



## Coowarra Out Of School Hours Care Service Inc

# Acceptance and Refusal of Authorisations Policy

### POLICY STATEMENT

Coowarra OOSH aims to ensure that we act in an appropriate manner and keep accurate records to ensure the safety of the children is maintained. Coowarra OOSH will request authorisation from families when required to ensure the safety of the children and Educators and may refuse a request unless the appropriate authorisation is provided.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from parents in certain circumstances. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent/guardian of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)
- 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
- 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
- Authorisation from parent/guardians may also be required if a child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.

### THE APPROVED PROVIDER/NOMINATED SUPERVISOR/MANAGEMENT WILL ENSURE THAT:

- obligations under the *Education and Care Services National Law and National Regulations* are met



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the *Acceptance and Refusal Authorisation Policy* 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
- parent/guardians are provided with a copy of relevant policies for our OSHC 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
  - 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
- 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.
- 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 OSHC Service
- attendance records are maintained for all children attending the OSHC Service
- a written record of all visitors to the OSHC Service, including time of arrival and departure and reasons for visit is documented
- 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



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child, except in the case of an emergency, including an asthma or anaphylaxis emergency

- where a child requires medication to be administered
- required 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 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 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
- 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
- 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, Safe Transportation Policy and Safe Arrival of Children Policy*)
- educators/staff allow a child to depart the OSHC Service only:
  - with a person who is the parent/guardian or authorised nominee named in the child's enrolment record; or



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- in accordance with the written authorisation of the parent; 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*).
- 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).

### EDUCATORS WILL:

- follow the policies and procedures of the OOSH 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 authorisation of a parent/guardian or authorised nominee
- 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:
  - a parent or guardian provides written authorisation with consent on the



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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 OOSH Service only:
  - with the person who is a parent/guardian or authorised nominee named in the child's enrolment record; 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
- follow procedures if an inappropriate person attempts to collect a child from the OOSH Service and poses a risk to the safety of the children and staff (for example, an intoxicated person). (Reg. 99)
- inform the approved provider when a written authorisation does not meet the requirements outlined in OSHC Service's policies.

### **FAMILIES WILL:**

- read and comply with the policies and procedures of the OOSH 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 OOSH 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



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- sign the attendance record as their child arrives/departs 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
- provide a medical management plan and/or ASCIA 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.

### **AUTHORISATION REQUIREMENTS**

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

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| Administration of Medication | <ul style="list-style-type: none"> <li>• Name of the child</li> <li>• <i>Administration of Medication Record</i> is signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication</li> <li>• Authorisation is provided by a parent or guardian for the child to self-administer medication as per their Action Plan</li> <li>• Name of the medication to be administered</li> <li>• Clearly indicate time and date medication was last administered</li> <li>• Clearly indicate the time and date the medication is to be administered</li> <li>• Dosage of the medication to be administered</li> <li>• Method of dosage (e.g.: oral or inhaled)</li> <li>• Whether the medication is to be self-administered (asthma, diabetes)</li> <li>• Period of authorisation (actual days and dates: from and to).</li> <li>• Parent/Carer name and signature</li> <li>• Date the authorisation is signed</li> <li>• Medication must be in its original container or pharmacy pack and bearing the correct child's name</li> <li>• Medication is not past its expiry or use-by date</li> <li>• Medication is administered in accordance with any instructions attached to the medication or provided by a registered medical practitioner</li> <li>• A second person checks the signed <i>Administration of Medication Record</i>, checks the dosage of the medication, &amp; witnesses its administration</li> <li>• The educator administering medication and witness must write their full name and sign the medication record</li> <li>• Details of the administration must be recorded in the medication record</li> <li>• Supervision is provided by an educator whilst a child is self-administering medication</li> <li>• A record is made in the medication record for the child that the medication has been self-administered</li> </ul> |
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| <p>Medical treatment of the child including transport by an ambulance service<br/>(Included and authorised initially as part of the child's enrolment record):</p> | <ul style="list-style-type: none"> <li>• Name of the child</li> <li>• Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service</li> <li>• Authorisation for the transportation of the child by an ambulance service</li> <li>• Name, address and telephone number of the child's registered medical practitioner or medical service</li> <li>• Child's Medicare number</li> <li>• Name of the parent or guardian providing authorisation</li> </ul> |
| <p>Emergency Medical Treatment<br/>(included and authorised initially as part of the child's enrolment record or as updates during enrolment)</p>                  | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                                                                                                             |
| <p>Collection of Children<br/>(included and authorised initially as part of the child's enrolment record or as updated during enrolment)</p>                       | <ul style="list-style-type: none"> <li>• Name of the child</li> <li>• Name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation</li> <li>• 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</li> <li>• Signature of the person providing authorisation and date of authorisation</li> </ul>                                                                |



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| Excursions     | <p>The authorisation must state:</p> <ul style="list-style-type: none"> <li>• name of the child</li> <li>• date of the excursion</li> <li>• reason for the excursion</li> <li>• proposed destination for the excursion</li> <li>• method of transport to be used</li> <li>• route to be taken to and from the excursion</li> <li>• any requirements for seatbelts or safety restraints</li> <li>• period of time away from premise- include time leaving premise and time returning to premise</li> <li>• proposed activities to be undertaken by the child during the excursion</li> <li>• anticipated number of children likely to be attending the excursion</li> <li>• ratio of educators attending the excursion to the number of children attending the excursion</li> <li>• number of staff members and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers)</li> <li>• statement that a risk assessment has been prepared and is available at the service</li> <li>• name of the parent or guardian-providing authorisation</li> <li>• relationship to the child</li> <li>• signature of the person providing authorisation and date of authorisation</li> <li>• details of any water hazards and risks associated with water-based activities (to be included in risk assessment).</li> <li>• items that should be taken on the excursion</li> </ul> |
| 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"> <li>• name of the child</li> <li>• a description of when the child is to be taken on the regular outings</li> <li>• a description of the proposed destination</li> <li>• method of transportation (including walking)</li> <li>• any requirements for seatbelts or safety restraints</li> <li>• proposed activities to be undertaken</li> <li>• proposed time the child will be away from the premises</li> <li>• anticipated ratio of educators to the anticipated number of children</li> <li>• that a risk assessment has been prepared and is available at the OSHC service</li> </ul>                                                                                                                                                                                                                                                                                                           |



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| Confirmation of Authorisation | <ul style="list-style-type: none"> <li>• All authorisation forms received (including the initial enrolment form) are to be checked for completion</li> <li>• 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</li> <li>• If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction</li> <li>• Children will be suspended from any activity requiring authorisation until the appropriate form has been correctly completed and signed</li> </ul> |
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### Children leaving the premises in the care of someone other than their parent:

- Children will only be allowed to leave the Service with an authorised nominee, named in the child's enrolment form.
- Written permission, outlining full name of authorised nominee, contact number and relationship to the child, and if it is a one off authorisation or an ongoing arrangement.
- Adding the authorised person to child's enrolment.
- Email or text from the parents outlining full name of authorised nominee, contact number. This will be for one off authorisations only as ongoing ones need to be added to enrolment.
- Phone permission will only be accepted in an emergency situation where the Responsible Person can identify the caller as the authorised person to give permissions for the child. The person collecting the child must be known to the child
- Photo identification will be checked of all authorised persons collecting a child, by the Responsible Person who are unfamiliar.

### 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.



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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.

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 that is not in original container/pharmacy pack 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

### Considerations

#### NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY |                                   |                                                                                                                                                   |
|----------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |



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| EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS |                                                                                       |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| S. 165                                                            | Offence to inadequately supervise children                                            |
| S. 167                                                            | Offence relating to protection of children from harm and hazards                      |
| S. 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               |
| 99                                                                | Children leaving the education and care service                                       |
| 102                                                               | Authorisation for excursions                                                          |
| 102C                                                              | Conduct a risk assessment for transporting children by the education and care service |
| 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 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                                     |



# Coowarra Out Of School Hours Care Service Inc

## RELATED POLICIES AND DOCUMENTS

|                                          |                                             |
|------------------------------------------|---------------------------------------------|
| Administration of First Aid Policy       | Governance Policy                           |
| Administration of Medication Policy      | Incident, Injury, Trauma and Illness Policy |
| Child Protection Policy                  | Medical Conditions Policy                   |
| Child Safe Environment Policy            | Nutrition Food Safety Policy                |
| Cyber Safety Policy                      | Record Keeping Policy                       |
| Dropping off/ picking up children Policy | Safe Transportation Policy                  |
| Emergency and Evacuation Policy          | Sun Safety Policy                           |
| Enrolment and orientation Policy         | Water Safety Policy                         |
| Excursion Policy                         |                                             |

UPDATED AND ENDORSED: August 2025

DATE FOR REVIEW AND EVALUATION: May 2028