



### Summary Table – 2018 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 from the early learning service, and the action undertaken in response by the service and/or the Ministry. 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.

We report on notifications made to other agencies, such as WorkSafe, Oranga Tamariki and the Teaching Council. Incident notifications in this report include:

- mandatory notifications that services are required to make under legislation, such as the Oranga Tamariki Act 1989 and the Health and Safety at Work Act 2015 and;
- notifications that services voluntarily choose to make to us and other agencies.

Incident Summary	Action Summary
Service notified the Ministry that a child left the service unattended by an adult by climbing a boundary fence.	The service undertook an evaluation of its supervision practices and processes including installing mirrors to cover blind spots. The Ministry was satisfied that the service responded appropriately.
Notification informing the Ministry that a number of children had been sick after eating lunch.	The service contacted the Ministry of Health after notifying the Ministry. The Ministry investigated the issue and found no breaches in relation to food preparation.
Service informed the Ministry that a child fell from playground equipment and hit their arm against mobile play equipment resulting in a broken arm.	The service responded appropriately and called the parent who took the child to the doctor. The service contacted the Ministry of Health and reviewed their procedures on use of equipment in the outdoor area.
Service advised the Ministry that a child fell from monkey bars and injured their arm.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that a child at the service was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Service informed the Ministry that a child was pushed from play equipment by another child and injured their foot.	The Ministry was satisfied that the service had responded appropriately to the accident. No further action was required.
Service notified the Ministry that a child left the service unattended by climbing a boundary fence.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises, fencing and supervision practices and making required improvements. No further action required.
Service informed the Ministry that a child was found outside the service after they climbed a fence.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises, fencing and supervision practices and making required improvements. No further action required.
Service notified the Ministry that a child was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Service notified the Ministry that a number of children were diagnosed with illnesses that required a visit to hospital.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Service notified the Ministry that a child was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Service notified the Ministry that a fire had occurred in the ceiling of the service.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified Ministry of a gastroenteritis outbreak.	The service informed parents and the wider community of the outbreak and ensured affected children were kept at home. The DHB provided further support to the service to minimise further spread of illness.
Notification of a referral to the Ministry of Health after a child was diagnosed with Hepatitis A.	Parents were advised to remove the child until a GP confirmed the diagnosis. Parents were advised of the diagnoses and staff reminded about hygiene practices.
Service informed the Ministry that a teacher suffered from a notifiable illness.	The Ministry of Health was notified. When the teacher received clearance from a doctor they returned to work.
Service notified the Ministry that a child fell off a slide and broke their arm.	The child was taken to hospital. The Ministry found that the service had responded appropriately, including notifying WorkSafe and the Ministry of Health. No further action was required.
Service notified the Ministry that children at the service had potentially been exposed to lead paint and asbestos due to construction work next door.	The Ministry found that the service had responded appropriately, including notifying WorkSafe and the Ministry of Health.
Service advised the Ministry that an unknown child entered the service and asked to be enrolled.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.

Incident Summary	Action Summary
Service informed the Ministry that a grandparent of a child was alleged to have behaved aggressively towards staff in front of children.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.
Service advised the Ministry that a child broke their elbow after falling from play equipment.	The Ministry was satisfied that the service had responded appropriately to the accident but recommended the service seek a professional opinion on their outdoor activity area to assess risk.
Service informed the Ministry that a child fell from the nappy changing table and hit their head.	The Ministry found that the service had responded appropriately, including undertaking a review of relevant policies and procedures. No further action was required.
Service notified the Ministry that parents of a child had behaved aggressively towards staff in front of children.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.
Service advised that a child fell off a bike splitting their tongue, resulting in the need for a hospital visit.	The Ministry was satisfied that the service had responded appropriately to the accident including undertaking a review of outdoor supervision plans. No further action was required.
Service advised that a child fractured their foot while using a fireman's pole.	The Ministry was satisfied that the service had responded appropriately to the accident including undertaking a review of outdoor equipment and supervision plans. No further action was required.
Service notified the Ministry that NZ Police were investigating an incident, reported by a neighbour, of a child attending the service who had a black eye.	The service's investigation found that the incident involved a fall at the service but an accident report had not been completed. The service reviewed their accident reporting policies with staff and reviewed their induction procedure for staff and relievers regarding accident notification.
Service informed the Ministry that a parent had alleged that a teacher had pushed a child.	The service suspended the teacher while the allegation was investigated. The teacher was reinstated with a development plan in place and received a written warning. The Ministry was satisfied that the service had responded appropriately to the incident. No further action was required.
Notification from a service that a member of the public was acting inappropriately on the street outside the service.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.
Notification from the service of a physical altercation between two parents at the service outside of licensed hours.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.
Service advised that a child was hit on the head by another child with a hammer, resulting in the need for a hospital visit.	The Ministry was satisfied that the service had responded appropriately to the accident. No further action was required.
Notification from a service that a child had accessed unlicensed space unattended by an adult.	The service undertook an evaluation of its supervision practices and processes. The Ministry was satisfied that the service responded appropriately.
Notification from a service that a child had left the service unattended by an adult.	The Ministry was satisfied that the service responded appropriately including an evaluation of its supervision practices and processes.
The service notified the Ministry of an altercation which occurred in the carpark of the service involving a firearm.	The NZ Police were called and attended the incident and also visited the service the following day. The Ministry Traumatic Incident team also attended the service. The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a child broke their arm after falling off play equipment.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that two children were not collected at the end of the day.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying NZ Police. No further action was required.
Notification from a service that four children had left the service unattended.	The service undertook an evaluation of its supervision practices and processes. The Ministry was satisfied that the service responded appropriately.
Service notified the Ministry that a student on practicum at the service in response to a child throwing a book pushed the child causing the child to fall over.	The student was stood down and the service reported the incident to the training provider and the NZ Police. The training provider was given information relating to the regulations to ensure students were aware of their responsibilities.

Incident Summary	Action Summary
Notification from a service that a parent had yelled at a child then had an altercation with another parent.	The service contacted the NZ Police who gave the parent a verbal warning. The parent was excluded from the service and the child has since left.
Notification from a service that a child left the service unattended by climbing the boundary fence.	The service undertook an evaluation of its supervision practices and processes. The Ministry placed a special condition on the licence requiring ratios to be met per room.
Notification of an incident where a parent was abusive to staff.	The service contacted NZ Police and the parent was excluded from the service.
Service notified the Ministry of an unexplained head injury. The educator had no record of an incident occurring at the service.	The service notified the NZ Police. It could not be determined that the injury happened at the service. NZ Police did not progress their investigation and the child remained in the care of the educator with increased support from a visiting teacher.
Service notified the Ministry of an incident involving a child cutting their hair. This resulted in the parent behaving aggressively towards staff and posting inappropriate material on the internet.	The Ministry was satisfied that the service had responded appropriately in managing the incident in conjunction with NZ Police and Oranga Tamariki. No further action was required.
Notification from a service that a child left the service unattended by climbing the boundary fence.	The Ministry investigated the service and as a result of a number of breaches, a provisional licence was issued. The service continues to be monitored.
Notification from a service that two children had left the service unattended by an adult.	The Ministry was satisfied that the service responded appropriately including reviewing the incident and putting processes in place to mitigate any similar incidents.
Service informed the Ministry that a kitchen fire had occurred at the service.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that an accident occurred resulting in a child's leg being fractured.	The service was proactive in its response and review of its procedures. The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry of an incident where a rope caught around a child's neck as they came down a slide.	The Ministry investigated the service and as a result of a number of breaches a provisional licence was issued. The service continues to be monitored.
Service informed the Ministry that a parent had alleged that a teacher had pushed a child.	The service investigated the alleged incident and could not verify the parent's account. The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that a child's grandparent, who was forbidden to see them, came to collect them from the service.	The Ministry was satisfied that the service had responded appropriately to the incident including locking down the service and notifying Oranga Tamariki and NZ Police. No further action was required.
Service notified the Ministry that a staff member allegedly assaulted a child.	The service suspended the teacher while the allegation was investigated. The investigation determined there was insufficient evidence to substantiate the allegations and the teacher returned to work. Improvements were made to incident management and reporting. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki and working with NZ Police.
Service notified the Ministry that the parents of a child, who were not on the enrolment form as authorised pickups, had tried to collect the child.	NZ Police were contacted who informed the service to allow the parents to collect the child. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki. No further action was required.
Service informed the Ministry that a child tripped and fell hitting their head.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service advised that a child broke their leg on a trampoline.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry about a child's inappropriate behaviour towards other children including sexualised play.	The Ministry was satisfied that the service responded appropriately including notifying Oranga Tamariki and NZ Police. The Ministry met with the service to provide guidance and advice.
Service notified the Ministry of an allegation that was made concerning a relieving teacher at the service inappropriately touching a child.	The service provider stood down the staff member while the NZ Police investigated. Oranga Tamariki was also notified of allegations. The NZ Police investigation found allegations to be unsubstantiated. The Ministry was satisfied that the service responded appropriately. No further action was required.

Incident Summary	Action Summary
Service informed the Ministry of two children at the service who were diagnosed with infectious illnesses.	The service worked with local District Health and informed all parents about the incident. No further action was required.
Incident notification regarding a teacher pushing a child and pouring sand on their head as a form of behaviour management.	The teacher was stood down while the service investigated. The service reviewed their policies, procedures and supervision practices. The service worked with the NZ Police and Oranga Tamariki throughout their investigation and completed all required actions. SELO PLD was provided to the service.
Notification that a teacher smacked a child on their bottom.	The teacher was stood down and following an investigation was dismissed. The service made changes to their induction process and held a meeting with all their teachers to see how they could better support relievers and ensure they knew their responsibilities.
Service informed that Ministry that a child disclosed that an adult using the service had tried to touch them inappropriately.	Oranga Tamariki investigated the incident and were satisfied there was no need to investigate further. NZ Police were also notified. As there were concerns over supervision following this incident the Ministry continued to monitor the service to ensure their supervision policy was embedded.
Service has made a notification to NZ Police and Oranga Tamariki with concerns about the welfare of a child.	Due to concerns around the child's home life the issue was referred to Oranga Tamariki and the NZ Police. No further action was required by the Ministry at this time.
Service informed the Ministry that an enrolled child followed a school aged child out of the service. Staff witnessed this and brought the child back inside immediately.	The Ministry was satisfied that the service responded appropriately including a review of the service's supervision plan. No further action was required.
Service notified the Ministry that a child disclosed to a family member that they were shown an inappropriate photograph by a teacher.	The service investigated the issue and found no evidence of the incident. Oranga Tamariki and the NZ Police were informed of the incident. The service noted improvements they could make in relation to referrals to other agencies. The Ministry continues to monitor the service.
Service notified the Ministry that a teacher had to intervene in sexualised play.	The investigation found that the service acted appropriately. The Ministry provided SELO PLD to help with managing this behaviour.
Notification of a child being unresponsive and taken to hospital. The child had fallen and also received a knock to the head at home the previous day.	The Ministry was satisfied that the service responded appropriately including undertaking a review of their Child Protection Policies. NZ Police and Oranga Tamariki were contacted. No further action was required.
Service advised that a child fell from play equipment and hit their head resulting in the need for a hospital visit.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry about sexualised play between two children.	The Ministry was satisfied that the service responded appropriately including contacting Oranga Tamariki and NZ Police. No further action was required.
Service notified the Ministry that a neighbour had alleged that a teacher had pushed a child.	The service suspended the teacher while the allegation was investigated and their employment was subsequently terminated. The Ministry was satisfied that the service had responded appropriately including notifying Oranga Tamariki and NZ Police.
Notification after two children left the service unattended by climbing the boundary fence.	The service reviewed their supervision plan, outdoor environment, and emergency management plan. The service took steps to improve the outdoor space.
Service informed the Ministry that a child broke their arm at the service.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Notification that a staff member allegedly smacked a child on their bottom.	The staff member was suspended from the service while an investigation was undertaken and their employment was subsequently terminated. The Ministry was satisfied with the service's response to the incident including notifying NZ Police and Oranga Tamariki and undertaking a review of relevant policies. No further action was required.
Service advised that a child was admitted to hospital after suffering from a seizure.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a child fell from play equipment and injured their arm.	The Ministry was satisfied that the service responded appropriately. No further action was required.

Incident Summary	Action Summary
Service notified the Ministry that an allegation had been made that a teacher at the service had hurt a child by pulling on their nose.	The allegations were investigated by the service provider in conjunction with NZ Police, Oranga Tamariki and the Teaching Council. The allegations could not be substantiated and all agencies confirmed they would not be progressing investigations. The teacher returned to work on a performance plan.
Service advised that a child fell from a swing and fractured their wrist.	The Ministry was satisfied that the service had responded appropriately to the accident. No further action was required.
Service notified the Ministry that a teacher had acted inappropriately with a number of children.	The service suspended the teacher while the allegation was investigated and the teacher was subsequently dismissed. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki, the Teaching Council and the NZ Police. A NZ Police investigation concluded that there was insufficient evidence to support charging the teacher.
Service informed the Ministry that a child fell from the nappy changing table and hit their head resulting in the need for a hospital visit.	The Ministry found that the service had responded appropriately, including undertaking a review of policy and procedures. No further action was required.
Service advised that a teacher was alleged to have grabbed a child by the face.	The service investigated the incident. The teacher took leave while the investigation took place. The investigation determined that no formal disciplinary process was required. The service reviewed positive guidance policy and provided opportunities for the teacher to attend positive guidance workshops.
Service informed the Ministry that a teacher tapped a child on the back in response to a child's behaviour. Recognising their behaviour was inappropriate the teacher reported the incident to centre management.	The service investigated the incident and found no evidence of harm. The service reviewed policy and procedures concerning behaviour management and provided further mentoring/support for the teacher. No further action was required.
Service notified the Ministry that a parent had alleged that a teacher had roughly handled their child.	The service suspended the teacher while the allegation was investigated. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki, Police and the Teaching Council. No further action was required as the allegations were unsubstantiated.
Notification that a teacher was witnessed using undue force with their hand on the back of a child's head and another incident of physically moving another child.	The teacher was stood down while an investigation took place. The service notified NZ Police, Oranga Tamariki and the Teaching Council. Oranga Tamariki closed the incident following their investigation. The service has given the teacher a formal warning and the service is supporting the teacher to more positively manage children's behaviour. The service is reviewing their positive guidance strategies.
Service informed the Ministry that two children were able to open an external door at a service.	The Ministry visited the service and required changes to exits and increased supervision. The service provider followed all required processes.
Service notified the Ministry that a parent alleged that they saw a teacher using force when trying to get a child to sleep.	The teacher was stood down and notifications made to NZ Police and the Teaching Council. NZ Police found there was insufficient evidence to charge the teacher. The Ministry continues to monitor the service as part of a wider investigation.
Ministry notified of an incident that occurred at a service involving a child who was experiencing difficulty regulating their emotions, posing potential health and safety risks to other children.	The Ministry worked with the service to put a plan in place to support the child to build social competence and manage behaviour. SELO PLD was also provided to support staff to strengthen inclusive practice. No further action was required.
Service notified Ministry that a child's finger was jammed in a door, resulting in surgery and permanent injury to the child's finger.	The service was found to have taken appropriate action during and following the accident. The Ministry visited the service and required improvements to the door and reviewed supervision practices.
Service notified the Ministry that a parent had alleged that a teacher had pushed and stood on a child.	The service suspended the teacher while the allegation was investigated. Oranga Tamariki, NZ Police and the Teaching Council were notified. The Ministry was satisfied that the service managed the allegations appropriately. The allegations were found to be unsubstantiated and the teacher subsequently returned to the service under a supervision plan.
Service advised that a staff member allegedly pulled a child by the arm to move them into another room.	The unqualified staff member was stood down during the investigation and subsequently resigned from the service. The Ministry was satisfied that the service had responded appropriately to the incident. No further action was required.
Service informed the Ministry that a child broke their leg after falling from monkey bars onto a safety mat.	Service took appropriate action and reviewed relevant policies and procedures to mitigate further risk. No further action required.

Incident Summary	Action Summary
Service informed the Ministry that a child fractured their leg while playing on playground equipment.	The service revised their supervision plan and health and safety procedures to support safe use of playground equipment. No further action required.
Service advised that a child broke their ankle after falling from monkey bars.	The child received medical attention and the service was found to have followed all appropriate processes. No further action required.
Notification of an incident that involved a child leaving the premises unsupervised.	The child was returned to the service. The service conducted a health and safety evaluation, installed additional fencing and provided health and safety training for all staff.
Service advised that a child broke their arm after falling from playground equipment.	The child received medical attention and the service reviewed their health and safety processes and procedures. Potential tripping hazards were removed from the outdoor area and staff provided children with support and education to ensure safe outdoor play. No further action required.
Service notified the Ministry that a child left licensed premises unsupervised.	The service investigated the incident and secured the gate through which the child had left. A review of health and safety policies was undertaken and staff provided with support to identify and mitigate potential hazards. Concerns following subsequent complaints resulted in a full licence assessment which resulted in the service being placed on a provisional licence.
Service notified the Ministry that a parent had alleged that a teacher had roughly handled their child.	The service suspended the teacher while the allegation was investigated. The teacher returned to work at another of the service's centres under a supervision plan and subsequently resigned. The Ministry was satisfied that the service had responded appropriately to the incident including notifying the Teaching Council and Oranga Tamariki, who subsequently notified NZ Police.
Service advised that a child injured their finger while playing with faulty sports equipment.	The service reviewed their health and safety practices and completed daily checks of all equipment to ensure its safety. No further action required.
Service informed that Ministry that a child fell over while playing in the sandpit and sustained an injury to the cheek.	The service followed all required procedures and removed potential tripping hazards from the child's environment. No further action required.
Notification of alleged unprofessional behaviour and ill treatment of children by a staff member.	Oranga Tamariki and NZ Police were notified but decided not to pursue an investigation. The staff member had their employment terminated and the service informed the Teaching Council.
Service notified the Ministry of an unexplained head injury. The service had no record of an incident occurring at the service. The child's doctor had notified Oranga Tamariki and NZ Police.	The service notified WorkSafe. The Ministry investigated and had discussions with the service about supervision of their outside area. It could not be determined if the injury happened at the service. Oranga Tamariki did not progress to an investigation. The child returned to the service.
Service informed the Ministry of an incident that involved a child leaving the premises unsupervised.	The child was returned to the premises by a staff member. The service has reviewed their active supervision policies, provided training to staff on supervision practices and eliminated potential 'blind spots' in the outdoor area.
Service notified the Ministry of an incident that concerned a child choking on a plaster.	The service undertook an evaluation, updated their health and safety procedures and provided support for unqualified staff to obtain First Aid certificates. The Ministry was satisfied that the service had responded appropriately to the incident. No further action required.
Service notified the Ministry that a bus from the neighbouring bus depot had crashed through the fence surrounding the service's designated fire evacuation area.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying WorkSafe and NZ Police and installing concrete transit barriers. No further action was required.
Service informed the Ministry of an incident that involved a child leaving the premises unsupervised.	The child was found in the service's car park and was returned to the premises. The service reviewed its supervision plan and increased staff supervision in the area where the incident occurred. No further action required.
Service advised the Ministry that a child injured their hand on playground equipment.	No further action required as the service followed all required health and safety procedures.
Service notified the Ministry that a teacher had allegedly roughly handled a child.	The service had suspended the teacher while the allegation was investigated. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki. No further action was required.

Incident Summary	Action Summary
Notification of incident regarding an allegation that a teacher physically restrained a child.	Teacher was stood down during the investigation. Investigation found no breaches and considered that undue force was not used. Service followed all required processes. Service also reviewed their positive guidance procedure, undertook PLD and staff discussions to further support staff practice.
Service informed the Ministry of an incident that involved a member of the public attempting to enter the service's premises without permission.	The Ministry contacted the service provider to ensure the safety of those present at the service following the incident and informed the provider to contact the NZ Police should they have further concerns regarding their safety. The Ministry requested further contact from the service should they wish for any further support.
The service informed the Ministry that an educator was involved in a minor car accident with children in their car.	The educator and service provider responded appropriately. No children were injured in the accident.
Service informed the Ministry of a notification sent to Oranga Tamariki concerning the wellbeing of two children, including concerns around sexualised behaviour.	The Ministry was satisfied that the service had responded appropriately to the incident. The children have since been withdrawn from the service. No further action was required.
Service advised the Ministry that the service manager was diagnosed with Giardia.	The service manager was advised to stay away from the service for 5 days after treatment started and a notice was provided to parents informing them of the diagnosis. The Ministry was satisfied that the service had responded appropriately to the incident. No further action required.
Service informed the Ministry that a child jumped from play equipment resulting in a fractured leg.	The Ministry was satisfied that the service had responded appropriately to the accident including undertaking a review of outdoor equipment and supervision plans. No further action was required.
Service notified the Ministry about inappropriate behaviour between children including sexualised play.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki.
The Ministry was notified that a parent who was jailed for harm to children was recently released from prison and was dropping off their child at the service, along with the mother.	The Ministry contacted the Department of Corrections who took actions to reduce the risk of harm to children and referred the matter to Oranga Tamariki. No further action required by the Ministry at this time.
Service notified the Ministry that a child disclosed that their mother had smacked him.	The service notified Oranga Tamariki of the allegation. No further action was required by the Ministry at this time.
The service notified the Ministry that parents had concerns about a child's inappropriate behaviour towards other children including sexualised play.	The Ministry was satisfied that the service was meeting their child protection responsibilities in working with Oranga Tamariki. The service worked with parents and staff to review relevant policies and improve processes for managing the behaviour.
Ministry notified of an incident concerning sexualised play.	The service followed all required processes and procedures in conjunction with Oranga Tamariki and put support in place to ensure the health and safety of all children attending the service.
Notification from service that a staff reliever was alleged to have engaged in inappropriate behaviour with a child.	The staff member was stood down during the investigation. Oranga Tamariki investigated and the allegation was not substantiated. The service followed all required procedures and also reviewed their Child Protection Policies.
Service informed the Ministry that a child ate part of an ice pack which was used as part of first aid after bumping their mouth.	The poison centre was called who advised it was of low risk. The child was observed and the parents contacted. No further action was required.
Notification that a child bit and pulled the hair of another child.	The service investigated the incident resulting in changes to the services layout for supervision purposes. Support was provided to both children and families. The Ministry was satisfied that the service had responded appropriately to the incident and no further action was required.
Service notified the Ministry that a child was involved in sexualised play.	Ministry learning support staff provided support to the service to assist them in managing the behaviour. A referral was also made to Oranga Tamariki.
Notification alleging that child was left in a cot when a teacher could not cope with the child.	The teacher was stood down while an investigation was undertaken and Oranga Tamariki was notified. The investigation found that the teacher was trying to support the child's new sleep routine. The service reviewed their supervision and sleep policies and procedures and made changes to their practices. A supervision plan was put in place for the teacher. The Ministry was satisfied that the service had responded appropriately to the incident.
Service notified the Ministry of aggressive and sexualised behaviour by a child in their care.	A referral was made for Ministry Learning Support and Oranga Tamariki to help the service manage the child's behaviour. The service also increased supervision.

Incident Summary	Action Summary
Notification of an incident where a child bit another child.	The service reviewed a number of policies and practices to support their management and approach of children who bite. This included accessing SELO PLD on building social competence.
Service informed the Ministry that a child broke their leg after slipping on wet decking at the service.	The child received medical attention and the service undertook a risk assessment/hazard analysis of the area where the incident occurred. The Ministry was satisfied that the service responded appropriately to the incident.
Service informed the Ministry that a child broke their wrist after falling off a beam in the playground.	The Ministry found that the service responded appropriately to the incident, which included making changes to the outdoor environment. The Ministry was satisfied that any potential risk had been effectively mitigated. No further action required.
Notification of children's sexualised play.	The service revised supervision plans. The Ministry provided resources and additional support on strategies for managing behaviour.
Service informed the Ministry that a parent had alleged that a teacher had caused bruising to a child's legs while changing a nappy.	The service investigation found no evidence to substantiate the allegation that the injury had occurred at the service. The Ministry was satisfied that the service responded appropriately to the incident including reviewing relevant policies and procedures and notifying Oranga Tamariki.
Notification of a referral to Oranga Tamariki following a child making a disclosure.	No further action was required as Oranga Tamariki was already involved with this child. No further action was required by the Ministry at this time.
Service informed the Ministry that a child fell from a bridge after swinging on a rope used as support railing scraping their forehead and breaking their nose. The parent was called and took child to the GP.	The Ministry found that the service responded appropriately to the incident, which included making changes to the outdoor environment. No further action required.
Service notified the Ministry about inappropriate behaviour between children including sexualised play.	The Ministry was satisfied that the service responded appropriately including contacting Oranga Tamariki. No further action was required.
Notification of a referral to Oranga Tamariki about a child with challenging behaviour including sexualised play.	The Ministry met with the service, Oranga Tamariki and school and a plan to support the child's transition to school was agreed. The Ministry extended existing SELO PLD to cover this area. The child is already being supported by Oranga Tamariki and has learning support in place.
Service informed the Ministry of an attempted arson attack to the grounds of the service.	The incident caused some damage to bushes and the service's fence, which was remedied and made safe. The Ministry was satisfied with the service's response to the incident and no further action was required.
Service advised the Ministry that while on an excursion a child fell off a slide and had a possible concussion.	The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
Notification concerning suspected ill treatment of a child by a teacher.	The service investigated the incident and notified Oranga Tamariki. The teacher has left the service. The service has reviewed their Child Protection Policies and procedures and positive guidance policy. The Ministry and the service are awaiting a final response from Oranga Tamariki.
The service advised that two children were left behind at a venue when the service took a number of children on an excursion.	The service completed an investigation and made a number of changes to their policies and procedures to the Ministry's satisfaction.
The service informed the Ministry that a child fell from a tree fracturing their arm.	The service completed a self-review and made some changes to their practice and environment as a result. The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
Notification from a service that a teacher aide allegedly smacked a child on the shoulder.	The incident was referred to Oranga Tamariki and investigated by the Ministry. The staff member received a written warning and was placed on a support plan. The Ministry was satisfied with the service's response to the incident.
Service advised that a child left the service through the manager's office window and was found by a parent.	Changes were made to secure the office window and remove access to the window. The supervision plan was reviewed and discussed with all the teachers. The staffing rosters were also reviewed.
Service informed the Ministry that a child at the service was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.

Incident Summary	Action Summary
Notification of sexualised play occurring at the service.	The Ministry provided advice and support including SELO PLD and a child was referred to the Ministry's Learning Support team. A referral was also made to Oranga Tamariki and the service's Child Protection Policy was reviewed.
Service informed the Ministry that a child at the service was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Service informed the Ministry that a child dropped a rock on their foot resulting in a broken toe nail.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Notification of a mandatory report made by the service in response to a resignation of a teacher following an investigation into the teachers conduct.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that a teacher had allegedly roughly handled a child.	The teacher was excluded from the service while an investigation was undertaken. A notification was made to Oranga Tamariki. Oranga Tamariki informed the service that the incident did not meet the threshold for investigation. The teacher returned to the service under a supervision plan. The Ministry required the service to review their Child Protection Policy.
Service informed the Ministry that a teacher had allegedly roughly handled a child.	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 Teaching Council were notified.
Service advised that a child left the service unattended by climbing two gates.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises and making required improvements. No further action required.
Service informed the Ministry that a teacher at their service had been accused of using undue force on a child.	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 Teaching Council were notified.
Service advised that a child left the service unattended by climbing a fence.	The Ministry investigation found breaches in ratios. The service immediately made changes to ensure ratio requirements were met in the future and also made changes to the premises to prevent children from climbing the fence. Further training was provided for relievers, which included supervision guidance.
Service advised that a child climbed a fence and left the service. Teachers noticed the child was gone very quickly and returned the child to the service.	The service made changes to the environment to minimise children's ability to get over the fence. A supervision plan has been agreed for the child and professional development was delivered to staff to help support the child's participation at the service.
Notification from a service of an allegation that a child was smacked on the hand by a teacher at the service. The teacher was also the child's grandmother.	The service provider followed all required processes and stood the teacher down while an investigation was undertaken. Oranga Tamariki and the Teaching Council were notified. The Ministry was satisfied that the service managed the allegations appropriately including supporting the teacher to return to work.
Notification from a service of an incident where a parent was abusive to staff.	The Ministry provided advice and guidance to the service regarding management of such incidents.
Service advised that a child with additional learning needs left the service unattended by climbing a fence.	The service was referred to Ministry's Learning Support team to determine how to meet the needs of the child and the service.
Service notified the Ministry that a teacher has been stood down following an incident of poor behaviour management.	A notification was made to the Teaching Council and Oranga Tamariki following an investigation. Formal disciplinary processes were followed and the teacher subsequently resigned.
Service notified the Ministry that a teacher had allegedly roughly handled a child.	The service had suspended the teacher while the allegation was investigated. The Ministry was satisfied that the service had responded appropriately to the incident including notifying Oranga Tamariki and the Teaching Council. No further action was required.
Notification from a service of alleged force feeding of a child.	An investigation by the service found inappropriate behaviour and language was used by the teacher, however there was no evidence of force feeding. A coaching action plan was put in place for the teacher but they subsequently resigned. A notification was made to the Teaching Council.

Incident Summary	Action Summary
Service notified the Ministry that a teacher had allegedly grabbed and dragged a child from a room.	The service commenced an investigation resulting in a disciplinary process and the teacher resigned. The Ministry was satisfied that the service had responded to the allegations appropriately including notifying the Teaching Council.
Service notified the Ministry that a teacher had failed to meet the required level of competence.	The Ministry was satisfied that the service had responded to the issue appropriately including notifying the Teaching Council. No further action was required.
Service notified the Ministry that a teacher at their service had allegedly consumed alcohol while working at the service.	The service commenced an investigation and disciplinary process. The teacher resigned. The Ministry was satisfied that the service had responded to the allegations appropriately including notifying the Teaching Council.
Service notified the Ministry that a teacher allegedly sat a child down with force.	The teacher was stood down while an investigation was undertaken. The Ministry was satisfied that the service responded appropriately including making a report to the Teaching Council. The teacher was given a written warning with conditions imposed on their return to work.
Service advised that a child was admitted to the hospital after suffering a seizure.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that a staff member had allegedly lifted a child by the arm and kicked the child on the bottom.	An investigation was upheld and the teacher was dismissed. The service notified the Teaching Council. No further action required as the service followed appropriate processes.
Service notified the Ministry that a child dislocated their elbow after falling while holding the hand of a teacher.	The child was taken to a doctor. A notification was made to the Teaching Council but the notification was not progressed. No further action was required.
Notification from a service that a member of the public had allegedly witnessed a staff member smack a child and reported the incident to the NZ Police.	The NZ Police and the service investigated and found no evidence to substantiate the allegations. The Ministry was satisfied that the service managed the allegations appropriately.
Service notified the Ministry of allegations against a teacher of serious misconduct including supervision concerns, rough handling of a child, and inappropriate language.	The teacher was stood down during an investigation and was subsequently dismissed. A notification was made to the Teaching Council.
A service notified the Ministry that they were investigating an alleged incident of ill treatment.	The Ministry investigation found no ill treatment but identified that the teacher had failed to follow best practice and implement the service's positive guidance policies. The teacher received a warning and later resigned. The incident was reported to the Teaching Council.
Service notified the Ministry that a parent had alleged that a teacher had hit a child with a pillow.	The teacher was stood down during an investigation and was subsequently dismissed. A notification was made to the Teaching Council.
Service notified the Ministry that a teacher allegedly held a child down to get the child to brush their teeth.	The teacher left the service following an investigation into the incident. A notification was made to the Teaching Council.
Service notified the Ministry that a child was pushed off play equipment by another child which resulted in a broken arm that required surgery.	The Ministry was satisfied that the service had responded appropriately to the accident including notifying WorkSafe. No further action was required.
Service informed the Ministry that a parent attending the service had allegedly grabbed and yelled at a child.	The Ministry provided support and advice around the service's Child Protection Policy and positive guidance procedure. The Ministry was satisfied with the service's response to the incident.
Service notified the Ministry that a child sustained an arm injury that required surgery while playing on playground equipment.	The Ministry was satisfied that the service had responded appropriately to the incident including notifying WorkSafe. No further action required.
Notification that a child fractured their arm following an accident and required surgery.	The Ministry investigation found the service compliant with regulatory requirements and advice was provided to staff about hazard management. The service notified WorkSafe of the incident.
Service advised that a child fell off a slide and broke their arm.	The Ministry was satisfied that the service responded appropriately. No further action was required.

Incident Summary	Action Summary
Notification from a service that a child had left the service unaccompanied.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises, fencing and supervision practices and making required improvements. No further action required.
Service informed the Ministry that a child had their leg stepped on by another child while in the sleep room, resulting in a visit to hospital.	The Ministry requested additional information relating to the sleep room of the service. This was provided and no breaches were identified. No further action was required.
Service notified the Ministry that two children accidentally banged heads. One of the children then held their breath and lost consciousness for 5-10 seconds.	The service responded appropriately and phoned the parent who took the child to the doctor. The child returned to the service the next day. A notification was made to WorkSafe.
Service notified the Ministry that a child fell off monkey bars resulting in a broken arm that required surgery.	The service responded appropriately and contacted the parent who took the child to hospital where surgery was required. The Ministry required the service to provide relevant documentation and to review their supervision policy. A notification was made to WorkSafe.
Service notified the Ministry that a child fell over fracturing their shoulder.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child tripped and broke their arm.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child fell from play equipment and broke their arm.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child slipped on a book and broke their leg that required 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 a child fell from play equipment and fractured their arm.	The Ministry was satisfied that the service had responded appropriately to the accident including making changes to the play equipment. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child fell from play equipment and fractured their leg.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service informed the Ministry that a teacher had been stood down following allegations of unprofessional conduct.	The allegations were found to be unsubstantiated and the service offered to reinstate the teacher concerned which the teacher refused.
Service provider notified the Ministry that staff had not been consistently following the service's medicine administration policies and procedures.	The Ministry investigated the incident and identified areas of non-compliance. The service undertook a review of all relevant policies and procedures. The Ministry was satisfied that the review ensured that the service met regulatory requirements.
Service notified the Ministry that a child was hit in the head by another child who was on a swing.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service informed the Ministry that while on an excursion a child left the group to make their way back to the service.	The Ministry investigated the incident and was satisfied that the service had put steps in place to guarantee children's safety on future excursions.
Notification received regarding allegation that a staff member had handled a child roughly.	The teacher concerned was removed from the service while an investigation was carried out. During the investigation a number of other breaches were identified and the service's licence was reclassified as provisional. Ministry learning support staff also provided support to the service to assist them in managing the child behaviour.
Service notified the Ministry about concerns over meeting ratios following the resignation of four staff members.	The Ministry investigated the incident to seek assurance that staffing and supervision requirements would continue to be met by the service. The service was compliant with regulatory requirements and no further action was required.
Incident notification concerning a child being pushed out of a treehouse by another child.	The Ministry investigated the incident and determined that the service had followed due process and met all regulatory requirements. No further action required.
Service notified the Ministry that a child tripped and injured their arm.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe.

Incident Summary	Action Summary
Service informed the Ministry that a child fell off play equipment resulting in an injury to their elbow.	The service amended their daily hazard checklist and improved their incident reporting process. No further action required.
Service notified the Ministry that a child left the licensed premises unsupervised and broke their leg on nearby playground equipment.	Service revised their supervision plan to mitigate future risk of incident reoccurring. No further action required.
Notification that a child fell off a nappy changing table, resulting in a hematoma to the forehead.	The Ministry investigated the incident and reviewed all relevant documentation. The Ministry was satisfied the service responded appropriately to the incident. No breaches were identified and no further action was required.
Service notified the Ministry that a child broke their arm while using playground equipment.	The service followed all required health and safety procedures. No further action required. WorkSafe was notified but no investigation was required.
Service notified the Ministry that a child injured their finger while playing with another child.	The service ensured the child received medical attention and followed all required health, safety and risk mitigation processes. A notification was made to WorkSafe. No further action required.
Service notified the Ministry that a child fell resulting in the severe cut to the child's thumb.	The child underwent surgery to the thumb. The service investigated and it appears the child fell on a shell which cut the thumb. The service removed the shells and has reviewed its policy on these materials for use in play. No further action was required.
Notification of a child being unresponsive and taken to hospital. The child had received a knock to the head earlier in the day.	The service managed the incident appropriately including notifying WorkSafe. The child was admitted to hospital and subsequently recovered. No further action was required.
Service notified the Ministry that a child tripped on a toy resulting in a broken ankle.	The Ministry was satisfied that the service managed the incident appropriately. No further action was required.
Service advised the Ministry that a child fell from playground equipment resulting in an injury.	Paramedics were called and assessed that the child could go home. The Ministry investigated the incident and was satisfied that the service responded appropriately. No further action was required.
Notification that a parent was not able to contact the service in an emergency situation.	The service resolved the issue with the parent. The service agreed to change their processes around updating parents in emergency situations.
Service notified the Ministry that a child hit another child in the head with a plastic shovel resulting in the child losing consciousness.	The child was taken to a doctor. The service investigated the incident thoroughly and no further action was required.
Service notified the Ministry that a child fell from play equipment and fractured their elbow.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Notification that a child was injured on playground equipment at a service. The child later passed away. The incident occurred outside of licensed hours.	The Ministry undertook a partial licensing assessment of premises and facilities and health and safety criteria. The licence was suspended while an assessment of the playground equipment was carried out. The service subsequently voluntarily closed and the licence was cancelled. Ministry traumatic incident support was offered to the service. SELO PLD was provided to the service provider to improve relevant policies and processes.
Service notified the Ministry that a child fell from monkey bars and fractured their arm.	The Ministry found that the service had responded appropriately, including undertaking a review of relevant policies and procedures. A notification was made to WorkSafe. No further action required.
Service notified the Ministry that a child fell from a swing injuring their arm.	The Ministry was satisfied that the service had responded appropriately to the accident. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child's finger got jammed in a door resulting in the need for surgery.	The Ministry was satisfied that the service responded appropriately including notifying WorkSafe, making improvements to the door, changes to supervision and updating the hazard list.
Service notified the Ministry that a child ran into another child resulting in a concussion.	The Ministry was satisfied that the service responded appropriately. A notification was made to WorkSafe. No further action was required.
Service informed the Ministry that a child left the service unaccompanied.	The service made changes to their playground to ensure this did not occur again including extending their fence, installing a mirror and improving supervision practices. The Ministry was satisfied that the service responded appropriately to the incident. No further action required.

Incident Summary	Action Summary
Service advised the Ministry that a child was pushed off play equipment by another child resulting in a fractured hand.	The Ministry was satisfied that the service responded appropriately including reviewing supervision policies. No further action was required.
Service notified the Ministry that a child fell from their bike resulting in a visit to the hospital.	WorkSafe was contacted, the service's hazard list was updated and parents were advised not to let their children ride bikes down the path where the accident occurred.
Service notified the Ministry that a child jumped off a play box and broke their arm.	The Ministry investigated the incident and found that the service had responded appropriately. Staff applied first aid, called an ambulance and contacted the child's parents. WorkSafe was also notified of the incident.
Service notified the Ministry that a child fell over in the outside area and broke their arm.	The Ministry investigation found that the service responded appropriately to the incident. The Ministry required the service to level their soft fall area and ensure it was well fixed down. WorkSafe was notified of the incident.
Notification that an adult was on the premises while under the influence of drugs.	The service provider met with the educator, advised the families of the situation and put alternative care arrangements in place for the children. The educator subsequently left the service.
Service informed the Ministry that two children left a service unaccompanied by stacking wood next to a fence.	The service made changes to their playground to ensure this did not occur again including removing large logs and improving supervision practices. The Ministry was satisfied that the service responded appropriately to the incident. No further action required.
Notification of alleged ill treatment of a child by a teacher at the service.	An investigation found no ill treatment but the teacher received a written warning due to poor behaviour management practices. The service also reviewed a number of their policies.
A service notified the Ministry that a child sustained an injury to the abdomen/groin, requiring surgery, when playing outdoors	The Ministry investigation found that the service responded appropriately to the incident including notifying WorkSafe and identified no additional hazards in the outdoor play area. The child's parents were satisfied with the service's response to the incident and the child returned to the service. Traumatic incident support was provided to the service.
Service informed the Ministry that a child dislocated their elbow after falling in the outside play area.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service advised the Ministry that a child tripped on outside play furniture and broke their wrist.	The Ministry was satisfied with the service's response to the incident, following receipt of the service's incident report. No further action required.
Service advised the Ministry that a child fell from hanging bars and broke their arm.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a child left the service unaccompanied through a gate whilst another parent and child were accessing it.	The service placed a notice on the gate to remind parents not to let other children leave when they are dropping off or collecting their own children. The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a child was pushed by another child and hit their head against the corner of a chair.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service advised that a child fell from a bike, and hit their head on a rock which required stitches.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises and removing rocks from the area. No further action required.
Service notified the Ministry that a staff member slipped and broke their ankle.	The Ministry was satisfied that the service managed the incident appropriately. A notification was made to WorkSafe. No further action was required.
Service notified the Ministry that a child fell while playing on a mat and broke their arm.	The Ministry was satisfied that the service managed the incident appropriately. A notification was made to WorkSafe. No further action was required.
Service informed the Ministry that a teacher had allegedly roughly handled a child.	The service initiated formal disciplinary processes and the Ministry was satisfied no further action was required.
Service informed the Ministry of an incident concerning a child choking on a marble.	The Ministry was satisfied that the service responded appropriately including removing all items deemed potentially a choking hazard, improving supervision and updating the hazard list.
Service advised that a child had broken their elbow after falling from play equipment.	The Ministry was satisfied that the service had responded appropriately to the incident. A notification was made to WorkSafe. No further action was required.

Incident Summary	Action Summary
Service informed the Ministry that a child fell off monkey bars resulting in a broken arm.	The service responded appropriately and contacted the parent who took the child to hospital where surgery was required. A notification was made to WorkSafe.
Service advised that they had made a notification to Oranga Tamariki with concerns about the welfare of a child.	Due to concerns around the child's home life the issue was referred to Oranga Tamariki. No further action was required by the Ministry at this time.
Service notified the Ministry that service's water had been compromised.	The service provided bottled water at the service until the issue was resolved. The Ministry was satisfied with how the service responded to the incident.
Service informed the Ministry that a child had removed a child proof cover from a power outlet and received an electric shock.	The service monitored the child and undertook a review of the premises. No further action required.
The service notified the Ministry that a child had disclosed that an adult had acted inappropriately towards them.	The service investigated but the adult named was unknown to the service. The service contacted NZ Police and supported the investigation.
The service notified the Ministry that the service had closed for two days as a number of staff had fallen ill with a possibly contagious illness.	The Ministry was satisfied that the service responded appropriately including notifying the Ministry of Health. No further action was required.
Notification from a service that two children had left the service unattended by an adult through a laundry door.	The Ministry was satisfied that the service responded appropriately including putting processes in place to mitigate any similar incidents and installing a self-closing mechanism on laundry door. A notification was made to NZ Police.
Service notified the Ministry that a parent had alleged a staff member had roughly handled a child.	The service commenced an investigation but could not substantiate the claims. The Ministry was satisfied that the service had responded to the allegations appropriately.
Notification from a service that three children had left the service unattended by an adult by climbing on bikes and opening the locking mechanism on the gate.	The Ministry investigated the service and as a result of a number of breaches, a provisional licence was issued. The Ministry was satisfied that the service had put processes in place to mitigate any similar incidents and a full licence was subsequently re-issued.
The service notified the Ministry that a sheet of prescription medication had been found in the service at the end of the day with one pill missing.	The Ministry was satisfied that the service acted appropriately including informing all parents. The pills were identified by a parent who confirmed the sheet had one pill missing before it was dropped at the service.
Service advised that a child was admitted to the hospital after suffering a seizure.	The Ministry was satisfied that the service responded appropriately. No further action was required.
Service informed the Ministry that a child was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying parents and the Ministry of Health. No further action was required.
Service informed the Ministry that a child was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying parents and the Ministry of Health. No further action was required.
Notification from a service that an unknown adult had entered the service and lifted up a child.	The Ministry was satisfied that the service responded appropriately including notifying Police. No further action required.
Service notified the Ministry that a staff member had allegedly been smoking in a van which transports children.	The Ministry found that the service had stood the staff member down while the allegation was investigated but could not substantiate the claims. The Ministry was satisfied that the service had responded to the allegations appropriately.
Service notified the Ministry that asphaltting of the carpark at the service occurred during licensed hours which could have a detrimental effect to children.	The Ministry was satisfied that the service responded appropriately including working with the Ministry of Health. The service negotiated an arrangement with developers that any further works would occur outside licensed hours. No further action was required.
Service notified the Ministry that a child was diagnosed with an infectious illness.	The Ministry was satisfied that the service responded appropriately including notifying parents and the Ministry of Health. No further action was required.
The service notified the Ministry that they had locked down the service as a result of a police pursuit occurring in the neighbourhood.	The Ministry was satisfied that the service had responded appropriately to the incident including undertaking a review of the lockdown procedure. No further action was required.

Incident Summary	Action Summary
Service notified the Ministry that they had made a notification to Oranga Tamariki with concerns about the welfare of a child.	Due to concerns around the child's home life the issue was referred to Oranga Tamariki. No further action was required by the Ministry at this time.
Service informed the Ministry that a child fell over in the outside area and broke their arm.	The child was taken to a medical centre for treatment. The Ministry was satisfied that the service responded appropriately and no further action was required.
Service notified the Ministry that a child fell from monkey bars and injured their elbow.	The Ministry was satisfied that the service responded appropriately to the incident by applying ice to the elbow. No further action was required. WorkSafe was also notified.
The service notified the Ministry of a fire that occurred at a neighbouring business which resulted in heat and smoke damage to the service.	The Ministry was satisfied that the service responded appropriately to the incident including seeking advice from the NZ Fire Service.
Service informed the Ministry that a child left the service unattended by climbing a boundary fence.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their premises, fencing and supervision practices and making required improvements. No further action required.
Service notified the Ministry that a child had tripped and bitten their tongue which required surgery.	The Ministry was satisfied that the service responded appropriately. No further action was required.
The service informed the Ministry that the person in charge had locked and left the service while two teachers and five children remained inside the building.	The Ministry was satisfied that the service had responded appropriately to the incident undertaking a review of their lock up procedure. No further action required.
Notification of an allegation that a child was smacked on the hand by a teacher at the service.	The teacher was stood down and following an investigation was dismissed. The Ministry was satisfied that the service responded appropriately including notifying the Teaching Council and NZ Police.
Notification that a service experienced flooding.	The Ministry worked with the service to rectify the damage.
Service notified the Ministry of a gastroenteritis outbreak.	The service also notified the Ministry of Health and was issued a clearance. No further action required.
Service informed the Ministry they were managing a complaint against an educator of alleged ill treatment of a child.	The service investigated the incident and terminated the educator's employment. The Ministry was satisfied with the service's management of the incident. No further action required.
Notification regarding an incident involving sexualised behaviour between two children at a service.	The Ministry was satisfied with the service's management of the incident. Advice and guidance was provided to the service and staff engaged in additional SELO PLD to strengthen practice. The incident was also notified to Oranga Tamariki, whose investigation determined that no further action was required as the family were engaged in additional support programmes.
Notification regarding an incident involving sexualised behaviour between two children at a service.	A notification was made to Oranga Tamariki and an investigation undertaken, which determined that no further assistance was required by the child's family. The service has since participated in SELO PLD to strengthen practice in this area and implemented an educational programme to support children's awareness of their bodies.
Service advised that a child slipped on outdoor play equipment which resulted in a bump to the head and a cut lip.	The Ministry investigation found that the service responded appropriately to the incident, which included making changes to the outdoor environment and undertaking a review of all relevant policies and procedures. The Ministry was satisfied that any potential risk had been effectively mitigated and the child's parent was satisfied with the service's response.
Notification from a service that a child injured their elbow after falling from playground equipment and was taken to hospital.	The service conducted a review of all outdoor equipment to ensure its suitability for different age groups. The incident was referred to WorkSafe and the Ministry was satisfied with the service's response. The child has since returned to the service.
Service notified the Ministry that a child sustained an injury to their hand after their fingers were caught in a door. The child was taken to hospital and surgery was required.	The service conducted a self-review and made changes to their hazard management practices. WorkSafe was notified of the incident and the Ministry was satisfied with the service's response.

Incident Summary	Action Summary
Notification from a service that a parent was refused entry into the service due to a court order limiting access to their child.	The Ministry was satisfied with how the service managed the incident and no further action was required.
Notification from a service that a child had an unexplained bruise on their neck after attending the service.	The service managed the incident directly with the child's parent and the child continues to attend the service. The Ministry was satisfied with the service's response.
Service notified the Ministry of a confirmed case of the mumps at a service.	The Ministry of Health was also notified and no further cases were reported from the service. No further action required.
Notification from a service concerning a family member's abusive behaviour toward staff.	The service put procedures in place to manage similar situations in the future. No further action required.
Service notified the Ministry that a child left the premises unaccompanied by an adult.	The Ministry investigation identified regulatory breaches and the service was placed on a provisional licence. All areas of non-compliance have since been remedied by the service and a full licence has been re-issued.
Service advised that a child left the premises unaccompanied by an adult.	The Ministry investigated the incident and identified areas that the service needed to strengthen, resulting in a provisional licence. The service made changes to the boundary of the premises and installed additional locks on outside gates. The service has since returned to a full licence.
Notification from a service regarding a child's disclosure of abuse occurring in the home.	The service informed Oranga Tamariki of the incident and had experienced aggressive behaviour from the child's family as a result. The Ministry provided advice and guidance to the service to help manage their relationship with the child's family.
Notification that a service's water pipe had burst, temporarily limiting the areas children could access.	The Ministry was satisfied that there were no health and safety risks to children present while remedial work was undertaken. No further action required.
Service advised that a child fractured their arm after falling from playground equipment.	The Ministry was satisfied with the service's response to the incident. No further action required.
Notification that a child required surgery after their thumb was jammed in a door.	The service investigated the incident and made changes to their hazard mitigation practices. The service now has new hazard checking processes in place, which have been communicated to staff. The Ministry was satisfied with the service's response to the incident. No further action required.
Notification that a service had informed Oranga Tamariki of concerns about a child's safety at home.	Oranga Tamariki has been notified of the incident. No further action is required from the Ministry at this time.
Service notified the Ministry that illegal substances had been found in a child's bag.	NZ Police were notified immediately of the incident and an investigation was carried out. A referral was also made to Oranga Tamariki. The Ministry provided advice and guidance to support the service to manage the situation with the child's family.
Service notified that Ministry that a child sustained a cut to the forehead after falling from off their bike.	The service removed all bikes from the outdoor area while a safety check and self-review was undertaken. The Ministry was satisfied with the service's management of the incident. No further action required.
Service informed the Ministry that a child had left the premises unaccompanied by an adult.	The service investigated the incident and conducted a review of all relevant policies and procedures. Mitigations were put in place and the Ministry was satisfied with the service's response. No further action required.
Service notified the Ministry that a child had left the premises unaccompanied by an adult.	The Ministry investigated the incident and reviewed the service's self-review process. The Ministry was satisfied with the service's management of the incident and no further action was required.
Service notified the Ministry that a child had broken their leg after falling from play equipment and was taken to hospital.	The Ministry was satisfied that the service responded appropriately to the incident and a notification was made to WorkSafe. No further action required.
Notification from a service that a child presented at the service with a red eye and was admitted to hospital to have it examined.	The Ministry found that the service had responded appropriately to the incident and no further action was required.

Incident Summary	Action Summary
Service advised that a child was injured after falling off a scooter and required stitches.	The Ministry was satisfied with the service's response to the incident and the child has since returned to the service.
Notification that a teacher had given Paracetamol to a child without written permission from the child's parent.	The service investigation found verbal approval had been given by the parent and the absence of written authority was in breach of both centre policy and licensing criteria. Requirements were clarified with all staff and the Ministry was satisfied that the service responded appropriately to the incident.
Service notified us of an incident involving a parent behaving aggressively toward staff.	The Ministry provided advice and guidance to support the service to mitigate any future risk. No further action required.
Notification received that a parent found drugs outside of a service.	The service contacted NZ Police for advice and daily checks are now undertaken outside the perimeter of the service to mitigate any future risk. The Ministry was satisfied with the service's management of the incident.
Notification that several rooms in a service were flooded due to a tap being left on over the weekend.	The Ministry was satisfied with the short term measures the service put in place to accommodate restricted access all licensed areas whilst the flood damage was remediated.
Service notified the Ministry that a child fell off a bike resulting in a broken arm which required surgery.	First aid was provided and the parent was contacted. A notification was made to WorkSafe. No further action required.
Notification of an incident while on an excursion where a nearby factory had an accident involving dangerous fumes.	The service took advice of Fire and Emergency NZ and all children returned safely to the service. The service took all appropriate steps to ensure the children's safety.
Notification that a parent failed to collect their child from the service.	The parent arranged for another person to collect the child from the service. The Ministry provided advice and guidance to the service to manage any similar situations in the future.
Notification that a child had been missing in the service at pick up time. The child was hiding and was found.	The service reviewed their supervision practices at the end of the day. The Ministry was satisfied that no further action was required.
Notification of an accident where it was thought that a child on a swing collided with a child nearby. The collision resulted in a broken leg requiring hospitalisation.	Child returned to the service with a care plan. A notification was made to WorkSafe. No further action was required.
Notification that a child fell from outside play furniture and broke their arm.	Child was taken to hospital. No further action required. A notification was made to WorkSafe.
Notification that a teacher was alleged to have acted inappropriately towards a child.	The service stood the teacher down and notified Oranga Tamariki and NZ Police. The allegations could not be substantiated and the parent also refuted the claims. Support is in place for the teacher who has since returned to work.
Notification that two teachers were stood down while an investigation into inappropriate physical treatment of children was carried out.	The service notified the Teaching Council and NZ Police following the investigation. The service terminated the teacher's employment.
Notification that a child tripped on a mattress in the outside area cutting their lip on outside furniture.	The parents were contacted and the child was taken to hospital where surgery was required. The Ministry was satisfied with the service response.
Service notified the Ministry of an incident concerning sexualised behaviour occurred at a service.	The Ministry provided support to the service to manage the child's behaviour and a notification was made to Oranga Tamariki
Notification of multiple accidents at a service involving three broken bones, a dislocated elbow and a finger caught in a door.	The service was reminded of the requirements under the licensing criteria to inform the Ministry of accidents in the service resulting in a child being hospitalised. None of these incidents required hospitalisation. The Ministry found that the service acted appropriately to the incidents.
Notification that four children became separated from the group while on an excursion.	The service was required to review their excursion procedures and policies. The service was placed on a provisional licence until conditions were met and the service has since returned to a full licence.
A service notified us that a small sink hole had developed in the playground area.	The service mitigated all hazards and developed a risk management plan. The Ministry was satisfied with the service's management of the incident.
Notification that a child disclosed to their parent they had been hit on the hand by an educator.	The service was not able to substantiate the allegation and worked with the parent to allay any concerns. The parent was happy with the outcome and the child remained at the service.

Incident Summary	Action Summary
Notification that a child was found by a teacher waiting at an open gate at a service. The gate had been left open by a contractor. A head count of the children was undertaken to ensure all children were present.	The service reviewed their processes around ensuring children were not able to leave the service unaccompanied.
Service advised that a child sustained an injury to their ear after another child poked their ear with a stick.	The Ministry was satisfied that the service responded appropriately to the incident including removing all sticks from craft area. No further action required.
Service advised that a child fell off a bike and lost consciousness. The child was taken to hospital but there were no injuries identified.	The service managed the incident appropriately. No further action was required.
Service informed the Ministry of an incident where parents of a child had behaved aggressively towards staff in front of children.	The Ministry was satisfied that the service had responded appropriately to the incident. No further action was required.
Service advised that a child fell and grazed their face.	The Ministry was satisfied that the service had responded appropriately to the incident including undertaking a review of supervision practices. No further action was required.
Service informed the Ministry that a child received a cut to the head after another child hit them with a tent pole.	The Ministry was satisfied that the service had responded appropriately to the incident. No further action required.
Service advised the Ministry that a child suffered an asthma attack at the service which required a visit to the hospital.	The Ministry was satisfied that the service had responded appropriately to the incident. No further action required.
Service advised that a child was able to leave the front door of a service. The child was returned by a parent before they reached the gate.	The service reviewed their procedures to ensure the safety of children.
Notification from a service of a power outage.	The service had options in place in terms of drinking water, hot water and an ability to heat food and the Ministry was satisfied they could continue to meet the needs of children.
Notification from a service of a parent being aggressive to teachers and children.	The service met with the parent and agreed on appropriate behaviour towards teachers and children.
Notification from a service that a child was hit by a plastic toy resulting in a cut.	The service managed the incident appropriately and no further action was required.
Notification from a service of a child falling from climbing equipment resulting in a broken wrist.	The service decided to remove the play equipment and reviewed the outdoor area. No further action was required.
Notification from a service of gastroenteritis at the service.	The service underwent a deep clean and parents were advised to keep children at home for 48 hours after symptoms stopped. A notification was made to the Ministry of Health.
Notification from a service of cases of e-coli at the service.	The service underwent a deep clean and parents were advised to keep children at home for 48 hours after symptoms stopped. A notification was made to the Ministry of Health.
Notification from a service concerning the removal of asbestos from a building close to the service. Service only advised hours before work was due to start.	Work has stopped until confirmation received that work was being undertaken by a specialist team. A notification was made to WorkSafe.
Notification from a service that a child left the service unaccompanied and was returned by a neighbour.	The service inspected the property to ensure the safety of children attending.
Notification from the service of a suspected case of meningitis.	The diagnosis was a viral rash. No further action required. The Ministry of Health was notified.
Notification from a service of an incident of sexualised play.	The service managed the incident appropriately. No further action required.
Notification from a service of staffing and governance issues at a service.	No further Ministry action required at this time.

Incident Summary	Action Summary
Notification from a service that a child got stuck in a hole in the upright of a chair.	The NZ Fire Service was called and was able to free the child. The service reviewed their supervision practices. No further action was required.
Notification from a service of an incident of sexualised play between a school aged child and an enrolled child. The parent made a notification to NZ Police.	The service was required to change their policy to ensure school aged children were not able to attend the service. They reviewed their Child Protection Policy and SELO PLD was provided for managing children's behaviour.