



Thank you for your email of 17 April 2018 requesting the following information:

- *Copies of all incident reports and notifications received by the Ministry of Education from ECE services in 2016, including: (1) the name of the service, (2) the licence number of the service or location, and (3) the nature of the incident, serious injury, or illness involving a child while at the ECE service.*
- *Copies of all incident reports and notifications received by the Ministry of Education from ECE services in 2017, including (1) the name of the service, the (2) licence number of the service or location, and (3) the nature of the incident, serious injury, or illness involving a child while at the ECE service.*

Your request has been considered under the Official Information Act 1982 (the Act).

Please find attached as **Appendix One** a table summarising each of the 152 incident notifications that early learning services provided to the Ministry of Education in 2016. We are providing a summary in accordance with 16(1)(e) of the Act, where the information requested by any person is comprised in a document, that information may be made available by giving an excerpt or summary of the contents.

As indicated in the 2016 ECE Complaints and Incidents Report, published online, we received a total of 152 incident notifications. This included voluntary notifications from services, and services that, from May 2016, made a mandatory notification under the Ministry's licensing criteria.

The information released does not include any identifiable information of the services involved, namely, the name of the service, licence number or location, as detailed in your request. This information is withheld under section 9(2)(ba)(i) of the Act, to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

The information being released to you also does not include any information from 2017 incidents, as this information is still being collated and is intended for public release in early July 2018. This part of your request is therefore refused under section 18(d) of the Act, as the information requested will be publicly available soon.

OIA 1120811

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Please note that the Ministry might proactively release this response on our website within five working days. If it is, all of your personal information will be redacted.

I trust this information and the attached summaries are helpful for you. You have the right to ask an Ombudsman to review this decision. You can do this by writing to info@ombudsman.parliament.nz or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Katrina Casey
Deputy Secretary
Sector Enablement and Support

Encl.

Appendix One – Incident Notifications Received by the Ministry of Education in 2016

The table below summarises the 152 incident notifications the Ministry of Education received about early learning services in 2016.

It includes a high-level summary of the complaints received, and any relevant action undertaken by the Ministry, the service, or another agency. The summary does not include every action we, a service, or another agency may have taken.

Incident Number	Incident Summary	Additional Notes
1.	Child fractured hand from fall. First aid applied, parent called.	The service have mitigated future hazards by removal of equipment.
2.	Child fractured leg. Parent informed at time of incident, seriousness of injury discovered later.	Centre manager provided confirmation of follow up from the incident and reflections from staff. No complaint received from the parent.
3.	Child tripped over, hurt wrist in fall.	Business manager reviewed the supervision policy and child accident procedure with staff to ensure everyone was aware of what was expected of them.
4.	Infant fell off bed while unattended.	Reviewed documentation from service and recommended improvements to relevant processes and practice. Ongoing monitoring and support provided as service was on a probationary licence.
5.	Child broke leg from fall.	Service reviewed the site and relevant practices, and identified actions for future.
6.	Child fractured arm jumping off playground.	No breach identified and incident managed appropriately by service.
7.	Child pushed objects up nose, taken to hospital for removal.	No further actions as the service met all requirements.
8.	Worksafe notified after child tripped and fractured wrist.	No further actions as the service met all requirements.
9.	Child fell, fractured both arms, grazes to head and knees.	Determined to be an accidental injury. Service conducted an environmental review no further action required.
10.	Child jumped and landed on arm.	Not a notifiable incident. No further action required by the service.
11.	Child broke arm from fall.	No breach identified and incident managed appropriately by service.
12.	Child bumped forehead on furniture.	Not a notifiable incident. No investigation required.
13.	Child fractured arm from falling.	No breach identified and incident managed appropriately by service.
14.	Child fractured wrist from fall.	No breach identified or further action required.
15.	Inappropriate behaviour between children. Referred to Oranga Tamariki.	Observation completed and documentation provided by service. A referral report was provided to Oranga Tamariki.
16.	Child fell, sustained cut to head. Stitches received at hospital.	No further action required following response to Worksafe notification.

17.	Child broke arm in unobserved accident.	No breach identified or further action required.
18.	Child fell and broke leg.	All identified issues addressed.
19.	Supervisor contacted the Ministry to advise that a number of incidents within a month among different children had occurred. A child swallowed an object and required medical attention. Child with broken leg discovered following attendance at service. A child biting and hurting other children.	Advice and guidance provided to support service to carry out a full review of health and safety procedures and practices. This included a review of induction processes for new and relieving staff. Ministry satisfied with improvements made by the service.
20.	Incident involved alleged mishandling of a child by a staff member.	Ministry provided advice and guidance to the service provider including a SELO PLD support package. Ministry satisfied that the service provider managed the incident appropriately and notified the Education Council.
21.	Notification from a service about an allegation of abuse by a child on another child, and inappropriate sexualised behaviour.	The service provider investigated and was unable to substantiate the allegations. A referral was made to Oranga Tamariki who provided advice to the service. The children ceased attending the service. The service provider ensured information was passed on to Oranga Tamariki and NZ Police.
22.	Child broke leg after teacher accidentally bumped into them.	Incident managed appropriately by the service and no evidence of non-compliance was identified.
23.	Incident reported following Police concern over educator's treatment of own child. Other children placed in alternative care.	Police determined that further action was not required. Incident occurred outside of service operating hours.
24.	Parent taken to hospital after collapsing at the service. Child of parent had no alternative emergency contact.	Ministry satisfied that service provider responded to the incident appropriately and no further action was required.
25.	Ministry advised of poor practice from teachers in responding to and supporting a child with additional learning needs.	Ministry investigation identified breaches and a provisional licence was issued.
26.	Service provider informed Ministry of allegations of historical abuse by adult child of one of their educators.	Service provider worked with all relevant agencies in responding to allegations. While allegations were not substantiated, an agreed safety plan was developed in consultation with NZ Police which will be monitored by the service provider.
27.	Incident involving pornographic material discovered in photocopier at service.	Ministry placed service on a provisional licence while an investigation was carried out. Service improved its systems and processes on child protection. Ministry satisfied with service response and reinstated full licence.

28.	Service provider informed Ministry of allegations against a staff member of inappropriate touching of a child.	Service provider involved all relevant agencies in their response. NZ Police investigation provided assurance to service and Ministry that the allegations had been responded to appropriately.
29.	Child fell and hit head.	Ministry assured response from service met all requirements.
30.	Child left unattended, found by members of public.	Provisional licence issued whilst service reviewed and strengthened their systems and processes for managing excursions.
31.	Incident occurred between two children, no harm eventuated. One parent satisfied with procedures followed, other parent advised they may file a complaint.	Ministry satisfied with actions taken by service. No follow-up complaint received.
32.	Child fell, fracturing toes.	Ministry satisfied with actions taken by service. No further action required.
33.	Child was found inside building during scheduled fire drill.	Service immediately reviewed procedures, and undertook to schedule more drills in coming months. Ministry satisfied with actions taken by service.
34.	Child displaying violent behaviour towards staff, property, and other children.	Service has worked alongside the external support provider to develop a programme that has been adopted in both the service and the home. No further action required.
35.	Service provider informed Ministry of alleged smacking incident involving an educator.	The educator admitted to the accusations and their employment with the network was terminated immediately. All relevant agencies were notified.
36.	Report of child showing concerning behaviours, limited support for child.	Advice and guidance provided and situation was resolved without any further action by the Ministry.
37.	Child with behavioural management issues assaulting staff and other children. Service seeking advice on exiting child, or finding best solution for all.	Service provider resolved issue without any further action required from the Ministry.
38.	Child tripped and was injured, which required medical attention.	Ministry satisfied with response of service and no further action required.
39.	Child was pushed by other child resulting in injury. Hospital examination showed two minor fractures.	The service reviewed their policies regarding health and safety, including responding to accidents. No further action required.
40.	Child received injury to finger when it was accidentally shut in the gate.	Service put in place processes to avoid any reoccurrence of similar accidents.
41.	Child elbow dislocated while being led by hand of teacher.	Service worked with relevant agencies in investigating incident. Service put in place PLD for staff and improvements made in managing child behaviour. No further action required.

42.	Concern as child presented with injuries two days in a row. Service is contacting the Police.	Service worked with relevant agencies. Both NZ Police and Oranga Tamariki were satisfied that the injuries sustained were accidental and the parents sought medical assistance for the child immediately.
43.	Child fell from changing table.	Ministry satisfied with response of service and no further action required.
44.	Child broke arm after a fall.	Ministry satisfied with response of service and no further action required.
45.	Two children injured when tree branches fell.	Service followed correct process. Parents advised of incident and children restricted from incident area to ensure no further risk.
46.	Concern over child behaviour.	Advice and guidance given to service. No further action required.
47.	Clarification sought on process when parents and emergency contact are unable to be contacted following accident.	Advice and guidance given to service. No further action required.
48.	Clarification of process following accident.	Advice and guidance given to service. No further action required.
49.	Child fractured collarbone after a fall.	Ministry satisfied with action taken by service. No further action required.
50.	Child broke leg.	Ministry satisfied with action taken by service. No further action required.
51.	Child broke arm after a fall.	Service reviewed outdoor equipment. Ministry satisfied with service response and no further action required.
52.	Child fell from play equipment and landed awkwardly.	Ministry satisfied with action taken by service. No further action required.
53.	Child fell and fractured leg. No accident form signed.	Service has reviewed systems and made sure all staff are aware of processes that should be followed in response to accidents. No further action required.
54.	Child has behaviour management issues, and parent is verbally abusing staff. Service seeks advice.	Ministry provided advice and guidance. No further action required.
55.	Child has a developmental delay and there are safety concerns. Extra staff may be required due to concern about ratios.	Ministry provided advice and guidance. No further action required.
56.	Service reports issues with 20 Hours ECE being over claimed, potential fraud and fees issues.	Reviewed enrolment form and provided guidance.
57.	Inappropriate discipline applied to child, who is unsettled following move and showing behavioural issues.	Ministry satisfied with the response of the service provider and no further action required.
58.	Carer smacked child on pick-up from service.	Advice and guidance provided - Police and parents informed.
59.	Child pushed by another child, and was hospitalised with a fracture.	Service provider is working with family of child who pushed the other child to review learning support plan and support the child's interaction with others.

60.	Advice sought on behaviour management procedures following repeated incidents of biting.	Advice and guidance provided. No further action needed.
61.	Advice sought on strategies the service can take following incidents between child with behavioural issues and other children.	Advice and guidance provided. No further action needed.
62.	Service seeks advice following repeated incidents of a child physically attacking other children.	Advice and guidance provided. Service accessing support from other agencies to assist including learning support services.
63.	Incident report and supervision plan received following a behavioural incident. Child referred to Oranga Tamariki.	Ministry satisfied service is accessing appropriate support and no further action required.
64.	Incident reported involving a parent coming to collect a child and not being able to locate the child for a time.	Ministry investigation found the service had completed a review and made improvements to ensure the risk of incident occurring again was minimised.
65.	Report of child alleging mistreatment by teacher.	Ministry satisfied with the response of the service provider in managing the situation. Allegations were not substantiated and no further action was taken.
66.	Child slipped and fell, sustaining a cut to the head that required an ambulance.	Ministry satisfied with the response of the service provider and no further action required.
67.	Service advised of alleged incident involving a child breaking an arm after being pushed by another child but service had no record of the incident.	Police investigation established that the injury did not occur at the service and progressed a prosecution against one of the parents.
68.	Advice sought after child bitten severely, twice.	Advice and guidance provided and service developed a plan to ensure all children were safe. Issue was resolved without any further action from the Ministry.
69.	Service provider seeks advice regarding behaviour management issues.	Advice and guidance provided.
70.	Service provider informs of incident involving mishandling of a child by teacher.	The Ministry investigation found that the response of the service provider was appropriate and improvements were made to child behaviour management practices. PLD support provided to teaching team.
71.	Advice sought regarding a child who bites. The service is funding an extra teacher to assist, however injured children are being withdrawn. Service wants to exclude child.	Advice and guidance provided. Service accessing additional support from other agencies.

72.	Advice sought regarding sexualised behaviour of child.	Advice and guidance provided. Service is accessing support from other appropriate agencies to ensure safety and well-being of child.
73.	Child choked on bark and required attention by emergency services.	Ministry investigation identified areas for improvement in the emergency response procedures, particularly around documenting clear records. Service provider subsequently addressed gaps and strengthened the individual development plan in place to support the child.
74.	Advice sought by service provider over child with behaviour issues. The service has discovered the child was excluded from another service for the same issues.	Advice and guidance provided and no further action taken.
75.	Advice sought over child with behaviour issues.	Advice and guidance provided and no further action taken.
76.	Advice sought over performance management of staff who allegedly mishandled children.	Information was provided to service manager on their responsibilities under the Regulations. Service worked through a performance management process and staff member subsequently left the service.
77.	Child jumped off outdoor equipment and broke arm.	Ministry satisfied with response of service and no further action required.
78.	Child fell off playground and broke arm.	Ministry satisfied with response of service and no further action required.
79.	Child fell off outdoor equipment, broke arm. Taken to hospital via ambulance.	Ministry satisfied with response of service and no further action required.
80.	Child sustained fracture after falling.	Ministry satisfied with response of service and no further action required.
81.	Child fell and hurt foot, which needed minor surgery.	Ministry satisfied with service response and no further action required.
82.	Child left service by climbing tree over a fence. Staff witnessed the incident and were able to retrieve the child immediately.	Service put in place guidelines for managing tree climbing as a supervised activity, and updated their supervision plan. Ministry satisfied with service response.
83.	Service advised Ministry that a child had tripped and fractured arm. Ambulance assessed child, parent drove child to hospital.	Service responded appropriately in working with emergency response services and agencies.
84.	Service notified Ministry that a parent had laid a complaint with the service regarding injuries incurred by child..	Advice provided to service provider. Service investigated and made changes to their practice, however parent is not happy with the outcome. No contact from parent was received.
85.	Parent rung Ministry regarding their child being injured by other children on several occasions.	Advice provided to support the parent in raising their concerns with service provider. Invited to connect with Ministry if they were not happy with response from service provider.

86.	Parent with child turning 3 asked Ministry for advice regarding 20 Hours ECE and whether they needed to pay the educator the difference between what Ministry pays and what the educator receives.	Information provided.
87.	Service approached Ministry for advice regarding parental custody arrangements and pick-up options.	Information and advice provided.
88.	Service advised Ministry that a family walking home from the service had been hit by a truck resulting in one adult and two children being taken to hospital.	Ministry activated Traumatic Incident Team support for families at the service.
89.	Service provider contact advised Ministry of a social media post from a parent alleging their child had been injured at the service.	Incident reported to Oranga Tamariki who visited parent and service. Oranga Tamariki worked with Police to ensure the safety and well-being of child.
90.	Ministry advised that a child assaulted another child at the service.	Incident was investigated by service with guidance from Ministry. Service worked with both families and enlisted the services of a psychologist. Both families were happy with agreed outcomes.
91.	Person Responsible sought advice after child swallowed a hair clip. Incident form filled out, parents notified and child taken to hospital.	Person Responsible advised of Health and Safety booklet on Ministry website in regards to notifiable events and asked to contact WorkSafe for advice. WorkSafe advised they closed the case as they did not consider it a notifiable event.
92.	Service contacted Ministry regarding an investigation into the inappropriate management of child behaviour.	Service completed investigation providing required documentation and terminating the educator's employment. Oranga Tamariki and Police were also informed.
93.	Service notified Ministry of an accident that happened at the service where a child slipped and fell fracturing their elbow.	Ministry investigation found the service response met all regulatory requirements and no further action was required.
94.	Service advised Ministry of an accident where a child broke their leg.	Ministry found the service response met all regulatory requirements and no further action was required.
95.	Service alerted the Ministry to an issue they were managing with a family to recover fees owed. Service concerned family may complain to the Ministry.	Ministry advised service to enact their fee policy and procedure. WINZ paid debt and issue was resolved.
96.	Service Provider Contact advised Ministry of management changes being made by the board.	Ministry provided advice and guidance to the service provider including SELO PLD support around sustainability.

97.	Service contacted Ministry for support regarding families requesting a child be excluded due to child being disruptive to other children.	Ministry visited service and offered support. Service accessed additional Ministry Learning Support expertise in seeking solutions for child and concerned parents.
98.	Ministry became aware of an incident where a child with additional learning needs had climbed a fence and was later found sitting at the edge of a school swimming pool.	Ministry investigated and improvements were made to mitigate risk of similar incident recurring.
99.	Service advised the Ministry that they were managing an incident with a teacher over their behaviour on an excursion.	Ministry was satisfied with the service provider's management of the incident.
100.	Service advised that the Ministry may receive a complaint from a parent regarding a confrontation between a staff member and the parent.	Parent provided with information to support discussions with service provider. Conflict between service provider and parent appeared to be related to miscommunication.
101.	Ministry advised that a child had tripped and broken their arm.	Ministry investigated and identified areas that needed to be reviewed by the service. Subsequent checks of safety fall surfaces were found to be compliant.
102.	Service informed Ministry that they had trespassed a parent who verbally abused the service owner regarding fees charged.	Service advised parent that they could take the matter to the Ministry, who investigated and provided the parent with a list of other ECE services. Parent removed child from service and enrolled in another.
103.	Service contacted Ministry seeking advice regarding a child who has been accused of inappropriate contact with another child.	Advice provided and referral made to access additional learning support for child. Issues subsequently resolved.
104.	Service sought advice over notification expectations after a child slipped and knocked head on bathroom door resulting in suspected concussion.	Ministry investigated and no non-compliance was indicated. Child was hospitalised overnight for observation. No further action needed.
105.	Service advised Ministry that 3 children went missing for approximately 10 minutes during play outside. They were found by a teacher in the neighbouring property.	Ministry was satisfied with the service provider's management of the incident.
106.	Child choked on food during supervised afternoon tea. Teacher applied first aid under guidance of St John call centre until paramedics arrived.	Service advised Ministry Traumatic Incident Team of incident who provided support. Service worked with appropriate agencies to investigate complaint including Worksafe. Ministry investigation found service had responded appropriately to the emergency.
107.	Ministry advised that a child had tripped and injured themselves.	Ministry was satisfied with the service provider's management of the incident.

	An ambulance was called and an incident report was completed.	
108.	Ministry's Learning Support staff advised the licensing team that a complaint may be made by a parent of a child with special learning needs after a request to increase child's hours was turned down.	Child was removed by parent to attend a new service. No complaint received. Not investigated further.
109.	Advice sought over visits undertaken for monitoring purposes.	Service subsequently closed and licence was cancelled.
110.	Service provider advised Ministry that a child had caused damage to an exterior wall at the service containing asbestos.	Ministry was satisfied with the service provider's management of the incident.
111.	Letter received by Ministry from a parent advising the withdrawal of their child from a service due to numerous incidents and the child being unable to ask for help.	Ministry investigation found incidents had been resolved by service provider.
112.	Service provider contact advised Ministry to advise that smashed bottles had been found in the service's playground.	Service replaced bark and grass to mitigate any risk to children and set up regular security checks. Police investigated, and service will continue to monitor and inform the Ministry.
113.	Service advised Ministry that one of the children attending has behaviour management issues. Parents of other children have indicated that they may leave the service due to this child.	Ministry Learning Support staff worked with the service and family to support resolution. Service was monitored by the Ministry.
114.	Service approached Ministry for advice on excluding a child and terminating their enrolment after a teacher discovered a hypodermic needle in the child's bag.	Ministry provided advice and guidance to support the service response to identified risks. Service also contacted Oranga Tamariki.
115.	Service advised Ministry parent had withdrawn their child from their service as they were disputing several accident resolutions.	Ministry advised service that these concerns should be dealt with in accordance with the services complaints policy and procedures.
116.	Service advised Ministry that a child had been left unattended in the service's van for approximately 4 hours.	. Ministry found service provider response was consistent with licensing obligations. Staff member was disciplined and service contacted Police, Education Council and Oranga Tamariki. Service ceased transport services.
117.	Service provider sought advice on managing a conflict between parents over the behaviour of their respective children.	Advice and guidance provided and no further action was required.

118.	Child fell off play equipment, landing awkwardly. Staff observed child, parents took child to hospital. Diagnosed with broken arm.	Ministry found the service provider's management of the incident was consistent with regulations.
119.	Service sought advice regarding appropriate action after a child tripped and fell, fracturing leg.	Advice provided and Ministry satisfied with the service response.
120.	Service sought advice on appropriate teacher responses to possible child disclosures.	Ministry provided advice and support.
121.	Child fell off play equipment and broke arm. Accident not observed by teachers.	Service investigated and proactive remediation completed for all outdoor play spaces completed. Ministry satisfied with service response.
122.	Service has fraud concerns about previous owners, due to discrepancies in attendance records and allocated funds.	Internal financial audit review on all ECE services owned by previous owner completed. Information fed into wider service provider investigation.
123.	Child fatally injured from incident on slide.	The service was placed on a provisional licence while Worksafe and Police investigations were carried out. Neither agency pressed charges. The Ministry's Traumatic Incident Team provided support. The service was subsequently returned to a full licence.
124.	Service provider contacted Ministry to advise of breach to Funding Handbook and Regulation 44 regarding an expired practicing certificate of Person Responsible.	Person Responsible stood down while issues were resolved. Ministry worked with service to ensure all breaches were remedied.
125.	Child broke arm after jumping off playground equipment.	Investigation found that a relieving teacher had not followed the service's established policy and procedures in responding to accident. Improvements made to ensure relievers better inducted on service policies and procedures. No further action required.
126.	Ministry contacted over dispute between shareholders of an existing service.	Service was on a provisional licence at the time of contact. Information fed into ongoing monitoring of service and licence was subsequently cancelled.
127.	Service manager advised that service land had been sold to a developer and a bus depot was being constructed next door. Manager wanted to discuss health and safety considerations.	Ministry provided advice and support and was satisfied that all identified hazards and risk were being effectively managed.
128.	Police contacted Ministry over the presence of employee's relative at the service who is a known sex offender.	Matter was resolved by the service and no further action required.

129.	Tree fell on playground injuring multiple children.	The service was placed on a provisional licence while WorkSafe undertook an investigation. A qualified arborist removed the tree and inspected other trees on the property. Four children were hospitalised and discharged. WorkSafe is currently prosecuting the service.
130.	Service informed the Ministry of allegations against a staff member of ill treatment of children.	Ministry found service provider had worked with all appropriate agencies, including Police and Education Council, to respond to allegations. Staff member subsequently dismissed. Parents were kept fully informed of process and outcome.
131.	Service informed the Ministry of allegations of ill treatment of children against a staff member. A historic incident had not been reported to the Ministry.	Ministry investigation identified areas for improvement in child protection. Service was placed on a provisional licence and employee was stood down immediately and subsequently dismissed at the end of the investigation. Education Council informed. Service subsequently returned to full licence status.
132.	Ministry advised of custody issue between parents of attending child.	Information provided. No further action taken.
133.	Ministry informed of alleged breaches across licensing requirements including: limited and poor quality resources; unsecured access to medications, cleaning products and cupboards; unsafe outdoor area and insufficient bedding.	Ministry investigation identified minor non-compliance and these were addressed and monitored through an agreed action plan.
134.	Ministry informed of child leaving premises unsupervised.	Ministry found the service had responded appropriately to the incident and taken steps to mitigate further incidents.
135.	Notification from Police of investigation of allegation of child abuse against a staff member.	Ministry found that the service provider followed appropriate processes in response to Police investigation including standing teacher down. Police subsequently found no evidence to support allegations.
136.	Notified by service provider contact of possible fraud and breaches to licensing requirements.	Licence suspended and then cancelled.
137.	Service provider notified Ministry of an incident where a child was able to leave the service without adult supervision due to faulty gate lock.	Ministry was satisfied with the service response to the incident.
138.	Ministry notified of allegation of serious misconduct against a staff member which was being investigated by Police.	Police investigated and advised there was no evidence to support prosecution. SELO PLD put in place to strengthen child protection understanding and practice. SELO provider reported strengthened practice evident.

139.	Incident occurred which resulted in a breach of a child's privacy.	Ministry satisfied that the service took all steps to manage the issue including contacting applicable agencies.
140.	Ministry Learning Support staff identified issues with a service's management of a child with identified behaviour needs.	Advice provided to service and issue subsequently resolved at a service level.
141.	Service notified Ministry about an educator's suitability to provide education and care and health and safety issues.	Service provider stood down educator while investigation involving other appropriate agencies took place. Educator subsequently had their contract terminated.
142.	Ministry notified about parent concern relating to supervision and ensuring the safety of their child.	Investigation identified improvements needed to be made to accident and hazard management systems and processes. These were subsequently made.
143.	Ministry advised that WorkSafe were investigating an incident about outdoor play equipment and supervision.	Investigated by Ministry and no non-compliance was identified.
144.	Incident notification of a child leaving the premises without teacher's knowledge.	Ministry satisfied with response of service to incident and the strategies put in place to mitigate the incident occurring again.
145.	Complainant witnessed fall where a child and teacher were injured. Incident not reported or parents informed.	Breach could not be confirmed. Advice and guidance provided. Ministry working with centre on variety of issues.
146.	Service advised of incident where children left the service without teacher's knowledge.	Ministry satisfied with improvements made to ensure incident doesn't occur again.
147.	Police advised of a complaint they were following up regarding the photo of a child a service had posted on their website.	Police subsequently advised there was no case to answer to and the picture was removed from the service's website.
148.	Ministry advised of two occasions during the previous week where staff ratios had been breached.	Service mitigated any further risk by adjusting rosters to ensure appropriate staffing levels.
149.	Ministry advised that a service was in partnership with a person who had a service that was previously cancelled by the Ministry.	Person in question was removed as a director.
150.	Health and safety concerns due to the development of a new bus depot next door to service.	Ministry worked with service provider, other agencies and Council to ensure any risk to the safety and well-being of children was effectively mitigated. Construction work was moved to later in the day to limit exposure to children. Asbestos risk was raised and investigated with no contamination found.

151.	Service manager seeking support on inadequate response from teachers to child who was found unresponsive. Staff failed to call ambulance and instead rung parents who subsequently took child to hospital.	Advice and support provided to service and family by the Ministry's Traumatic Incident Team. SELO PLD support put in place to help improve processes and practice of teachers to emergency situations. Service continued to be monitored as part of provisional licence. Parents of child were happy with new processes and child subsequently returned to service.
152.	Information received about issues relating to health and safety practices and high turnover of staff at the service.	Ministry established that the service was actively working to resolve staffing issues and the service strengthened their communications with parents on their management of performance issues.

Released under the Act