

Our Purpose

Great care. Every person. Every time.

Our Values



Total Care: delivering care that is safe, effective and person-centred, always



Safety: providing a safe workplace and services free from avoidable harm



Unity - working well together in a great place to work



Accountability - doing the right thing by our stakeholders and ourselves



Innovation - using our imagination - if there's a better way we will find it

Purpose

To provide guidelines for procedures to be implemented at the West Wimmera Health Service (WWHS) Outside School Hours Care (OSHC) Service when:

- Obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment record.
- Refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

Target Audience

This policy applies to children, families, staff, management, visitors, volunteers and contractors of the WWHS OSHC Program.

Definition

Families – includes parents, guardians and children

OSHC – Outside School Hours Care

Policy

The Education and Care Services National Regulations 2011 (Regulation 168(2) (m)) specify that services are required to develop a policy in relation to the acceptance and refusal of authorisations to help educators/staff and parents/guardians understand exactly what they need to do.

WWHS have comprehensive processes in place for managing authorisations that are sensitive to the needs of children and their families.

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.

Under the National Law and Regulations, approved providers are required to obtain written authorisation from families or authorised nominees in relation to but not limited to:

- administering medication to children (regulation 92)
- children leaving the premises in the care of the parent or the authorised nominee (regulation 99)
- excursions, including transportation (regulation 102)



WWHS

- transport provided or arranged by the service (regulation 102D)
- seeking medical treatment for children and transportation by an ambulance service (regulation 161).

Other legal requirements or quality practices may also involve authorisations, such as in relation to photos of children and privacy.

The WWHS OSHC Policy Manual and WWHS OSHC Parent/Guardian Handbook includes 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.

Responsibilities

Roles	Responsibilities
Approved provider	• ensure that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> 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: ○ seeking medical treatment from a registered medical practitioner, hospital or ambulance service ○ transportation by an ambulance service ○ regular outings and transportation (regulations 160, 161) • 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: ○ a parent or a person named in the enrolment record ○ a registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted (regulations 93, 96) • 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) • ensure all children have appropriate authorisation to leave the service on an excursion or regular outing (regulation 102) • ensure no child is transported by the service 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 • ensure authorisations are kept up-to-date • put in place processes for circumstances where authorisations are refused/not applicable. For example: ○ where the service is asked to administer medication that is not in its original container (see regulation 95) ○ when leaving the service, the parent, authorised nominee or person as listed in regulation 99 does not appear to be fit to take the child ○ the child has been given authorisation to leave the service alone, however the environment they would be in is unsafe



	- take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <i>Acceptance and refusal of authorisations policy and procedures</i> - ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection - notify families at least 14 days before changing the policy or procedures if the changes will: - affect the fees charged or the way they are collected or - significantly impact the service's education and care of children or - significantly impact the family's ability to utilise the service.
Nominated supervisor	- implement the <i>Acceptance and refusal of authorisations policy and procedures</i> - 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 - ensure no child is transported by the service without an authorisation from their parent or other person named in the enrolment record - ensure that medication is only administered or self-administered if authorised or, in an emergency, authorisation is provided verbally by: - a parent or a person named in the enrolment record - a registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted - in the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation - 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 - ensure all children have appropriate authorisation to leave the service on an excursion or regular outing - ensure no child is transported by the service without authorisation from a parent or other person named in the enrolment record - 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	- ensure all action plans are carried out in line with the <i>Acceptance and refusal of authorisations policy and procedures</i> - 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 - ensure no child is transported by the service without an authorisation from their parent or other person named in the enrolment record - ensure that medication is only administered or self-administered if authorised or, in an emergency, authorisation is provided verbally by: - a parent or a person named in the enrolment record - a registered medical practitioner or an emergency service if the parent or person named in the enrolment record cannot be contacted - in the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation



	- ensure that children only leave the service premises or 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 - ensure all children have appropriate authorisation to leave the service on an excursion or regular outing - ensure no child is transported by the service without authorisation from a parent or other person named in the enrolment record - implement 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.
Families	- complete and sign authorisations in the enrolment record and medication record (if relevant) before their child commences at the service - complete and sign the authorisation for their child to attend excursions and/or to be transported by the service - ensure any changes to authorisations or contact details are kept up-to-date - be familiar with circumstances where authorisations may be refused/not applicable.

Protocol

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.

WWHS OSHC staff have the right to refuse to:

- Administer medication in certain circumstances. For example, if the medication is not labelled with the child's name.
- Allow a child to leave the service under certain circumstances. For example with:
 - a person who has not been authorised on the child's enrolment record by the child's parent/guardian,
 - a young person who doesn't seem sufficiently mature to safely care for the child,
 - or where the staff member cannot identify the person presenting to collect the child and no identification has been provided,
 - or where a staff member has concerns that the health and welfare of a child may be at risk.
- Refuse to accept a child into a children's service if an enrolment form has not been returned to the service before commencing care.
- Accept a child who has been prescribed medication, to attend the service without the prescribed medication. Including but not limited to medication for anaphylaxis, asthma, diabetes, and allergy.
- Accept a child who has been prescribed medication, that requires a medical management plan without a current plan or letter from a doctor, advising how and when to administer the medication.

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 Nominated Supervisor 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.



WWHS

Title:	OSHC Acceptance & Refusal of Authorisations Policy
Department	Community Health
Approved by	Quality & Safety Governance

- Request that an appropriate alternative written authorisation is provided by the parent/guardian that complies with the requirements of the relevant service policy.
- Provide the parent/guardian with an appropriate form for completion.
- 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 an appropriate written authorisation is obtained.

Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness.
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

Key Aligned Documents

[OSHC - Policy & Procedure Manual](#)

Key Legislation, Acts & Standards

Australian Children's Education & Care Quality Authority
Child Safe Standards
Education and Care Services National Law Act 2010
National Principles for Child Safe Organisations
National Quality Standards (NQS)

References

N/A

Contributors

	Name	Position	Service / Program
Lead Reviewer:		Executive Director	Community Health
Contributors:		Business Performance Officer OSHC Co-ordinator	Business & Strategy Community Health
Committee/s:	Quality & Safety Governance Committee		