CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Acceptance & Refusal of Authorisations

Policy

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What do we believe?

At CatholicCare Diocese of Broken Bay, we are committed to the safety and wellbeing of children and hold this at the centre of our decision making and practice. We believe in the principle of paramountcy of the safety of children. This means that the safety, wellbeing, and best interests of the child are the primary consideration in all decisions, actions, and practices. Where there is a conflict between the interests of a child and those of adults or the organisation, the child's safety and wellbeing will always come first.

We recognise that appropriate authorisations provide families with an important opportunity to communicate their wishes and give informed consent for matters relating to their child's care, health, safety, participation and privacy. We believe families should be provided with clear information and support to understand the authorisations required by the service and their right to accept or refuse an authorisation. We also recognise that authorisations must be accurate, current, appropriately documented and managed confidentially to support children's safety and ensure our legal and regulatory responsibilities are met.

What are we going to do?

We will provide families with clear information and support to complete authorisations and will ensure they understand the purpose of each authorisation and the potential impact of refusing one. Educators and responsible persons will verify that authorisations meet legislative/regulatory and service requirements and will ensure children are only collected, transported, provided with medication or medical treatment, taken on excursions or involved in activities requiring consent where the appropriate authorisation has been provided.

Where an authorisation does not meet requirements, we will explain the reason for refusal to the family, provide information about the relevant requirements and request an appropriate alternative authorisation. Any refusal and the actions taken by the service will be documented, with the child's safety maintained at all times. We will regularly review authorisations to ensure they remain current, provide educators with appropriate guidance and training, and work in partnership with families to ensure changes to authorised nominees, medical information, emergency contacts and other relevant circumstances are communicated promptly.

How will it be done?

Obtaining Authorisations

Authorisation must be obtained from parents/guardians or authorised nominees in the following circumstances:

- Medical treatment for the child (regulation 161 (1)(a) (i) (ii)
- Medication record (regulation 92)
- Children leaving the education and care service premises (Regulation 99, sub regulation 4 (a) (i)(ii) (iii) (b) (c) (ca) (d) other than in the case of an emergency
- Transportation for the child by an ambulance service (Regulation 1619iii) (b) (c)
- Administration of medication to a child (Regulation 93 (1) (a)(b)
- Authorisation for excursion (Regulation 102 (1) (2)(3) (4)
- Authorisation for service to transport children (Regulation 102D)

- Authorisation from parents to take, use and store images and videos of children (Regulation 168 (ha)9i)(ii)(iii)
- Authorisation for the use of digital devices by children (Regulation 168 (ha)(iv)(v)
- if relevant,
- An authorisation given under Regulation 102D (4) for the regular transportation of the child.

Parents/guardians will be provided with adequate information and support to complete and maintain written authorisations.

Parents/guardians will be informed of their right to refuse authorisations and the impacts of a refusal.

Authorisations to be kept in the enrolment record

Authorisations must be kept in the enrolment record (regulation 161). These are:

- An authorisation, signed by a parent, carer or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the Approved Provider, a Nominated Supervisor, or an educator to seek:
    - Medical treatment for the child from a registered medical practitioner, hospital, or ambulance service; and
    - Transportation of the child by an ambulance service; and
    - Authorisation from parents to take, use and store images and videos of children (Regulation 168)
    - Authorisation for the use of digital devices by children (Regulation 168)
    - If relevant, an authorisation given under Regulation 102D for the education and care service to take the child on regular outings.

Prior to a child commencing at the service, the enrolment record is checked to ensure that all required written authorisations are completed and signed by the parent /guardian.

Authorisations are monitored, maintained and stored confidentially.

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 delegated authority will:

- Immediately explain to the parent/guardian that their written authorisation does not meet legislative/regulatory and/or policy guidelines.
- Provide the parent/guardian with a copy of the relevant legislation and/or regulation and/or service policy and ensure that they understand the reasons for the refusal of the authorisation.
- Request that an appropriate alternative written authorisation be provided by the parent/guardian.
- In instances where the parent/guardian cannot be immediately contacted to provide an alternative written authorisation, we will follow related policy procedures about the authorisation type. We will also follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained.
- Any refusal of an authorisation and the reasons for the decision and action taken by the service will be documented by the service. Details must be clearly recorded to show how the child's safety was maintained.

Documentation

All authorisations must be documented using the approved CatholicCare form or record and meet the requirements of the relevant National Regulations.

Authorisations must clearly identify the child and, where required, include the date, relevant details and signature of the parent or other person authorised to provide the authorisation.

Required authorisations and records will be retained, kept up to date and stored securely in accordance with the relevant National Regulations and CatholicCare requirements.

Who is responsible?

Roles	Responsibilities
Approved Provider	• Ensure that obligations under the Education and Care Services National Law and National Regulations are met. • Ensure that an enrolment record is kept for each child that includes authorisations signed by a parent or a person authorised to consent to the medical treatment of the child, if relevant, in relation to: o Seeking medical treatment from a registered medical practitioner, hospital or ambulance service o Transportation by an ambulance service o Regular outings and transportation (Regulations 160, 161). o If relevant, an authorisation given under regulation 102D for the education and care service to take the child on regular outings. o Authorisation from parents to take, use and store images and videos of children (Regulation 168) o Authorisation for the use of digital devices by children (Regulation 168) • 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: o A parent or a person named in the enrolment record o A registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted (Regulations 93, 96) o In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation (Regulation 94). • Ensure that children only leave the service premises, FDC residence or approved FDC venue 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). • Where the identity of a person collecting a child is not known to educators, reasonable steps, including requesting government-issued photo identification, may be taken to verify their identity before the child is released. • Ensure all children have appropriate authorisation to leave the service on an excursion or regular outing (Regulation 102). • Ensure the service transports no child without authorisation from a parent or other person named in the enrolment record (Regulation 102D). • Ensure systems requiring authorisations are in place for other legal requirements or quality practices, e.g. photos of children and privacy. (Regulation 168)

Roles	Responsibilities
	• Ensure authorisations are kept up to date. • Ensure educators receive guidance and training on authorisation procedures to promote child safety and legislative compliance.
Practice Manager	• Ensure that obligations under the Education and Care Services National Law and National Regulations are met. • Ensure Nominated supervisors are adhering to the policies at all times. • Support to ensure Nominated supervisors understand their role and responsibilities. • Ensure coordinators are aware of their responsibilities of identity of a person collecting a child is not known to educators, reasonable steps, including requesting government-issued photo identification, may be taken to verify their identity before the child is released. • Ensure systems requiring authorisations are in place for other legal requirements or quality practices, e.g. photos of children and privacy. (Regulation 168) • Ensure Coordinators receive guidance and training on authorisation procedures to promote child safety and legislative compliance.
Nominated Supervisor	• Provide supervision, guidance and advice to ensure adherence to the policy at all times. • Ensure all authorisations are retained within the Enrolment Record, original copy and include: o The name of the child enrolled in the service o The date o The signature of the child's parent/guardian or nominated contact person who is on the enrolment form o The original form/letter/register provided by the service. o Apply these authorisations to the collection of children, medical treatment of or administration of medication, excursion, transportation of children, safe arrival of children transitioning between services and transportation via ambulance, for the safe use of digital technologies and online environments at the service, including capture, use, secure storage and destruction of images and videos of children and the use of digital devices by children • Ensure authorisations are stored with each child's enrolment record. • Ensure that all parents/guardians have completed the authorised nominee section of their child's enrolment form and that the form is signed and dated before the child is enrolled at the service. • 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. • Implement processes for circumstances where authorisations may be refused/not applicable.
Educators	• Apply these authorisations to the collection of children, medical treatment of or administration of medication, excursion, transportation of children, safe arrival of children transitioning between services and transportation via ambulance, for the safe use of digital technologies and online environments at the service, including capture, use, secure storage and destruction of images and videos of children and the use of digital devices by children. • Implement processes for circumstances where authorisations may be refused/not applicable.

Roles	Responsibilities
	• Ensure collection authorisations are in writing and verify the photo identification of unfamiliar authorised collectors before releasing a child to leave premises. • Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided it is noted on medical plans and that parents/guardians are contacted as soon as practicable after the medication has been administered. • Ensure all action plans are carried out in line with the Acceptance and refusal of authorisations policy and procedures. • Ensure that the child's family completes and signs authorisations in the enrolment record and medication record (if relevant) before the child commences at the service. • Implement authorisation systems for other legal requirements or quality practices, e.g. photos of children and privacy. • Ensure authorisations are kept up to date. • Participate in training and professional development on authorisation procedures and child-safe practices to support the safety and well-being of children.
Parents / Guardians	• Ensure that you complete and sign the authorised nominee section of your child's enrolment form before your child attends the service. • Keep child enrolment details forms current, stating who the authorised nominees are, and review and update authorisation details whenever circumstances change and at least annually. • Families are encouraged to promptly notify the service of any changes to authorised nominees, emergency contacts or court orders to ensure records remain current. • Inform the service of your current contact numbers to ensure you are always contactable. • Communicate to the responsible person and staff any individual requests regarding authorisations. • Update educators in relation to any medical conditions, medical plans or ongoing medication requirements. This includes the names of medications, dosages, signs and symptoms, and contact information for any relevant health professionals. • Ensure that where children require medication to be administered by educators or other staff, you authorise this in writing, sign and date it for inclusion in your child's medical record.

National Quality Standards (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 Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.

Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

Education and Care Services National Law and National Regulations	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
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
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

Related documents

Children's Services policies

- *Delivery and Collection of Children Policy*
- *Enrolment, Waiting List, Orientation and Termination Policy*
- *Excursion and Workshops Policy*
- *Medication Policy*
- *Medical Conditions Policy*
- *Safe Arrival and Departure of Children Policy*

Resources

External

- *Children (Education and Care Services National Law Application) Act 2010 No 104 - NSW Legislation*
- *Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation*

Glossary

ACECQA – Australian Children's Education and Care Quality Authorities

The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.

ELC

All centre-based services for children aged 0-5 years including Long Day Care and Preschool services.

Authorised Nominee

A person nominated by a parent or guardian who is authorised to undertake specific responsibilities relating to the child, such as collecting the child from the service.

Authorisation

Written permission provided by a parent, guardian or authorised person that allows the service to undertake a specific action relating to a child.

Authorisation Refusal

A decision by the service not to accept an authorisation because it does not meet legislative, regulatory or service policy requirements.

Child Paramountcy

Child paramountcy refers to the obligation to ensure that the best interests, safety, and wellbeing of children are paramount above all other considerations. All decisions, practices, and actions must prioritise the protection and wellbeing of children, particularly where competing interests exist.

Legislative Requirements

Requirements established by legislation, regulations, rules and other legally enforceable requirements that apply to education and care services.

OSHC

Out of School Hours Care

Practice Manager

A practice manager oversees and supports a cluster of services within a local area. They work with the Nominated supervisor to ensure services operate safely, meet legal and quality requirements, and follow organisational policies. They do not work directly with children day to day.

Risk Assessment

A systematic process of evaluating the potential likelihood and consequences of risks that may be involved in a projected activity or undertaking.

Sign off and review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this policy. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

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5.0	General Manager Children's Services	21 September 2026	2 years	November 2028

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