

REFUSAL OF AUTHORISATION PROCEDURE

Under the National Law and National Regulations, early childhood services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to make a decision on that person's behalf. Decisions around refusing an authorisation will be made on a case-by-case basis by the Service in discussion with the Nominated Supervisor, Police or other authorities.

Working in conjunction with the *Acceptance and Refusal of Authorisations Policy*, this procedure provides guidance for the service when an authorisation would be refused

Education and Care Services National Law or Regulations (R. S170, S171, 99, 157, and 160) NQS QA 2 and 7: Element 2.21, 2.2.2, 2.2.3 and 7.1.2 Health and Governance practices and procedures

Related Policy: Acceptance and Refusal of Authorisations Policy

IMPLEMENTATION		
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 - <i>Refusal of Authorisation Register</i>	
5	If photographs of unauthorised persons are provided by the parent/guardians, attach these to the <i>Refusal of Authorisation Register</i>	
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:		
1	Closely monitor visitors to the Service and refer to the unauthorised people listed on the <i>Refusal of Authorisation Register</i>	
2	Ensure the <i>Refusal of Authorisation Register</i> 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 <i>Incident Record</i> 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' <i>Emergency Procedures</i> 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	
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	