



Summary Table – 2019 Licensed Early Learning Service Incident Notifications

The table attached summarises the incident notifications the Ministry of Education received from licensed early learning services in 2019.

It includes a high-level summary of the incident notifications 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 Children's Act 2014 and the Health and Safety at Work Act 2015, and notifications made to other agencies that may or may not have met the agency's threshold for reporting and;
- notifications that services voluntarily choose to make to us.

During the 2019 Measles outbreak, we received a number of contacts from services. Where appropriate, some of these are included as incident notifications. Other contacts were not mandatory (i.e. they were not required to be notified to public health, for example) or resulted in an application for emergency closure funding which is not an incident notification. In these cases it is expected that there is no immediate public health concern for the early learning service.

Summary of Incident	Summary of Action
The Ministry received notification that a child had required surgery for a broken leg after falling from play equipment.	The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
Service advised the Ministry that a child playing on outdoor equipment fell off onto a ball, fracturing their arm.	A Ministry investigation found no breach of licensing criteria or regulations. The service reviewed its practice and made improvements as a result of the incident. No further action was required.
Service notified the Ministry that two children had left its premises unattended.	The service revised its supervision plan and altered the premises to prevent the incident occurring in the future. The Ministry was satisfied with the service's response and no further action was required.
The Ministry was notified by a service that a child left their premises unattended by climbing over a gate.	The service mitigated the risk by increasing the height of the gate and adding this to the hazard register. The service also reviewed relevant policies and accessed SELO PLD support to ensure teaching and learning opportunities were maximised at all times of the day.
Service advised the Ministry of a potential case of swine flu.	Results came back negative for swine flu. The Ministry was satisfied the service responded appropriately to the incident, including notifying health authorities. No further action was required.
The Ministry received notification that a child broke a bone when they fell from play equipment. The child required surgery.	The service made changes to their practice to ensure the safety and supervision of children while outdoors, including regular evaluation of the play equipment. The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe.
Service advised the Ministry of a diarrhoea and vomiting outbreak.	The Ministry was satisfied the service responded appropriately to the outbreak with support from health authorities. No further action was required.
Service notified the Ministry of an allegation of ill treatment of a child by a teacher.	The service completed a full investigation into the incident. Oranga Tamariki were informed, as were NZ Police. A disciplinary meeting deemed the teacher's actions to be serious misconduct. The teacher was provided with a final written warning and chose to resign. A mandatory report was lodged with the Teaching Council. The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry of an incident of sexualised play.	The service followed their child protection policies and notified Oranga Tamariki of the incident. No further action was required.
Service notified the Ministry about an altercation between separated parents in the carpark at the service.	The Ministry provided the service with guidance and advised the service to develop a policy to manage any future occurrences.
Ministry notified by a service that a child left the service's premises unaccompanied by an adult, by climbing a fence. The child's mother was arriving to collect them and returned them to the service.	The Ministry was satisfied the service had taken necessary actions to prevent this type of incident happening again, including erecting a new fence and enacting a comprehensive plan for supervising the child. However, due to a number of other issues the service was placed on a provisional licence and continues to be monitored by the Ministry.
Service advised the Ministry that a child had not returned to the service with a group after an excursion to a nearby school. The child had made their own way back to the service.	The service reviewed and updated its excursion policies and procedures. The child's parents were advised. The Ministry was satisfied with the service's response to the incident and no further action was required.
Service informed the Ministry of an allegation of ill treatment of a child by a teacher.	The Ministry was satisfied that the service managed the allegations appropriately, including working with Oranga Tamariki and NZ Police. The investigations did not substantiate the allegations and the teacher returned to work.
Service advised the Ministry of an assault on a parent, by another parent, on the premises after a disagreement about custody arrangements.	The NZ Police attended and removed the parent from the service's premises. The service also contacted Oranga Tamariki. The Ministry was satisfied with the service's response to the situation and SELO support was provided. No further action was required.
Service notified us that a parent had been abusive after a notification had been made to Oranga Tamariki. The service was looking for advice to ensure they had all the right processes in place. Notification was some time ago and difficult behaviour from the parent was ongoing.	The Ministry provided advice and guidance to the service about potential training for teachers and visited the service to provide support. The parent subsequently removed their child from the service.
The Ministry was advised of an incident where two people entered the service's premises causing the service to go into lockdown. The service was supported by NZ Police.	The Ministry was satisfied the service responded appropriately to ensure the safety of children and staff. WorkSafe was notified.

Summary of Incident	Summary of Action
Service advised the Ministry of a sinkhole under the building which meant the toilets were inaccessible.	The service were able to mitigate risk while the issue was fixed. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry of an allegation of ill treatment of a child by an educator outside of licensed hours.	The service immediately removed the educator from contact with children. Oranga Tamariki and NZ Police were notified. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child injured themselves while climbing on play equipment. The injury required the child to be kept at hospital overnight.	The service completed a review of its child injury and supervision policies, and discussed safety when climbing with the children. The Ministry was satisfied the service responded to the incident appropriately, including advising WorkSafe.
Service informed the Ministry that a child had slipped while running inside and cut themselves.	Parents were informed and the child was taken to hospital where the cut was glued. No further action was required.
Service advised the Ministry that a parent noticed a bump on their child's head when they collected them. Service was unaware of how this had occurred.	The Ministry was satisfied the service responded appropriately, including undertaking an investigation and meeting with the family. No further action required.
Service advised the Ministry that a child fell awkwardly on their arm and broke it while jumping on a bouncy castle.	The service completed a review and trained staff in risk management procedures. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that after notifying a parent of marks on their child's leg the parent accused a teacher at the service of slapping their child.	The teacher was placed on non-contact while the matter was investigated. Teaching Council were notified and an investigation was undertaken by NZ Police and Oranga Tamariki which found no misconduct and the teacher returned to their normal duties. The Ministry was satisfied with the service's response and no further action was required.
The Ministry were advised by a service that two children climbed their boundary fence via a tree branch.	The children were seen climbing the fence and returned to the service immediately. The tree branch was removed and the service updated their supervision plan. The Ministry was satisfied with the service's response. No further action required.
Notification received from a service that a parent was abusive toward staff after finding a scratch on their child. NZ Police were called and attended the service.	The service notified the parent that the child was no longer enrolled and a trespass order was issued by NZ Police. The Ministry was satisfied no further action was required.
The Ministry was advised by a service that a child hit their head while running outside.	The Ministry visited the service and found that the incident was managed well and the service had effective systems in place to guide practice in the event of an incident where injury occurs. No further actions were required.
The Ministry was advised by a service that a child had two febrile seizures.	The Ministry was satisfied the service responded appropriately and worked with parents to understand the cause.
Service advised the Ministry that parents did not collect their children and the emergency contact person was also unavailable. The children remained at the service with two teachers, past licensed hours.	The service attempted to seek help from both NZ Police and Oranga Tamariki. Eventually the children were collected. The service discussed the incident with the family and obtained a number of alternative authorised persons for pick up. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of a child with a confirmed case of whooping cough and requested emergency closure funding.	The service followed recommendations from health authorities and informed the Ministry. No further action was required.
Service advised the Ministry that a teacher had arrived at the service under the influence of alcohol.	The service stood the teacher down while they carried out an investigation. The teacher was given a written warning and a mandatory report was sent to the Teaching Council. The Ministry was satisfied the service followed their policies and procedures to ensure risk to children was mitigated. No further action required.
Service advised that a teacher had resigned following a complaint against them alleging unprofessional behaviour with a parent.	The Ministry was satisfied the service had managed the situation appropriately, including notifying the Teaching Council of the allegations.
Notification from the service that a child was hit by a rock thrown from an individual in a neighbouring house. Child was taken to hospital with an eye injury and the individual appeared in court.	The Ministry was satisfied the service responded appropriately to the incident including working with NZ Police. The child subsequently returned to the service.
Service notified the Ministry of a confirmed case of E. coli.	The service was fully cleaned and parents were informed about the case. Health authorities were also notified. As a result of the incident the service reviewed its policy for infectious illness. No further action required.

Summary of Incident	Summary of Action
Service informed the Ministry that a child was injured by another child.	The Ministry found that the service acted appropriately to support both children involved, and their families. A referral had been made to the Ministry's Learning Support team for the child who caused the injury, with assessment due to take place the following week. Oranga Tamariki were notified. No further action was required.
Service notified the Ministry that children and staff had been in contact with a confirmed case of measles.	The Ministry was satisfied the service responded appropriately to the situation, including notifying health authorities.
Service informed the Ministry that a child tripped while running outside. They fractured and dislocated their arm which required surgery.	A Ministry investigation found the service had followed their policies and procedures, including notifying WorkSafe. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a teacher had allegedly pulled a child's hair.	The service notified Oranga Tamariki and NZ Police. The teacher was stood down, and later dismissed. The Ministry reviewed all evidence and determined the service had conducted a thorough investigation. No breaches to the regulations and licensing criteria were identified. No further action was required.
Service advised the Ministry that a child had fallen from play equipment. The child's elbow was broken and dislocated, requiring surgery.	The service removed the play equipment until it was able to install additional safety features as per Ministry advice. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Notification from the service of an incident where a child, who was not enrolled at the service, was bitten by another child. The parent witnessed the incident and was unhappy with the service's response.	The Ministry was satisfied that the service managed the incident appropriately. No further action required.
Service notified the Ministry that a staff member had rough-handled a child.	The Ministry was satisfied that the service responded appropriately, including working with NZ Police and Oranga Tamariki. The staff member was dismissed and additional coaching and support was put in place for the centre leadership team on responding to disclosures.
Service notified the Ministry that a teacher had shouted and swore at another teacher, including in front of children.	The Ministry found the service had stood the teacher down pending investigation. The teacher was subsequently dismissed and a mandatory report was made to the Teaching Council. The Ministry was satisfied the service responded appropriately and no further action was required.
Service notified the Ministry that a teacher pushed a child at the service.	The Ministry found the service stood the teacher down pending investigation. The service notified Oranga Tamariki and NZ Police. The incident did not meet their threshold for investigation. The staff member was dismissed. The Ministry was satisfied that the service followed appropriate processes. No further action required.
Notification of an incident where a parent was abusive and inappropriate towards service staff.	The service confirmed that the matter had been resolved with the parent and no further action was needed.
The Ministry was notified by a service of a potential outbreak of gastroenteritis.	The service followed the advice from health authorities around measures to prevent further spread of the illness. The Ministry was satisfied the service responded appropriately. No further action was required.
Service notified the Ministry of a child fracturing their leg at the service.	The Ministry was satisfied the service responded appropriately to the incident, following their policy and procedures. No further action was required.
Service advised the Ministry that a child choked on a woodchip.	The Ministry was satisfied that the service responded appropriately to the incident. The service called an ambulance and the child was taken to hospital. No admission was required and the child returned to the service the next day.
The Ministry received notification that a child had suffered a seizure.	The service called the ambulance and applied appropriate first aid. The child was taken to hospital and has since made a full recovery. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry of an investigation into inappropriate practice by a teacher.	The Ministry was satisfied the service followed appropriate processes in investigating the concerns. No inappropriate practice was identified and no further action was required.
Service advised the Ministry of an allegation that an unqualified teacher had smacked a child on their leg.	The Ministry investigation identified that the service followed its policies and procedures. The service notified NZ Police and updated its child protection policy. The staff member was subsequently dismissed. No further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry of an incident of sexualised behaviour.	The Ministry was satisfied with the internal evaluations completed by the service with regards to supervision practices, child protection policy and notifiable events. The service had also engaged an external PLD provider to work with them on this incident. No further action was required.
Service notified the Ministry that a child was taken to hospital due to scratches and bruising caused by another child at the service.	The Ministry was satisfied with the service's response to the incident. The Ministry's Learning Support team provided support to the child who caused the injury. Oranga Tamariki were also contacted. No further action was required.
Service notified the Ministry that a child fell down a set of stairs while in their wheelchair. The child's parents were unhappy with the accident and the service response, and notified NZ Police.	The Ministry investigation resulted in the service being placed on a provisional licence. Oranga Tamariki, WorkSafe and the Teaching Council were also notified. The service was required to review their incident management procedures and provide all staff with professional development on responding to incidents. The service was returned to a full licence when the Ministry was satisfied that the service had put processes in place to mitigate any similar incidents.
Service notified the Ministry of a child jumping from play equipment and falling awkwardly and breaking their arm.	The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
Service advised the Ministry it had a case of measles.	The service notified health authorities and followed their guidance, which included sending unimmunised children home. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an allegation of ill-treatment of a child against two teachers.	The Ministry was satisfied that the service responded appropriately to the allegations which were not substantiated. The service reminded teachers of appropriate behaviour management strategies and reviewed their positive guidance policy. Further PLD was also provided to teachers to support their learning and practice.
Service advised the Ministry that a fire had occurred in the kitchen.	The service evacuated and was closed while the affected area was cleaned and soft furnishings replaced. The Ministry was satisfied with the service's response, including notifying Fire and Emergency NZ. No further action required.
Service advised the Ministry that a teacher had rough handled a child as a means of behaviour management.	The service advised the Teaching Council who carried out an investigation. It also notified Oranga Tamariki and NZ Police. The teacher later resigned. The service was required to update its child protection policy. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child was left unsupervised in the outside area of the service during a whānau event where the parent was present. The parents complained to the service.	The service reviewed their supervision policy and procedure. The Ministry was satisfied with the service's response. No further action required.
Service advised that a child broke their arm when they fell from play equipment. The child required surgery.	The service increased supervision when children are using more challenging play equipment, and introduced learning sessions for those new to using the equipment. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Service notified the Ministry that a child had fallen from play equipment and broken their arm, requiring surgery.	The Ministry was satisfied with the service's response to this incident, including notifying WorkSafe. No further action was required.
Service notified the Ministry that a child had fallen from play equipment resulting in a fracture to their upper arm.	Following a Ministry investigation it was concluded there were no issues with the play equipment and the service followed their procedures and notified WorkSafe. No further action required.
The Ministry received notification of a child requiring surgery after their finger was caught in a door when another child shut it.	A Ministry investigation found the service had installed a new safety mechanism on the door to mitigate the risk to children entering and exiting the room. The service notified WorkSafe. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was advised that a child broke their arm when they fell from playground equipment. The child required surgery.	The Ministry was satisfied with the service's response to the incident, which included calling an ambulance, notifying the parents, and informing WorkSafe. The playground equipment was assessed and met regulations. No further action was required.
Service notified the Ministry that a child had injured themselves in a fall from play equipment. The child required surgery.	The service reviewed their supervision plan and confirmed the equipment met regulatory requirements. The service also informed WorkSafe. The Ministry was satisfied no further action was required.
The Ministry was notified that a child had injured themselves on equipment at the service which resulted in them being admitted to hospital for surgery.	The Ministry was satisfied that the service responded appropriately to the initial injury and subsequent review of the physical environment and educator practice. The service also informed WorkSafe. No further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry that a child fell from play equipment and broke their arm, requiring surgery.	The service responded appropriately and called the parents and the ambulance, as well as administering first aid immediately. The service also informed WorkSafe. No further actions were required.
Service advised the Ministry that an incident of sexualised behaviour had been notified to Oranga Tamariki.	The Ministry was satisfied that the service responded appropriately, including following their policies and procedures. Oranga Tamariki managed the incident. No further action was required.
Notification that a visitor to the service had yelled at and allegedly assaulted a child.	No physical assault was substantiated. The Ministry was satisfied that the service responded appropriately, including advising the NZ Police and issuing a trespass notice.
Service advised that a child had broken their leg when they fell from play equipment.	The Ministry investigation found the service had removed the play equipment to mitigate any immediate risk. The service applied first aid and contacted the parent who took the child to hospital. The Ministry investigation resulted in the service being placed on a provisional licence due to concerns with the outside space and hazard management processes. SELO PLD was provided to support the service and the service has returned to a full licence.
Service advised the Ministry that a child was pushed from a box by another child and appeared to hurt their leg. The next day the child was unwell and admitted to hospital for observation as they had a delayed concussion.	The service reviewed its outdoor environment, supervision practice and procedures around accident notifications to parents. WorkSafe were also notified. The child returned to the service once fully recovered. The Ministry continues to monitor the service.
Service advised the Ministry that a teacher had smacked a child as a means to manage sexualised play.	The service stood the teacher down while they carried out an investigation. The allegations were substantiated and the teacher subsequently dismissed. The service notified the Teaching Council of the outcome. The Ministry was satisfied with the service's response and no further action was required.
Service notified the Ministry of an allegation of ill treatment of a child by a teacher.	The Ministry was satisfied with the service's management of the allegations. The teacher was stood down while an investigation was carried out and formal disciplinary processes were implemented. The service worked with appropriate agencies, including Oranga Tamariki, NZ Police, and the Teaching Council.
Service notified the Ministry of a child jumping from play equipment and breaking their arm.	The Ministry was satisfied that the service had responded appropriately to the accident. No further action was required.
Service informed the Ministry about an incident where a child hit a teacher with a stick and was kicking, and throwing objects. The child was moved away from other children and another teacher had to restrain the child to help calm them down.	The service phoned the child's parent who arrived and calmed the child down. The Ministry's Learning Support team provided behaviour management advice and guidance to the service. The teachers involved undertook a self reflection of the incident. The parents removed the child from the service. The Ministry was satisfied no further action was required.
The Ministry was notified by a service that a child was accidentally hit with a spade by another child, which caused their lip to split. The injury required stitches.	The Ministry was satisfied the service responded appropriately, including notifying WorkSafe and updating their hazard register. No further action was required.
Service advised the Ministry that a teacher had allegedly slapped a child on the arm as part of their behaviour management.	The service notified the Teaching Council who followed up on the service's investigation into the allegation. A Ministry investigation found the service had followed their child protection policies and provided evidence that demonstrated compliance with the regulations. No further action was required.
Service notified the Ministry that a child's leg was broken when another child fell from play equipment, knocked them over and landed on their leg.	The Ministry was satisfied the service responded appropriately to the incident. The service reviewed its use of the play equipment and changed its procedures around this. No further action was required.
Service advised the Ministry that a child's parent had notified the service that their child had a bruised and swollen arm. The parent had taken the child to the doctor. There was no record of an accident or injury at the service. The child's parent made a notification to NZ Police and Oranga Tamariki.	The Ministry was satisfied with the service's investigation and response. The injury did not occur at the service. No further action required.
Service notified the Ministry that a child was taken to hospital after slipping and hitting their head.	The Ministry found the service had followed their accident/illness procedure but required improvements to be made to their accident/illness reporting. The child was not admitted to hospital.
Service notified the Ministry of an incident where a child became entangled in a rope during a supervised activity, resulting in rope marks on the back of the neck.	The Ministry was satisfied with the service's response to the incident, but required improvements to be made to the management of activities involving ropes.
Service advised the Ministry that it was required by NZ Police to go into lockdown.	The Ministry was satisfied with the service's response. Teachers followed procedures and knew what to do. No further action was required.

Summary of Incident	Summary of Action
The Ministry was advised by a service that two children had left their premises unaccompanied by an adult.	A teacher saw the children leaving and immediately brought them back to the service. Parents were contacted once a full centre roll call had been taken. The service modified the gate the children used to exit. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification from a service of an incident of sexualised behaviour.	A Ministry investigation found the service handled the incident appropriately. SELO PLD was engaged to further support staff and families in responding to this type of behaviour. No further action was required.
Service advised the Ministry of allegations of ill-treatment of children by a teacher.	The service stood the teacher down while an investigation took place. The allegations were upheld and the teacher was dismissed. The Ministry found the service was meeting regulatory requirements and responded appropriately to the situation, including notifying NZ Police, Oranga Tamariki and the Teaching Council.
Service notified the Ministry that a child had left the premises unaccompanied by an adult. The child was safely returned to the service by a member of the public.	The Ministry was satisfied that the service had responded appropriately, including providing additional enhancements to safety mechanisms and evaluating its supervision practices and processes. No further action was required.
The Ministry received notification that a child was unresponsive and unable to be woken for half an hour.	The service monitored the child while the ambulance and parents were contacted. The child was later taken to the doctor. The Ministry was satisfied with the service's response and no further action was required. The child was referred to a specialist to determine any underlying medical condition.
A service advised the Ministry that a child's finger was fractured when it caught in a door. The child was admitted to hospital for surgery.	The Ministry was satisfied the service responded appropriately to the incident, including notifying WorkSafe. No further action was required.
The Ministry was informed by a service that a child fell and banged their head resulting in a fractured skull.	The Ministry found that improvements were required to incident management and health and safety policies. Processes were updated and all staff were reminded about the procedure for recording and notifying parents of any accidents or injuries. No further action required.
The Ministry was notified by a service that a reliever they had used did not have a current police vet.	The teacher was removed from contact immediately and a new police vet sought. An error was identified by the service provider that the police vet expiry notification for the teacher had gone to an incorrect address; this was remedied. The Ministry was satisfied no further action was required.
Service advised the Ministry that a child was taken to hospital with a dislocated shoulder. The child later disclosed that a teacher had pulled them by the arm.	The service stood down the teacher pending an investigation. Oranga Tamariki and NZ Police were notified. Oranga Tamariki and NZ Police advised the incident did not meet their threshold for investigation. The teacher resigned and a notification was made to the Teaching Council. No further action required.
Service notified the Ministry that a child had fractured their elbow. The injury was not noticed until the child was home with their family.	The Ministry found the service had notified WorkSafe and had followed required procedures. No further action required.
Service notified the Ministry that a child had disclosed abuse by a family member.	The Ministry was satisfied the service had followed its child protection policy and made a notification to Oranga Tamariki. Oranga Tamariki did not substantiate the allegations.
Service notified the Ministry that they had made a notification to NZ Police and Oranga Tamariki after the family of a child had become abusive at a meeting about their child's behaviour. The parent then directed their aggressive behaviour toward their child as they left the service.	The Ministry found the service had acted appropriately to the incident including working with both Oranga Tamariki and NZ Police. Oranga Tamariki had previously been working with this child but advised the case had been closed. The Ministry provided updated information to Oranga Tamariki. The child did not return to the service.
Service notified the Ministry that it was investigating allegations of a teacher grabbing and dragging a child.	The teacher was stood down while an investigation took place. The Ministry reviewed the process and supported the service to strengthen its complaints processes. No further action required.
Service notified the Ministry about a suspected case of exposure to measles. The service was advised by a GP to close while tests were undertaken.	Service was advised on correct emergency closure processes and provided with website links with supporting information. Health authorities were notified. No cases of measles were confirmed.
Service notified the Ministry that a child was taken to hospital after jamming their finger in a door frame, resulting in a fracture requiring surgery.	The Ministry required the service to make improvements in its accident/incident management and reporting. The child was discharged from hospital on the same day and a notification was made to WorkSafe.
Service notified the Ministry that a parent had raised concerns of a child exhibiting inappropriate behaviour, possibly triggered by sexual abuse.	The Ministry was satisfied that the service managed the incident appropriately including notifying and working with Oranga Tamariki. The suspected abuse was unable to be substantiated.
Service notified the Ministry that a child left the service while unattended via a gate. The child was returned to the service unharmed after 15 minutes.	A Ministry investigation found the child was playing in an unlicensed space and was not adequately supervised. The service reviewed their processes and strategies in place for this child, in conjunction with the

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	Ministry's Learning Support team. The service was required to put an action plan in place regarding supervision and hazards, and continues to be monitored.
Service notified the Ministry about an incident of a third-year student employee using unprofessional language around children and placing their hand over a child's mouth.	The service notified Oranga Tamariki of the incident and the staff member was dismissed following an investigation. The service investigation process identified breaches to its own incident recording process and reporting to management. The service reviewed child protection and behaviour management policies. Additional support was put in place for staff with a focus on their wellbeing. The Ministry was satisfied with the service's response.
Service notified the Ministry after a child fell from a rebounder and fractured their elbow, requiring surgery.	The service notified WorkSafe and provided incident documentation to the Ministry. Risk management and supervision was reviewed and the rebounder was removed from the service. No further action required.
Service notified the Ministry after a child fell from outdoor play equipment and broke their leg.	The Ministry found the service had notified WorkSafe. The service had followed all required processes and appropriate supervision was in place at the time of the accident. No further action required.
Service notified the Ministry that a child received a cut to their face after falling off a bike. The child required stitches.	The Ministry investigation found there were safety concerns with the bike and with supervision in the outside area. The service was required to improve practices, including hazard identification, incident documentation and supervision of the outdoor area. The service was also required to review relevant policies.
Service notified the Ministry that a child had fallen seriously ill after waking up from sleep.	The service followed their incident procedure and sought immediate medical treatment from a doctor. The Ministry was satisfied the service responded appropriately. The child returned to the service and the parent was happy with the service's action to seek medical attention.
Service notified the Ministry of an investigation into teacher behaviour after a report of alleged ill treatment of a child at the service.	The service investigated and found no evidence to substantiate the allegations. No further action was required.
Service notified the Ministry that a child cut themselves on broken glass.	The service made immediate changes in the environment to isolate the hazard and notified WorkSafe. However, as a result of a number of other incidents and a complaint the service was placed on a provisional licence and monitored by the Ministry. The service has returned to a full licence.
Service notified the Ministry of an allegation of rough handling of a child which resulted in their elbow being dislocated.	The teacher was excluded from the service while an investigation was carried out. The Ministry was satisfied with the service's response and no further action was required.
Service notified the Ministry of a child fracturing their arm on playground equipment.	The service removed the playground equipment and discussed playground safety with the children. The Ministry was satisfied with the service's response and no further action was required.
Notification made by service informing the Ministry of three confirmed cases of cryptosporidium.	The service followed all required procedures and informed health authorities. No further action required
Service notified the Ministry that a child had left their premises without knowledge of staff, in the midst of another group of adults and children. The child's parent was arriving in the carpark and collected them to return to the service.	A Ministry investigation found a lack of supervision and communication with parents. The service provider had a number of similar incidents within a short timeframe and mitigation actions were ineffective. An action plan was put in place and the service continues to be monitored.
Service informed the Ministry that a child had fallen from play equipment and was taken to hospital to treat a broken arm.	The service contacted the parents immediately who then sought medical treatment for the child. The service replaced the play equipment and amended its practice to mitigate risk when children are using higher equipment. The Ministry was satisfied with the service's response and no further action was required.
The Ministry received notification of a case of measles at a service.	The service notified health authorities and parents. Unimmunised children were kept away from the service. No further action was required.
The Ministry received notification of an allegation of ill treatment of three children by a teacher.	The Ministry investigation found the service had followed a thorough process and there were no regulatory breaches. Oranga Tamariki, NZ Police, and the Teaching Council were notified. The allegations were not substantiated, however the teacher resigned. No further action was required.
The Ministry was notified by a service that a child fell from play equipment and broke their femur.	The service applied first aid, contacted the child's parents, and notified WorkSafe. The Ministry found improvements were needed to ensure emergency services were contacted promptly, and that all accidents were reviewed to ensure appropriate risk mitigations and response. The Ministry continued to monitor the service to ensure mitigation of incidents occurred correctly.
A service notified the Ministry of an allegation that a teacher in training had shared inappropriate images of children with people outside the service.	The teacher in training was removed from the service. The Ministry was satisfied with the service's response to the allegation, including notifying Oranga Tamariki and the training provider. No further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry of concerns they had about alleged ill-treatment of three children, who were siblings, at home.	The service had notified Oranga Tamariki, and subsequently updated their child protection policy, reporting process and incident recording on the Ministry's advice. No further action was required.
The Ministry was advised that a child left their premises unaccompanied by an adult and walked home.	The service conducted an investigation and found the child probably exited via a door left open by a parent collecting their children. The service mitigated risk by installing a child-proof gate and ensuring reception was monitored at pick up and drop off. The Ministry was satisfied with the service's response and no further action was required.
Service notified the Ministry that a family member of a child, who had visited the service, had been diagnosed with measles.	The Ministry was satisfied the service were acting on advice from the health authorities. No further action was required.
Service notified the Ministry that a child had fallen and hit their head.	The service applied first aid immediately then called for the ambulance and notified the child's parents. The child was subsequently examined and cleared by a doctor. The Ministry was satisfied with the service's response, including reviewing supervision and the physical environment. No further action was required.
Service notified the Ministry of an outbreak of diarrhoea and vomiting. Nine children were affected, with one being hospitalised.	The child who was hospitalised was diagnosed with rotavirus. Health authorities were notified. The Ministry was satisfied the service was proactive in dealing with the outbreak. No further action was required.
Service advised the Ministry that a child fell from a tree, cutting their finger which required stitches.	The Ministry was satisfied the service responded appropriately, including reviewing the safety of all trees on the property. No further action was required.
Service notified the Ministry after a child injured their elbow, requiring surgery, after falling off a bridge onto soft fall surface	The Ministry was satisfied the service had responded appropriately to the incident, including installing netting around the bridge to prevent falling. The service notified WorkSafe.
Service advised the Ministry that a parent was upset by the treatment of their child by teachers when on an excursion. The child had run away from the group and was crying and screaming while being led back to the group by a teacher.	The Ministry identified a number of issues with the service's procedures. The service strengthened their excursion policy and procedure, including risk assessment. No further action required.
Service advised the Ministry that they were investigating two allegations of rough handling of children by a teacher.	The service removed the teacher from contact with children and advised Oranga Tamariki and the Teaching Council. The teacher subsequently resigned. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry about concerning treatment of animals by two children at the service.	The Ministry's Learning Support team engaged with the service to provide advice and guidance. No further action was required.
Service advised that due to a police cordon they were unable to enter the service until 9.15am. Two children were left by a caregiver with teachers and were moved by car to a safer place until the cordon was lifted.	The Ministry found that the service managed the situation appropriately. No further action required.
Service advised the Ministry that an educator had smacked a child.	The Ministry found that the educator had been stood down while an investigation was undertaken. The educator's employment was subsequently terminated and a notification was made to NZ Police and Oranga Tamariki.
Service advised the Ministry that a child had left their premises unaccompanied by an adult by climbing the fence. The neighbouring school phoned the service to let them know the child was with them.	The Ministry required the service to modify the fence to mitigate a similar occurrence. The child already had a safety plan in place and was receiving Ministry support. No further action was required.
Service advised the Ministry that a child broke their arm and dislocated their elbow when jumping from play equipment. The injury required surgery.	The service applied first aid and notified the parent who took the child to hospital. The Ministry investigation found that play equipment had soft fall mats in place and the service added the equipment to its hazard list to ensure children are supported by staff when using this equipment. The child was later discharged from hospital.
Service notified the Ministry that a child fell from outdoor play equipment and broke their arm.	The Ministry was satisfied the service followed appropriate processes in responding to the incident. No further action was required.
The Ministry was notified by a service that NZ Police were investigating an allegation of restraint of a child by a teacher.	The Ministry was satisfied that the service managed the situation appropriately including making a notification to the Teaching Council. NZ Police closed the case with no further action required. A referral was made to the Ministry's learning support team and a behaviour management plan was put in place to better support the child.

Summary of Incident	Summary of Action
Service notified the Ministry that a child injured their hand after catching it in outdoor play equipment.	The service was reminded that all accidents and injuries notified to parents must be signed and dated. The Ministry was satisfied the service responded appropriately to the incident.
Service notified the Ministry of a domestic altercation that took place between two parents of children as they were being dropped off.	The Ministry found the service responded appropriately to the incident and had contacted NZ Police who supported during the incident. The Ministry worked with the service to explore support options for teachers in working with families in challenging circumstances. The service reviewed policies and procedures and refined its procedures for lockdowns.
Service advised the Ministry of an allegation of rough-handling of a child by a teacher.	The Ministry found the teacher had been stood down following an investigation and was subsequently dismissed. The service notified NZ Police and Oranga Tamariki who decided not to progress an investigation. A mandatory report was made to the Teaching Council. The service reviewed its induction process and made changes to ensure relievers are properly inducted and trained as required.
Service advised the Ministry of an allegation of ill treatment of a child by a teacher.	The service suspended the teacher while it carried out an investigation and notified Oranga Tamariki. Following this the teacher was placed on an action plan with weekly meetings. The service reviewed its positive guidance procedure and sent a report to the Teaching Council. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an incident of sexualised play.	The service notified Oranga Tamariki and put in measures to ensure supervision of the outdoor area was increased. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service informed the Ministry that a child fell from play equipment and sprained their elbow.	The service implemented a system to minimise future incidents. The Ministry was satisfied with the service's response. No further action required.
The Ministry was notified that a child fell from playground equipment and broke their arm.	The child was taken to hospital for treatment. The service notified WorkSafe. The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry that a child fell from play equipment and broke a tooth.	The service contacted the parent who took their child to hospital and then the dentist who pulled the tooth. The service reviewed the outside environment and made changes to mitigate further accidents. No further action required.
Service informed the Ministry of a suspected case of measles. Health authorities were also notified.	The service advised the Ministry that test results came back negative. No further action was required.
The Ministry was notified that a parent was intoxicated when they arrived to collect their children.	The Ministry was satisfied the service managed the incident appropriately. Oranga Tamariki were contacted and the family is now receiving support. No further action was required.
The Ministry was informed of a bomb scare at a property neighbouring a service.	The service followed their processes and evacuated the children to another location and remained there until parents could collect them. No further action was required.
Service informed the Ministry that while on an excursion a child left the group and was returned to the service by a member of the public.	The service reviewed its excursion policies and procedures with family involvement. Excursions were put on hold until changes had been made and staff were confident with these. No further action required.
Service advised the Ministry they had a confirmed case of measles.	The service removed children who were not immunised and teachers' status was checked. Ratios and qualification requirements continued to be met. The service notified health authorities. No further action required.
Service advised the Ministry that a parent, who did not have custody, came to collect their child. Their behaviour escalated when they were advised they could not remove the child from the premises until the legal guardian arrived.	The service went into lockdown and escorted the parent offsite. The legal guardian was contacted and arrived to collect the child. The service also contacted Oranga Tamariki. No further action was required.
Service notified the Ministry of an incident of sexualised play.	The service notified Oranga Tamariki and parents. The Ministry suggested strengthening the recording of incidents. No further action was required.
Service notified the Ministry of a case of meningitis.	The service notified health authorities and communicated with parents. No further action was required.
The Ministry was advised that an intoxicated parent dropped off their child at the service.	The service contacted the other parent who confirmed they would pick up the child. The Ministry was satisfied with the service's response and no further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry of an outbreak of chicken pox.	The Ministry was satisfied the service managed the outbreak under guidance from health authorities. The service decided to close for a short period of time and no further action was required.
Notification from the service that children had to be placed in alternative care following issues at an educator's home.	The parents were happy with the alternative care. No further actions were required.
Service notified the Ministry of a confirmed case of measles at the service.	The Ministry was satisfied the service responded appropriately, including working with health authorities. There were no further cases of measles at the service.
Service notified the Ministry that children were unable to access outdoor space due to storm damage.	The Ministry was satisfied that the service was working to clear the area. No further action was required.
The Ministry received a notification from a service after a child, who attended the service, died at home due to undiagnosed meningococcal disease.	The Ministry offered Traumatic Incident support. The service worked with NZ Police, and health authorities provided information and support to families whose children may have been in contact with the child. The Ministry was satisfied with the service's response.
Service notified the Ministry that it was operating under the minimum required ratios for 15 minutes.	The Ministry was satisfied the service had put measures in place to ensure ongoing compliance.
Service notified the Ministry that a perimeter fence was unsafe and needed to be rebuilt which meant that children couldn't attend the service.	The service found places for children in another service in the network. The service decided to close rather than fix the fence and the licence was subsequently cancelled.
The service notified the Ministry that children at the service were exposed to secondary smoke from a neighbouring rest home, and that trucks were driving at speed through the shared car park.	The service raised their concerns with the rest home and were advised to contact health authorities. No further action was required.
Service advised the Ministry that a child fell from their chair and cut their nose on the table.	The educator took the child to the doctor and then the family took the child to the hospital. The Ministry was satisfied the service responded appropriately and no further action required.
Service notified the Ministry that a child hit their head when going down a slide in a cardboard box. The child was taken to hospital to have a cut to the head glued.	A Ministry investigation found the service had completed a review of the incident and now no additional equipment is allowed to be used on the slide. The Ministry found all health and safety processes and procedures in place. No further action was required.
The Ministry received a notification from a service that a child had fallen from play equipment and broken their arm.	Following a Ministry investigation the play equipment was moved to a safer space, and the service reviewed its outdoor supervision plan. No further action was required.
The Ministry received a notification of sexualised play from a service. This followed other behavioural concerns for the child involved.	The Ministry was satisfied with the service's response, including notifying Oranga Tamariki. A behavioural specialist from the Ministry's learning support team was assigned to offer additional support for the child and the service. No further action was required.
Service notified the Ministry that a child dislocated their elbow. This occurred when the child pulled away from a teacher who was holding their arm to prevent a physical disagreement with other children.	The Ministry was satisfied that the service responded appropriately to the incident, including updating its policies and notifying WorkSafe. No further action was required.
Service notified the Ministry of five children leaving its premises unattended, via a gate. The children were safely returned to the service by a teacher.	The service completed a review of its premises and added extra locks to the gate. The Ministry was satisfied the service addressed this incident appropriately to ensure that children were no longer at risk. No further action was required.
Service notified the Ministry that a child broke their elbow when they were pushed from play equipment by another child.	The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
The Ministry was advised by a service that a child fractured their leg after releasing their grip and dropping from outdoor play equipment.	The Ministry investigation found that the play equipment was compliant and the service had acted appropriately. No further action was required.
The Ministry was notified by a service that a child fractured their wrist when they fell from play equipment. Emergency services were called.	The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
Service notified the Ministry of police presence at a neighbouring property in response to a firearms incident.	The service contacted NZ Police who confirmed an investigation was being carried out and there was no current danger. Staff felt safe to remain open. The Ministry was satisfied with the service's response. No further action required.

Summary of Incident	Summary of Action
The Ministry was notified by a service of a child breaking their arm after slipping over outside.	The child was taken to the hospital by family members. The service made changes to its premises to prevent further incidents occurring. It also reviewed its serious accident/incident procedures. No further action required.
The Ministry received a notification from a service that a child's finger had broken when it was caught in a door.	The Ministry was satisfied the service responded appropriately, including modifying the environment to reduce the risk of similar accidents occurring. No further action required.
Service advised the Ministry that a teacher was dismissed after allowing a child to go with a person who was not included in the enrolment form for the collection of the child.	The Ministry was satisfied the service had managed the situation appropriately, including contacting the Teaching Council and Oranga Tamariki. No further action required.
Service advised the Ministry that a notification was made to Oranga Tamariki concerning a bruise on a child. The child said their parent had hit them.	The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
Service notified the Ministry that a child was pushed off a climbing box by another child and broke their arm. The child required surgery and an overnight stay in hospital.	The service reviewed the safety of the equipment and safe fall. Meetings were held with both families to support the injured child and have strategies in place for the child that pushed. The Ministry was satisfied the service responded appropriately, including notifying WorkSafe. No further action was required.
Service advised the Ministry that an industrial sun umbrella pole had snapped in a strong gust of wind. No children were in the area at the time.	The Ministry was satisfied that the service responded appropriately, including notifying WorkSafe. No further action was required.
Service informed the Ministry of an allegation of ill treatment of a child by a teacher.	The teacher was removed from contact with children during the investigation and later resigned. The service informed the child's parents. Oranga Tamariki, NZ Police, and the Teaching Council were also notified. The Ministry was satisfied with the service's response to the incident.
Service advised the Ministry of an incident of sexualised play.	The Ministry found that the service had good systems and processes in place. Both the service and child were supported by the Ministry Learning Support team. No further action was required.
The Ministry was notified that a child was hit by the service's van when dropping their sibling home from the service, resulting in a broken femur.	NZ Police and WorkSafe confirmed no charges were to be laid as there were no indications of negligence by the driver. The Ministry was satisfied with the service's response. No further action required.
Service advised the Ministry that a parent witnessed their child being force-fed a bottle by a teacher.	The service conducted an investigation which upheld the allegation. The teacher was stood down and the Teaching Council was notified. The Ministry was satisfied that the service followed all requirements. No further action required.
Service reported an incident of a child who may have had an object stuck in their throat. The child was taken to hospital via ambulance for monitoring and released the following day.	The Ministry was satisfied with the service's response to the incident. No further action required.
Notification was received of a child suspected of having measles.	The Ministry was satisfied the service worked with appropriate agencies in managing the incident. The service later confirmed the child was not diagnosed with measles. No further action was required.
The service advised the Ministry that they had identified potential ill-treatment of a child outside the service following the child presenting sexualised behaviour at the service.	The service notified Oranga Tamariki and followed all processes correctly. No further action required.
The Ministry received notification that a child had burnt their feet on a soft fall mat at the service.	The service followed due process and met the regulatory requirements. A review of the outdoor environment and sun safety was completed. The burns were minor and the child was not admitted to hospital. No further action was required.
The Ministry was advised by a service that a child cut their tongue when hit in the mouth by a swing. The child was admitted to hospital for surgery.	A Ministry investigation found the service had followed their policies and procedures. The service also reviewed how educators supervise and advise children to be safe in the swing area, to mitigate further risk.
Service advised of an outbreak of gastro illness, with a confirmed diagnosis of rotavirus for one child.	The Ministry found the service was supported by health authorities to ensure appropriate control measures were implemented to prevent further spread of the illness. No further action was required.
The Ministry was notified of a child falling from play equipment, re-opening a cut on their lip. The child was later admitted to hospital with signs of a head injury.	The service responded appropriately on the day of the accident and had worked to improve the safety surfacing in the area. WorkSafe was notified. The Ministry was satisfied that no further action was required. The child returned to the service following a full medical check.
Service advised the Ministry that a child had been diagnosed with whooping cough.	The Ministry found that the service was supported by health authorities. No further actions were required.
Service notified the Ministry of a child leaving its premises unattended. The child was seen by a teacher and immediately returned to the service.	The Ministry was satisfied with the service's response to the incident, including adding additional locks to the gate the child used to exit. No further action was required.

Summary of Incident	Summary of Action
The Ministry received notification from a service that a child slipped and was momentarily knocked unconscious. They were then taken to hospital by ambulance. A notification was made to WorkSafe. The child was not admitted to hospital and returned to the service the next day.	The Ministry was satisfied that the service responded appropriately to the incident, including notifying WorkSafe. No further action required.
The Ministry was advised of a child leaving a service's premises on their own due to a faulty gate. The child was sighted outside the premises and immediately returned.	The service reviewed its premises and installed a new gate. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was informed that a child had slipped on a toy when running and subsequently hit their head. The child was taken to the hospital by their parent, who worked at the service.	The Ministry reviewed the incident and found no breaches to the regulations. It was suggested the service review its indoor environment and rules for children when in that space. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified of an allegation of ill treatment of a child by a teacher.	The service immediately stood the teacher down from duties while an investigation was carried out. Oranga Tamariki, NZ Police and the Teaching Council were notified. The matter was resolved and the teacher returned to work. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification of a referral to the Ministry of Health after a child was diagnosed with whooping cough.	The service continued to work with health authorities and followed their guidance. The Ministry was satisfied and no further action was required.
The Ministry was notified by a service that a child required surgery due to splitting their chin open during outside play.	The Ministry was satisfied with the service's response, including applying first aid and contacting parents immediately. WorkSafe was notified of the incident. The service removed play equipment for safety enhancements and reviewed its supervision in the outdoor space. No further action was required.
The Ministry received notification from a service that three children left their premises unattended. The children were located and returned by a staff member.	The service followed Ministry recommendations to improve supervision, including installing additional equipment. No further action required.
Service notified the Ministry that two children left its premises unattended by climbing bushes to get over the fence.	The children were returned to the service immediately and the parents were notified. The bushes were removed and supervision and hazard policies were reviewed. The Ministry was satisfied with the service's response.
The Ministry was notified by a service that its van was involved in an accident when collecting children to attend the service.	No one was injured in the accident. The Ministry was satisfied the service responded appropriately. No further action was required.
The Ministry was notified that a child had cut their face on a small branch while playing near a tree.	First aid was applied and the parent took the child to the doctor's for treatment. The service reviewed the area and had the trees removed. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification from a service of confirmed presence of asbestos in the surface soil of its playground, after drainage work uncovered old building materials on the site.	The service sought professional advice and the hazard was contained and then removed. The Ministry was satisfied with the service's response to the incident, which included notifying WorkSafe, health authorities, and the local council. No further actions were required.
Notification from a service that children had described incidents of sexualised play to their parents. The service had not observed this, but had noticed an increasing interest in conversations about body parts and also children seeking more privacy in play.	The service met with the families. It reviewed its child protection policies and revised supervision plans. The Ministry provided resources and additional support on strategies to help children understand the boundaries of acceptable behaviour and keeping themselves safe. The Ministry was satisfied the service responded appropriately and no further action was required.
Service advised the Ministry of an incident where a teacher was allegedly seen to smack a child.	The teacher was stood down while an investigation took place. The Ministry intervened to ensure correct processes were followed, including notifying the NZ Police and the Teaching Council. The teacher returned to work with an advice and guidance programme. The service was placed on a provisional licence due to governance and management concerns and was provided with SELO support. The service returned to a probationary licence.
Service advised the Ministry that a teacher was alleged to have breast fed a child without permission of their parents.	The service stood down the teacher immediately and conducted an investigation. As a result the service updated its supervision plan. The teacher chose to resign. The Teaching Council was notified of the incident. The teacher was censured for misconduct
Service notified the Ministry of an incident involving an agitated and aggressive adult wanting to collect a child, which prompted the NZ Police to be called.	The other children were taken from the service through an alternative exit. Oranga Tamariki were notified and worked with NZ Police to resolve the situation. No further actions were required.
Service notified the Ministry that a piece of scaffolding from another building had fallen through a window in the stairwell. No children or staff were injured but the outdoor area was compromised.	WorkSafe was advised and the damage to the outdoor space was rectified and cleared for use. The Ministry was satisfied with the service's response. No further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry of a child falling awkwardly from a low deck and fracturing their arm.	The service mitigated risks to prevent similar incidents. The Ministry was satisfied that the service responded appropriately. No further action was required.
Service advised the Ministry that a child was displaying challenging behaviour which included harming other children and staff.	Further incidents of a similar nature and a complaint from a parent were received. A Ministry investigation found the service was unable to provide appropriate support to a number of children with additional needs. The service was placed on a provisional licence, provided SELO PLD support, and monitored by the Ministry. The service has returned to a full licence.
The Ministry was notified of an incident where a child fell from play equipment and broke their elbow.	The Ministry was satisfied the service responded appropriately to the incident, including applying first aid, contacting emergency services and the child's guardians. WorkSafe had also been notified of the incident. No further action was required.
Service notified the Ministry that a child fell from play equipment and broke their arm. The child required surgery.	The Ministry was satisfied that the service responded appropriately to the accident, including notifying WorkSafe. No further action required.
Service advised the Ministry that they had no running water due to a broken water pump.	The service continued to operate using emergency water supplies and good hygiene practices as per health authorities' advice. The Ministry was satisfied that the service managed the incident well. No further action required.
Service advised the Ministry that a child was taken to hospital via ambulance after running a temperature and subsequently having a febrile convulsion.	The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that it went into lockdown following a child being uplifted by Oranga Tamariki from the parent's care. The service remained in lockdown until NZ Police confirmed they had picked up the parent.	The Ministry was satisfied with the service's actions. The service also updated its lockdown policies to include child protection issues. No further action was required.
The Ministry was notified of an incident where two children left the service's premises unattended through a side gate.	The service replaced the gate the children used to exit with a permanent fence. It also reviewed and strengthened its policies and procedures around supervision and hazard management. The Ministry was satisfied with the service's response to the incident.
Service advised the Ministry of a child with a serious medical condition being unwell and requiring medical treatment.	The incident was appropriately managed by the service. Emergency services were called and the child received specialised care. No further was action required.
Service advised the Ministry of a child breaking their finger when using play equipment.	The service agreed to review its accident/illness response procedures following a Ministry visit. The Ministry was otherwise satisfied with the service's response to the incident and no further action was required.
Service advised the Ministry of an alleged incident of ill treatment of a child by a casual reliever. This occurred outside of the service and was being investigated by NZ Police.	The Police investigation found the allegation was unsubstantiated. The Ministry was satisfied the service responded appropriately. No further action was required.
The Ministry was notified that a child was left unattended in a service's van for a short period while it was parked in a storage shed.	The service reviewed procedures and responsibilities for staff, including a clearer sign in process, a head count, and a final check of the van. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was advised by a service that a number of children were absent with vomiting and diarrhoea, causing the service to close while it completed a deep clean.	The service contacted health authorities to notify of the outbreak and followed their advice. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry that a child slipped and fractured their leg.	The service reviewed its policies, the physical environment and the response to the incident. The Ministry was satisfied no further action was required.
Service reported an outbreak of diarrhoea and vomiting to the Ministry.	Health authorities provided guidance and support to the service who acted appropriately in response to the outbreak. No further action was required.
Service advised the Ministry that a child had fallen and broken their arm. The child was taken to the hospital by their parents and required surgery.	The Ministry was satisfied the service responded appropriately to the incident, including notifying WorkSafe.
Service notified the Ministry that a child left its premises unattended by climbing a fence. The child was returned to the service by a member of the public.	The service notified the child's parents immediately. The service immediately completed maintenance on its premises to prevent children exiting the service this way. No further action required.
The Ministry received notification of a child's finger being broken when they were unintentionally hit with a spade by another child. The injury required surgery and the child spent a night in hospital.	The Ministry was satisfied with the service's response to the incident, including administering first aid, contacting an ambulance and notifying WorkSafe. The service was encouraged to review accident records to ensure all hazards were isolated, minimised or eliminated.

Summary of Incident	Summary of Action
Notification received by the Ministry from a service of several cases of vomiting and diarrhoea.	The service was monitored and guided by health authorities. No further action was required as the Ministry was satisfied with the service's response.
Service informed the Ministry of a suspected case of measles. Health authorities were also notified.	The service advised the Ministry that test results came back negative. No further action was required.
Service notified the Ministry of a child falling and hitting their face on play equipment.	The child was taken to hospital and received stitches. The service was provided with information about requirements in relation to informing the Ministry when incidents occur.
Notification that a child had tripped and hit their mouth, which required a visit to hospital and minor surgery.	The service followed its processes in applying first aid and contacting the parents. The Ministry was satisfied the service responded appropriately, including notifying WorkSafe. No further action required.
Service notified the Ministry that a child slipped off a child-size chair and hit their head on the floor. They were taken to hospital with concussion symptoms.	The Ministry was satisfied the service responded appropriately, including contacting the ambulance and the child's parent and mitigating future risk. WorkSafe had also been notified. No further action was required.
Service advised the Ministry of an allegation of ill treatment of a child by a teacher. The allegation had been made via social media and also via phone call to the service.	The Ministry reviewed the service's investigation into the incident and was satisfied that the service responded appropriately. No further action was required.
Service notified the Ministry that a child had broken their collar bone when they fell from play equipment.	The Ministry was satisfied the service responded appropriately to the incident, including reviewing supervision and play equipment. The Ministry recommended development of a stronger procedure to ensure timely medical assistance was sought, given the location of the service.
Service notified the Ministry that a child had left its premises unattended.	The service investigated immediately and modified the environment to mitigate the risk of a similar incident. The service also reviewed its supervision plans and procedures. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an incident where a child was hit by another child, causing a cut to their head.	The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
The Ministry was notified by a service that a child had tripped and cut their lip when they fell against a table. The child was taken to hospital by their parents.	The Ministry was satisfied that the service responded appropriately, including applying first aid and contacting the parents immediately. The service reviewed its physical environment and accident/illness procedures. WorkSafe was also notified. No further action was required.
The Ministry was notified of an allegation of ill treatment of a child by a teacher at the service.	The service immediately stood the teacher down from contact with children and met with the parents of the children. The Teaching Council were also notified. A Ministry investigation identified a number of breaches, which resulted in the service being issued a provisional licence. SELO PLD support was provided. The service was subsequently returned to a full licence.
Service notified the Ministry of a mandatory report made to the Teaching Council following an allegation of serious misconduct involving ill-treatment of a child.	The Ministry found the service had managed the incident appropriately, including notifying the Teaching Council. The service was asked to review and update Child Protection and Social Competence policies.
The Ministry was advised that a service had its indoor space flooded overnight.	The service was able to use other areas safely and dried the premises out over the weekend. Repairs were completed during the school holidays. The Ministry was satisfied with the service's response. No further action was required.
Ministry notified by a service that a child fell from a swing hitting a fence. The child bumped their head and fractured their wrist.	First aid was administered immediately and the parent notified. The swings and fall zones were found to meet playground safety standards, although the service chose to add soft-fall mattresses to the fence line to prevent any further incidents. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child had climbed over a gate and left its premises unattended.	The service mitigated risks by making changes to the premises and reviewing its supervision plan. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service advised the Ministry that a child had used play equipment next to the fence to climb into the neighbouring property. The neighbours had notified the service and the child was retrieved and returned by a teacher.	Police attended and noted the child's details. The service moved the play equipment away from the fence and increased supervision. The Ministry's Learning Support team also worked with the service to support the child. The Ministry was satisfied with the actions of the service. No further actions were required.
The Ministry was advised by a service that a child fell off play equipment and broke their arm.	The service amended its supervision plan and identified this play equipment on their hazard identification register, ensuring the children use the item safely. The Ministry was satisfied that no further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry that a child had received a cut when hit by a toy that was thrown by another child.	The Ministry found that the service responded appropriately to the incident. No further action was required.
Service notified the Ministry that a child had fallen and hit their head on an artificial grass surface resulting in a head injury. The parents notified WorkSafe.	The Ministry investigation found the service did not respond appropriately to the incident, there was inadequate supervision and the fall surface did not meet requirements. A provisional licence was issued. The service has since returned to a full licence.
Service advised the Ministry of allegations of ill treatment of children by a teacher.	The service managed the investigation according to policy, including immediately standing the teacher down. The teacher resigned from the service and mandatory reporting was completed and sent to the Teaching Council. No further action was required.
Service advised the Ministry that a child fell from a nappy change table, fracturing their skull.	First aid was applied. The parents were notified and took the child to hospital. The child was admitted to hospital and subsequently discharged. The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe, amending the change table and reminding staff of the importance of adhering to nappy changing procedures. No further action was required.
Service informed the Ministry of an incident where a child jumped from play equipment and broke their arm.	The Ministry was satisfied that the service responded appropriately, including contacting emergency services and the parents immediately. WorkSafe were also notified. No further action was required.
The Ministry was notified by a service that a child choked on carrot which required the child to be admitted to hospital.	The child was treated and discharged the following day. The Ministry was satisfied the service acted appropriately, including updating their supervision and food safety policy and procedures and notifying WorkSafe. No further action required.
Service notified the Ministry that a child's finger was injured when a door was shut on their hand by another child. Surgery was required.	The service added the door to its hazard management processes and notified WorkSafe. The Ministry was satisfied with the service's response and no further action was required.
The Ministry was advised by a service of an allegation of inappropriate behaviour management practices by teachers.	The service investigated the allegations, including having an independent reviewer view CCTV footage. The service made changes in practice and reviewed relevant policies. PLD was provided to upskill teachers on appropriate ways to guide children's behaviour. The Ministry was satisfied with the service's response.
Service advised the Ministry that concerns had been raised with them about the behaviour of an adult who sometimes collects a child from the service.	The Ministry was satisfied the service responded appropriately to ensure the safety of children. The service contacted the family to communicate its child protection policy. No further action required.
Service advised the Ministry that they had contacted Oranga Tamariki and NZ Police after parents failed to collect their child on time and no alternative contacts could be reached.	The child was eventually collected by their grandparents and Oranga Tamariki continued their involvement with the family. The service managed the situation according to its child protection policy. No further actions were required. No further action was taken by NZ Police.
Service notified the Ministry that they had a confirmed case of measles.	The Ministry was satisfied the service followed correct procedure. Health authorities provided support and guidance to the service. No further action was required.
Service notified the Ministry of a child injuring themselves on play equipment which resulted in surgery and an overnight stay in hospital.	The service provided first aid and called the parents immediately. The Ministry reviewed the service's documentation and conducted a site visit. The service was required to update their hazard check template. WorkSafe was also notified.
The Ministry was advised by a service that there had been an outbreak of vomiting and diarrhoea.	The service followed its policies and health authorities' advice in terms of cleaning and exclusion protocols. No further actions were required.
Service advised the Ministry that a child had fallen from a couch, where they had been placed to sleep, and potentially fractured their arm.	The service reviewed the incident and provided training and support to its staff on sleep practices, incident recording and supervision. WorkSafe were also notified. No further action was required as the Ministry was satisfied with the service's response.
Service notified the Ministry of an allegation of ill treatment of a child by an educator.	The service conducted an investigation and suspended the educator while this occurred. The service also notified Oranga Tamariki. The investigation found no evidence of ill treatment however, the service decided to review their complaints procedure. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry of two outbreaks of norovirus.	The Ministry was satisfied the service responded appropriately, including notifying the health authorities. No further action was required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child fell while jumping from play equipment and fractured their arm.	The Ministry was satisfied the service responded effectively to the incident and followed all procedures. No further action was required.
Service advised the Ministry of an incident where a child fell from play equipment onto safety matting and broke their leg. The child was admitted to hospital.	The Ministry investigated and requested that the service's accident and illness procedures were updated. Changes were also made to the play equipment.
Service informed the Ministry that a child had bitten another child on the ear.	The service provided documentation showing its action plan and review. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry of two children leaving its premises unattended.	The Ministry found the service had investigated the incident and altered its premises to prevent this occurring in the future. No further action was required.
The Ministry was notified by a service that a child had damaged a tooth when they fell from play equipment. The parents could not be reached and the service sought dental treatment for the child.	The service reviewed its accident/illness policy to ensure clarity around how to proceed when a child is injured and the parents cannot be contacted. No further action was required.
The Ministry was notified of an incident of sexualised behaviour.	A Ministry investigation found, while Oranga Tamariki had been notified, there was a lack of supervision and lack of staff knowledge of child protection. As a result of this, and other breaches identified, the service was issued with a provisional licence and staff enrolled in SELO PLD. The service subsequently returned to a full licence.
Service advised the Ministry that a child was pushed by another child from a climbing box and hit their head. This resulted in them being taken to hospital via ambulance.	The Ministry was satisfied the service responded appropriately to the incident, including applying first aid immediately and reviewing its supervision and use of the climbing equipment. No further action was required.
Service advised the Ministry that a teacher had restrained a child which resulted in the child scratching themselves.	The service provider notified the Teaching Council. The Ministry was satisfied good processes were followed in investigating the incident, and there was a plan in place to lift teacher practice.
The Ministry received a notification from a service that a number of children had suddenly developed high temperatures.	Health authorities were notified of the illness, which turned out to be a virus. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an allegation of child abuse against a child's parent.	A Ministry investigation found that while the service did notify Oranga Tamariki, they did not have a process in place for recording and reporting incidents. Support was provided to the service to develop a reporting process. The Ministry was satisfied no further actions were required.
Notification received from a service that a child attempted to leave the service by climbing a fence. The child was noticed immediately and was met on the other side of the fence by a teacher, who returned them to the service.	The Ministry was satisfied the service responded appropriately to the incident, including making a referral to the Ministry's Learning Support team for the child and ensuring ongoing proactive supervision. No further action was required.
The Ministry was notified by a service of an allegation of ill treatment of a child by a teacher.	NZ Police and Oranga Tamariki conducted an investigation which found no misconduct by the teacher in question. The teacher was stood down while this occurred and the Teaching Council notified. The Ministry was satisfied with the service's actions in response to this incident. No further action was required.
The Ministry received notification of a confirmed case of measles at a service.	The health authorities were notified of the illness. No further action was required.
Service notified the Ministry of two children tripping and injuring themselves.	The service was already on a provisional licence, with support for supervision practices being given via SELO PLD. The Ministry was satisfied that the service responded appropriately to the incidents. No further action was required.
Service notified the Ministry of an allegation of inappropriate behaviour towards children by a teacher. Staff were concerned about the teacher's mental wellbeing.	The Ministry found the service followed its processes when investigating the incident, including notifying the Teaching Council. The Ministry recommended the service update their child protection policies. The teacher was on leave during the investigation and later resigned from the service for medical reasons. No further action was required.
Service advised the Ministry of an allegation of ill treatment of a child by a teacher.	The service informed Oranga Tamariki and NZ Police. They also excluded the educator while an investigation was carried out. The investigation found no incident had occurred. The service reviewed and updated their child protection policy. The Ministry was satisfied with the service's response and no further action was required.

Summary of Incident	Summary of Action
Service notified the Ministry of injuries to four children through trips and falls, one resulted in concussion.	The Ministry was satisfied that the service responded appropriately to the initial injuries, including administering first aid. The service was monitored under a provisional licence and subsequently returned to a full licence.
Service notified the Ministry that a child fractured their wrist when they fell climbing on furniture inside.	The Ministry was satisfied the service responded appropriately to the incident, including applying first aid and notifying the parents immediately. The furniture arrangement was modified to reduce the risk of similar events. No further action was required.
Service notified the Ministry of an investigation into the behaviour of one of their staff after an allegation of ill treatment of a child.	The Ministry was satisfied that the service investigated the situation appropriately. The service was already on a provisional licence. No further action was required.
The Ministry received notification from a service about an incident involving sexualised play between children. The service also advised their investigation had identified historical incidents that had not been reported by the previous centre manager. A parent notified Oranga Tamariki.	The Ministry investigation found that the service had filed a mandatory report with the Teaching Council for both ex-staff members who failed to notify the relevant agencies of previous incidents of sexualised play. The Ministry notified NZ Police. Parents were advised of all incidents and provided with support. A convex mirror was installed in the children's bathroom to improve visibility. The service reviewed its child protection and supervision policies. The service was issued with a provisional licence and monitored by the Ministry. SELO PLD was also provided. The service made required improvements and returned to a full licence.
The Ministry was advised by a service that a child sustained a fracture to their arm when they were pushed by another child and fell onto concrete.	The Ministry was satisfied that the service followed all relevant procedures. The Ministry's Learning Support team was already working with the service and the child who pushed. No further action was required.
Service advised the Ministry that a child had fallen from play equipment and hurt themselves.	The child's guardian was notified and they took them to the hospital. The service reviewed its supervision practices and made age appropriate adjustments to the play equipment. WorkSafe were also notified.
The Ministry received notification from a service that a child's finger was cut and broken when closed in a door.	The Ministry was satisfied the service responded appropriately to the incident. The service also took actions to reduce the risk of a similar accident occurring.
The Ministry received a notification that a child broke their arm when they fell from a retaining wall.	The service followed all incident and accident procedures, including applying first aid immediately and notifying parents. The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry that a child had fallen over, hitting and cutting their head.	The Ministry was satisfied the service responded appropriately, including administering first aid, contacting the child's parent and notifying WorkSafe. No further action was required.
Service notified the Ministry of an investigation into the behaviour of one of their relief staff after allegations of ill treatment of a child, including force-feeding, rough handling and inappropriate language.	The Ministry investigated and as a result of a number of other breaches the service's licence was suspended. The licence was later cancelled. A notification was made to the Teaching Council.
The Ministry was notified of an incident where a child required surgery after falling from play equipment and biting their tongue.	The Ministry investigation found that the service responded appropriately to the incident, however noted that the soft fall surfacing was inadequate for the height of the equipment. The service replaced the surfacing. No further action was required.
The Ministry received notification of a child who had injured themselves potentially from falling from play equipment.	While staff did not see the child fall they met supervision requirements and were able to provide first aid immediately. The Ministry was satisfied the service responded appropriately. No further action was required.
Service notified the Ministry that a child had restrained two other children in a potentially dangerous fashion.	A Ministry investigation found the service had worked with the family and the Ministry's Learning Support team to develop an individual plan to support the child and promote consistency in behaviour management practice. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry that a child had broken their arm after falling off a chair.	The service reviewed its supervision practices. The Ministry was satisfied in the response to the incident. No further action was required.
Service notified the Ministry of an incident where a child fell from play equipment and fractured their arm. This later required surgery.	The Ministry was satisfied with the service's response, including giving immediate first aid and notifying WorkSafe. No further action was required.
Service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The Ministry was satisfied with the service's response which included excluding the teacher from contact with children while the investigation was carried out. A notification was not made to the Teaching Council as the allegations were unsubstantiated. No further action was required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child fell from a height of 2 metres after climbing the railing of an indoor fort. The child received a concussion.	The child was taken to hospital by their parents and returned home that evening. The service closed off the fort area immediately. WorkSafe was advised of the incident. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was informed by a service that its nursery had flooded after heavy rain. Parents were asked to keep babies at home.	The service kept the nursery closed until repairs were completed. The rest of the centre was able to operate as normal. The Ministry was satisfied with the service's response and no further action was required.
Service notified the Ministry that a teacher had been diagnosed with measles.	The Ministry was satisfied that the service manages the situation in accordance with advice from health authorities. No further action was required.
Service notified the Ministry of a child biting other children.	The Ministry provided advice to the service resulting in a register being put in place to track and analyse incidents. They also undertook PLD. No further action was required.
Service advised the Ministry that a child was running to go outside and slipped, hitting the doorframe and fracturing their leg.	The Ministry was satisfied the service responded appropriately to the incident, including reminding children to walk indoors and remove muddy footwear before coming inside to reduce the risk of slipping. No further action was required.
A notification was received from a service that an ambulance had been called for a child after they hit their head on the concrete.	The Ministry found that the child did not need to be admitted to hospital. While there were no regulatory breaches, the service was required by the Ministry to review its practices around supporting children's social competence.
Service notified the Ministry that its van service had been unable to deliver a child home as no adult was present. The child was returned to the centre, and remained with staff after operating hours, while contact was attempted. The child's parent arrived soon after the NZ Police were contacted.	The Ministry was satisfied the service responded to the incident appropriately, including developing a clear process in case future incidents occurred. No further action was required.
Service advised the Ministry of a notification to Oranga Tamariki concerning a child's home environment.	The service acted on the advice of Oranga Tamariki. The Ministry was satisfied no further action was required.
Service notified the Ministry that a child went missing on a regular excursion. The child was located by NZ Police and returned to the service.	The Ministry was satisfied with the service's initial response which included contacting NZ Police. The service subsequently completed a review of its policy and procedures for excursions. No further action was required.
The Ministry received a notification of a child being injured by another child with play equipment.	The Ministry was satisfied the service responded appropriately to the incident, including calling for an ambulance immediately. No further action was required.
The Ministry was advised that a service took in additional children from an after school care programme due to a police lockdown in the area.	Supervision requirements were met as additional teachers came with the children and all were accommodated in a separate room from the ECE children. The incident was resolved once the lockdown was lifted. No further action required.
Notification received from a service of a suspected case of measles. The service closed while awaiting results.	Health authorities were notified and confirmation was received that it was not measles. No further actions were required.
The Ministry was notified by a service that a staff member passed away on site, prompting an emergency closure.	The service managed the situation appropriately, including keeping the children engaged in an area away from the incident. The Ministry Traumatic Incident team supported the service, including providing advice and guidance to families. No further action was required.
Service advised the Ministry of their closure for one day due to a NZ Police investigation in the area.	NZ Police concluded the service was safe to operate the following day. The Ministry offered support to staff and families. No further actions were required.
Service notified the Ministry that a child fell from a tree and broke their leg while on an excursion.	The Ministry was satisfied with the response of the service to the incident, including contacting parents and the ambulance, and applying first aid. The service developed a specific policy and supervision plan for the location of the excursion to ensure child safety. No further action was required.
The Ministry was notified that a child had been pushed from play equipment and fractured their foot.	A Ministry investigation found the play equipment to be safe, including the soft fall surface. The service responded appropriately to the incident and no further action was required.
Service notified the Ministry that a child fractured their arm when they fell from play equipment.	The service followed all incident and accident procedures, including applying first aid immediately and notifying parents. The Ministry was satisfied with the service's response. No further action was required.

Summary of Incident	Summary of Action
The Ministry received notification of sexualised play from a service.	A Ministry investigation identified a number of breaches to regulations and licensing criteria, although Oranga Tamariki had been notified. The service was placed on a provisional licence and provided with SELO PLD for support. The service has since returned to a full licence.
Service advised the Ministry that a child's fingers were closed in a door, requiring surgery.	The service altered the door to mitigate risk and had notified WorkSafe. The service also reviewed its accident reporting process. The Ministry was satisfied with the service's response. No further action was required. The Ministry supported the family to transition the child to a new service.
Service notified the Ministry that a pipe servicing one of the toilets was blocked and sought advice on potential use of a port-a-loo if needed.	The service organised for plumbers to mend the pipe overnight. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was advised that a child had been left at a service during a planned excursion. The child was discovered five minutes after the group had left the premises.	The Ministry investigated and were satisfied with the service's response. The service cancelled all excursions while it reviewed and updated policies and procedures. No further action was required.
The Ministry was notified by a service that a child had tripped and cut their lip. This required a visit to hospital.	The Ministry was satisfied the service responded appropriately and no breaches were identified. No further action required.
Service advised the Ministry that a child had been administered medicine prescribed for another child.	A Ministry investigation found that staff failed to follow correct procedures and did not take appropriate action in response to the incident. The service provider was required to review and update its medication policy. The service was already on a provisional licence and the Ministry continued to monitor the service. The service made required improvements and returned to a full licence.
The Ministry was informed of an allegation of ill treatment of a child by a teacher.	The service notified Oranga Tamariki and suspended the teacher from working with children while an investigation was carried out. The teacher was dismissed as a result of the investigation findings and a report was sent to the Teaching Council. The Ministry was satisfied the service responded appropriately. No further action was required.
Service advised the Ministry that a child was taken to hospital by ambulance due to a very high fever.	The child was admitted to hospital. The Ministry was satisfied with the service's response to the incident, including contacting the ambulance and parents immediately. No further action was required.
The Ministry was notified by a service that a child had injured themselves on play equipment.	The Ministry was satisfied the service responded appropriately to the incident by contacting the parents immediately and changing practice around the play equipment. No further action was required.
Service advised the Ministry that allegations of ill treatment of a child had been made against a teacher.	The teacher was excluded from the service and following an investigation was dismissed. A mandatory report was filed with the Teaching Council. NZ Police and Oranga Tamariki were both notified. A Ministry investigation also found a delay in the escalation and initial response to the incident. A provisional licence was issued. The service has since returned to a full licence.
Service notified the Ministry that a child had a seizure while sleeping.	The child was taken to hospital via ambulance and their parents were contacted. The child is now on medication to prevent seizures. The Ministry was satisfied with the service's response and no further actions were required.
Service informed the Ministry that a child had arrived at the service with an unexplained bruise on their face.	The service notified Oranga Tamariki who followed up on the incident. The Ministry was satisfied with the service's response and no further action was required.
Service notified the Ministry of allegations against a teacher of racist behaviour and use of unreasonable force on a child.	The service completed an investigation and found the allegations to be unsubstantiated. The Ministry was satisfied the service managed the allegations appropriately, including working with the Teaching Council and submitting a mandatory report.
Service notified the Ministry that a child had a high fever resulting in convulsions, causing them to fall unconscious. The child was taken to hospital via ambulance.	The service reviewed its illness procedures. The Ministry was satisfied with the response of the service, including administering first aid and contacting the parent immediately. No further action was required.
The Ministry was notified by a service of an allegation that a teacher had mishandled and raised their voice at a child.	The teacher was stood down while an investigation took place. A mandatory report was made to the Teaching Council. The Ministry was satisfied the service responded appropriately and no further action was required.
Service informed the Ministry that a child had broken their arm when they fell from play equipment.	The Ministry was satisfied with the service's response, including notifying the child's guardian immediately. WorkSafe were also notified. No further action was required.

Summary of Incident	Summary of Action
The Ministry was notified of an allegation of ill treatment of a child by a teacher.	The service notified Oranga Tamariki and stood the teacher down from contact with children while an investigation was carried out. The teacher chose to resign and the Teaching Council was notified. The Ministry was satisfied the service responded appropriately. No further action was required.
The Ministry received notification from a service about an incident of sexualised behaviour.	The service notified Oranga Tamariki and worked with the family to implement the same strategies. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified by a service that a child with a known medical condition had a seizure and was taken to hospital via ambulance.	The Ministry was satisfied the service responded appropriately to the incident. No further action was required.
The Ministry received notification of an outbreak of chicken pox.	The service notified health authorities and parents. They decided to close to prevent any further cases. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was notified by a service that a child had fallen from play equipment and broken their collarbone.	The service reviewed its practice to ensure any risk to children was mitigated. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Service notified the Ministry that a child had broken a bone when they fell from play equipment.	The Ministry was satisfied with the service's response to the incident, which included applying first aid and contacting the ambulance and parents. WorkSafe was notified and no further action was required.
Service notified the Ministry of an allegation of ill treatment of a child by their parent, who was also a teacher at the service.	The teacher was stood down while an investigation took place. The Ministry was satisfied the service responded to the incident appropriately, including notifying Oranga Tamariki and the Teaching Council. The teacher returned to work with extra support around appropriate methods of guiding children's behaviour.
Service advised the Ministry of an allegation of ill treatment of a child by a teacher.	The Ministry investigation found no evidence of the allegations. However, the service provided child protection and positive guidance training to staff. The Ministry was satisfied with the process the service followed.
Service notified the Ministry of potential harm to a child after they returned from an Oranga Tamariki supported access visit with blood in their nappy.	The service informed Oranga Tamariki and the child's guardians, who took them to the doctor. Doctor confirmed an injury which was likely self-inflicted. The Ministry investigation did not identify any breaches and no further action was required.
Service notified the Ministry that a parent had advised they were unable to cope and were going to abandon their child at the service.	The service followed its child protection policy and immediately notified Oranga Tamariki and the family's social worker. NZ Police were also notified. Professional support was provided for the parent, and the child was placed with another family member. The Ministry was satisfied the service responded appropriately. No further action was required.
The Ministry was notified that a child left the premises unattended by using a chair and tree to climb the service's fence. A teacher immediately returned the child to the service.	The Ministry was satisfied the service responded to the incident appropriately. The tree was removed. No further action was required.
Service advised the Ministry that a child was scalded by boiling water when it was knocked from a bench in a kitchenette area.	The service applied first aid and contacted parents immediately and took the child to a medical centre. The service reviewed their processes and made changes to reduce risk, including preventing children's access to the kitchenette. The child was later admitted to hospital due to an infection related to the burns, so the service notified WorkSafe. The child has since returned to the service. The Ministry was satisfied the service had made changes to practices and procedures that will mitigate any future risk to children.
The Ministry was notified by a service that a child had injured themselves on furniture at the service.	The Ministry was satisfied with the service's response to the incident and no further action was required.
The Ministry was notified that a child left a service's premises unattended.	The service installed an additional gate to prevent children exiting on their own during pick up and drop off times. The risk management plan was updated and the changes communicated to parents. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service advised the Ministry it had two confirmed cases of measles.	The service notified health authorities and followed their advice. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was notified by a service that a child jumped from play equipment and broke their leg. The child was admitted to hospital and underwent surgery.	The Ministry was satisfied the service responded appropriately and followed their own procedures, including notifying WorkSafe. No further action was required.
The Ministry was advised about concerns for a child involved in incidents of sexualised play.	The Ministry was satisfied the service acted appropriately and followed its child protection policy. Strategies were put in place to support the child and Oranga Tamariki was notified. No further action was required.
The Ministry was advised that a child had cut their mouth when they were hit in the face by a swing. The child required stitches.	The Ministry was satisfied with the service's response to the incident, including reviewing supervision and equipment. No further action was required.

Summary of Incident	Summary of Action
The Ministry was advised by a service that a child had briefly stopped breathing after a coughing fit.	The service followed its policies and procedures, including ensuring the parent was informed and that the child was safe and taken to doctors. The service also completed a review of its medical assistance and incident management policies. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified by a service of an allegation of ill treatment of a child by a teacher.	The service investigated and were unable to substantiate the allegations. The teacher was stood down while the investigation took place and later placed on a work plan to improve practice. Oranga Tamariki, Teaching Council and NZ Police were notified. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified by a service that a child had closed their finger in a door. This caused damage to the nail and fractured the finger.	The service applied appropriate first aid immediately and the child was taken to hospital for treatment, including surgery. The service added door guards and reminded adults of the hazard the doors can pose. The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
Service advised the Ministry of a suspected case of measles.	It was confirmed that this was not a measles case. The Ministry was satisfied that the service responded appropriately, working with health authorities. No further action was required.
Service notified the Ministry that a child fell from play equipment and broke their shoulder. The parents were notified immediately and the child was taken to hospital.	The service reviewed and made changes to its supervision practices following the incident. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry of an allegation that a teacher had touched a child inappropriately.	The service advised Oranga Tamariki and NZ Police. The teacher was not in contact with children while the investigation took place. Oranga Tamariki continue to support the family. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified by a service of an allegation of rough handling of children by a teacher.	The teacher was stood down while an investigation took place. Oranga Tamariki and NZ Police were notified. The service's investigation upheld the allegations and teacher's employment was terminated. The Teaching Council was informed of the outcome. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child with no known allergies had an allergic reaction to something they ate, requiring them to be taken to hospital. The child was treated at hospital and discharged the same day.	The Ministry was satisfied with the service's response to the incident, including giving immediate first aid, and calling an ambulance and the child's parents. An allergy plan was put in place.
The Ministry was notified of a child attempting to leave a service's premises by placing play equipment next to a fence and climbing over it.	The child was observed and stopped and the play equipment was removed. The Ministry was satisfied that the service responded appropriately to the incident and no further action was required.
The Ministry received notification of alleged ill treatment of a child by a teacher.	The service removed the teacher from contact with children while an investigation was carried out. The Teaching Council, NZ Police and Oranga Tamariki were notified. The investigation found no evidence that mishandling had occurred. The Ministry was satisfied the service responded appropriately. No further action was required.
Service notified the Ministry that a child was running inside, rolled their ankle and fell to the floor.	The injury required the child to wear a moonboot for a time, but they soon returned to the service. The Ministry investigation found the service followed all policies and procedures and no further action was required.
Service advised the Ministry that a child broke their arm when they fell from play equipment.	The service applied first aid and contacted the child's parents. The service reviewed the incident and moved the play equipment to an area with soft fall. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry that a child had broken their collar bone after falling off a swing.	The service reviewed the safety of the play equipment and made a number of changes including lowering the swing height and discussing safe practices with children. The Ministry was satisfied the service responded appropriately and mitigated any further risk. No further action required.
The Ministry was notified of a child who lost their footing and fell into a table, damaging their teeth.	The service applied first aid and contacted the parents who took the child to the hospital. The Ministry was satisfied the service responded appropriately. No further action was required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child had been left behind when the whole service had gone on excursion.	A Ministry investigation found the service had breached ratio and supervision requirements for the child left at the centre. The service was required to review its excursion policies and procedures to ensure future excursions were managed in accordance with the regulations.
Service advised the Ministry that a child had fallen from play equipment and broken their collar bone.	The service followed its procedures and the Ministry was satisfied the incident was addressed well. No further action was required.
The Ministry received notification of a potential case of measles at a service.	The service notified health authorities and later reported they had been given the all clear. No further action required.
Service notified the Ministry of an allegation of drug use by teachers at the service.	The service suspended staff concerned while an investigation was carried out. The Ministry notified NZ Police and Oranga Tamariki of the incident. The service was already on a provisional licence and chose to temporarily close to meet Ministry imposed conditions. These conditions were not met within agreed timeframes and the licence was suspended. Once conditions were met the service was returned to a provisional licence, and subsequently regained a full licence. A notification was made to the Teaching Council.
The Ministry received notification of a case of measles at a service.	The service sent home children and teachers who were not confirmed as immunised. The service maintained ratio and qualification requirements during this time and notified health authorities. No further action was required.
The Ministry received notification that a child had injured themselves on playground equipment during an excursion, resulting in a broken leg.	The service applied first aid and took the child back to the centre. The parents were contacted and the child was taken to hospital, where surgery was required. Service notified the local council who owned the playground. The Ministry was satisfied with the service's response, but did request updates to enrolment forms and excursion policies.
Service informed the Ministry that a child had dislocated their elbow when another child pulled their arm.	The Ministry was satisfied with the service's response which included contacting the child's parents and the ambulance. No further action was required.
Service notified the Ministry that a child was pushed from play equipment and broke their collarbone as a result.	The service reviewed its soft fall surfacing and processes for teachers responding to injuries. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service advised the Ministry they had 5 cases of Norovirus.	The service notified health authorities and followed their guidance. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was advised by a service that one of its teachers had a confirmed case of rubella.	The service notified health authorities and followed their guidance. Families were advised and provided with information. All children and staff were fully immunised. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received a notification from a service that a parent had contracted measles.	The service informed health authorities and excluded children who were not able to be immunised to prevent an outbreak. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified by a service that a child had potentially contracted measles.	The service notified health authorities and followed their advice, including excluding unimmunised children. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service advised the Ministry that they had received an allegation of ill treatment and were now receiving threatening calls as the complainant had taken to social media.	The service advised NZ Police and Oranga Tamariki. The Ministry assessed the service's investigation and was satisfied they followed their processes. No further action was required as NZ Police managed the situation.
The Ministry was notified by a service that a child injured themselves when they slipped from play equipment.	The Ministry was satisfied the service followed its relevant procedures and responded appropriately. No further action was required.
Service advised the Ministry they had a confirmed case of measles.	The service followed health authorities' guidance. No further action was required.
Service advised the Ministry that a teacher had tripped while carrying a child, resulting in the child hitting their head on a step. This caused a cut above the child's eyebrow.	The service applied first aid and contacted the parents. The cut on the child's head became infected some days later and they were admitted to hospital for treatment. The Ministry was satisfied with the service's response. No further action was required.

Summary of Incident	Summary of Action
The Ministry was notified that a child had been left in the service's van unattended for over an hour. The child was noticed by a parent and retrieved by a teacher, unharmed.	The service ceased the van operations whilst a review of policies and procedures was undertaken. The van driver was removed from their duties. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child had caught their finger in an automatic door.	The service contacted the ambulance and applied first aid. The parents were advised of the incident and the child was taken to hospital. A Ministry investigation found the service had not breached any regulations. No further action was required.
Service advised the Ministry that a child had fallen from a low retaining wall and hit their head on concrete. The child lost consciousness.	First-aid was applied and the ambulance was called. The child was admitted to hospital for observation and released the same day. The Ministry was satisfied the service responded appropriately, including isolating the hazard and notifying WorkSafe. No further action was required.
Service advised the Ministry they had an outbreak of hand, foot, and mouth.	The service followed health authorities' guidance, including thoroughly cleaning the environment. No further action was required.
The Ministry was notified that a service had received an allegation of ill treatment of a child by a teacher.	The service notified Oranga Tamariki and stood the teacher down from contact with children while it carried out an investigation. As a result the teacher was issued a written warning and put on a return to work plan. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was informed that a child broke their thumb after falling from playground equipment.	The service applied first aid and contacted the child's parents immediately. WorkSafe were also notified. The service reviewed the incident and made changes, including discussing with children safe practices for using equipment. The Ministry was satisfied with the service's response. No further action required.
Service advised that a child suffered a minor head injury when a shelf fell on them.	The service reviewed the incident and found the shelf had been used inappropriately in play. It made changes to practice to ensure environment modifications were constantly supervised and returned to normal before staff left. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an incident where a child became disorientated and experienced a seizure after hitting their head. They had fallen when hit by a chair thrown by another child.	An ambulance was called, the child was taken to hospital for further assessment and was subsequently released. The Ministry visited the service, provided advice, and was satisfied the service dealt with the incident in a satisfactory and timely manner. No further action was required.
Service notified the Ministry that a school-aged child accidentally shut a door on their sibling's finger. This happened at drop off and the parent was present and took the child to hospital. The injury required surgery.	The Ministry investigation found appropriate safety measures were in place, although some advice and guidance was given. WorkSafe were notified. No further action required.
The Ministry received notification of an allegation of ill treatment of a child by a teacher at a service.	The service removed the teacher from contact with children while they carried out an investigation. Oranga Tamariki, NZ Police and parents were notified of the incident. No evidence was found to support the allegation. The Ministry was satisfied with the service's response to the incident. No further action was required.
Service advised the Ministry that a child fell from play equipment and broke their arm. They were taken to hospital via ambulance and later required surgery.	A Ministry investigation found the service had been putting cushions on top of the soft fall. The service completed a review of the incident and as a result removed the cushions. The soft fall was also identified for replacement. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Service advised the Ministry that a child fell from play equipment and broke their arm.	The child was taken to hospital for treatment. The Ministry was satisfied the service took appropriate actions and followed their procedures, including notifying WorkSafe. No further action was required.
The Ministry was notified by a service that a child fell backwards from furniture and knocked their head.	The service followed its procedures and the Ministry was satisfied it responded to the incident appropriately, including calling an ambulance. No further action was required.
Service notified the Ministry that a child fell and hit their head requiring hospitalisation.	The Ministry investigation found a number of regulatory breaches, which resulted in a provisional licence. The service was subsequently placed back onto a full licence after changes were made and staff received further training in responding to serious injuries. WorkSafe were also notified.
Service advised the Ministry that a child burnt themselves while toasting marshmallows.	The child's parent was on site and took the child to the doctor immediately. The Ministry also had the service review its policies and procedures around activities that could pose a risk to children as well as its documentation and reporting of incidents. No further action required.

Summary of Incident	Summary of Action
Service notified the Ministry of a potential case of measles.	The service notified health authorities and disinfected the premises. It was later confirmed not to be a case of measles. The Ministry was satisfied with the service's response.
Service notified the Ministry of bruising on a child that they were sure had not occurred at the service.	The service had notified Oranga Tamariki following a discussion with the child's parent. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child was hit in the head by a door resulting in a cut to the head.	The service reviewed its supervision plan to ensure the door is used responsibly. The Ministry was satisfied that the service mitigated the risk. No further action was required.
Service advised the Ministry that a child fractured their arm while on an excursion. They were taken to hospital for treatment.	A Ministry investigation identified no breaches of the regulations. No further action was required.
A teacher yelled and swore at their child who was attending the service and did not administer medication as prescribed.	The service notified Oranga Tamariki and reviewed relevant policies in response to the incident. The teacher was stood down and resigned during the investigation. A notification was made to the Teaching Council. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child had managed to leave via a fire exit gate. They were noticed by a teacher and returned.	The service reviewed its supervision plan for when this child attends and changed the gate so children could not reach the latch. The Ministry was satisfied that no further action was required.
The Ministry was notified by a service that a teacher had witnessed a parent putting their hands around their child's throat to get them into their car seat.	The service notified Oranga Tamariki. The Ministry was satisfied the service responded appropriately and no further action was required.
The Ministry received notification of a case of measles in the area, which whānau and teachers had potentially been exposed to.	The service made the decision to close temporarily while children and staff received vaccinations. No further action was required.
Service notified the Ministry that a child had left its premises unattended due to a gate being left open. The child was returned immediately to the service by a parent.	The service mitigated the risk immediately and followed its procedures. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child had fallen twice during the day resulting in a broken bone.	The Ministry requested documentation and first aid information from the service. The Ministry suggested a number of improvements to the service's incident procedures and documentation, which were subsequently implemented.
A service notified the Ministry that a child was injured when they fell from play equipment. The child was taken to hospital for surgery and admitted overnight.	The Ministry was satisfied the service responded appropriately to the incident, including notifying WorkSafe. No further action was required.
Service advised the Ministry that a child had their fingers closed in a door by another child.	The service applied first aid and contacted the parents who took the child to hospital for treatment. The finger was broken and the child was required to stay in hospital overnight. No further action was required as the service had followed appropriate processes, including notifying WorkSafe, and mitigated further risk by adding plastic covering to the door hinges. The Ministry was satisfied with the service's response.
Service notified the Ministry that a child suffered from seizures on three separate occasions, over the course of a week, which resulted in trips to the hospital via ambulance.	The Ministry was satisfied the service responded appropriately to each event including contacting the parents and ambulance, and applying first aid. A plan was put in place to support the child's return to the service. No further action required.
Service notified the Ministry that a child fractured their leg when jumping on a trampoline.	The Ministry found the service had followed their policies and procedures and responded appropriately to the incident. No further action was required.
Service advised the Ministry of an incident of sexualised play between two children.	The service reviewed its supervision plan and implemented an 'OK, not OK' programme for the children. A convex mirror was installed to aid supervision of the outdoor space. The service also followed the guidance of Oranga Tamariki and developed individual safety plans for the children involved. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified that a child required hospital treatment after falling and cutting their head. The wound required stitches.	The service followed its procedures and notified WorkSafe. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child slipped while pushing a large swing which then hit them in the face, causing bruising.	The service took the child to a medical centre and met the parents there. They removed the swing while they conducted a review and set up smaller ones in the meantime. The Ministry was satisfied with the service's response. No further action was required.
The service advised that it had two confirmed cases of measles.	The service followed advice from the health authorities. No further action required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child left their educator during an excursion to a shopping mall and was not able to be located for 25 minutes. The child was safely located by NZ Police.	The Ministry was satisfied with how the service responded to the initial incident and later made changes to practice. WorkSafe were also notified. No further action was required.
The Ministry was notified by a service that a child had disclosed to their parent that a teacher slapped their face.	The service stood down the teacher pending investigation. The service notified Oranga Tamariki and NZ Police. The allegation could not be substantiated. The Ministry was satisfied the service followed appropriate procedures. No further action required.
Service advised the Ministry that a child had fractured a bone when using play equipment.	The service contacted the ambulance and parents and the child was taken to hospital. The service followed correct procedures and mitigated future risk by removing access to the play equipment. The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
Service advised the Ministry that they had a fire in the bathroom caused by a candle. The service evacuated the building, the fire was extinguished and Fire and Emergency New Zealand were called who carried out safety checks. The centre resumed normal service once the fire service confirmed it was safe.	The Ministry found that the service had reviewed their response to the fire and made changes to their evacuation procedure. Fire and Emergency NZ considered that the fire was caused by the candle being too close to combustibles. There were no injuries. No further action required.
Service advised the Ministry that a child had closed their finger in a door resulting in a cut which required surgery.	The service updated their hazard register, informed parents of the risk, and notified WorkSafe. The Ministry was satisfied with the service's response to the incident.
Service advised the Ministry that a child's fingers were closed in a door by their parent when they came to collect them.	The service applied first aid and contacted an ambulance. The Ministry was satisfied with the service's response. No further action required.
Service advised the Ministry that they had a case of measles.	The Ministry found the service advised health authorities and followed their guidance. No further action was required.
Service advised the Ministry that a child had left its premises unattended and was located in its car park.	The service followed its procedures and took action to prevent this occurring in the future. The Ministry was satisfied the service responded to the incident appropriately. No further action was required.
Service advised the Ministry of allegations that a teacher had shouted in a child's face after yanking them by the arm.	The teacher was excluded from contact with children while an investigation took place. The service followed its procedures, including notifying Oranga Tamariki and the Teaching Council. The teacher was issued with a formal warning. No further action was required.
Service advised the Ministry that a child had trouble breathing and was taken to a medical centre for treatment.	The Ministry was satisfied that the service had responded appropriately to the incident, including reviewing and improving policies and practice.
The Ministry received notification from a service of an allegation of serious misconduct by a teacher.	The service's investigation found the teacher had not followed their child protection policy and guidelines and was therefore issued with a written warning. Oranga Tamariki, NZ Police, and the Teaching Council were notified. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry of an allegation of ill treatment of a child. No perpetrator was identified in the allegation.	The allegations were revoked by the family following an investigation by Oranga Tamariki. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified of an incident where a child's fingers were injured after being caught in equipment. This required a visit to hospital but there were no broken bones and the child returned home.	The service acted appropriately and called Fire and Emergency NZ and an ambulance. The service reviewed their incident management processes and removed the equipment. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a child received surgery after crushing their finger in a slammed door.	The Ministry found the service had followed their incident management procedure and installed door latches to prevent further similar injuries. WorkSafe were notified and no further action was required from the Ministry.
Service advised the Ministry that a tree from a neighbouring property had fallen on their roof following a storm. This caused superficial damage to the guttering and brought the fence down.	The service cordoned off the area so that children could not access it while it was repaired. The Ministry assessed the service's response and recommended they improve their system of identifying hazards to ensure appropriate mitigation. No further action was required.
Service informed the Ministry after a child injured their finger in a doorway during a gust of wind.	The Ministry found the service had ordered and installed a soft-close mechanism on the door to mitigate against further injury and notified WorkSafe. No further action was required.
Service notified the Ministry that a child had informed their parent that they had been hurt by another child at the service. No incident was observed at the service.	The service informed Oranga Tamariki. The Ministry was satisfied that the service was managing the situation appropriately. No further action required.

Summary of Incident	Summary of Action
The Ministry received notification from a service of an incident of sexualised behaviour.	The service made referrals to Oranga Tamariki and NZ Police. They updated their supervision plan and amended the outdoor space to mitigate the risk of further incidents. The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry that a child left their premises unattended by climbing an external fence.	The Ministry was satisfied with the service's response, including putting up a screen barrier to prevent children from climbing the fence. The service also reviewed its outdoor supervision plan. No further action was required.
Service notified that a car had crashed through their fence and into the service building creating structural damage. No children were attending at the time but the service would need to temporarily relocate.	The Ministry supported the service to temporarily relocate part of the service into an adjacent building. A provisional licence was issued to support the mitigation of identified risks in the temporary premises. The service has now returned all children to permanently licensed premises.
Service advised the Ministry that a child injured themselves in the outdoor area. The child required surgery for a broken leg.	The Ministry investigation established WorkSafe had been notified of the accident, however improvements were needed in overall incident management. A number of other concerns were also identified resulting in a provisional licence. The Ministry continues to monitor the service.
Service advised the Ministry that a parent behaved inappropriately and had shouted in front of children, following an incident where their child was allegedly bitten by another child. The parent also threatened staff. The service had no record of such an incident.	The service went to NZ Police and a trespass notice was issued against the parent. The Ministry was satisfied with the service's response.
Service notified the Ministry of a confirmed case of chicken pox.	The service notified health authorities. The Ministry was satisfied with the service's response and no further action was required.
The Ministry received notification from a service that a fire had occurred overnight which caused superficial damage to its fence and left residue from fire extinguishers in the sandpit.	The service prevented access to the area while repairs were undertaken and was able to continue to operate with sufficient outside space for the children attending. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child had left their premises unattended by climbing a fence.	A teacher immediately returned the child to the service and notified parents. A Ministry investigation found the service had followed their procedures correctly. However, issues were identified with the fence line which the service rectified. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was informed by a service that a domestic incident occurred between two parents resulting in the NZ Police being called and the service being put into lockdown.	The Ministry was satisfied with the service's actions. NZ Police managed and resolved the situation. No further action required.
The Ministry was informed by a service that a child left their premises unattended by pushing past a parent and running out the open door.	The child was seen exiting the service by a number of people and was immediately returned. The service mitigated further risk by adding signage to the door and gate to ensure parents do not let children other than their own go through. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification that a child fell from outdoor play equipment and broke their leg.	The service called the ambulance and parents; the child was taken to hospital for surgery. The service reviewed its supervision practices for the outdoor area. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Service advised the Ministry of an incident where a child threw and broke a glass fish tank lid. This followed a number of other behavioural incidents.	The Ministry found that, despite attempts to support the child and family, the service had concerns for the wellbeing of other children in the service and cancelled the child's enrolment. Ministry Learning Support staff provided ongoing support to the child and family.
Service advised the Ministry of concerns about a child whose learning and development were not at an appropriate level for their age. The child was also often dirty and underfed.	The service notified Oranga Tamariki and made a referral to the Ministry's Learning Support team. NZ Police were also notified. The Ministry was satisfied with the service's response. No further action was required.
Service notified the Ministry that a number of children had left their premises unattended through an emergency exit gate. The children were called back by a teacher and returned safely to the service.	The service made changes to the gate the children used to leave the premises and installed a convex mirror to improve supervision. The Ministry was satisfied with the service's response and no further action was required.
Service advised that one of their educators had disclosed to them that they had smacked a child who was biting another child and wouldn't let go. The educator had advised the family when they collected their child.	The service dismissed the educator and advised Oranga Tamariki and NZ Police. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification that a child's hand got stuck in between the hinges of a door. Fire and Emergency NZ and an ambulance attended to remove the child's hand from the door.	The Ministry was satisfied with the service's response to the incident, including mitigating further risk through alterations to the doors on the premises. No further action was required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child had fallen from play equipment and broken their leg.	The Ministry was satisfied with the service's response to the incident. No further action was required.
Service notified the Ministry that a child had fractured their arm which later required surgery.	Appropriate first aid was applied, an ambulance and the parents were called, and WorkSafe was notified. The Ministry found there were no breaches to the regulations and that the service followed its policies and procedures. No further action was required.
Service advised the Ministry of an allegation of rough handling of two children by a teacher.	The service stood the teacher down immediately while it conducted an investigation. The teacher decided to resign and the service notified the Teaching Council. The service continues to be monitored by the Ministry as their licence status is currently provisional. No further action was required.
Service advised the Ministry that they had a confirmed case of measles.	The service ensured all staff and children who could not be confirmed as immune were isolated. Health authorities were notified and provided the service with guidance. The Ministry was satisfied with the service's response. No further action required.
Service advised the Ministry that a child fell from play equipment and fractured their finger.	The service reviewed the incident and installed additional soft fall mats under the equipment. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received a notification that a parent was intoxicated when they arrived to drop their child off.	The service contacted the NZ Police as the parent left with their child. NZ Police provided support to the family. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child sustained an injury before arriving at the service, which later began bleeding and could not be stopped, resulting in an ambulance being called.	The paramedics were able to stop the bleeding and the child went home with their parent. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child's finger was fractured and required stitches after it was shut in a door.	A Ministry investigation found the service followed their procedures which were compliant with the regulations. No further action was required.
Service advised the Ministry that a child suffered from a seizure.	A Ministry investigation found the service had responded appropriately to the incident, including contacting the ambulance and applying first aid. No further action was required.
Service advised the Ministry that a contractor invited a person, who is affiliated with a gang, onto the premises to attend a meeting. There was no concerning behaviour nor was the person wearing any identifying clothing.	The service contacted the NZ Police who remained there for the entirety of the meeting. The service has also decided not to hold any further meetings with this person on-site. The Ministry was satisfied with the service's response and no further action was required.
The Ministry received notification of a service's report to Oranga Tamariki about possible neglect of a child by their parent.	The Ministry found the service had responded appropriately and followed its child protection policy. No further action was required.
Service informed the Ministry that a teacher had allegedly rough handled a child as means of behaviour management.	The teacher was stood down while an investigation took place. Oranga Tamariki and NZ Police were notified. The service had carried out their own investigation and reviewed their child protection policies. The teacher was provided with a final written warning and the Teaching Council notified. The Ministry was satisfied with the service's response and no further action was required.
Service advised the Ministry that while on an excursion a child fell from their scooter and bumped their head.	The service applied first aid, took the child to a medical centre and met the parents there. The child quickly returned to the service. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that a child fell from play equipment which resulted in a small break in their elbow.	The Ministry assessed the service's response to the incident and concluded that no regulatory breaches had occurred. No further action was required.
Service advised the Ministry that a child fell from play equipment fracturing and dislocating their elbow. This required surgery.	The Ministry visited the service and found the playground equipment met requirements. The Ministry was satisfied with the service's response, including notifying WorkSafe. No further action was required.
Service advised the Ministry that they had a confirmed case of measles.	The service followed the advice provided by health authorities. No further action was required.
Service advised the Ministry that a child had fallen from climbing boxes and hurt themselves.	The service contacted the ambulance who checked the child and determined there was no significant injury. The service reviewed its supervision and use of play equipment. The Ministry was satisfied that no further action was required.
Service advised the Ministry that a child had broken their arm when they fell from play equipment.	A teacher saw the accident and applied first aid immediately. An ambulance was called and the child was taken to hospital and underwent surgery. The service notified WorkSafe. The Ministry was satisfied with the service's response. No further action was required.

Summary of Incident	Summary of Action
Service advised the Ministry that a child had disclosed to a teacher that a family member had smacked them.	The service notified Oranga Tamariki who notified NZ Police. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that they had helped a member of the community who had been assaulted. NZ Police and an ambulance attended the service where the community member was receiving support.	The service conducted an investigation into the incident which led the service to review and update its lockdown procedures. The Ministry was satisfied with the service's response. No further action was required.
The Ministry was notified that a child had tripped and hit their temple on an outside tap. Later in the day their nose started to bleed.	The service notified the parent immediately. They were happy for the service to monitor the child's health and contact if needed. When the child's nose bled the service contacted the parent again and they took them to a doctor. The Ministry was satisfied with the service's response, including WorkSafe. No further action was required.
Service informed the Ministry that a child had left the premises unaccompanied by an adult, walked home and their parent returned them to the service.	The service found that the child had been able to open an external door. The door handles were raised to mitigate a similar occurrence. The service also reviewed their supervision plan. The Ministry was satisfied with the service's response. No further action required.
Service advised the Ministry that a child dropped carpentry equipment injuring their foot which required surgery.	The parent was present and took the child to the medical centre and then the hospital. The child was expected to make a full recovery. The service notified WorkSafe. No further action required.
The Ministry received a notification from a service that a child had fallen from play equipment and fractured their arm.	The service reviewed practices and supervision in relation to the area where the incident occurred and made changes to mitigate risks. The Ministry was satisfied with the service's response. No further action required.
Service notified the Ministry that a child fell from play equipment and was taken to hospital via ambulance with a broken leg.	A Ministry investigation found the service was compliant and was satisfied with the response. WorkSafe were also notified. No further actions were required.
Service notified the Ministry that a child fell from play equipment and broke their leg.	The service followed its processes and provided appropriate medical assistance. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry that two parents were arguing over their child in the car park. The child was caught in the middle of the physical altercation.	The service contacted NZ Police. The child was brought inside and the service followed its lockdown procedure. The issue was resolved by the NZ Police. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received notification that a child was pushed from play equipment and was injured. Ambulance staff assessed the child and advised the parents to monitor their movements. It was later established the child's collar bone was broken.	The service sought guidance from the Ministry's Learning Support team to work with the child who pushed the child who was injured. The service also removed the play equipment. The Ministry was satisfied with the service's response. No further action was required.
Service advised the Ministry they had a gastroenteritis outbreak.	The service notified health authorities and followed their guidance. No further action required.
Service informed the Ministry that a child sustained an injury when another child dropped a small rock on their finger. This required surgery to repair.	The service applied first aid and the child's parent took the child to hospital for treatment. The service removed all loose rocks from the outside area. The Ministry was satisfied with the service's response. No further action required.
Service advised the Ministry that a branch from a tree in their outdoor area had fallen. No one was harmed.	The service cordoned off the area, advised WorkSafe, and had an arborist inspect the area. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received a notification from a service that one of their teachers had been diagnosed with mumps.	The service informed health authorities and followed their guidance. The service confirmed all staff were cleared to work. Parents of all children were informed and a quarantine period was clearly outlined for those children not immunised. The Ministry was satisfied with the service's response. No further action was required.
The Ministry received a notification from a service that a child had injured their leg while on excursion at an indoor trampoline park.	The child was taken to hospital and treated for a fracture and placed in a cast. The Ministry found the service had worked with the educator to improve their excursion practices. The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry that a child suffered from a seizure. They fell and bumped their head. An ambulance was called.	The Ministry was satisfied with the service's response. No further action was required.
Service informed the Ministry that they had a high number of children and adults with a stomach bug.	The Ministry found the service had notified health authorities who confirmed the service had followed appropriate procedures. No further action was required.