS OR AUTHORISED NOMINEES IN RELATION TO:

- Administering medication to children ([regulation 92](#), [CEEC CH POL Medical Conditions Policy](#) and Procedure).
- Children leaving the premises in the care of the parent or the authorised nominee ([regulation 99](#), [CEEC GOV POL Arrivals and Departures Policy](#) and Procedure).
- Excursions, including transportation ([regulation 102](#), [CEEC PP POL Incursions, Excursions, and Regular Outings Policy](#) and [Procedure](#)).
- Seeking medical treatment for children and transportation by an ambulance service ([regulation 161](#), [CEEC GOV POL Enrolment, Orientation and Booking Policy](#) and Procedure).
- Other legal requirements or quality practices, such as in relation to photos of children and privacy.

1.2 INITIAL AUTHORISATION REQUIREMENTS OCCUR AT ENROLMENT AND RE-ENROLMENT AND WILL:

- Be outlined as consents and authorisations.
- Provide further actions if required.
- Provide outcome if authorisation is refused.
- Be expanded in the relevant policy and procedure.

1.3 AUTHORISATIONS REQUESTED POST ENROLMENT AND RE-ENROLMENT MUST:

- Be addressed in writing as per the specific policy and procedure they relate to.

1.4 THE RESPONSIBLE PERSON IN CHARGE MUST:

- Ensure written documentation relating to authorisations contains:
 - The name of the enrolled child.
 - Signature of the child's Parent/Carer, or Authorised Nominee on the enrolment form.
 - Date signed.
 - Other items listed as required under the regulations for each authorisation.
- Store authorisations in the child's Xplor Profile and hard-copies in the child's file in a confidential manner.
- Exercise the right of refusal if written authorisations do not comply, for example:
 - Where a form is not fully completed.
 - Where a form is signed by a person not authorised in writing.
- Check all authorisation forms received to ensure they are fully completed and are verified, (name and signature) by a Parent/Carer or Authorised Nominee on the enrolment form.
- Ensure any refusals of authorisations are documented in writing, including:
 - The details of the authorisation (e.g. medication administration, bush kindy, library outing, movie excursion, wildlife incursion).
 - Why it was refused (e.g. prescription medication not in labelled container, child allergic to wattle).
 - Actions taken by the service to address the refusal (e.g. discussed with parent and requested medication be provided in appropriate container, discussed with parent, child able to 'stay and play' in adjoining room if available).

ENROLMENT, RE-ENROLMENT AND BOOKINGS

2.1 DURING ENROLMENT AND RE-ENROLMENT PROCESS, SERVICE LEADERS MUST:

- Refer to the CEEC GOV POL Enrolment, Orientation and Booking Policy and Procedure.
- Follow the relevant Enrolment Process for their service type to ensure all required authorisations are returned.
- Read returned enrolment/re-enrolment forms to ensure authorisation to seek and provide medical and emergency treatment and transportation, including the administration of life saving medication has been provided.
- Communicate with families using Enrolment Communication Templates.
- Ensure children do not attend care until all required authorisations and attachments are provided.
- Refer to Refusal of Authorisations Procedure below for further guidance.

2.2 AT TIMES A CHILD MAY BE REFUSED CARE IF IT IS DETERMINED A SERVICE IS UNABLE TO PROVIDE SAFE AND SUITABLE CARE OR TO MEET THE NEEDS OF A CHILD.

PRIOR TO A DECISION BEING MADE, SERVICE LEADERS WILL:

- Raise the concern with the Manager, Service Operations who will gather information regarding the child's needs for discussion with the Centacare Practice Governance Unit, if required.
- Sensitively discuss the concern with the family and inform them of the outcome of any decisions made and appropriate agencies that may be able to help.
- The Manager, Services Operations will provide a written response to the family informing them that the service is unable to provide care.

REFUSAL OF AUTHORISATIONS

3.1 WHERE IT IS NECESSARY TO REFUSE AN AUTHORISATION, THE RESPONSIBLE PERSON IN CHARGE MUST:

- Return the authorisation to the family or authorised person if incomplete or inappropriately signed.
- Ensure no action regarding the activity requiring authorisation occurs unless the authorisation is completed correctly and signed by an authorised person (e.g. the child is not booked into Vacation Care).
- Notify families of any refusals and provide the reason for the refusal in writing.
 - Where suitable, there may be an opportunity to resolve the reason for refusal e.g. a form is not complete or signed.
- Refuse a written authorisation if it contravenes a regulation, service policy or the Responsible Person in Charge has serious concerns for the child's health, safety or well-being (e.g. administering a prescription medication to a child that has not been prescribed the medication)

3.2 WHERE A PARENT/CARER HAS INDICATED ON ENROLMENT THAT NO AUTHORISATION IS PROVIDED FOR PHOTOGRAPHS OF CHILDREN, SERVICE LEADERS MUST:

- Ensure educators are informed of children without consents.
- Xplor Parent and Child Details Report provides an overview of this information.

3.3 WHERE AUTHORISATION IS PROVIDED FOR A CHILD TO LEAVE THE SERVICE ALONE (E.G. TO TRANSITION TO ANOTHER SERVICE, ACTIVITY, OR HOME) HOWEVER IT IS UNSAFE FOR THEM TO DO SO, THE RESPONSIBLE PERSON IN CHARGE MUST:

- Contact the Parent/Carer and communicate the safety and wellbeing concerns e.g. inclement weather, police incident.
- Discuss alternative solutions to the situation:
 - Parent/Carer collects the child.
 - An authorised nominee collects the child.
 - The Parent/Carer nominates an individual to collect the child.
 - The child does not attend the activity and is collected from the service.
- Document the refusal, reason, discussion and outcome via email to the Parent/Carer.

3.4 SERVICE LEADERS MUST REFER TO THE CEEC CH MEDICAL CONDITIONS POLICY AND PROCEDURE:

- If a medication is unable to be administered to a child e.g. the medication is not contained in the original packaging, or the labelling is unclear, faded, mislabelled, or unable to be read.
- If a child refuses to take medication that parents/carers or authorised nominees have provided authorisation and a CEEC CH FORM Medication Record.

THE PARENT, AUTHORISED NOMINEE DOES NOT APPEAR TO BE FIT TO TAKE THE CHILD

4.1 IF A PARENT/CARER APPEARS UNFIT TO COLLECT THEIR CHILD E.G. UNDER THE INFLUENCE OF DRUGS, ALCOHOL, AND/OR MEDICATION, EDUCATORS WILL:

- Inform the Responsible Person in Charge (immediately if possible).
- Discuss their concerns with the Parent/Carer if safe to do so, preferably without the child being present.
- Suggest they contact another parent or authorised nominee to collect the child.
- Inform the police of the circumstances, the person's name and vehicle registration number if the Parent/Carer insists on taking the child.
- Inform the Safeguarding Officer.
- Document the incident on the Safeguarding Report Form.

4.2 EDUCATORS CANNOT PREVENT A PARENT/CARER FROM COLLECTING A CHILD BUT MUST CONSIDER OBLIGATIONS UNDER THE RELEVANT CHILD PROTECTION LEGISLATION.

4.3 IF AN AUTHORISED NOMINEE, OR PERSON AUTHORISED BY A PARENT OR AUTHORISED NOMINEE APPEARS UNFIT TO TAKE RESPONSIBILITY FOR THE CHILD E.G. UNDER THE INFLUENCE OF DRUGS, ALCOHOL, AND/OR MEDICATION, EDUCATORS WILL:

- Not let the child leave with the person.
- Inform the Responsible Person in Charge (immediately if possible).
- Discuss their concerns with the person if safe to do so, preferably without the child being present.
- Contact the parent and advise that another person needs to collect the child.
- Inform the Safeguarding Officer.
- Document the incident on the Safeguarding Report Form.

4.4 IF THE CHILD HAS NOT BEEN COLLECTED AT SERVICE AT SERVICE CLOSURE, THE SERVICE LEADER WILL:

- Make further contact with the Parents/ Carers or other authorised nominees.
- Leave a voicemail or SMS message on the Parents/Carers phone if they do not answer, the police will be contacted in 30 minutes.
- Contact the Manager, Service Operations and inform them of the late collection.
- Wait for 30 minutes and, if the Parents/ Carers or Authorised Nominee have not arrived, ring the police for guidance on the appropriate action to take.
- Refer to the CEEC HS PRO Incident, Illness, Injury and Trauma Procedure for reporting processes and timeframes after the attendance of emergency services.

FRAUDULENT AUTHORISATIONS

5.1 IF AN AUTHORISATION IS RECEIVED THAT APPEARS TO BE FRAUDULENT (E.G. WHEN IT IS PROVIDED BY A PERSON WHO IS THOUGHT NOT TO BE THE PARENT OR AUTHORISED NOMINEE) THE RECEIVER MUST:

- Report any concerns to the Manager, Service Operations.
- Document in writing:
 - The details of the authorisation.
 - Why it was considered fraudulent (e.g. an individual other than the parent, or a person named on the enrolment form, provides a permission form for the child to attend an excursion or extra-curricular activity).
 - Actions taken by the service to address the situation.
- The Manager, Service Operations will communicate with families in writing as soon as practicable if there is a concern for the safety or wellbeing of the child, family, or any concern for information.

PAUSE AND CESSATION OF CARE

6.1 IN INSTANCES WHERE REQUIRED AUTHORISATIONS CANNOT BE OBTAINED OR ARE REFUSED, OR THERE ARE REPEATED NONCOMPLIANCE WITH POLICY AND PROCEDURE BY PARENTS/CARERS OR AUTHORISED NOMINEES, SERVICE LEADERS WILL ENACT PAUSE CARE AND/OR CESSATION OF CARE.

- Administering medication to children (regulation 92, CEEC CH POL Medical Conditions Policy and Procedure).



ROLES AND
RESPONSIBILITIES

APPROVED PROVIDERS

(Including Leadership and Management Teams)

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure systems requiring authorisations are in place for other legal requirements or quality practices e.g. photos of children and privacy.
- Ensure authorisations are kept up-to-date.
- Ensure all children have appropriate authorisation to leave the service on an excursion or regular outing (regulation 102).
- Ensure that children only leave the service premises with a parent, an authorised nominee named in the enrolment record, or a person named in the enrolment record to collect the child (regulation 99).
- Ensure that a medication record is kept that includes the authorisation to administer medication signed by a parent or a person named in the enrolment record (regulation 92).
- Ensure that medication is only administered or self-administered if authorised or, in an emergency, authorisation is provided verbally by:
 - A parent or a person named in the enrolment record.
 - A registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted (regulations 93, 96).
- In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation (regulation 94)
- Ensure that an enrolment record is kept for each child that includes authorisations signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, in relation to:
 - Seeking medical treatment from a registered medical practitioner, hospital or ambulance service
 - Transportation by an ambulance service
 - Regular outings (Regulations 160, 161)

- Put in place processes for circumstances where authorisations are refused:
 - Where the service is asked to administer medication that is not in its original container (see regulation 95).
 - When leaving the service, the parent, authorised nominee or person as listed in regulation 99 does not appear to be fit to take the child.
 - The child has been given authorisation to leave the service alone, however the environment they would be in is unsafe.
- Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Authorisations & Refusals policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators and staff, and available for inspection.
- Ensure relevant checks are completed on documentation received to ensure currency and completion.
- Notify families at least 14 days before changing the policy or procedures if the changes will:
 - Affect the fees charged or the way they are collected; or
 - Significantly impact the service's education and care of children; or
 - Significantly impact the family's ability to utilise the service.

NOMINATED SUPERVISORS AND RESPONSIBLE PERSONS

- Implement the Authorisations & Refusals policy and procedures.
- Ensure that children only leave the service premises with a parent, an authorised nominee named in the enrolment record, or a person authorised by a parent or authorised nominee to collect the child (Regulation 99).
- Ensure all children have appropriate authorisation to leave the service on an excursion or regular outing (Regulation 102).
- Implement and oversee authorisation systems for other legal requirements or quality practices, e.g. photos of children and privacy.
- Ensure authorisations are kept up-to-date.
- Display authorisation reminders where relevant, e.g. near exit to premises.
- Ensure authorisations are part of checklists for excursions, transportation, etc.
- Ensure that medication is only administered or self-administered if authorised or, in an emergency, authorisation is provided verbally by:
 - A parent or authorised person named in the enrolment record.
 - A registered medical practitioner or an emergency service if a parent or authorised person named in the enrolment record cannot be contacted (Regulations 93, 96).
- In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation (Regulation 94).
- Ensure that the child's parent completes and signs authorisations in the enrolment record and medication record (if relevant) before the child commences at the service.
- Ensure that a medication record is kept that includes the authorisation to administer medication signed by a parent or a person named in the enrolment record (Regulation 92).
- Implement processes for circumstances where authorisations may be refused/not applicable.
- Ensure educators and staff are familiar with relevant policies and procedures, particularly for children's medical conditions, first aid, transportation, and excursions

EDUCATORS

- Ensure that children only leave the service premises venue with a parent, an authorised nominee named in the enrolment record, or a person authorised by a parent or authorised nominee to collect the child.
- Ensure all children have appropriate authorisation to leave the service on an excursion or regular outing.
- Implement authorisation systems for other legal requirements or quality practices.
- Ensure authorisations are kept up-to-date.
- Ensure that medication is only administered or self-administered if authorised or, in an emergency, authorisation is provided verbally by:
 - A parent or authorised person named in the enrolment record.
 - A registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted.
- In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation.
- Ensure that the child's parent completes and signs authorisations in the enrolment record and medication record (if relevant) before the child commences at the service.
- Ensure no child is transported by the service without an authorisation from a parent or other authorised person named in the enrolment record.
- Implement processes for circumstances where authorisations may be refused.
- Ensure all action plans are carried out in line with the Authorisations & Refusals policy and procedures.

FAMILIES

- Acknowledge the need to be contactable while the child is in care, as in the event of an incident the service will call.
- Collaborate to develop a Support Plan in consultation with the Service Leader, the Portfolio Manager, other staff members, Parents/Carers and the individual child when required.
- Provide permission for the service to liaise with other professionals and support agencies in order to support the child, e.g. the school.

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (AI). Service Leaders 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.
- Summary information about fees and related procedures will be included in the CEEC information handbooks.
- Educators and families will be invited to participate in the review of this procedure.
- Changes to this document will be shared with families and educators.
- Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on AI.
- Contact the Policy Sponsor for further interpretation of this policy.

