

# Intereach Children’s Services

## Authorisation, Access, Delivery, Collection, and Refusal of Authorisations Procedure



<b>Applies to</b>	Intereach Out of School Hours (OOSH) and Preschool Services for children aged 3-5 years				
<b>Policy</b>	NQS Two: Children’s Health and Safety Policy				
<b>Version</b>	1.1	<b>Date approved</b>	27/2/2026	<b>Next review date</b>	31/10/2028

### Purpose

To set out clear, child-safe, legally compliant processes for authorisations, access to children, delivery and collection, and the refusal of authorisations at Intereach Children’s Services. This procedure aligns with the Education and Care Services National Law and Regulations, the NSW Child Safe Standards, and the Family Law Act 1975, ensuring children are only released to authorised persons and that decisions are documented, transparent, culturally safe, and child focused. Intereach will comply with regulation 72(1)(a) and only give a child into the care of a person who is:

- a parent of the child
- a guardian of the child
- a person who has lawful authority to collect the child; or
- a person who is authorised by the child’s parent, guardian or person who has lawful authority to collect the child.
- A parent or legal guardian of a child may enter a service’s premises at any time the child is being educated and cared for by the service except when:
  - permitting entry would pose a risk to the safety of the children and staff of the service;
  - permitting entry would conflict with any duty of the provider, supervisor or staff under the National Law; and,
  - Intereach reasonably believes permitting entry would contravene a court order.
- Intereach Children’s Services will not facilitate access visits at any of their services.

### Key Principles

- Compliance with National Law, Regulations, and NQS (Quality Area 2: Children’s Health and Safety).
- Child safety and wellbeing are paramount in all decisions regarding authorisations.
- The health, safety, and wellbeing of every child is the highest priority during arrival and departure.
- Transparency and consistency in accepting or refusing authorisations.
- Verification of identity
- Clear communication with parents/guardians regarding authorisation requirements and decisions.
- Accurate documentation - Documentation and record-keeping of all authorisations and refusals and arrivals and departure of children

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- Respect for family diversity and lawful authority.
- Transparency and accountability in authorisation processes
- Procedures are transparent and communicated to families
- Supervision during transition
- Children are only released to authorised persons.
- Accurate attendance records are maintained.
- Complaints and concerns handled in a child-focused manner.

### Definitions

**Authorisation:** Written or electronic permission from a parent/guardian or authorised nominee for specific actions (e.g., collection, medical treatment, transportation, excursions/regular outings).

**Access to Children:** Permission granted to an authorised person to collect or interact with a child enrolled in the service.

**Acceptance of Authorisation:** Approval of a valid authorisation that meets all regulatory and service requirements.

**Refusal of Authorisation:** Declining an authorisation that does not meet requirements or poses a risk to child safety.

**Authorised Nominee:** A person authorised by a parent/guardian to collect a child and/or provide specified consents.

**Lawful Authority:** Authority granted under law or court order. Lawful authority means a power, duty, responsibility or authority conferred in relation to a child at common law or under an Act (including an Act of the Commonwealth) or by an order of a court.

**Paramount consideration:** Children's safety, rights and best interests override all other considerations when making decisions.

**Child-safe culture:** A service environment where safety, participation, respect and protection from harm are embedded in all practices.

**Culturally Safe Practice:** Respectful engagement recognising diversity, Aboriginal and Torres Strait Islander kinship and cultural needs.

### Responsibilities

#### Nominated Supervisor

- Ensure policies and procedures comply with National Law and Regulations.
- Provide resources and training to staff.
- Implement and monitor this procedure.
- Oversee adherence to procedures, verify authorisations, and manage refusals, arrivals and departure of children.
- Ensure enrolment records include all required authorisations.
- Communicate circumstances where authorisations may be refused.
- Ensure child protection protocols are consistently followed, with all decisions and actions prioritising the safety, rights, wellbeing, and dignity of every child.

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### **Nominated Supervisor / Responsible Person:**

- Support staff in implementing authorisation, delivery and collection, acceptance and refusal of authorisation processes.
- Provide parents/guardians with access to all service policies and procedures.
- Ensure parents/guardians have signed the authorised nominee section of their child's enrolment form.
- Maintain an enrolment record for each child that includes signed authorisations for:
  - 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 families complete and sign all required authorisations (including medication documents) before the child commences care.
- Verify that no child is transported by the service without current written authorisation from a parent/guardian or authorised nominee (except in emergencies).
- Obtain annual authorisation for regular outings.
- Ensure medication is administered only if authorised or in an emergency, following the Administration of Medication Procedure.
- Confirm all children have appropriate current authorisation to leave the service for excursions or regular outings.
- Implement and oversee authorisation processes for legal requirements and quality practices, including media consent and privacy.
- Ensure authorisations are kept up to date and reviewed regularly.
- Implement processes for circumstances where authorisations may be refused or not applicable.
- Inform families about circumstances where authorisations may be refused, during enrolment and through ongoing communication (e.g., newsletters, policy reviews).
- Ensure all supervision requirements are met during delivery and collection of children to and from the service premises, including relevant educator to child ratios maintained (regulations 122 and 123).
- Ensure that all educators, managers and staff involved in administering or verifying authorisations must complete the mandatory national child protection and child safety training required under legislative reforms
- Authorisations related to digital media (photos, videos, recordings) will be managed in accordance with legislative changes requiring safe use of digital technologies in education and care services. Only devices approved by Intereach FDC and compliant with privacy and data-security requirements may be used.

### **Staff and Educators:**

- Be familiar with the Authorisation for access and Acceptance and Refusal of Authorisations Procedure and obtain all authorisations as required.

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- Verify authorisations before releasing children.
- Request photo ID if unsure of authorised person, do not rely solely on the child's identification.
- Refuse release where safety is compromised (e.g., intoxication, aggressive behaviour, absence of required child restraint) and escalate immediately. Document refusals and reasons.
- Always comply with duty of care while the child is in the care of the service.
- Be diligent in checking enrolment forms for authorised nominees and ensure familiarity with nominated persons.
- Ensure children only leave the service:
  - With a parent/guardian or authorised nominee listed in the enrolment record.
  - In cases of medical, hospital, or ambulance care or other emergencies (Regulation 99).
- Restrict collection by persons under the age of 16.
- Deny access to parents/guardians who pose a risk to child or staff safety (refer to *Visitors to Service Procedure*).
- Contact police if parents/guardians are physically or verbally aggressive.
- Comply with current court orders provided by parents/guardians.
- Maintain open communication with parents/guardians about the child at mutually convenient times.
- Ensure the service is contactable during operational hours.
- Do not transport a child without written authorisation, except in a medical emergency.
- Administer medication only if authorised or in an emergency, following the Administration of Medication Procedure (Regulation 94 for anaphylaxis/asthma).
- Verify authorisations for excursions and regular outings before departure.
- Ensure children leave only with:
  - A parent/guardian.
  - An authorised nominee named on the enrolment.
  - A person listed in the enrolment record.
- Allow collection by others only if:
  - Written authorisation is provided by a parent or authorised nominee with photo ID.
  - The child is taken for urgent medical treatment or another emergency.
- Complete attendance record when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator
- Implement authorisation processes for media consent, sunscreen, insect repellent, etc.
- Regularly check that authorisations are current and up to date.
- Report all incidents or refusal of collection of children immediately to the Nominated Supervisor.
- Consider the child's voice and safety cues at collection and pause release if a child expresses fear/distress; escalate to Nominated Supervisor.

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### Parents/Guardians:

- Be aware of the requirements of delivery and collection of children from the service promises.
- Provide written authorisation should they require a person (other than a person listed on the enrolment record) to collect their child from the service. ensure that authorised persons are prepared to show photo ID upon collection of a child.
- Complete the attendance record when their child arrives and leaves (Refer to the *Attendance and Absence Procedure*); and,
- Complete and update enrolment forms, nominating at least one authorised person with contact details.
- Provide copies of any current court orders to the Nominated Supervisor. Notify the service in writing of any changes to court orders promptly.
- Complete the enrolment form, nominating at least one authorised person and providing full contact details.
- Sign and keep medical documents up to date before the child starts care.
- Provide written authorisation for:
  - Excursions and regular outings.
  - Emergency transport for medical treatment (hospital, ambulance).
- Inform the service immediately of any changes to authorisations or contact details.
- Be aware of situations where authorisations may be refused.

### Procedure

Intereach recognises the diversity of families within the community and the complexities of family situations. Intereach Children's Services staff will safeguard the children's safety in the service by ensuring that only authorised people have access to the children who are provided with education and care in the service. Children's enrolment records will include details of any court orders, parenting orders or parenting plans in relation to the child or access to the child.

A child's enrolment record must identify who is authorised to collect the child from the children's service.

- Obtain required written authorisations at enrolment for collection, excursions, medical treatment, and transport.
- Review and reconfirm authorisations annually and whenever legislation or family circumstances change (e.g., new court orders)..
- Verify authorised person before releasing child; request photo ID if needed.
- Refuse authorisation if:
  - Medication is not in original packaging or expired.
  - Person collecting child appears unfit (e.g., under influence of drugs/alcohol).
  - Collection would breach a court order.
- Document **refusals in incident report** and inform parents.
- In emergencies (e.g., anaphylaxis), administer medication without prior authorisation and follow reporting protocol.

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- Contact emergency services or police if child safety is at risk.

### **Authorised Access**

Children leave the service only: with a parent/guardian; with an authorised nominee listed in the enrolment record; under written authorisation of a parent/authorised nominee; on an excursion/transport with written authorisation; or for medical/emergency reasons (Reg 99).

(Refer to *Delivery and Collection and Safe arrival of Children Procedure* and *Enrolment and Orientation Procedure*).

Visitors are welcomed and considered valuable to the service, but strict safeguards are in place to ensure children's health, safety, and wellbeing and will not be left alone with children (*Refer to the Visitors to the Service Procedure*)

No information or documents are shared with persons restricted by court order; access is denied and police contacted if orders are breached.

### **Concerns for the Safety, Health and Wellbeing of Children**

- Staff must exercise duty of care and prevent a child from leaving with an authorised person if they appear unfit (e.g., ill, under influence of drugs/alcohol) or too young to safely care for the child.
- If unable to prevent collection:
  - Inform the Nominated Supervisor immediately.
  - Seek advice from an authorised officer if necessary.
- If there are concerns a child is at risk of harm, make a referral to Child Protection services (e.g., Child First or Department of Human Services).
- All staff must be familiar with child protection protocols and their roles in safeguarding children.
- Document all incidents and actions taken in accordance with service procedures.

### **Children with Court Orders**

- Prevent any person forbidden by a court order from contacting or collecting the child.
- Do not share any information or documents with restricted persons.
- Where possible, prevent the restricted person from entering the premises (refer to Visitors Procedure).
- Act only on court orders that are on file at the service.
- Contact police immediately if a person breaches a court order and report the incident as per service procedures.
- Provide opportunities for discussion with the legal custodian regarding the situation.

### **Children in Care of the Minister**

- Follow procedures as per Children and Young Persons (Care and Protection) Act 1998 and Children's Court orders.
- Release the child only for supervised access visits authorised by the NSW Department of Communities and Justice (DCJ).
- Ensure the DCJ nominated worker:

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- Is listed on the child's enrolment form.
- Provides photo identification (licence or staff ID).
- Signs the child in and out, recording times of departure and return.
- Deny entry if allowing access would breach a court order.

### **Acceptance and Refusal of Authorisations**

The service obtains written authorisations from parents or authorised nominees to ensure every child's health, safety, wellbeing, and best interests are protected.

#### **Obtaining and Keeping Authorisations**

- Include all required authorisation details in the enrolment form (child's name, date, parent/guardian signature, authorised persons' details).
- Review enrolment and authorisation documents annually or when legislation changes.
- Check enrolment details for accuracy before the child starts care.
- Ensure authorisations cover:
  - Medication administration.
  - Collection and delivery of children.
  - Excursions and transportation.
  - Medical treatment and ambulance transport.

#### **Exception of Authorisation**

In anaphylaxis or asthma emergencies:

- Call 000 and follow emergency guidance.
- Record medication administration and complete an incident report.
- Notify parents as soon as possible.
- Obtain parent signature when collecting the child.

#### **Circumstances Where Authorisations May Be Refused**

- Medication not in original packaging, expired, or not prescribed for the child.
- Person collecting the child appears unfit or incapable of safe care including:
  - appears under the influence of drugs or alcohol.
  - displays signs of serious illness or physical impairment that affects ability to supervise the child.
  - shows aggressive or erratic behaviour that could compromise child safety.
  - is visibly distressed or emotionally unstable, making safe supervision unlikely.
  - a young, authorised person (e.g., sibling) who is not mature enough to safely care for the child.
- fails to provide appropriate safety equipment (e.g., car seat for transport).
  - demonstrates lack of understanding of child's needs or required medical care.

Document refusals in the incident report, including reasons and actions take

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- Authorisations will also be refused where the authorisation conflicts with the paramountcy principle or where the safety, rights or best interests of the child may be compromised under the amended National Law.

### **Implementing Authorisations**

- Provide staff training on authorisation processes.
- Regularly check authorisations are current and valid including:
  - ensuring names, addresses, and contact details of authorised persons are accurate.
  - confirming signatures and dates are up to date and not expired.
  - checking that medical treatment authorisations (including ambulance transport) are still valid.
  - reviewing excursion and transport consents annually or when circumstances change.
  - confirming medication authorisations match current prescriptions and are within expiry dates.
  - updating records promptly when families provide new information or court orders.
- Consult the Nominated Supervisor if unsure about any authorisation.
- Communicate clearly with families when authorisations are refused.
- If child or staff safety is compromised, implement emergency procedures and contact emergency services.

### **Delivery and Collection of Children**

- Follow the authorisation for access and acceptance and refusal of process during delivery and collection of children
- Children must be signed in and out by an authorised person using the service's attendance record (Regulation 158). (Refer to *Attendance and Absence of Children Procedure*)
- Verify identity of the authorised person with photo ID if unfamiliar.
- Ensure the authorised person is listed on the enrolment record or has written authorisation from the parent/guardian.
- Children may not leave the premises unaccompanied unless:
  - Written authorisation is provided by the parent/guardian for independent travel (Regulation 99).
  - The child demonstrates maturity and safety awareness as assessed by the service.
- Restrict collection by persons under 16 unless assessed as capable and authorised in writing.
- If the authorised person appears unfit (e.g., under influence, aggressive, lacking car seat), refuse collection and follow incident reporting protocol.
- In case of dispute or court order restrictions, prevent access and contact police if necessary.
- Document any refusal of collection and notify the Nominated Supervisor immediately.

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Entrance/exit to the premises must be secured at all times and/or risk assessments are in place to ensure safe entry and exits of children.

- Inform parents/guardians it is their responsibility to closely supervise children, particularly if any hazards such as vehicles, bushes, glass, or ponds, are in the entry/access route to the handover area. This relates to delivery and collection until the handover of the child has occurred.

For preschool children aged 3–5 years, take additional precautions to ensure a safe handover. The educator must visually verify the authorised person, and approved person must complete the sign-out process.

### **Arrival (Delivery)**

- Children remain under the supervision of their parent/carer until the service officially opens.
- Children remain under the supervision of the person delivering them until signed in.
- Sign-in process:
  - Parent/guardian or authorised nominee signs the attendance record (digital or paper).
  - Record includes child's full name, time of arrival, and signature.
- Educators greet children and families, ensuring a smooth transition and providing an opportunity for information sharing.
- If arriving from school (OOSH), educator completes sign-in and verifies attendance.
- Educators will physically sight or make contact with all children when they arrive.
- Any medication must be handed directly to educators and recorded according to the Medication Procedure.
- Children's belongings are placed in the designated area and collected at the end of the day.

### **Departure (Collection)**

- Only parents/guardians or authorised nominees listed on the enrolment form may collect children.
- Sign-out process:
  - Person collecting signs the attendance record with time and signature.
- Photo ID must be shown if the person is unknown to staff.
- No child is released to anyone under 16 years of age or unauthorised persons.
- In emergencies, written or verbal authorisation from the parent is required and documented.
- If a parent/guardian needs someone not listed on the enrolment form to collect their child in an emergency:
  - They must provide authorisation including the person's full name and an identifiable document (e.g., driver's licence).
  - Approval must be received in writing (email) or verbally via the service mobile.
  - The person collecting must show photo identification to educators before the child is released.
- All authorised persons must sign the child out, noting the time of departure, using the attendance record.

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- If the service has not been notified and someone other than the parent/guardian or authorised person arrives:
  - The service will contact the parent/guardian for authorisation.
  - A text message or written confirmation must be received before releasing the child.
  - The child will not be released until proper authorisation is confirmed.
- Educators must check and comply with any court orders related to collection:
  - If allowing a parent/guardian entry would breach a court order, access will be denied.
  - Refer to the Authorised Access to Children Procedure for guidance.

### **Safety and Supervision**

- Adequate supervision during arrival and departure.
- Educator-to-child ratios maintained at all times.
- Secure handover areas to prevent unauthorised access.
- Risk assessments conducted annually and after any incident.

### **Exceptions**

- Children may leave the premises only if:
  - In care of parent/authorised nominee.
  - With written authorisation for excursions or transport.
  - For medical or emergency reasons.

### **Signing in and out**

- Educators will check attendance records to ensure children have been signed in and out correctly.
- Children leaving the premises for a period of time, such as to attend an appointment, must be signed out and signed back in.
- Provide correct attendance records and ensure they are completed correctly at ALL locations where a handover occurs. Each child must be pinned IN and OUT each day with arrival and departure times.

### **Late Arrival/Absence or Late Collection**

- Educators will attempt to contact parents/guardians, emergency contacts, or authorised nominees if a child has not arrived as expected.
- During school terms, the child's school will also be contacted to confirm attendance.
- If multiple attempts to locate the child or contact parents/guardians are unsuccessful, educators will notify the police.
- If contact cannot be made regarding a child's non-attendance, educators will follow:
  - Intereach Children Services Attendance and Absence Procedure, and/or
  - Missing Child Procedure and notify the police as required.
- Parents/guardians will be contacted immediately if a child is not collected by closing time.

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If the service cannot reach the parent/guardian, emergency contacts will be called. If emergency contact don't answer police will be notified.

- A late fee applies for children collected after closing time or booked hours (refer to *Payment of Fee Procedure*). This fee will be enforced without notice.
- Ensure children's belongings are placed in the appropriate area and collected at the end of the day.
- When a child is absent, the parent/guardian or educator will mark the attendance sheet (refer to Attendance and Absence Procedure).

### Key compliance requirements

- Maintain accurate **attendance records** for arrival and departure.
- Ensure **written authorisations** for any person other than parent/authorised nominee collecting a child.
- Conduct **risk assessments** for safe arrival of children, especially when travelling between services.
- Ensure all staff complete mandatory **child protection** and **child safety** training and adhere to all mandatory reporting **requirements**. **Display prescribed information** and keep enrolment and authorisation records accessible. [acecqa.gov.au]

### Monitoring and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, staff, volunteers, and students or when there is a legislative change.

### National Quality Framework

Element	Concept	Description
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.
3.1	Design	The design of the facilities is appropriate for the operation of a service.
3.2.1	Inclusive environment	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments.

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<b>Element</b>	<b>Concept</b>	<b>Description</b>
<b>4.1</b>	Staffing arrangements	Staffing arrangements enhance children's learning and development.
<b>5.1</b>	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
<b>7.1.2</b>	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
<b>7.1.3</b>	Roles and Responsibilities	Roles and responsibilities are clearly defined, understood, and support effective decision making and operation of the service.

### **Compliance and Reference**

<b>Legislation</b>	<p>Education and Care Services National Regulations consolidated 2017 – Reg: 86, 92-94,96,99,102,102D,158,160, 168,170, 175, 102AAB &amp; 102AAC</p> <p>Education and Care Services National Law Act 2010</p> <p>Family Law Act 1975</p> <p>Children and Young Persons (Care and Protection) Act 1998 (NSW)</p>
<b>Standards or other external requirements</b>	<p>Australian Children’s Education and Care Quality Authority (2017), National Quality Standards</p> <p>Australian Children’s Education and Care Quality Authority (2017), Guide to the National Quality Framework</p> <p>Child Safe Standards (NSW)</p> <p>Department of Education, Employment and Workplace Relations, Childcare Service Handbook 2018-2019</p> <p>Early Childhood Australia (2016), Code of Ethics</p>
<b>Internal Documentation</b>	<p>Intereach Child Safe Policy</p> <p>Illness, Incident/Injury/Trauma, infectious disease and immunisations procedure</p> <p>Attendance and Absence of children procedure</p> <p>Managing Medical Condition, Medication administration and First Aid Procedure</p> <p>Excursion and Regular Outing Procedure</p> <p>Enrolment and Orientation Procedure</p> <p>Visitors to the Service Procedure</p> <p>Attendance Record</p> <p>Communication Plan</p> <p>Enrolment Form</p>

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	Enrolment Update Form ASCIA Action Plan for Anaphylaxis Medical Management Plan Medical Condition Risk Minimisation Plan Medication Administration Form Authorisation for transport and regular outings Excursion and transportation form Arrival and Departure for School Aged Children Child Safe Risk Assessment Plan
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### **Document Control**

<b>Version</b>	<b>Date approved</b>	<b>Approved by</b>	<b>Next review date</b>
1.0	31/10/2025	Authorisation for access, Approval and Refusal and Delivery and collection of children combined as one procedure and included requirements for Preschool Children aged 3-5 years. Approved by: N. Brown – Manager, Compliance, Safety & Risk	30/10/2028
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