Acceptance and Refusal of Authorisations Policy

(Sourced: *Child Protection Protocol, The Child Safety Standards,* National Quality Framework and The Education and Care Services National Regulations, ACECQA Policy and Procedure Guidelines Acceptance and Refusal of Authorizations, March 2026 VECRA

Policy Statement

- This policy provides a set of clear guidelines and procedures to:
    - ensure that children's enrolment records are maintained accurately at all times.
    - ensure that all educators are aware of their legal obligations in relation to releasing children to authorised persons and the details of this policy.
    - details the roles and responsibilities of parents/guardians and educators in relation to all authorisations that are provided.
    - Snuggles Early Learning Centre considers the safety, rights and best interests of children as the paramount consideration when developing policies and procedures Child safety - Understanding paramount consideration.pdf

Policy Background

This policy is intended to guide Snuggles in obtaining written authorisation from parents/guardians, and/or authorised nominees in some circumstances, to ensure that the health, safety, well-being and best interests of the child are met. These circumstances include but are not limited to:

- self-administration of medication (regulation 92)
- children leaving the service premises (regulation 99)
- children being taken on excursions (regulation 102)
- transport provided or arranged by the service (regulation 102D)
- seeking medical treatment for children and transportation by an ambulance service (regulation 161)

See the Safe use of Digital Technology and online environment Policy for:

- taking of children's photographs (regulation 168)
- posting of children's photographs on newsletters and children voices (168)

Specific policies including Delivery and Collection of Children Policy, Enrolment and Orientation Policy, Medical Condition Policy, Excursion Policy, Safe Transportation Policy, Emergency and Evacuation Policy and Safe Use of Digital Technology and Online Environments (No personal device use) include details of the conditions under which written authorisations will be accepted.

However, there may be instances when a service refuses to accept a written authorisation. This policy helps educators and parents/guardians to understand exactly what they need to do. This policy outlines procedures to be followed when refusing a written authorisation from a parent/guardian or person authorised and named in the enrolment record.

Legislative Requirements

The incident, injury, trauma and illness policy is consistent with, and refer to, the following legislative requirements.

Section/Regulation	Description
Section 2A	Paramount considerations - safety rights and best interests of children
Regulation 92	Medication record
Regulation 93	Administration of Medication
Regulation 94	Exception to authorise requirement anaphylaxis or asthma emergency
Regulation 160	Child enrolment records to be kept by approved provider
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notifications to change to policies or procedures
Regulation 99	Children leaving the education and care service premises

Principles to inform your policy

- The health, safety and wellbeing of children is our number one priority. Our range of safeguards include policies and procedures for the acceptance and refusal of authorisations.
- We value the important role our educators and staff play. They are provided with the necessary training and support to act in accordance with authorisations provided.
- We prioritise good governance and quality management. We ensure that our acceptance and refusal of authorisations processes are effective and transparent and meet all regulatory requirements.

Key Terms

The definitions to some key terms used in the document are as follow:

Term	Meaning	Source

Authorised nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care (FDC) educator.	National Law (Section 170)

Procedures

Protection of all children from harm or hazard is a priority and with that in mind the Child Safe Standards are integral to this policy and the development of respectful procedures around the acceptance and refusal of those seeking to engage in center processes.

Conditions for Refusal of Authorisations

Staff at Snuggles will not allow a minor under the age of 18 years to collect a child from this service.

Snuggles Staff reserve the right to refuse an Authorized nominee to collect a child if:

1. It is thought that they may be under the influence of
    - illicit drugs,
    - prescription or over the counter medication that may have altered their demeanour or
    - if it is thought they have consumed an access of alcoholic beverages,

    and if we feel that the child will be put at risk.

2. The person is considered hostile and the child is considered at risk.

3. It is thought that the parents entry would pose a risk to the safety to the children and staff of the education and care service r conflict with any duty of the provider, supervisor, educator under the law.

4. There is a court order in place preventing their access to the child.
   As per Regulation 157 - the provider, supervisor or family day care educator reasonably believes that permitting the parent's entry would contravene a court order

Please note: children who are educated and care for by Snuggles staff will be protected to the best of our ability, from harm and hazard, however, if the prevention of a child leaving the center jeopardizes the care and wellbeing of other children and or staff at the service, Police intervention will be sought immediately, and we may not be able to effectively deter the child's departure.

Procedures for refusing a written authorisation

On receipt of a written authorisation from a parent/guardian that does not meet the requirements outlined in the related service policy, the Approved Provider or a representative of the Approved Provider, will:

- immediately explain to the parent/guardian that their written authorisation contravenes service policy and that it cannot be accepted
- ensure that the parent/guardian is provided with a copy of the relevant service policy and that they understand the reasons for the refusal of the authorisation
- request that an appropriate alternative written authorisation is provided by the parent/guardian that complies with the requirements of the relevant service policy
- ensure that procedures outlined in the relevant service policy are followed where a parent/guardian cannot be immediately contacted to provide an alternative written authorisation
- follow up with the parent/guardian, where required, to ensure that appropriate written authorisation is obtained.

Links to other policies

This policy if related to the following policies:

- Providing a Child Safe Environment policy
- Excursion and Incursion policy
- Enrolment and orientation policy
- Incident, injury, trauma and illness policy
- Safe transportation of children policy
- Emergency Evacuation Policy and Guidelines
- Governance and Management Policy
- Delivery of children to, and collection from, education and care service premises policy
- Dealing with Medical conditions policy
- Administration of First Aid policy
- Nutrition, Food, Beverages, Dietary Requirements Policy
- Safe Use of Digital Technology and Online Environments (No personal device use)

Induction and Ongoing Training

Snuggles Early Learning Centre is committed to the ongoing training and development of our Educators. Professional development is offered to Educators regularly to support the development, health and wellbeing of children and to support our community.

All policies are accessible on the google drive for staff and the website for families, students and volunteers. Ongoing reflection occurs as a part of the continuous improvement plan and in line with enrolment, orientation and the continued enrolment process evaluation in collaboration with the community.

Evaluation

In order to assess whether the policy has achieved the values and purposes the Directors will:

- If appropriate, conduct a survey in relation to this policy or incorporate relevant questions within the general parent/guardian survey.

- Take into consideration feedback regarding the policy from staff, parents/guardians.
- Monitor complaints and incidents regarding the policy.

Policy Created/Reviewed

This review will be done in accordance with regulations.

Policy reviewed	**May 2026**
Policy Review Date:	**2027**