



Acceptances and Refusal of Authorisations Policy

Policy Number	QA7/1	Title	Acceptances and Refusal of Authorisations Policy
Revision	3.0	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	2.0	Effective Date	September 2025

1. Policy Statement

Eastwood Heights OOSH is committed to protecting the health, safety and wellbeing of all children in our care. Obtaining appropriate authorisations from families and authorised nominees ensures that children are only involved in experiences and actions that have been approved by those with legal authority. This policy sets out a clear and consistent process for when and how authorisations are obtained, the requirements for valid authorisation, and the circumstances in which they may be refused. These procedures support legal compliance and promote collaborative partnerships with families based on transparency, respect, and accountability.

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the acceptance and refusal

of authorisations. Written authorisations from parents or authorised nominees help to ensure that the health, safety, wellbeing and best interests of all children are met. Through the authorisation process, parents are informed of risks associated with a matter, and can make an informed choice whether or not to proceed.

3. Procedure

These procedures ensure all necessary authorisations are appropriately obtained, documented, and, when necessary, refused. Furthermore, they clarify what constitutes valid authorisation, the contexts in which authorisations are needed, and how staff are to manage, store, and enforce these permissions. They also describe the rights of the service to refuse authorisation where children's safety may be compromised.

3.1. Collection of Authorisations

The Nominated Supervisor, Administration Officer or Responsible Person in Charge is responsible for ensuring that any documentation provided as authorisation includes all required details. This includes the full name of the child, the date the authorisation was given, when it is intended to apply, the name and signature of the parent or authorised nominee, and any additional information relevant to the activity or event, such as departure and return times or the names of authorised collectors.

3.2. Situations Requiring Authorisations

Authorisation is required under legislation for a range of circumstances, including but not limited to administering medication, children being taken on excursions, children being transported as part of the service, collection of children by persons other than a parent or authorised nominee, and seeking urgent medical treatment. The service also requires written authorisation for access to children's records and participation in off-site or extracurricular activities, or for consent to take and use photographs or recordings.

3.3. Methods of Authorisation

Written authorisation may be provided through a signed form prepared by the service, an email, or an SMS from the parent or guardian's registered contact details. The service may, in exceptional or unforeseen circumstances, accept a verbal authorisation at the discretion of the Nominated Supervisor or Responsible Person in Charge. Any verbal authorisation must

be documented, and steps must be taken to verify the identity of the person providing it.

3.4. Refusal of Authorisations

Authorisations may be refused where the form is incomplete, unclear, or not provided by a person listed as an authorised nominee. Authorisations will also be refused if the proposed arrangement presents an unacceptable risk to the child's safety or wellbeing. Where an authorisation is refused, the service will notify the family and explain the reason, and work collaboratively to resolve the matter where possible.

3.5. Record Keeping

All authorisations, whether written or verbal, must be retained in the child's enrolment record and stored securely. The service will maintain confidentiality in line with our Confidentiality and Privacy Policy and will retain records for the required minimum periods as set out in relevant legislation.

3.6. Educator Practice

Educators and staff must not release a child from the service unless a valid authorisation is in place and the authorised person has presented acceptable photo identification. Children are not permitted to leave the service for activities or to make their own way home without written authorisation from a parent or authorised nominee. Educators are required to follow all relevant procedures in relation to administering medication or facilitating excursions and transport.

4. Roles and Responsibilities

Approved Provider

- Ensure the service has policies and procedures for managing authorisations
- Ensure policies are accessible and regularly reviewed
- Support the Nominated Supervisor in decision-making and

	governance
Nominated Supervisor	<ul style="list-style-type: none"> • Oversee the implementation of this policy • Accept and verify all authorisations • Make discretionary decisions on verbal authorisations in emergencies • Provide guidance and clarification to staff about appropriate authorisation practices
Responsible Person in Charge	<ul style="list-style-type: none"> • Enforce policy procedures in daily practice • Confirm identity of authorised persons collecting children • Communicate with families when authorisations are incomplete or refused
Administrative Officer	<ul style="list-style-type: none"> • File and maintain enrolment records and authorisations in line with regulatory and service requirements • Verify documentation for completeness and flag issues for review by the Nominated Supervisor • Support communication with families regarding forms and policy compliance
Educators and Support Staff	<ul style="list-style-type: none"> • Adhere to procedures when releasing children or administering medication • Communicate clearly with families regarding authorisation requirements • Notify the Nominated Supervisor if they identify inconsistencies in documentation
Families	<ul style="list-style-type: none"> • Provide complete and accurate authorisations as required • Communicate changes to authorised nominees in writing • Respond promptly to requests for updated or additional documentation

5. References

5.1. Statutory Authority

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations

5.2. Relevant Service Policies

- Enrolment and Orientation Policy
- Medical Conditions Policy
- Excursions Policy
- Delivery and Collection of Children Policy
- Confidentiality and Privacy Policy

5.3. National Frameworks

- National Quality Standard (NQS)
- My Time, Our Place V2.0 (MTOP)

6. Legislative Requirements.

Education and Care Services National Law Act 2010

Regulation 92	Services must keep a written medication record for each child.
Regulation 93	Authorisation is needed before giving medication to children.
Regulation 94	Allows emergency action for anaphylaxis or asthma without prior

	consent.
Regulation 96	Children may self-administer medication if authorised and assessed as capable.
Regulation 99	Written permission is required for anyone other than a parent to collect a child.
Regulation 102	Authorisation is needed before children go on excursions.
Regulation 102D	Specific permission must be obtained when transporting children.
Regulation 160	Enrolment records must include authorised contacts and permissions.
Regulation 161	Authorisations must be stored in the child's enrolment record.
Regulation 168	Services must maintain policies on required matters, including this policy.
Regulation 169	Family day care services need additional specified policies.
Regulation 170	Staff must follow all approved policies and procedures.
Regulation 171	Policies must be accessible to staff and families at all times.
Regulation 172	Families must be informed when policies or procedures change.

Revision Chronology

Version Number	Date	Reason for Change
1.0	September 2018	Creation
1.1	October 2018	Endorsed by OOSH executive committee
1.2	March 2021	Review and Evaluation
2.0	August 2025	Reviewed and updated in new policy template