



Summary Table – 2017 ECE Incidents

The table attached summarises the incidents the Ministry of Education received about early learning services.

It includes a high-level summary of the Incidents received, and the action undertaken in response. The summary does not include every action we, a service, or another agency may have taken.

Where appropriate we have indicated where a service has subsequently closed.

Incidents summary

This is a summary of the complaint drawn from the complainant's own words. It should not be read as a statement of fact.

Explanatory Notes

This is a summary of the action that was undertaken in response to the incident notification.

Incident Summary	Explanatory Notes
A child fell off playground equipment and fractured his arm resulting in the need for surgery.	The Ministry met with the service to discuss modification of the playground equipment to ensure safety. Changes were made to the playground equipment. The incident involved a Worksafe notification.
Service provider contacted the Ministry seeking advice after discovering bruising on a child which was believed to be the result of abuse from the child's parent.	The Ministry provided advice and information to the service provider and was satisfied that the service was meeting their child protection responsibilities in working with Oranga Tamariki.
A child displayed inappropriate behaviour towards other children.	The service contacted Oranga Tamariki and suspended the child's enrolment from the service. The Ministry supported the parent of the child to access another service and brokered support at the new service.
Notification of a child tripping and hitting their head requiring stitches.	A notification was also made to WorkSafe. No further action required.
A child fell and hurt his leg resulting in the need to visit a doctor.	The Ministry was satisfied that the service responded appropriately and notified Worksafe. No further action was required.
A parent arrived in a state of distress to pick up their child.	The service contacted Oranga Tamariki who responded to the issue and provided support for the family.
There was an attempted abduction of a child while the child was walking home from the centre with her father.	The service involved the NZ Police and the person at the centre of the abduction attempt has been arrested. The Ministry provided traumatic incident support to the family and service and also offered support to nearby ECE services.
A child was injured and required a visit to the hospital when another child pushed them from play equipment.	The service worked with the Ministry to access additional learning support for the child who pushed the other child. The Ministry found the service provider had worked with all appropriate agencies including Worksafe and Oranga Tamariki in responding to the accident and both children have since returned to the service.
A child fell onto some bars awkwardly and fractured his leg.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
A child fractured his leg after another child accidentally pushed him off play equipment.	The Ministry found the service had responded appropriately to the accident and had notified Worksafe. No further action was required.
The service provider informed the Ministry of an altercation that occurred between a student teacher and a permanent staff member.	The Ministry found the service provider had managed the incident to ensure the children weren't exposed to the altercation. The employment of the student teacher was terminated and the service provider worked with NZ Police as the person was subsequently trespassed from the service.
Notification from service of a child testing positive for a serious infection.	The child and family members were excluded from attending the service for the duration of the infection. The service was notified by the local District Health Board and subsequently also notified WorkSafe. No further action was required as the child did not attend while ill.
Notification from service that a child left the service unattended by an adult and was found in the carpark.	The service responded by reviewing the incident and putting processes in place to mitigate any similar incidents.
Service advised the Ministry that a child had disclosed abuse occurring at home.	The service followed their child protection policy and contacted all the appropriate agencies including NZ Police and Oranga Tamariki. The issue was dealt with confidentially by Oranga Tamariki.
Service informed the Ministry of two children at the service who were diagnosed with infectious illnesses.	The service worked with local District Health, informed all parents about the incident and disinfected the premises over 2 days. Children with illnesses remained away from service until tests were clear.
A staff member was stood down due to arriving at the service under the influence of alcohol.	The Ministry is satisfied that the service followed all expected processes in managing the incident including standing the teacher down and connecting with the Education Council.
Notification from service after a staff member allegedly hit a child.	The staff member was stood down and immediately resigned from the service.
A child cut themselves on playground equipment which resulted in the need for stitches.	The playground equipment was reviewed and the item that caused the cut was removed. The service notified Worksafe.
A child was admitted to hospital after suffering from a seizure.	The service responded appropriately. No further action was required.
A child left a service unnoticed by staff members.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Notification after Ministry of Health confirmed a case of gastrointestinal illness in a child at the service.	The service followed its infectious illness policy and worked with local health officers. No further action was required.
Service contacted the Regional Public Health Officer and the Ministry after they had experienced a high level of illness among staff and children.	The Regional Public Health Officer reviewed the service and provided a Health Report indicating non-compliance with maintenance, bedding, kitchen and ventilation. The service provider immediately addressed these concerns and no further action was required.

Incident Summary	Explanatory Notes
The service provider notified the Ministry that a child arrived at the service with illegal substances in their backpack.	The service notified NZ Police. The child was collected by their emergency contact person. The Ministry investigated, finding that the service responded appropriately by involving NZ Police no further action was required.
Notification after a child received stitches from falling off outdoor play equipment.	The incident was notified to WorkSafe but did not meet their threshold for investigation. No further action required.
Notification of an incident where a child was restrained.	Ministry learning support staff provided assistance to the service on a behaviour management plan for the child and appropriate practices.
Notification after a child was found by a community member after leaving the service unsupervised.	The service identified that the child opened the gate by themselves. The service installed a new second gate to ensure that children could not open it unassisted.
Notification of serious misconduct by a staff member after they hit a child.	The service followed its Child Protection and staff discipline policies and the staff member was dismissed.
A child was able to remove a cover from the front fire exit door handle, open the door, and reach the outside of the centre. Staff saw the incident and brought the child back inside immediately.	The service notified the Ministry, and carried out a full review of supervision arrangements for the child. The centre installed a child-proof lock, approved by the fire department and the local council, on the fire exit door.
Notification from a service who called an ambulance to attend to an ill child.	The child was discharged from hospital the next day. No further action was required.
Notification from Oranga Tamariki of an investigation into an allegation of abuse against a child by a staff member at the service.	Investigation was carried out by Oranga Tamariki and NZ Police and the staff member was stood down while the investigation took place. The Ministry's Traumatic Incident Team supported the service in response to the allegations. Allegations were not substantiated and the staff member subsequently returned to work.
Notification after a child required surgery resulting from jamming their thumb in a door.	Ministry found the service had worked with appropriate agencies including notifying Worksafe and no further action was required.
Notification after a child slipped and broke their leg in the service's outdoor space.	The service confirmed that the incident report had been provided to parents. Worksafe advised no notification was necessary. The service's supervision was reviewed and repairs were carried out to the outdoor area to prevent further incidents.
Notification of historical allegation of physical ill treatment by staff member.	The service worked with Oranga Tamariki and NZ Police who determined they would not be progressing an investigation. No further action was required.
The service contacted the Ministry to advise that a parent of a child at their service had concerns that the child was being abused by the child's other parent. The service had contacted Oranga Tamariki.	The service had responded appropriately in involving Oranga Tamariki under its Child Protection Policy and no further action was required.
Incident involved a child pulling a hāngi cooker on themselves at a parent fund raising activity, resulting in burns to chest, neck and shoulders.	The Ministry found that the service responded appropriately to the accident. The service made changes to their practice involving hāngi events to ensure this could not happen again.
A playspace at the service was flooded due to equipment malfunction.	The service notified the Ministry, and did not use that playspace until it was dried out. The service had the capacity for all the children attending without use of that playspace. Repairs took place over the weekend immediately following the incident.
A child fell through a gap in play equipment and broke their arm.	The service contacted the Ministry and Worksafe. The play equipment was found to meet the NZ Playground Safety Standard, but the service had a barrier added so the gap was completely covered. Worksafe was satisfied that no further action was required.
A child was diagnosed with whooping cough.	The Ministry was satisfied that the service responded appropriately and worked with local Health officers. No further action was required.
Notification after a child left the service by climbing the boundary fence.	The service reviewed their supervision plan, outdoor environment, induction process, and behaviour management. The service took steps to improve the fencing and outdoor space.
A service notified the Ministry that a parent of a previously enrolled child was making derogatory comments on a local website and the NZ Police had been involved.	The NZ Police provided advice to the service and the Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a teacher was stood down while they were investigated for pulling a chair from under a child.	The service advised NZ Police of the incident and the investigation resulted in the teacher being dismissed. The Education Council was also notified.
Notification after a child passed away soon after being picked up from the service.	NZ Police and WorkSafe investigated while the Ministry's Traumatic Incident Team supported the service. The Ministry investigated a complaint received about the incident in March 2018, and the service was placed on a provisional licence. No breaches were identified and the service has since returned to a full licence.

Incident Summary	Explanatory Notes
The service reported a serious near miss where a child climbed into a storage container, and was accidentally locked inside for a short time. The child was discovered, distressed but without physical injuries, and recovered quickly with care from staff.	The service immediately notified the Ministry and apologised to the child's parents. The service provider carried out a full hazard review, removed all containers of that type from all of its services, and reviewed and updated its supervision practices.
Notification after a child's fingers were jammed in a door by another child and required surgery.	The service submitted an incident report and notified WorkSafe. The door was removed to prevent similar incidents from occurring. No further action was required.
Notification of two separate referrals made to NZ Police, and Oranga Tamariki about two children.	Ministry was satisfied that the service was working with appropriate agencies including NZ Police and Oranga Tamariki. No further action was required.
A child broke their arm after falling off a handrail.	The Ministry found the service had responded appropriately to the child's injury and notified Worksafe. No further action was required.
Service advised that they had dismissed a staff member after they had failed to disclose underlying health issues which impacted on employment.	A referral was made to the Education Council. No further action was required from the Ministry.
Service advised that a child had exited the service by climbing the fence, and was retrieved by staff immediately.	The service met with the child's parents, and developed a supervision plan for the child, who had been identified with additional learning needs. The Ministry visited the service and confirmed that the supervision practices at the service met licensing criteria requirements.
Door slammed shut in gust of wind on child's finger, requiring surgery.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
Service notified the Ministry that they had notified Oranga Tamariki about a disclosure of abuse made by a child at the service.	The Ministry was satisfied that the service was working with Oranga Tamariki to investigate the child's disclosure.
Notified of an incident where a child broke their leg on outdoor play equipment.	The service responded to the incident appropriately by notifying Worksafe and reviewing relevant policies and procedures to make recommended changes.
Service notified the Ministry after a child dismounted from a trapeze resulting in hospitalisation for an arm fracture. The service had notified WorkSafe.	Ministry found the service had responded appropriately to the incident by notifying Worksafe and reviewing the accident. The child returned to service after discharge from hospital.
Service notified the Ministry after a child was administered part of an antibiotic dose that was intended for another child.	The Ministry found the service had managed the incident in line with regulatory requirements. They had notified the child's parents immediately and reviewed their medication admin procedures to ensure all staff understood the policy and procedure. No further action was required.
Service notified the Ministry that a child broke their arm in the playground.	The Ministry was satisfied that the service responded appropriately and had notified Worksafe. Evidence of adequate soft fall surfacing was provided.
Notification from service of a parent verbally abusing staff in front of children on multiple occasions.	The Ministry provided advice and guidance on Child Protection policy and procedures as well as Regulation 57 about excluding the parent from the service. No further action was required.
Ministry informed about the use of bunk beds outdoors.	The Ministry worked with the service provider to ensure health and safety concerns were mitigated.
Notification that a child fell from play equipment and broke their arm.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
Notification from service of historical allegations of abuse and serious misconduct against a staff member working for the service provider.	The service provider stood down the staff member while the NZ Police investigated. Oranga Tamariki was also notified of allegations. NZ Police investigation found allegations to be unsubstantiated and the staff member returned to work.
Complaint about an incident where a child fell on timber decking and cut cheek on an exposed nail.	The Ministry found the service had reviewed the incident and relevant policies and procedures. The service made immediate improvements to comply with regulatory requirements.
Notification from service about a dispute with a parent in relation to feeding practices for child. Parent was trespassed from the service by NZ Police after an altercation with management.	The Ministry provided advice and guidance on the service's relevant policies and procedures. The service reviewed how it communicates with parents and worked with NZ Police in managing hostile behaviour of parent. No further action was required.
A child got their finger stuck in an umbrella and needed to visit a hospital.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
A child left the service briefly unattended by an adult.	The Ministry was satisfied that the service responded appropriately by fixing the gate. No further action was required.

Incident Summary	Explanatory Notes
A child fell from climbing frame and received friction burns around neck.	The Ministry found that the service had responded appropriately to the accident including notifying Worksafe. The playground was checked against relevant safety standards and found to comply. The service made changes to their hazard management list.
Service informed the Ministry that a staff member at their service had been accused of harming a child.	The service stood the staff member down while it investigated the incident. Both the service and Oranga Tamariki investigations found no evidence of harm. The service reviewed a number of their care policies and no further action was needed.
A child fell and broke their arm which required surgery.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
Two children were physically violent towards another younger child. Service provider seeking advice.	One child has gone to school, the second child is still attending and has a support in place. The child that was hurt has had positive support and guidance and was reported as happy and engaged. The parents were happy with the outcome.
A service was informed by a parent that their child was suffering from a suspected case of typhoid.	The service contacted the Ministry of Health and informed families of the signs and symptoms. No other cases or symptoms of typhoid occurred at the service and no further action was required.
Service provider advised of an incident where a support worker walked out following issues with another teacher at the service.	Ministry learning support staff worked with service to resolve issues. No further concerns were identified.
A child fell off some bars and landed awkwardly which resulted in the need for surgery.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
A child broke both bones in their forearm after a fall.	The service responded to the incident appropriately by notifying Worksafe and reviewing relevant policies and procedures to identify any recommended changes. Improvements were also made to the services incident notification tool.
A child was found unresponsive and hanging by a ribbon around the neck.	The service called an ambulance and performed CPR. The child was taken to hospital. The service was placed on a provisional licence while an investigation was carried out. The Ministry's Traumatic Incident Team supported the service and family. The service notified Worksafe and has subsequently returned to a full licence.
A child fell off a slide and fractured their arm.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
The service and the NZ Police notified the Ministry of an infant who was shaken while at the service.	The service's licence was suspended. NZ Police and Worksafe have completed their investigation. The educator was charged and has been sentenced.
Service advised of an incident where a child was accidentally left outside of the service gate unsupervised for about 4 minutes, following an excursion.	The Ministry found the service had responded in line with regulatory requirements and no further action was required.
A child hit his head resulting in a laceration that needed a visit to the hospital.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying Worksafe. No further action was required.
Information received about possible illegally operating service.	The Ministry investigated and found no evidence of an unlicensed service operating.
Service provider informed the Ministry of an incident where a child left the service without the knowledge of an adult and was found by a member of the public who contacted the NZ Police.	The service made improvements to their supervision plan to ensure such an incident could not occur again. The Ministry was satisfied that the service responded appropriately. No further action was required.
A child fell in the playground and broke their leg.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
A child fell from a deck and broke their arm.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
A child enrolled at the service contracted typhoid while on holiday.	All children and adults at the service were tested for typhoid. An invite for testing was also extended to family members. No further cases were identified. The Ministry of Health/Regional Public Health led this process.
A child tripped and broke his arm.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
Service provider notified of an incident involving inappropriate play of a child.	The Ministry was satisfied that the service responded appropriately and notified Oranga Tamariki. The service reviewed their child protection policy and amended their supervision plan. No further action was required.

Incident Summary	Explanatory Notes
Parent assaulted a child while on licensed premises.	The service was placed on a provisional licence while the NZ Police investigated the incident. Service subsequently reviewed their child protection policies and practices. Ministry's Traumatic Incident Team supported service. Service has subsequently returned to full licence status.
Incident involved clarification about expectations of support worker roles.	The Ministry worked with the service to ensure everyone involved understood support workers roles.
A child fell and broke her leg resulting in a visit to the hospital.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
A child fell while running resulting in the loss of three teeth.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
A child jammed her finger in a storage box resulting in the need for surgery.	The Ministry found the service acted promptly and eliminated the hazard after the accident and prior to notifying the Ministry. WorkSafe was contacted and did not see a need for an investigation. The child returned to the service after being discharged from hospital.
Service informed the Ministry that a non-teaching staff member had a conviction for historic offences against children.	The service stood the staff member down immediately and notified both NZ Police and Oranga Tamariki. The Ministry found the service's Police vetting had resulted in a clear result for the staff member. The service improved their child protection policy and selection and recruitment policies. The staff member's employment was terminated.
A child tripped in the playground and hit her face on playground equipment.	The Ministry was satisfied that the service responded appropriately and notified Worksafe. No further action was required.
A child was found at the bottom of stairs and subsequently admitted to hospital with a concussion.	Ministry was satisfied that the service worked with appropriate agencies including Worksafe in reviewing their response to the incident and related policies.
Incident involved a child setting off the fire alarm.	This incident fed into a wider service investigation and the service has subsequently been placed on a provisional licence.
Service informed us of an incident involving a teacher roughly handling a child resulting in a dislocated shoulder.	This incident fed into a wider service investigation and the service has subsequently been placed on a provisional licence. The teacher was dismissed and later charged with assault. The Ministry found the service worked with all appropriate agencies including the Education Council, NZ Police and Worksafe.
Notification of a suspected case of mumps.	The incident was a false alarm as no case of mumps was found.
A child tripped on the bottom of a slide resulting in the need for surgery after losing two front teeth.	The Ministry found the service response to the accident met regulatory requirements. No further action was required.
Service advised the Ministry of a complaint they were managing alleging that the service used Skype for coordinator visits.	The Ministry clarified that the service was using Skype for purposes unrelated to their licensing obligations and this information was also passed on to the complainant.
A child fell and broke his elbow resulting in the need for surgery.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
A service advised the Ministry they had recently terminated an educator's employment due to information provided by the NZ Police.	The Ministry established the educator concerned didn't currently have any children in their care and was satisfied that the service responded appropriately in consultation with NZ Police. No further action was required.
A child fell off a chair and hit his head resulting in the need for a hospital visit.	The Ministry found the service had responded in line with regulatory requirements including notifying Worksafe and no further action was required.
Incident involved a reliever smacking a child.	The Ministry found the service provider was working with appropriate agencies in responding to the incident including NZ Police, Oranga Tamariki and the Education Council. The reliever was immediately excluded from having contact with children while a full investigation was completed and was subsequently dismissed.
A child suffered a fracture to their arm after being pushed from a box in the playground.	The Ministry was satisfied that the service had responded appropriately including notifying Worksafe. No further action was required.
A child slipped off a nappy change table and fractured her leg.	The Ministry found the service had worked with appropriate agencies (Worksafe) to support an investigation and responded appropriately to incident. No further action was required.
A teacher dislocated her knee when a child leaned against it.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.

Incident Summary	Explanatory Notes
A child left the service with someone not identified on their enrolment form.	The Ministry investigation found no breaches. The service made a number of changes to ensure such an incident does not happen again.
A child fell while going through a door with a toy and fractured her leg.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
Child's thumb was accidentally jammed in a door.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
A child fell from climbing equipment and fractured her leg.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
A child fell from a slide resulting in a cut to the head.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Incident involved an enrolment cancellation due to the aggressive and overtly racist behaviour of the parent towards other children attending the service..	The Ministry found the service had responded appropriately to the incident and no further action was required.
A child was burned when hot tea was accidentally spilt on them resulting in a hospital visit.	The Ministry was satisfied that the service worked with appropriate agencies including Worksafe to support an investigation of incident. The service provider had undertaken steps to ensure such an incident doesn't occur again.
A child bumped his mouth on a toy truck resulting in the need for a tooth extraction.	The Ministry was satisfied that the service responded appropriately and no further action was required.
A child's finger was jammed in a door resulting in surgery.	The Ministry was satisfied that the service responded appropriately including notifying Worksafe. The service reviewed and improved its practice. No further action was required.
A child left the service unattended by an adult when another child was picked up.	The Ministry found that the service had made changes to fences and gates to ensure the incident didn't occur again.
A child swallowed a bulldog clip resulting in the need for surgery to remove the item.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
A child fell from monkey bars resulting in a fracture to his arm.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
The incident involved a grandparent smacking a child at the service who was not related to her.	The Ministry found that the service was working with appropriate agencies (NZ Police) in responding to this incident and no further action was required.
A child fell from a climbing box hitting his head which resulted in a visit to hospital.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
A child fell from a chair and bit her tongue. The service contacted the child's mother and applied first aid. The child was taken to hospital the following day for treatment.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
Notification of an incident involving a child stepping on a toy which lodged in his foot and resulted in the need for surgery.	The Ministry found the service responded appropriately to the incident including notifying Worksafe. The service has since updated their policies and practices to reduce the possibility of any such event occurring again.
A teacher was found to have bitten a child as part of managing their behaviour.	The Ministry found an internal investigation led to the teacher being stood down and as a result they resigned. The service amended their child protection policy and underwent an internal evaluation to better manage such events in the future. The Education Council was notified.
A child fell asleep in the service's van and was left unsupervised for a period of time.	The Ministry found the service had responded appropriately to the incident including working with the parents of the child concerned. The service completed a review of their processes and developed an action plan to ensure such an incident does not occur again.
A service notified the Ministry of concerns they had about potential abuse of a child.	The Ministry found that the service was following correct process for managing the issue. Oranga Tamariki took over the investigation and are working with the family of the child.
A child fell from playground equipment which resulted in the need for treatment at hospital with suspected fracture.	The Ministry found the service needed to improve their emergency response processes and provided the teaching team with SELO PLD.
Incident involved a teacher aide smacking a child.	The Ministry found the service was managing the situation according to regulatory obligations including notifying Oranga Tamariki and the Education Council. The teacher's employment was subsequently terminated. The child's parent was informed of the investigation and outcome.

Incident Summary	Explanatory Notes
Incident involved a child falling from a change table.	The Ministry found the service provider responded to the incident in accordance with regulations. An investigation found the child had been left unattended and an employment process was followed that subsequently resulted in the termination of the teacher. Changes were also made to the nappy changing table to eliminate potential hazards.
The service informed the Ministry of a parent concerned about health and safety standards at the service and insisting on conducting their own health and safety check of the service.	The Ministry was satisfied that the service responded appropriately. The service used the information provided by the parent to review the environment. No further action was required.
Service provider informed the Ministry that a teacher had been observed roughly handling two children.	The Ministry placed the service on a provisional licence while the Police investigated the service. The teacher subsequently resigned and a referral was made to the Education Council. Oranga Tamariki was also informed.
A child tripped and fell resulting in a fracture to his leg.	The Ministry was satisfied with the service's management of the incident and no further action was required.
A child fell and broke their arm.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe and no further action was required.
Some children were involved in inappropriate play.	The Ministry found the service worked with all appropriate agencies in responding to the incident including NZ Police and Oranga Tamariki. A meeting was held with parents of the children and staff received professional development training. Changes to supervision were also made.
Pigeons had become stuck in netting on the roof of the service and animal control were needed to assist in the situation.	The Ministry was satisfied that the incident was managed appropriately by the service and no further action was necessary.
Service seeking advice over allegations that a staff member smacked a child.	The Ministry found a number of issues needed improving in the way the service investigation was carried out and improvements were made. Oranga Tamariki were also involved in the investigation. The allegations were unable to be substantiated and the teacher returned to work.
A parent assaulted a staff member, did not place a child in a child seat or seat belt, and then threatened to run the staff member over with her car.	The Ministry found that the service managed and responded to the incident appropriately including contacting the NZ Police and Oranga Tamariki.
A child fell awkwardly on a soft fall surface and fractured his arm.	Ministry found that the service had worked with Worksafe who determined that the incident did not need further investigation. No further action was required.
Service advised a teacher is being investigated for allegedly rough handling children.	The Ministry found that the service had stood the teacher down while the allegation was investigated. The service worked with Oranga Tamariki in their response and the teacher subsequently resigned. The Education Council were notified.
A child with additional learning needs left the service unsupervised on two occasions.	The Ministry worked with the service to support them in making a number of changes to better support the child. A supervision plan was created for the child to ensure staff knew where they were at all times. Ministry learning support staff provided a workshop for staff to support their response to children with additional learning needs.
A child tripped and hit his head requiring a visit to the hospital.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe.
A child fractured his hand coming down a slide.	The Ministry found the service had responded according to regulatory requirements including notifying Worksafe. Contact with the service identified that Worksafe did not accept the notification as it did not meet their threshold as a notifiable event.