



BOURKE AND DISTRICT CHILDREN'S SERVICES

QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY

POLICY NAME: ACCEPTANCE AND REFUSAL OF AUTHORISATION

POLICY STATEMENT

Under the Education and Care Services National Law and National Regulations, early childhood services are required to obtain written authorisation from parents or guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. We aim to ensure that authorisations are managed consistently and for all staff to understand what does or does not constitute a correct authorisation. Decisions around refusing an authorisation will be made on a case-by-case basis by the service in accordance with the Nominated Supervisor, Police, Regulatory Authority or other Authorities.

BACKGROUND

The Education and Care Services National Regulations requires Approved Providers to ensure their services have policies and procedures in place in relation to the acceptance and refusal of authorisations. 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 authorisation and refusals are to be kept in the child's Xplor file.

Written authorisation documents from a parent/guardian are required for the following situations and the document must have details recorded as specified in the Education and Care Services National Regulations:

- Administration of medication to children.
- Administration of medical treatment, dental treatment, and general first aid treatment.
- Emergency medical treatment and ambulance transportation.
- Transportation - including regular outings, regular transportation.
- Safe arrival of children to the service.
- Excursions, including regular outings.
- Incursion attendance.
- Photography/videography and publishing.
- 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 to provide authority for the child to be taken outside the service.
- Children leaving the premises in the care of someone other than a parent or guardian.
- Sunscreen and insect repellent application.

OVERALL STRATEGIES / HOW WILL IT BE DONE?

CONFIRMATION OF AUTHORISATION

- All authorisation documents 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 parent/guardian or a person named on the enrolment form as having authority to authorise.
- If incomplete or inappropriately signed, the authorisation document will be returned to the parent/guardian/authorised nominee for correction.
- Children will be unable to participate in any activity requiring authorisation until the appropriate document has been correctly completed and signed.

REFUSAL OF AUTHORISATION

All authorisations which are incomplete or incorrectly recorded are to be returned to the parent/guardian/authorised nominee for required adjustments. Written or verbal authorisation may be refused if the authorisation does not comply with National Regulations or Child Protection Legislation. If an authorisation is refused, the Nominated Supervisor will inform the parent/guardian/authorised nominee of the reasoning behind this decision.

The Nominated Supervisor will discuss an alternative arrangement with the family following the refusal of authorisation. If an authorisation is refused by the service, the below information surrounding the refusal will be documented:

- The details of the authorisation.



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- Why the authorisation was refused.
- Actions taken by the service.

Examples of when an authorisation may be refused include, but are not limited to:

- 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 (e.g. person under the age of 16 collecting a child).
- Medication to be provided to a child that is not in original container or prescribed to the child or other breach of the Administration of Medication Policy.
- A breach of the Excursions and Incursions Policy where the person providing consent for an excursion is not listed as a parent/guardian or authorised nominee on the enrolment form.

ADDING OR REMOVING AN AUTHORISED NOMINEE

- A parent/guardian can contact the service at any time to inform that they would like an authorised nominee as stated in the child's enrolment record to be removed.
- Similarly, a parent/guardian can add additional nominees that are not currently included within the child's enrolment record. To do this they will need to complete all details in the Updated Emergency Contacts Form. Once the Nominated Supervisor has checked that this form has been completed in full, the new nominee will be recorded in the child's enrolment record (the parent/guardian can select exactly what they authorise the nominee to do).
- In the event that a parent/guardian would like to add a new nominee, either for a one-off occasion or to permanently add them to their child's enrolment record, and they are unable to complete the Updated Emergency Contacts Form due to unexpected reasons, they can then call the service to give verbal authorisation. The staff member taking verbal authorisation must ensure that the phone is on loud speaker and arrange for a second staff member to hear the authorisation. The first member must then complete an Emergency Contact Update Phone Confirmation Form to include:
 - Child's details
 - Name and details of authorised nominee
 - What the nominee has authorisation to do
 - Date/s for when this applies
 - Name of the parent/guardian giving consent

ROLES AND RESPONSIBILITIES

THE APPROVED PROVIDER AND NOMINATED SUPERVISORS WILL:

- Ensure there are policies and procedures in place for the acceptance and refusal of authorisations and take reasonable steps to ensure those policies and procedures are followed.
- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure all staff (including casual staff) receive information and induction training to fulfil their roles effectively, including being made aware of the Acceptance and Refusal of Authorisation Policy, their responsibilities in implementing it, and any changes that are made over time.
- Ensure students, visitors and volunteers have knowledge of and adhere to this policy.
- Ensure an enrolment record is kept for each child on Xplor, that includes all authorisations signed by a parent/guardian/authorised nominee:
 - 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 regular outings for the child
- Ensure documentation relating to authorisations contains:
 - The name of the child enrolled in the service



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- Date
- Signature of the child's parent/guardian or authorised nominee as named on the enrolment form
- Document all required details if the service refuses an authorisation, as per this policy.
- Ensure all parents/guardians have completed the authorised person's section of their child's enrolment form including authorised nominees, and that the form is signed and dated before the child commences at the service.
- Understand that when a child requires emergency medical treatment for conditions such as anaphylaxis or asthma compliance for authorisation is waived. In accordance with National Regulations, the service can administer medication in these circumstances without authorisation. The following steps will also need to be taken:
 - Contact the parent/guardian or an authorised nominee as soon as practicable after the medication has been administered and emergency services
 - Make a notification to the Regulatory Authority within 24 hours of the serious incident via the [NQA-ITS](#)

EDUCATORS WILL:

- Ensure that written authorisation is provided by the parent/guardian/authorised nominee for a regular outing or regular transportation.
- Ensure that a parent/guardian/authorised nominee signs and dates a permission/authorisation form for an excursion prior to the excursion taking place.
- Check that the person dropping the child at the service, signs the child into the service upon arrival.
- Check that a parent/guardian/authorised nominee, has signed the child out of the service on departure.
- Administer medication only with the written authorisation of a parent/guardian/authorised nominee as per the Administration of Medication Record (which is then stored in the child's Xplor file), except in the case of an emergency, including asthma or anaphylaxis emergency.
- Only allow the child to depart the service:
 - With a person who is the parent/guardian or authorised nominee named in the child's enrolment record
 - With a person authorised by a parent or authorised nominee
 - In accordance with the written authorisation of the parent; or authorised nominee;
 - On an excursion
 - In the case of a medical emergency or another emergency
- Understand circumstances that may lead to refusal of an authorisation - The right of refusal is exercised if authorisations do not comply with National Regulations or Child Protection Legislation as stated in this policy.
- Know what to do 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 service or poses a risk to the safety of children or staff.
- Notify the Nominated Supervisor if a written authorisation does not comply with BDCS policy requirements.

FAMILIES WILL:

- 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 service immediately.
- Advise nominated authorised persons that they could be requested to show photo identification in order to collect their child from the service.
- Sign and date permission/authorisation forms for regular transportation and regular outings, if they wish to consent to the transportation or regular outing.
- Sign and date permission/authorisation forms for excursions, if they wish to consent to the excursion.
- 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 educators/staff, including signing and dating it for inclusion in the child's medication records on their Xplor profile.
- Provide completed medical management plans and/or ASCIA Action Plans where relevant for their child.
- Be familiar with circumstances where authorisations may be refused/not applicable.

CONTINUOUS IMPROVEMENT/REFLECTION



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Our Acceptance and Refusal of Authorisation Policy will be reviewed annually, or earlier if there are changes to legislation, ACECQA guidance, or any incidents related to the policy. This review will be conducted in consultation with children, families, and staff.

CHILD SAFE STANDARDS

Standard 1	Child safety is embedded in organisational leadership, governance, and culture
Standard 3	Families and communities are informed and involved
Standard 5	People working with children are suitable and supported
Standard 7	Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training
Standard 10	Policies and procedures document how the organisation is child safe

NATIONAL QUALITY STANDARD (NQS)

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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	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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 AND NATIONAL LAW

Sec. 165	Offence to inadequately supervise children
Sec. 167	Offence relating to protection of children from harm and hazards
Sec. 175	Offence relating to requirement to keep enrolment and other documents
92	Medication record
93	Administration of medication record
94	Exception to authorisation requirement- anaphylaxis or asthma emergency
99	Children leaving the education and care service
102	Authorisations for excursions
102(c)	Conduct a risk assessment for transporting children by the education and care service
102(d)	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 services must have policies and procedures
170	Policies and procedures must be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
177	Prescribed enrolment and other documents to be kept by approved provider

STATUTORY LEGISLATION & CONSIDERATIONS

[Education and Care Services National Law Act 2010 \(Amended 2023\)](#)

[Education and Care Services National Regulations \(Amended 2023\)](#)

SOURCES

Acknowledgement to Community Early Learning Australia and Childcare Centre Desktop.

Australian Children's Education & Care Quality Authority (ACECQA). (2025).

Australian Children's Education & Care Quality Authority (ACECQA). (2021). [Acceptance and Refusal of Authorisations. Policy Guidelines.](#)



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Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia](#). V2.0, 2022.

Early Childhood Australia Code of Ethics. (2016).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). (Amended 2023).

Guide to the National Quality Framework. (2017). (Amended 2025). [Guide to the National Quality Framework](#).

Revised National Quality Standard. (Amended 2025).

RELATED POLICIES

- Administration of Medication Policy
- Arrival and Departure Policy
- Child Protection Policy
- Emergency and Evacuation Policy
- Enrolment and Orientation Policy
- Excursions and Incursions Policy
- First Aid Policy
- Governance and Management of the Service Policy
- Incident, Injury, Trauma and Illness Policy
- Medical Conditions Policy
- Nutrition and Food Safety Policy
- Record Keeping and Retention Policy
- Providing a Child Safe Environment Policy
- Safe Arrival of Children Policy
- Safe Transportation of Children Policy
- Sun Safety Policy
- Water Safety Policy

RELATED DOCUMENTS

- Administration of Medication Record
- Emergency Contact Update Phone Confirmation Form
- Enrolment Form
- Excursion Permission Form
- Incursion Permission Form
- Updated Emergency Contacts Form

POLICY REVIEWED	NEXT REVIEW DATE	POLICY REVIEWED BY
OCTOBER 2025	OCTOBER 2026	Charlotte Parnaby
MODIFICATIONS	<ul style="list-style-type: none"> • Annual policy maintenance • Updated legislation and other links where necessary 	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	POLICY REVIEWED BY
APRIL 2024	<ul style="list-style-type: none"> • New policy format • Child Safe Standards added • Regulation amendments incorporated • Additional sections added: <ul style="list-style-type: none"> ○ Authorisation requirements ○ Confirmation of authorisation ○ Refusal of authorisation ○ Adding or removing an authorised nominee 	Prue Ritchie
JANUARY 2021		Prue Ritchie