

Acceptance and Refusal Procedure



WHAT are we talking about in this document?

Under the National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians, and authorised nominees in some circumstances, to ensure that the health, safety, wellbeing and best interests of the child are met.



WHO is this for?

This procedure applies to children, families, staff, management and visitors of the service.



WHY do we need this procedure?

We aim to ensure that all educators, staff and volunteers are consistent in how authorisations are managed and understand what does or does not constitute a correct authorisation which may lead to a refusal.

THE IMPORTANT STUFF

This procedure is to be followed when an unauthorised person arrives to collect a child. Including where a parent/guardian or authorised person telephones the service to notify that such a person will be collecting their child.

1. Request that the parent/guardian or authorised person email the authorisation, detailing the name, address and telephone number of the person who will be collecting the child.
2. Only persons over the age of 18 are able to pick up a child from the service.
3. Request photograph identification and photocopy for child's enrolment file.
4. Check ID against the authorised persons in the child's enrolment file and/or email or phone text communication from Parent/Guardian.
5. If ID can be validated and person is authorised, allow them to collect the child and assist them in using the Kiosk system on the iPad to sign child out.
6. If this is a new Authorised Person, when the Parent/Guardian next attends the service, clarify if they wish to add this person to their child's enrolment file and ask Parent/Guardian to initial and date the amendment.
7. If the ID of the person collecting the child cannot be validated do not release the child into their care.
8. Contact the Parent/Guardian immediately to make arrangements for another authorised person to collect the child.

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1. Request photograph identification and photocopy for child's enrolment file (Only persons over 16 years allowed to collect children).
2. Check ID against the authorised persons in the child's enrolment file and/or email or phone text communication from Parent/Guardian.
3. If person is not on Authorised Persons list, contact Parent/Guardian and advise someone without authorisation has arrived to collect their child.
4. If they wish to authorise the person to collect their child, Parent/Guardian must send written authorisation immediately.
5. No further action is to be taken until written authorisation from the Parent/Guardian is received. Do not release the child and complete Refusal of Authorisation Form.
6. If the Parent/Guardian states, they do not want that person to collect their child we advise the unauthorised person they are unable to collect the child as we do not have written consent from the Parent/Guardian.
7. Ask unauthorised person to leave the premises.
8. If unauthorised person refuses to leave the premises, advise them you will need to call the police.

9. If there is deemed to be any risk from the unauthorised person towards children, staff and families lock down procedure must be carried out. (Refer to Lock Down Procedure)
10. Complete Refusal of Authorisation Form and store in child's enrolment file.