



ACCEPTANCE & REFUSAL POLICY



Purpose

The purpose of this policy is to ensure that all authorisations relating to the care and safety of children are managed consistently, legally, and in the best interests of the child. This protects children's health, safety, and wellbeing while ensuring families' rights and responsibilities are respected.

Policy Statement

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Scope

This policy applies to, All children enrolled in the service, families and authorised nominees, educators, staff, management, and volunteers, and Visitors engaged in service operations

Legislative Requirements

Education and Care National Law	
Law	Description
165	Offence to inadequately supervise a child
167	Offence relating to protection of children from harm and hazards
Regulation	Description
160	Child enrolment records to be kept by approved provider
161	Authorisations to be kept in enrolment record
162	Health Information to be kept in enrolment record
199	Children leaving the education and care premises
102	Authorisation for excursions
102D	Authorisation for regular transportation
168	Policies and procedures must include acceptance and refusal of authorisations

Relevant National Quality Standard (NQS) Elements

Quality Area 2 – Children's Health and Safety	
2.2	Each child is protected
Quality Area 7 – Governance and Leadership	
7.1	Governance supports the operation of a quality service
7.1.2	Systems are in place to manage risk, and enable the effective management and operation of a quality service

Implementation

The service will:

- Obtain written authorisation (paper or electronic signature) for:

- Administration of medication
- Collection of a child from the service
- Excursions and regular outings (Regulation 102)
- Regular transportation of children (Regulation 102D)
- Medical treatment and ambulance transport
- Ensure only authorised persons collect children.
- Refuse authorisation if it does not meet requirements, or if the safety and wellbeing of the child may be at risk.
- Retain all authorisations and refusals in the child’s enrolment record.
- Follow the Arrival and Departure of Children Policy if an unauthorised or inappropriate person attempts collection.

Refusal of Authorisation

The leadership team is responsible for managing refusals of authorisation to protect children’s safety and wellbeing.

- Parents/guardians must provide any court or parenting orders that restrict a person’s access.
- Educators will be informed., confidentially of any prohibited persons
- Photographs of unauthorised individuals, if provided will be securely stored with the child’s enrolment record for identification and safety
- The Nominated Supervisor ensures documentation is current, securely stored and that staff understand their duty to refuse access.
- Educators must remain vigilant at arrivals and departure, following service procedures if an unauthorised person attempts collection

Procedure

The Approved Provider will:		
1	Collect written authorisations for collection of children in accordance with all relevant legislation and regulations	
2	Ensure the name, address and contact details of each known parent and authorised nominee (including the types of authorisation given to them) are provided in the child’s enrolment form	
3	Inform parents/guardians who disclose they have a child related court order, parenting orders, parenting plan or other relevant legal documentation to immediately provide a copy of this to the Service for confirmation (copies of all documents must be kept in the child’s enrolment record)	
4	Develop and maintain a register of persons who are prohibited by any court order, parenting order or parenting plan from having contact or access to the child - Refusal of Authorisation Register	
5	If photographs of unauthorised persons are provided by the parent/guardians, attach these to the Refusal of Authorisation Register	
6	Adhere to Privacy Laws regarding confidentiality and privacy of information	
7	Ensure all staff are aware of their responsibility to adhere to all current court orders	
8	Ensure all staff are aware of the procedure required in the event of an unauthorised person attempting to contact or collect a child from the Service.	
All staff will:		

DOCUMENT CONTROL					
Policy Title	Acceptance & Refusal Policy				
Document Owner	Taylor Rhodes	Document Author	Angela Dorrian		
Policy Reviewed	2/10/2025	Document Version	V3.1	Revision Due Date	03/10/2026

1	Closely monitor visitors to the Service and refer to the unauthorised people listed on the Refusal of Authorisation Register	
2	Ensure the Refusal of Authorisation Register is kept securely in a file at reception and locked away when leaving the area to avoid breaching privacy and confidentiality laws	
3	Ensure any person attempting to collect a child is authorised on the child's record and can be verified by photo identification before permitting entry into the Service	
4	Ensure written authority is provided for any additions or changes to people authorised to collect a child. This must be completed by the legally responsible parent/guardian.	

UNAUTHORISED PERSON ATTENDS THE CHILDCARE PREMISES

If an unauthorised person attends the Service, the staff at reception will:

1	Discreetly alert the Nominated Supervisor/responsible person or the closest staff available. If available, trigger the Service's panic button located in the reception area to alert others in the service as to the presence of an unauthorised person	
2	Calmly explain to the unauthorised person that you are unable to permit them into the premises and explain why	
3	Attempt to stall or distract the person if they start to become aggressive and/or refuse to leave	
4	Avoid putting themselves or others at risk if the unauthorised person goes to collect the child. It is not always possible to prevent an unauthorised person taking a child.	
5	Educators will not be expected to physically prevent any person from leaving the Service with a child	
6	If such an event occurs, pay attention to details such as: <ul style="list-style-type: none"> • the unauthorised person's appearance and clothing worn (hat, sunglasses, colour of clothing • child's appearance and clothing • direction taken after leaving the premises • make, colour and registration of the car/vehicle 	
7	Provide information to any other staff member handling the situation to advise emergency services/Police	
8	Complete an Incident Record as soon as practicable	

The Nominated Supervisor/Responsible Person or notified staff will:

1	Stay within hearing range to provide support to the staff member dealing with the unauthorised person and seek other available assistance if possible	
2	Alert other staff to action the Services' Emergency Procedures such as lock down or lock out depending on the location of the unauthorised person	
3	Call emergency services/Police on 000 immediately and provide details of the unauthorised person details including any court order information	
4	Follow Police instructions	

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5	Contact the parent/guardian to advise what has occurred and reassure them the Police have been notified	
6	In the instance that the child has been taken by the unauthorised person, contact the Police and parent/guardian and provide updates accordingly	
7	Notify the regulatory authority of the serious incident within 24 hours through the NQA IT System	
8	Provide emotional and wellbeing support to staff and children	
9	Evaluate and review procedures and policies	

Education and Training

Staff will be supported in recognising valid authorisations and understanding when refusal is required based on this policy. Families will be informed of their responsibility to provide up-to-date authorisations at enrolment and throughout their child’s attendance.

Monitoring and Compliance

Nominated Supervisors will monitor that correct authorisation forms are obtained and filed. Compliance with National Law and Regulations will be regularly reviewed during policy reviews and service audits. Non-compliance (e.g., missing or invalid authorisations) will be addressed immediately to ensure child safety and regulatory compliance.

Review

This policy will be reviewed annually or as legislation, regulations, or best practice changes.

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