



Summary Table – 2020 Early Learning Services Incident Notifications

The table attached summarises the incident notifications the Ministry of Education received from early learning services in 2020.

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 the Ministry, a service, or another agency may have taken.

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

Please note that we do not publish incident summaries where there is an ongoing investigation by another agency into the incident as the information released in the summary may prejudice the ongoing investigation.

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.

Summary of Incident	Summary of Action
The service notified the Ministry that a child made a disclosure about domestic violence.	The service followed their child protection policy and reported the incident to Oranga Tamariki. No action from the Ministry was required.
The Ministry was advised by the service of an incident where a mental health patient entered the premises causing the service to go into lockdown.	The Ministry was satisfied the service acted according to their lock-down procedures, including contacting NZ Police, and keeping children safe from harm. No further action was required.
The Ministry was notified by the service of allegations of ill-treatment of children against two teachers. Another teacher was also alleged to have rough-handled a child and not reported ill-treatment against children.	The service stood down the teachers during their investigation. NZ Police, the Teaching Council and Oranga Tamariki were notified. The allegations of ill-treatment were substantiated and both teachers were dismissed. The allegations against the third teacher were also substantiated and an action plan for their return to work under supervision was developed with support from the Ministry. All children involved returned to the service.
The service notified the Ministry of an incident where a child was pushed on play equipment resulting in injuries to their mouth and teeth.	The Ministry was satisfied that the service had responded appropriately to the accident, including discussing the danger of pushing with children. WorkSafe were notified, though this did not meet their notification criteria. No further action was required.
The service notified the Ministry that following medical advice they had called an ambulance for a child. The child was taken to hospital by ambulance and admitted because of severe swelling to their eyes.	The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. The child was discharged the same day. The medical investigation into the cause of the swelling was ongoing when the child returned to the service shortly after the incident.
The service notified the Ministry that a parent had alleged ill-treatment of their child and had assaulted a teacher at the service. NZ Police were called and the parent was arrested.	The teacher received first aid and was attended to by paramedics. The teacher was stood down pending an investigation of the allegations of ill-treatment of the child. These were not substantiated. Due to the ongoing NZ Police investigation into the assault the service was required to develop a safety plan for the teacher. The Ministry was satisfied with response to the incident.
The service notified the Ministry that a child had a seizure and vomited in their sleep. The child was admitted to hospital.	The service notified the child's parents and called an ambulance. The service revisited the seizure section of their first aid guidance to strengthen their response to future incidents. They also made plans for the child's return to the service based on their doctor's recommendations. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was notified that the service had discovered a child lying on the floor and was not able to be roused.	The Ministry was satisfied the service responded appropriately, including calling an ambulance and administering first aid as directed. The child was medically assessed and has returned to the service.
The Ministry was notified that a child had jumped off play equipment and fractured their leg.	An ambulance was called as the child could not be comfortably transported in their car seat. The Ministry carried out a site visit and found the play equipment did not have soft fall beneath it and medical assistance was not sought immediately. The service addressed the non-compliances immediately.
The service notified the Ministry that a child had disclosed they had been hurt by a parent.	The Ministry was satisfied the service followed their child protection policy and had made a notification of concern to Oranga Tamariki. No further action was required.
The service notified the Ministry that a child had broken their foot when another child fell on it.	The Ministry was satisfied with the service's management of the accident. The service made a notification to WorkSafe, but the incident was not notifiable to them. No further action was required.
The service notified the Ministry that a child fell off play equipment and fractured their elbow.	The service notified the child's parent, applied first aid and provided transport to treatment. The service removed the piece of play equipment from use. The Ministry was satisfied the service met regulatory requirements and recommended a review of the service accident policy to strengthen guidance.
The service notified the Ministry of an outbreak of vomiting and diarrhoea.	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.

Summary of Incident	Summary of Action
The service notified the Ministry of an incident where teachers were unaware of a child's whereabouts at pick-up. The child was quickly found sleeping amongst trees in the outdoor area.	The service took measures to mitigate the risk, including improving their supervision practice and introducing new rollcalls. The Ministry was satisfied with response to incident. No further action was required.
The service notified the Ministry of a complaint from a parent alleging a teacher had inappropriately touched their child's face at the service.	The service followed their complaints procedure and started an investigation when the parent notified the service that they now believed that the child's disclosure was not correct. The service sought psychologist support from Learning Support. The child remained at the service.
The service notified the Ministry that a child was pushed by another child, fell off play equipment and fractured their arm.	The Ministry was satisfied with the service's management of the accident. The parent was contacted and immediate medical attention was sought. No issues with supervision or the play equipment were identified. The service re-iterated positive behaviour with children.
The service notified the Ministry of a lockdown initiated by NZ Police due to an intruder that came on site. No children or staff members were harmed.	The Ministry was satisfied with how the service managed the incident. The service updated their lockdown processes with lessons learned from the incident. No further action was required.
The service notified the Ministry that a child broke two fingers when they got caught under a plank that fell out of the climbing box it was attached to.	The service followed their accident and injury policy and notified the child's parent and WorkSafe. The Ministry investigation could not determine what lead to the plank falling to the ground. The service removed all climbing planks from boxes of the same height as a precaution. No further action was required.
The Ministry was notified by the service that a child's finger got caught in a door when the educator closed the door. The child required stitches.	The Ministry was satisfied with the service's management of the accident. The educator no longer works for the service. No further action was required.
The service notified the Ministry of a norovirus outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a child fell from play equipment and broke their arm.	The Ministry was satisfied with how the service responded to the incident, including applying first aid and notifying the parents. The Ministry found supervision was adequate and play equipment met regulated standards. No further action was required.
The service notified the Ministry that a child had tripped on a step, injuring their mouth. The child required surgery.	The Ministry was satisfied that the service responded appropriately, including notifying WorkSafe. The service reviewed its physical environment but did not identify any hazards. The effective supervision of the outdoor environment was discussed with staff. No further action was required.
The service notified the Ministry that a child had a food related allergic reaction and seizure requiring brief hospitalisation.	The Ministry investigation found that the service did not have an adequate process in place to ensure allergies were recorded appropriately and all staff were aware of them and did not follow the child's action plan correctly. The service notified WorkSafe of the incident. The service conducted a self-review, strengthened their relevant processes, updated the child's enrolment form and provided training on allergy prevent and seizure management to staff. No further action was required.
The service informed the Ministry that a staff member tripped and fell while trying to help a child up from the ground. The staff member required hospitalisation and surgery. The child was unharmed.	The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. The service checked the outdoor area for any tripping hazards and reminded teachers of safe lifting and handling tips for children. No further action was required.
The service notified the Ministry that a child had been exposed to harmful chemicals at the service causing a rash.	The service made a notification to WorkSafe. An internal investigation concluded that a cleaning product introduced due to COVID-19 had been used incorrectly causing the exposure. The correct use of the product was re-iterated with all staff. The Ministry was satisfied with the service's response to the incident and no further action was required.
The Ministry was informed by the service of an incident where an unauthorised person attempted to pick up a child.	The parent of the child was called and came to collect them. They then gave permission for the other adult to collect the child. Due to the person's concerning behaviour the service notified Oranga Tamariki. The Ministry was satisfied with the service's management of the incident.

Summary of Incident	Summary of Action
The service notified the Ministry of an incident where it was suspected that a child might have swallowed a drawing pin.	The service sought and followed medical advice to monitor the child and informed the parents of the incident. The service removed all drawing pins from the service. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry of an allegation of rough-handling of a child by a teacher.	The service removed the teacher from contact with children, conducted an investigation and a disciplinary process and notified the Teaching Council. The teacher was given a written warning and supported with professional development to ensure changes to their practice. The Ministry was satisfied with service's management of the incident.
The service notified the Ministry that a child fell from a bench resulting in a small elbow fracture.	The service mitigated the risk by reviewing their processes and procedures. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry that a child fell while running in the outdoor play area and broke their leg.	The service applied first aid and notified the child's parent who took the child to hospital. The Ministry was satisfied the service responded appropriately to the initial incident. The outdoor area was reviewed but no hazards were identified. No further action was required.
The service notified the Ministry of an outbreak of hand, foot and mouth at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that a child had tripped and fallen at the service resulting in a wound to their head, which required gluing.	The Ministry was satisfied that the service managed the accident appropriately. The child returned to the service the next day.
The Ministry was notified by the service that a child had been able to leave their car seat and move around the service's van while it was moving. It was unclear if the child's harness had been properly closed.	The teacher responsible was suspended pending the outcome of the investigation and the service notified the Teaching Council. The teacher resigned before the investigation could be completed. The Ministry was satisfied with response to incident and no further action was required.
The service notified the Ministry of a suspected gas leak at the service.	The service evacuated the building and had all gas appliances checked for leaks. No leaks were identified. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry that they made a report to Oranga Tamariki about a family because of concerning behaviour changes in a child.	The Ministry was satisfied that the service met child protection requirements by making a notification to Oranga Tamariki. No further action was required.
The Ministry received a notification from the service that a child had fallen while running and broken their arm.	The Ministry was satisfied with the service's response to the incident. No further action was required.
The service informed the Ministry that there was an outbreak of suspected gastroenteritis.	The service contacted health authorities for advice and guidance. The service's policies and procedures were reviewed and met the criteria. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry that a child got their finger stuck in a plughole in the bathroom sink.	Service called Fire and Emergency NZ and an ambulance who assisted with the removal of the finger from the plughole. The child only had a minor cut to the finger. The Ministry was satisfied with the service's management of the incident. No issues were identified with supervision leading up to the incident. The plughole was identified as a hazard and the service replaced all plugholes in the service.
The service informed the Ministry that a child had made a disclosure that they had been smacked at home.	The service made a notification to Oranga Tamariki. The Ministry was satisfied the service had followed their child protection policy.

Summary of Incident	Summary of Action
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The service stood the teacher down while an investigation took place and notified the Teaching Council. The allegations were substantiated and the teacher was dismissed. The service has strengthened practice by adding an internal review step to their policy as recommended by the Ministry.
The service informed the Ministry that during an excursion a child left the group. The service called NZ Police. The child was found at a nearby state highway by a member of the public and returned to the service.	The Ministry conducted a full licence assessment and found numerous breaches, including lack of risk assessment and management for excursions. The service was issued a provisional licence and supported with SELO PLD. The service has reviewed their excursion policy and procedure for regular excursions. The excursion where the incident occurred was removed from regular excursions because risks could not be adequately mitigated. The service has returned to a full licence.
The Ministry was informed by the service that a child had fallen off play equipment and broke their arm.	The play equipment met playground safety standards. The child had been holding an item while climbing which may have contributed to the incident. Safe use of the equipment was re-enforced with all children. The Ministry was satisfied with the service's response to incident and no further action was required.
The service notified the Ministry of a stomach bug outbreak.	The Ministry was satisfied the service responded appropriately to the situation, including notifying health authorities.
The service notified the Ministry that a child had slipped in a puddle and hit their head.	The service conducted a review of the area and made improvements to their practice to prevent and manage hazards. The Ministry was satisfied with the service's management of, and response to, the incident. However, the child lost consciousness briefly so a notification to WorkSafe should have been made.
The Ministry received a notification from the service that a parent had called NZ Police regarding serious allegations against a teacher.	The teacher was suspended while NZ Police conducted their investigation. The allegations were not substantiated. The Ministry was satisfied the service followed their policies and processes as well as direction from NZ Police. The teacher returned to work.
The service notified the Ministry of an incident where a child was left behind at the service while their group went on excursion. The child had been hiding and was spotted in the outdoor area by a teacher.	The service put excursions on hold while they investigated. They strengthened their roll call procedures and amended their hazard checklist to mitigate the risk. The Ministry was satisfied with the changes made. No further action was required.
The Ministry was notified by the service that parents made an allegation of ill-treatment of their child by someone at the service.	The service could not substantiate the allegation or determine who the allegation was made against. The Ministry was satisfied with the service's response to the allegation. No further actions were required.
The service notified the Ministry that a child had put beads up their nose, which required medical attention to remove.	The Ministry was satisfied with the service's management of the accident and there were no issues with supervision identified. The service decided to remove beads from the environment.
The Ministry was notified by the service of an incident where a room at the service filled with smoke due to an electrical issue in the roof.	The service evacuated and called Fire and Emergency NZ. The incident led to re-wiring to address the issue. The Ministry was satisfied the service followed its procedures. No further action was required.
The Ministry was notified by the service that a child had disclosed an incident of sexualised play to their parents.	The service increased supervision of the child initiating the sexualised play and sought support and guidance from Oranga Tamariki and the local public health nurse. The parents were advised of incident and provided with support. The Ministry was satisfied the service followed their policies and procedures.
The Ministry was notified by the service that a child had fallen from play equipment. The child fractured their elbow and required surgery.	The Ministry was satisfied with the service's management of the accident. The service removed the play equipment and installed new turf in the area. No notification to WorkSafe was completed.
The service notified the Ministry that they had made a report to Oranga Tamariki due to concerns for a child's safety at home after a conversation with and observing the child's parent at the service.	The Ministry was satisfied that the service followed their child protection policy by informing Oranga Tamariki. No further action by the service was required.

Summary of Incident	Summary of Action
The service notified the Ministry that a child had been left on the bus at the end of an excursion. The bus company was contacted immediately, and the driver returned the child to the service.	The Ministry investigation found that the service had breached supervision requirements and had used an outdated excursion policy. An updated policy has been implemented. No further action was required.
The Ministry received notification that unknown people had climbed over the fence and tried to enter the building.	NZ Police were already following the group and directed the service to go into lockdown. The service reviewed their policies and procedures and refined its procedures for lockdowns. The Ministry was satisfied with response to incident.
The service notified the Ministry of a stomach bug outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry of an allegation of ill treatment of a child by a teacher.	The service stood down the teacher while they conducted an investigation and informed the Teaching Council and Oranga Tamariki. The allegations were not substantiated. The service reminded teachers of appropriate behaviour management strategies and reviewed their positive guidance policy. The Ministry was satisfied with the service's response to incident. No further action was required.
The service notified the Ministry that they made a report of concern to Oranga Tamariki due to concerns around children's wellbeing and care at home.	The service provider conducted an investigation into the service manager's conduct as they had failed to follow their child protection policy and to make the report to Oranga Tamariki immediately. The service manager was dismissed, and a mandatory report was made to the Teaching Council. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry that a child sustained a small puncture wound on their leg from an object found in the outside play area.	The service notified the children's parents and applied first aid. Due to the nature of the object NZ Police were notified. The Ministry advised the service to review their policies and procedures to mitigating risks moving forward. The service also installed CCTV and provided hazard checking training to staff. No further action was required.
The service informed the Ministry an allegation of inappropriate behaviour management by a relief teacher.	The teacher was stood down during the investigation of the allegation which was not substantiated. The relief teacher no longer works at the service but continues to work as a reliever. The Ministry required the service provider to strengthen their internal investigation processes for subsequent reporting.
The service notified the Ministry of an allegation of ill-treatment of children by a teacher.	The Ministry investigation found the service had not stood down the teacher for the duration of the investigation and the service's child protection policy did not detail how to identify and respond to suspected child abuse. The allegation of ill-treatment was not substantiated. The breaches in relation to the incident were remedied however the service has been issued with a provisional licence due to a number of unrelated breaches.
The service notified the Ministry of a gastroenteritis outbreak, including norovirus.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The service notified the Ministry that a child had fallen off a chair and fractured their collar bone.	The service responded appropriately to the accident by providing first aid and informing the parent who sought further medical attention. The service reiterated safe climbing and that chairs are not climbing equipment with all children. The Ministry was satisfied with response to the incident. No further action was required.
The service advised the Ministry of a gastroenteritis outbreak.	The Ministry was satisfied the service responded appropriately to the incident, including notifying health authorities and following their guidance. No further action was required.
The service notified the Ministry that a child's finger got caught in a door when the door closed which caused a laceration and a fracture. The child required surgery.	The Ministry was satisfied with the service's management of the accident, including notification to WorkSafe. The service added door hinges to their hazard list and reminded teachers of door safety. No further action was required.

Summary of Incident	Summary of Action
The service informed the Ministry that an unknown, aggressive, and potentially drunk person had tried to gain access to the service.	The service went into lockdown and called NZ Police. Once NZ Police advised the person had left the area for the time being, the service asked parents to collect their children and closed for the rest of the day. The Ministry was satisfied with how the service managed the incident and no further action was required.
The service notified the Ministry of a teacher allegedly using an inappropriate behaviour management strategy.	The service investigated in line with their policies. The teacher took leave before a decision to stand them down could be made. The teacher remained in non-contact for the duration of the investigation. The allegation was confirmed. The service issued a final written warning and informed the Teaching Council. The Ministry was satisfied with response to incident.
The service notified the Ministry of problematic behaviour of a member of the public around the service.	The service made a notification to NZ Police. There was no risk to the safety and wellbeing of children. No action from the Ministry was required.
The Ministry received notification from the service of an allegation of sexual abuse of a child by a teacher.	The service stood the teacher down and NZ Police started an investigation, which did not substantiate the allegation. The teacher resigned. No further action was required.
The service notified the Ministry that a child fell unconscious for a few minutes while playing.	The service notified the parents immediately and they took the child to hospital. The service subsequently reviewed their process to clarify when to call an ambulance. The Ministry was satisfied the service met regulatory requirements.
The service notified the Ministry of allegations of inappropriate behaviour management against an unqualified teacher.	The Ministry was satisfied with the service's investigation of the allegation, including removing the teacher from contact with children. The teacher resigned from the service. No further action was required.
The service informed the Ministry of an incident where an unknown person tried to gain access to the service.	The service went into lockdown, called NZ Police and informed all parents. NZ Police removed the person and advised the service to lift the lockdown. The service strengthened their lockdown procedure with guidance from the Ministry. No further actions were required.
The service notified the Ministry of an allegation of sexual abuse of a child by a family member.	The service notified Oranga Tamariki and awaited the outcome of the referral. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry was notified by the service that they had suspended care in one of their homes due to concerning sexualised behaviour of the educator's school-aged child who may have been present when care was provided at the home.	The service provider conducted an investigation to ensure care could be delivered safely in the home. Oranga Tamariki were notified and a supervision plan was developed to mitigate risks. Oranga Tamariki advised there were no ongoing concerns about the school-aged child's behaviour. A visiting teacher was also dismissed due to insincere reporting of their knowledge of the incident. Care at the home was reinstated. The Ministry was satisfied with the response to incident.
The service notified the Ministry about concerns for the safety and wellbeing of two children at home. The family have had previous involvement with Oranga Tamariki.	The Ministry advised the service to make a further notification to Oranga Tamariki for their action and follow-up.
The Ministry was notified by the service that a teacher withheld a child's water bottle from them as part of a behaviour management strategy.	The Ministry reiterated the requirement to immediately remove adults from contact with children when there is an investigation into allegations of ill-treatment of children against them. The Ministry provided child protection SELO PLD. The Ministry also supported the service to develop an action plan to support behaviour management practices. The service made a notification to the Teaching Council.
The service notified the Ministry that a child fell over while running, landed awkwardly and fractured their arm.	The service applied first aid and notified the child's parent of the incident. The outdoor play area was checked for trip hazards. On the Ministry's recommendation the service provider reviewed procedures for responding to accidents and incidents and illness to ensure of clarity of process and terminology.
The service informed the Ministry that a child had fallen out of the second level of a multi-cot sustaining a minor head injury. The cot had not been closed correctly by staff.	The child was taken to hospital by ambulance and observed for a few hours. The service changed their sleep policy to include further safety measures and checking of multi-cots when in use. The Ministry was satisfied with response to incident.

Summary of Incident	Summary of Action
The Ministry was notified by the service of an outbreak of a stomach bug and suspected hand, foot and mouth.	The service was directed by the Ministry to notify health authorities and follow their guidance. The Ministry was satisfied the service responded appropriately to mitigate further spread of the illness. No further action was required.
The Ministry was notified that a child had their finger caught in a cupboard door. The injury required surgery.	The child's parents took the child to hospital and notified WorkSafe. The Ministry investigation identified that the service did not seek immediate medical attention for the child, did not notify WorkSafe and did not identify the cupboard as an unsuitable piece of equipment for children. The service failed to remove the cupboard following the incident. These and further unrelated breaches resulted in a provisional licence being issued. The Ministry monitored the service and they have returned to a full licence.
The service notified the Ministry that a child was taken to hospital after jamming their finger in a door frame. This resulted in a laceration that required surgery.	The Ministry was satisfied with the service's management of the accident including notification to WorkSafe. The service reviewed their supervision plan with all the staff and installed safety strips on door hinges to mitigate risk of further accidents. No further actions were required.
The Ministry was notified by the service that a child had fallen while spinning around and hit their head on a shelf. The injury required stitches.	The Ministry was satisfied with the service's management of the accident but required the service to include a section to record the first aid actions taken on their accident form. The child returned to the service.
The Ministry was notified by the service that a child had fallen over in an awkward way on the deck and broken their leg.	The child was taken to hospital by ambulance and admitted for treatment. WorkSafe were notified. The Ministry conducted a site visit and found no regulatory breaches. As a precaution the worn wooden boards of the deck were replaced and non-slip matting was added.
The Ministry was notified by the service of an allegation that an unqualified teacher rough-handled a child.	The service stood down the teacher and conducted an investigation. The allegation was substantiated and the service notified Oranga Tamariki. The Ministry was satisfied with the service's response to the incident and no further action was required.
The service notified the Ministry that they made a report to NZ Police on two occasions due to a parent acting erratically at the service.	The service worked with the family to amend the child's enrolment form preventing that parent from picking up the child. The Ministry was satisfied the service responded appropriately to ensure the safety of children and recommended the service continue working with NZ Police and practicing lock-down procedures.
The service notified the Ministry of a neighbour who was verbally abusive to staff and complaining about the noise. They allege that the neighbour had also breached children's privacy by taking videos of them.	The Ministry was satisfied that the service managed the situation appropriately, including informing Oranga Tamariki and NZ Police. No further action was required.
The service notified the Ministry that a child had tripped on the raised edge of a mat and hit their head on furniture. The child required surgery to close their wound.	The service made a notification to WorkSafe. The Ministry investigation found the service had not identified and mitigated the mat as a tripping hazard. It was also noted that the service should have sought immediate medical attention instead of waiting for the parents to arrive. The service consequently made changes to their relevant policies and process to improve their hazard and accident management and meet regulated requirements.
The Ministry was notified by the service of an outbreak of gastroenteritis.	The service notified health authorities and followed their guidance to mitigate the spread of the illness. The Ministry was satisfied with service's response.
The service notified the Ministry that a child had dislocated their elbow while leaning on their arm. Child was taken to hospital by ambulance but did not need to be admitted.	The Ministry was satisfied the service responded appropriately. No further action was required.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.

Summary of Incident	Summary of Action
The service notified the Ministry of a gastroenteritis outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a child broke their nose when they tripped on a wooden trolley while taking off their shoes.	The service applied first aid and contacted the child's parent who took the child to the hospital immediately. The service reviewed their accident and injury policy and removed any large equipment away from high traffic zones to mitigate future incidents. The Ministry was satisfied with the service's response to and documentation of the incident.
The Ministry was informed by the service that a child left the premises unattended via a gate during pick up. Another child alerted staff and a teacher quickly retrieved the child.	The service changed the opening mechanism of the gate and made further changes to the environment to prevent children leaving unattended. They also increased ratios on the days the child attends and worked with Learning Support to develop a safety plan and a more challenging curriculum to keep the child engaged. The Ministry was satisfied the service's response to the incident.
The service notified the Ministry that a child had jumped from a high box landing on another child. The jumping child broke their arm, the other child was not hurt.	The Ministry was satisfied the service responded to the accident appropriately and no issues with supervision at the time were identified. No further action was required.
The service notified the Ministry that a child had broken their arm when they fell off a low plank.	The service improved surfacing in the area with the use of mats and made amendments to their process to ensure all accident reports are signed by caregivers. The Ministry was satisfied with response to incident. No further action was required.
The Ministry was informed by the service of an incident where a teacher restrained a child.	The service followed their processes to investigate, including standing down the teacher. The teacher resigned before the investigation was concluded. A mandatory report was made to the Teaching Council. The Ministry was satisfied with response to incident. No further action was required.
The Ministry was notified by the service of an allegation that an unqualified teacher had rough handled a child.	The service stood down the teacher and conducted an investigation. The allegation was substantiated and the service notified Oranga Tamariki. The Ministry was satisfied with the service's response to the incident and no further action was required.
The service notified the Ministry that a child left the premises unattended via an open gate. The child was returned to the service by a staff member.	The service's investigation found the gate had likely been left open by a parent collecting their children. The service notified the parent and invited them to the service's review of policies and procedures to prevent similar incidents occurring. The Ministry was satisfied with the service's response and no further action was required.
The Ministry was notified by the service that a child had fallen backwards off a couch. The child appeared pale and lethargic, and an ambulance and the parent were called.	The child was not admitted to hospital and returned to the service a few days later. The Ministry was satisfied with the services management of the incident. The service moved the couch to discourage children from climbing onto the back of it. The Ministry guided the service in strengthening their supervision policy. No further actions were required.
The service notified the Ministry of an outbreak of diarrhoea and vomiting at the service.	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 received notification from the service that two children left the licensed space unattended due to a parent closing a door incorrectly at pick up time. The children were found in the foyer of the premises and returned to the licensed space.	The service reviewed its supervision plan with staff and sent all parents a notice reminding them of door safety. The service was also considering additional fencing at exit points of the premises as a further precaution. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a child had disclosed abuse by a parent and their partner to a staff member.	The Ministry was satisfied the service had followed its child protection policy including making a notification to Oranga Tamariki. Oranga Tamariki who did not substantiate the allegations. No further action was required.
The service notified the Ministry that a child had fractured their collarbone when they jumped off a swing.	The Ministry was satisfied with the service's management of the accident and no issues with the play equipment were identified. During the investigation, the Ministry identified unrelated concerns with hazard identification and risk management. These were remedied by the service. No further action was required.

Summary of Incident	Summary of Action
The Ministry was informed that a child left the premises unattended by climbing over the fence. A parent alerted staff and the child was immediately returned to the service.	The service increased the height of the fence. Supervision was improved and professional development to increase staff's understanding of the child's specific needs was undertaken. The Ministry was satisfied with response to incident.
The Ministry was notified by the service that a child broke their leg when they tripped and fell while playing. The child required surgery.	The service changed their policy so an ambulance would be called immediately for injuries of this severity and notified WorkSafe. There were no concerns around supervision or hazard management regarding the incident. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a child had tripped over their footwear and hit their head on a planter box.	The Ministry was satisfied with the service's management of the accident. The service identified ill-fitting footwear as a potential risk. No further action was required.
The service notified the Ministry that a parent advised them that their child had been admitted to hospital for observation overnight due to headaches. The service had no record of any head knocks but noted instances of rough play throughout the day.	The child returned to the service after a few days. The Ministry was satisfied the service followed all processes. No further action was required.
The service notified the Ministry they had found indications of possible sexual abuse of a child while changing a child's nappy.	The service notified Oranga Tamariki and NZ Police and ensured this was escalated within Oranga Tamariki as it was the second incident causing concern for this child. Oranga Tamariki and NZ Police conducted a joint investigation. The Ministry was satisfied the service followed their child protection policy.
The service notified the Ministry that a teacher had been witnessed rough handling a child by moving them forcefully to the outside area.	The teacher was stood down. A report was made to the Teaching Council and the teacher was dismissed. However, the witnessing teacher did not report the incident immediately. The service reviewed their child protection policy to ensure staff were aware of the requirement to report potential cases of ill-treatment of a child immediately. The Ministry did not require any further action.
The Ministry was informed by the service that a child had sustained a wound that required surgery when using stationery equipment.	The child was taken to hospital by their parents as an ambulance was not immediately available. The Ministry was satisfied the service followed its procedures, including calling the ambulance. A notification to WorkSafe was not completed. The equipment was removed from use. The child returned to the service a few days later.
The service notified the Ministry that two children left their premises unattended by climbing over a fence. A staff member quickly retrieved the children unharmed.	The service informed the parents, updated their supervision plan, added higher fencing and made further changes to the environment to prevent children leaving the premises. The Ministry was satisfied with the service's response to the incident.
The service informed the Ministry that a child had disclosed being touched inappropriately by a teacher.	The service stood down the teacher pending an investigation and notified NZ Police, Oranga Tamariki and the Teaching Council. The disclosure was not substantiated and the teacher returned to work. The child did not return to the service. The Ministry was satisfied the service followed their child protection policy.
The Ministry was notified of an incident where a child had fallen from play equipment. The child dislocated their elbow and required surgery.	The Ministry was satisfied there was appropriate soft fall and that the service had followed their accident management procedures, including calling an ambulance and making a notification to WorkSafe. No further action was required.
The Ministry was notified by the service of an incident where a child choked on and swallowed thumb tacks. A teacher performed a back slap dislodging one thumb tack. The swallowed tacks passed without complications.	The service removed the play items, conducted an in-depth evaluation of their play resources and notified WorkSafe. The Ministry conducted a site visit and identified breaches in relation to accident management and hazard identification. A number of breaches not related to this incident were also identified. A provisional licence was issued including a reduction of children under two years able to be at the service. SELO PLD was provided to support the service. The service has since returned to a full licence with reduced numbers of children under two.

Summary of Incident	Summary of Action
The service notified the Ministry of allegations of harmful sexual behaviour towards children at the service by a school-aged child living in the educator's home.	The service stood the educator down immediately. The Ministry investigated alongside NZ Police and Oranga Tamariki. The allegations were substantiated. The educator's contract was terminated as they had not notified the provider of additional people living in the home, which prevented safety checking. The service also conducted a safety checking audit for all homes in the area and updated their child protection policy and educator training. The Ministry was satisfied with the service's management of the incident.
The Ministry was notified by the service that a child at the centre had winded themselves playing and then passed out because they held their breath.	The service performed first aid and called an ambulance. The child was taken to hospital, but no medical issue or injury was identified. The child returned to the service on their next scheduled day. The Ministry was satisfied that no further actions were required. However, the child lost consciousness briefly so a notification to WorkSafe should have been made.
The Ministry was notified by the service of an incident where a member of staff was assaulted while outside the service on their break.	The member of staff returned to the service to seek help and NZ Police were called while the service went into partial lockdown. WorkSafe were notified. The Ministry was satisfied with response to incident. No further action was required.
The Ministry was informed by the service that a child had fallen while running and subsequently hit their head. The child required stitches.	The incident was reported to WorkSafe. The Ministry did not identify any issues with hazard management. However, the service was supported to update their medical assistance and incident management policy.
The service notified the Ministry of a gastroenteritis outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry and health authorities of an outbreak of gastroenteritis at the service.	The Ministry investigation confirmed the service had implemented recommendations made by health authorities following a previous outbreak at the service. No further action was required.
The service notified the Ministry that a child had fractured their arm when they stumbled and fell on a concrete path.	There were no concerns identified with supervision or hazard management and the Ministry was satisfied with the service's management of the accident.
The service notified the Ministry of a norovirus outbreak.	The service informed health authorities and followed their advice. The Ministry was satisfied the service had good hygiene practices in place.
The service notified the Ministry that a child had disclosed sexualised behaviour by another child at the service to their parents.	The service made changes to the environment to support supervision, increased supervision of the child showing sexualised behaviour and sought expert assistance to manage the behaviour and support the children and their families. The Ministry was satisfied with the service's response to the incident and found their child protection policy met regulatory requirements.
The service advised the Ministry of a diarrhoea and vomiting outbreak amongst staff at the service.	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 service informed the Ministry of a notification they made to Oranga Tamariki about wounds found on a child who had previously disclosed witnessing domestic violence.	The service followed steps recommended by Oranga Tamariki. They refreshed their staff around their child protection policy and processes, especially their obligations to document and report incidents. The Ministry was satisfied with the service's response to the incident and no further action was required.
The service notified the Ministry of an allegation a child had been physically abused by their parent.	The Ministry was satisfied the service followed their child protection policy by making a notification of concern to Oranga Tamariki and NZ Police about the allegations. No further action was required.
The service notified the Ministry that a staff member had tested positive for COVID-19.	The service notified the health authorities and followed their advice around measures to prevent further spread of COVID-19. The Ministry was satisfied the service responded appropriately. No further action was required.
The service notified the Ministry of a parent being verbally abusive and intimidating at the service. The parent was also witnessed ill-treating their children at the service.	The service notified NZ Police and Oranga Tamariki. The service followed the agencies' advice to exclude the person's children from the service for the safety of the other children at the service. Oranga Tamariki are working with the family to ensure the safety of the children involved. The Ministry was satisfied with the service's management of the incident.

Summary of Incident	Summary of Action
The service notified the Ministry of an incident where their van was involved in a minor car accident while one child was in the van. No-one was injured.	The van driver was not at fault in the accident but was taken off driving duties until they repeated a driver's assessment. The service also introduced a policy for all drivers to repeat assessments once a year. The Ministry was satisfied with response to incident and no further action was required.
The service notified the Ministry that a child fell off play equipment and injured their elbow. The child required surgery.	The Ministry was satisfied with the service's management of the accident including notifying WorkSafe. The Ministry investigation into this and another accident resulted in a provisional licence being issued to the service. This was due to breaches of hazard management, supervision requirements and lack of self-review of incidents. The Ministry continues to monitor the service.
The service notified the Ministry that a child was left unattended in the service van for five minutes before a parent alerted staff.	The service updated their van policy and procedures to include a roll call to mitigate the risk. The staff members responsible for the transport were given a written warning and a mandatory report was made to the Teaching Council. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had a food related allergic reaction requiring hospitalisation. The allergy had been known to the service.	The service has taken measures to mitigate the risk of future incidents and to ensure that all staff know that children are not served food they are allergic to. The service managed the medical event to the Ministry's satisfaction by following the child's emergency response action plan and notifying WorkSafe. The parents took their child out of the service.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The service notified NZ Police, the Teaching Council and Oranga Tamariki. The allegations were substantiated and the teacher was subsequently dismissed. The Ministry found the service failed to follow their child protection policy by not reporting the allegation immediately and not standing down the teacher. The service worked with staff to improve child protection practice, including some staff participating in child protection PLD.
The Ministry was notified by the service that the child had sustained wounds to the face. The incident was not witnessed by an adult and so it was initially unclear what had caused the wounds.	Upon reviewing the CCTV footage, it was established the child had fallen and hit their face against a fence. The Ministry did not identify any breaches but recommended the service strengthen their supervision plan and the hazard and risk management policy as an unrelated, potential hazards had previously not been identified by the service.
The service notified the Ministry that a child had jumped backwards from the fence and injured their wrist and arm. The child was admitted to hospital overnight.	The Ministry was satisfied with the service's management of the accident including notifying WorkSafe. The Ministry investigation into this and another accident resulted in a provisional licence being issued to the service. This was due to breaches of hazard management, supervision requirements and lack of self-review of incidents. The Ministry continues to monitor the service.
The Ministry was notified by the service that a child left their premises unattended by climbing over a gate. The child walked home. Their parent was at home.	The service removed low hanging tree branches which were used to climb over the fence. The Ministry investigation identified risk management and supervision breaches as well as other breaches not related to the incident. The service was issued a provisional licence and has since been returned to a full licence.
The service notified the Ministry that a child had fallen backwards off play equipment and been admitted to hospital overnight for a suspected mild concussion.	The Ministry investigation identified breaches regarding injury records and effective supervision of the outdoor area. The service addressed the breaches to the Ministry's satisfaction. The service notified WorkSafe of the accident.
The service notified the Ministry of concerns of child neglect and abuse and a parent's aggressive behaviour at the service.	The service followed the advice of NZ Police and Oranga Tamariki. The service made improvements to their lockdown procedure and booked child protection workshops for staff. The Ministry was satisfied with the service's response to the incident
The service notified the Ministry of a child that had been attending the service whilst they had a high temperature. The service only advised the parents of the child's high temperature at pick up. The child needed to be admitted to hospital that night.	The Ministry conducted a full licensing assessment and found breaches regarding the illness policy, procedures and records as well as a number of breaches unrelated to the incident. The service was issued a provisional licence and received SELO PLD support. The service has since returned to a full licence.
The Ministry was notified of four incidents where a child was involved in sexualised play with other children at the service.	The service ensured parents were made aware of the incidents. Learning Support guidance and expertise was sought to assist the service to manage the behaviour and support parents and children involved.

Summary of Incident	Summary of Action
The Ministry received notification from the service that a teacher had fallen and injured their arm while playing with children. The injury required surgery.	The service notified WorkSafe, reviewed hazards and what is considered safe and appropriate play. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that they made a report to Oranga Tamariki due to concerns about the safety of children in their care.	The Ministry was satisfied that the service had followed good child protection processes. No further action was required.
The Ministry was notified by the service that there had been five instances of alleged ill-treatment of children by a teacher.	The service stood the teacher down and conducted an investigation which resulted in reporting the incidents to NZ Police, Oranga Tamariki and the Teaching Council. The allegations were substantiated and the teacher was dismissed. The service worked with staff to ensure they immediately report potential ill-treatment of children. Though delayed the Ministry was satisfied with service's response to the incident.
The Ministry was notified by the service that a child left their premises unattended by using blocks to climb over the fence. The staff spotted them climbing and immediately returned them to the service.	The service removed climbable objects from the vicinity of the fence and removed the climbing blocks altogether. The supervision plan was reviewed and a new induction handbook for relievers was developed. This was also reviewed by all permanent staff as a refresher. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a parent advised them that a person they alleged was a known "paedophile" watched the children from outside the service.	The service notified NZ Police, but they were not able to identify the person. NZ Police provided the service with guidance on management of the situation. The Ministry was satisfied with the service's response to the incident.
The Ministry was informed by the service that a child was left in a room unattended for up to five minutes.	The Ministry conducted a site visit and worked with the service to implement procedures to prevent similar incidents. No further action was required.
The service notified the Ministry that a child at the service was diagnosed with an infectious skin disease.	The Ministry was satisfied the service responded appropriately, including notifying health authorities following their advice in mitigating the risk of spread.
The Ministry was informed of an incident where a child fell off a bench and wounded their forehead.	The child was taken to hospital by ambulance. The Ministry required the service to update their supervision plan and hazard management system to mitigate the risk of further accidents.
The service notified the Ministry of a norovirus outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that a child lost balance and fell backwards, hitting their head on a skirting board. The wound required gluing.	The service reviewed their supervision plan, updated their contact process to include more than one contact person and explored options to mitigate the skirting boards as a hazard. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry they had made report of concern to Oranga Tamariki regarding a child's situation outside of the service.	The Ministry was satisfied the service had followed their child protection policy. No action from the Ministry was required.
The service notified the Ministry that they had made a report of concern to Oranga Tamariki about the safety and wellbeing of a child at home.	The service followed their child protection policy. Oranga Tamariki conducted an investigation supported by NZ Police. No further action was required from the service or the Ministry.
The service notified the Ministry that a child bit another child on the penis causing bleeding.	The service applied first aid to the bitten child. The service notified Oranga Tamariki, and the Ministry notified NZ Police. The service updated their child protection policy and provided a keeping safe programme for all children under expert guidance. Supervision was increased for the biting child and the area of the service where the incident happened. The service continued to work with Oranga Tamariki and the biting child. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry of an outbreak of gastroenteritis.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.

Summary of Incident	Summary of Action
The service notified the Ministry of a gastroenteritis outbreak and asked for guidance to manage it.	The Ministry referred the service to health authorities and advised them to follow their guidance. No further cases were recorded and no further action was required.
The Ministry received notification that a child fractured their arm while jumping from play equipment.	The Ministry was satisfied with how the service responded to the incident. No further action was required.
The service notified the Ministry about concerns about the wellbeing of two children at home. There were also concerns about sexualised play.	The service notified Oranga Tamariki and offered support to the family. The service sought expert advice to manage the sexualised play. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry that an unqualified teacher allegedly rough-handled a child.	The service stood down the teacher for the duration of their investigation. The rough-handling was not substantiated but the teacher was found to have breached the social competency and child protection policies. They were given a final written warning and resigned. The service received SELO PLD in response to this incident and a separate complaint regarding teaching practice. The Ministry was satisfied with response to incident.
The Ministry was notified by the service of an incident of sexualised play.	The service followed their child protection policies, notified Oranga Tamariki of the incident and supported the family of the initiating child to engage with community services. A supervision plan was implemented to manage the behaviour. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had fractured their leg when jumping off play equipment. The child required surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The equipment and supervision at the time of the accident met regulatory requirements but the service added additional padding as a precaution.
The service notified the Ministry of an outbreak of gastroenteritis that resulted in a short-term closure.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry of a parent's threatening behaviour at the service and concerns for the safety of their children at home.	The service made a notification to Oranga Tamariki regarding the safety of the children and notified NZ Police regarding potential safety concerns for all children and staff at the service. There were no further incidents. The Ministry was satisfied with the service's management of the incident.
The service notified the Ministry of an outbreak of diarrhoea and vomiting at the service.	The Ministry was satisfied that the service's managed the incident appropriately including notifying health authorities and following their guidance.
The service notified the Ministry that a child had broken their leg when they fell from play equipment.	The service applied first aid and notified the child's parent. The Ministry was satisfied with the service's response to the incident and provided recommendations to improve their accident form. No further action was required.
The service notified the Ministry of an allegation of ill-treatment of a child against a teacher at the service.	The Ministry was satisfied with the service's management of the allegation, including suspending the teacher for the duration of their investigation. The service made notifications to Oranga Tamariki, NZ Police and the Teaching Council. The allegations were not substantiated and the teacher returned to work. The child was removed from the service by their parent.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service implemented their infectious illness policy, notified health authorities, and followed their advice. The Ministry was satisfied with the service's response to the incident.
The Ministry was notified by the service of alleged ill-treatment of two children by a teacher.	The service stood the teacher down for the duration of their investigation and notified Oranga Tamariki and the Teaching Council. The allegation was substantiated and a final written warning for serious misconduct was issued to the teacher. The service put an action plan in place to support the teacher's practice. The Ministry was satisfied with the service's response.
The service notified the Ministry of cases of gastroenteritis at the service.	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.

Summary of Incident	Summary of Action
The Ministry was informed by the service that a child left the premises unattended through a gate and was found minutes later on the neighbouring playground. The child also tried to leave the group during an excursion.	The Ministry required the service to make changes to the gate and their supervision plan. The service received support from Learning Support and through SELO PLD. No further action was required.
The service notified the Ministry of a child leaving the premises unattended. The child was discovered quickly and returned to the service by a teacher.	The service removed items that could be used to climb over the fence or open the gate. They installed bells at exit doors and implemented a supervision plan for the child. Learning support also worked with the child and the service. The Ministry was satisfied with the service's response and no further action was required.
The Ministry was notified by the service of an incident where a child had come home with a bruise and disclosed alleged sexual abuse by a teacher.	The child's parent called NZ Police who started an investigation and notified Oranga Tamariki. The teacher was stood down pending the outcome of the investigation. The allegations were not substantiated and the teacher returned to work. The Ministry was satisfied with the service's response to incident. The parents removed the child from the service.
The service notified the Ministry that they terminated the contract of a newly graduated teacher due to conduct and competence concerns.	The Ministry was satisfied that the service met requirements by making a report to the Teaching Council and notifying the Ministry. No further action was required.
The Ministry was notified by the service that a child had fallen from play equipment, breaking their arm, and requiring surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The play equipment met regulated requirements. Supervision had been adequate at the time however the accident had not been witnessed by staff. No further action was required.
The service notified the Ministry that a child left their premises unattended by opening a fire emergency door and climbing a fence.	The service made changes to the emergency exit and the fence to prevent children from leaving via this route. Learning support worked with the service and the child. The Ministry was satisfied with response to incident.
The service notified the Ministry that a parent said they had smacked their child.	The service followed their child protection policy and discussed this with the parent. They were satisfied the child had not actually been smacked but made a note in the child's file. No further action was required.
The service notified the Ministry that a child broke their leg while jumping on a trampoline at a home-base service.	The Ministry was satisfied with how the service handled the incident, including following their accident and incident procedures. The service has mitigated further risks by only allowing one child at a time on the trampoline. No further action was required.
The service notified the Ministry that NZ Police executed an arrest warrant on a parent in the car park of the service when they were picking up their child.	The service resumed care of the child and released the child to a person authorized to collect them as documented on the enrolment form. The Ministry was satisfied with the service actions.
The Ministry was informed by the service that there was an allegation of a teacher forcibly restraining a child.	The service investigated the incident, and the teacher chose to resign. The allegations were substantiated and a report was made to the Teaching Council. The service breached regulations by allowing the teacher to remain in contact with children before being stood down. The Ministry directed the service to review its policies and to ensure all staff were aware of their responsibilities around child protection.
The service notified the Ministry that a parent had raised a concern that their child had an unexplained bump on their head at pick-up.	The Ministry conducted an unannounced visit and found the outside area could not be supervised effectively. The service adjusted their supervision plan to ensure better placement of staff to ensure effective supervision. A number of unrelated breaches were also identified at the visit and were remedied.
The service notified the Ministry that a parent arrived drunk to pick up their children.	The service followed their child protection policy by notifying Oranga Tamariki and followed their guidance. The service arranged transportation home for the children and parent at which point Oranga Tamariki managed the situation. The Ministry was satisfied with the service's management of the incident.

Summary of Incident	Summary of Action
The Ministry was notified by the service that a child fractured their elbow when they fell from play equipment when on an excursion. The child required surgery.	The Ministry was satisfied that the service responded appropriately to the incident, including notifying WorkSafe. The play equipment was confirmed to have been safe and supervision was adequate at the time. No further action was required.
The Ministry received notification from the service about an incident of sexualised play between two children.	The service notified Oranga Tamariki who supported the children's families. The service increased supervision in the outdoor area. The Ministry found the incident report was not signed by parents. The service rectified this and reviewed their child health and wellbeing policy and child protection policy to improve their practice. The service also received SELO PLD. No further action was required.
The service notified the Ministry that a child had fallen on their chest on play equipment and was taken to hospital as a precaution.	The Ministry was satisfied with the service's management of the accident. There were no concerns with the play equipment or supervision. The child returned to the service the next day.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities and followed their advice. The Ministry recommended updating the infectious illness policy with learnings from the outbreak.
The service notified the Ministry that a child slipped while running and hit their head on furniture. The wound required stitches.	The Ministry was satisfied with the service's management of the accident. No issues were identified with supervision or the premises leading to the accident.
The service notified the Ministry of an accident where a child jumped off play equipment and fractured their arm.	The Ministry was satisfied with the service's management of the accident and no issues were identified with premises or supervision in relation to the accident. The Ministry recommended the service talk with children about safe ways to jump off the monkey bars.
The Ministry was informed of a near miss where high winds caused a tree branch to fall into the outdoor area. No children were injured.	The Ministry was satisfied the service followed their policies and procedures in response to this incident. The service also identified an opportunity for a review across all their services to further strengthen their hazard identification practice. The tree was assessed and cut down to eliminate risk in the future.
The service notified the Ministry that during a party at the service a child had left the premises with a group of parents and children they did not belong to.	The parents returned the child to the service when they realised they had joined their group without their parents. The service strengthened their health and safety practices, including having a staff member monitor the gate during events at the service. The Ministry was satisfied with response to incident and no further action was required.
The service notified the Ministry of an allegation that an unqualified teacher had force-fed a child.	The service stood the staff member down while they investigated. The allegation was not substantiated. The service refreshed staff on effective strategies with infants. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry of a custody dispute regarding a child at the service.	The service stayed in touch with the parents to ensure they can support the child. No action from the Ministry was required.
The service notified the Ministry that a child had fallen when running inside and subsequently hit their cheek. The wound required stitches.	The Ministry was satisfied with the service's management of the accident. No further action was required.
The service notified the Ministry that they made a notification to Oranga Tamariki due to concerns regarding incidents that had occurred at a child's home.	The Ministry was satisfied that the service had followed their child protection policy. No action from the Ministry was required.
The service notified the Ministry of two children leaving the premises unattended via a gate. This was witnessed by a teacher and the children were immediately returned to the service.	The service added additional features to the gate to prevent further incidents. The Ministry was satisfied this was addressed appropriately.

Summary of Incident	Summary of Action
The service notified the Ministry of a gastroenteritis outbreak.	The Ministry supported the service in notifying health authorities and reviewed the service's relevant policies and procedures. These were meeting regulated standards. No further action was required.
The Ministry was notified by the service that a child had broken their arm during rough play with another child.	The Ministry was satisfied the service met supervision requirements at the time of the accident and responded appropriately to the incident. No further action was required.
The Ministry received notification from the service that a child who was visiting with their parents fell off play equipment and fractured their collar bone.	The Ministry conducted a site visit and found that the service met regulatory requirements but recommended the service improve communication of hazards and procedures to visitors. No further action was required.
The Ministry was notified by the service that a child left the premises unattended by climbing over a gate. Staff spotted them down the street and immediately brought them back to the service.	The service mitigated the risk by increasing the height and changing the type of gate. The service also revised its supervision plan to prevent this from occurring in the future. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry of a stomach bug outbreak.	The Ministry was satisfied the service managed the outbreak appropriately including informing health authorities and following their advice.
The service notified the Ministry of an outbreak of croup.	Parents were notified and the premises were sanitised by a cleaner. The service contacted health authorities and followed their advice. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had disclosed to their parent about sexualised behaviour by another child at the service.	The service notified Oranga Tamariki and investigated the disclosure. The parent of the disclosing child removed them from the service. The sexualised behaviour was not confirmed. The Ministry was satisfied with the service's response to the incident and no further action was required.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry of an incident of sexualised play between two children.	The service received support from external experts and Learning Support to develop strategies and processes to manage the behaviour which has since ceased. The behaviour was deemed as normal age/stage behaviour. The services supervision practices and child protection policy were reviewed by the Ministry and assessed as meeting requirements.
The service notified the Ministry of a gastroenteritis outbreak.	The service had implemented measures to manage the outbreak including additional cleaning. The Ministry prompted the service to make a notification to health authorities and to follow the advice from health authorities.
The Ministry was notified by the service that they had been informed by health authorities that a child at the service had been diagnosed with meningococcal disease.	The service took action as directed by the health authorities to mitigate risk of spread and strengthened their policies in regard to reporting illnesses to Ministry of Health and the Ministry. No further action was required.
The service notified the Ministry of an incident where a child fell from a bike onto safety surfacing, fracturing their collarbone.	The Ministry was satisfied the service had responded appropriately to the accident. No further action was required.
The service notified the Ministry that they had become aware of an earlier incident where a teacher had allegedly slapped their own child at the service. The event was witnessed by another teacher in the room at the time and this had not been reported and escalated to management.	Service management followed their child protection process when they became aware of the incident. The service immediately stood the teacher down and conducted an investigation. Disciplinary action was undertaken for the teacher concerned and for the second teacher who was aware of the situation at the time and did not report it immediately. Reports for both teachers were made to the Teaching Council. The service clarified expectations regarding timeliness of reporting. The Ministry was satisfied with the service's response to the incident.

Summary of Incident	Summary of Action
The service notified the Ministry that a child fell off play equipment fracturing their elbow.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe as the child required hospitalisation. There were no issues identified with supervision or the play equipment. The child returned to the service within a week of the accident.
The Ministry received notification from the service that a child had fallen off a couch but showed no signs of injury at the time. The service was later notified that the child was admitted to hospital that night due to concussion symptoms.	The service did not notify WorkSafe of the incident. The service reviewed their incident and illness process, including notifying WorkSafe, supervision plans and communication with parents to ensure all requirements are met in future. Changes were also made to improve lines of sight for supervision in the outdoor area.
The service notified the Ministry that a child had fallen on a concrete path at the service. They were airlifted to hospital due to a severe head injury.	WorkSafe and NZ Police were informed. The WorkSafe investigation found the service had met their duty of care and responded appropriately to the incident. The Ministry investigation found the service had met all regulatory requirements. No further action was required.
The service notified the Ministry that a child's close family member had been exposed to someone who tested positive for COVID-19.	The service contacted health authorities and followed their advice to remain open as the risk of spread was deemed minimal. The child's parents chose to keep the child isolated as an additional precaution. The Ministry was satisfied the service managed the incident appropriately.
The service notified the Ministry that a child fell on a jutting branch puncturing their leg. The child required surgery.	The Ministry was satisfied the service responded appropriately to the accident, including applying first aid, contacting the parents and notifying WorkSafe. The service removed the branch and other potentially hazardous branches and recorded maintenance of the branches in their maintenance register. No further action was required.
The service informed the Ministry they had notified Oranga Tamariki of a parent's erratic behaviour when visiting their child at the service. The parent was not the child's primary caregiver.	The primary caregiver and the child were supported by Oranga Tamariki and NZ Police. The Ministry was satisfied no further actions were required.
The service notified the Ministry that a child fell off play equipment and fractured their elbow.	The service applied first aid and notified the child's parent. The soft fall and play equipment were found to be compliant with regulated requirements. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry that a child made a disclosure about sexual abuse of an older child outside of the service.	The Ministry was satisfied that the service followed their child protection policy by making a notification to Oranga Tamariki. Oranga Tamariki conducted a joint investigation with NZ Police, which did not substantiate the disclosure.
The service notified the Ministry that a child left the premises unattended through a gap in the fencing. The child was immediately spotted and returned to the service.	The service mitigated the risk of children leaving the premises by covering the gaps in the fencing. The Ministry was satisfied with response to incident. No further action was required.
The service notified the Ministry of an allegation of rough handling of two children by a teacher.	The service suspended the teacher pending the outcome of their investigation. The allegations were substantiated and the teacher was dismissed. A mandatory report was made to the Teaching Council. The Ministry was satisfied with the service's management of the incident.
The service notified the Ministry that a child tripped and fell onto the wooden step of an obstacle course. They sustained a elbow laceration which required stitches.	The Ministry was satisfied the service managed the accident appropriately, including making a notification to WorkSafe. The service removed protruding pieces from the obstacle course and continue to assess risks and hazards daily. No further action was required.
The service notified the Ministry that a child got their feet trapped in netting. This caused them to fall and break their arm.	The service followed their incident and accident procedures. The service reviewed their accident policies and an accident/incident slip was developed for parents to take with them when seeking medical treatment. The netting has been added to the hazard register. The Ministry was satisfied with the service's response and no further action was required.

Summary of Incident	Summary of Action
The Ministry received a notification of sexualised play amongst a group of children attending the service.	The service notified Oranga Tamariki and held a meeting with the families. The behaviour fell within normal sexual exploration and the service adopted new teaching strategies, reviewed their child protection policy, and revised supervision plans to ensure the behaviour did not continue. The Ministry was satisfied with the service's response.
The service notified the Ministry of a stomach bug outbreak.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The Ministry received notification from the service that a child had fallen from play equipment and broken their arm. The child required surgery.	The Ministry directed the service to update their injury procedure, particularly regarding seeking immediate medical attention. The service made a notification to WorkSafe. The child returned to the service.
The service notified the Ministry of an outbreak of gastroenteritis.	The Ministry was satisfied that the service implemented their infectious diseases policy and contacted health authorities for advice and guidance. No further action was required.
The service informed the Ministry that a teacher was injured in an accidental collision with a child. The child was not harmed.	No action from the Ministry was required.
The service notified the Ministry that they operated without running water for half a day.	The service had implemented measures to meet health and hygiene requirements. The Ministry was satisfied with the service's response to the incident. No further action was required.
The Ministry received notification that a child broke their arm when they fell from play equipment.	The service moved the piece of play equipment onto a softer fall area although not required. The Ministry was satisfied the service responded appropriately to the incident. No further action was required by the Ministry
The service notified the Ministry of an incident where they did not meet person responsible requirements for less than 15 minutes.	The service reminded the teacher, who was supposed to be on the floor, of the person responsible requirement. The service still met adult:child ratios at the time. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had tripped over play equipment and wounded their head. This required stitches.	The Ministry was satisfied with the service's management of the accident. There were no concerns about set-up of the play equipment or supervision at the time of the accident.
The Ministry was notified by the service of a gastroenteritis outbreak.	The service followed the advice and guidance of health authorities. The Ministry was satisfied the service responded appropriately. No further action was required.
The service notified the Ministry of an outbreak of gastroenteritis.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that they had made a referral to Oranga Tamariki due to concerns about a child's situation at home and changes in the child's behaviour.	The service followed their child protection policy. No action from the Ministry was required.
The Ministry was notified of an incident where a child fell and hit their head on a wooden frame while running. The child required stitches.	The service applied first aid and took the child to hospital. The service reviewed their accident procedure to add specific content for head injuries and children are continually reminded about safety while running. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry of an incident where a child was not picked up at the end of the day.	The service followed its child protection policy and immediately notified Oranga Tamariki and NZ Police. The child was cared for overnight by a responsible adult, while Oranga Tamariki put care in place. The Ministry was satisfied the service responded appropriately. No further action was required.
The service notified the Ministry that a child had sustained minor burns to their feet from a sun-heated metal ramp. The child required treatment but was not admitted to hospital.	The service added the ramp to their hazard register and covered it with AstroTurf. The Ministry was satisfied with the service's response to the incident.

Summary of Incident	Summary of Action
The service notified the Ministry that a child sustained a wound to their groin when picking up a stick while on a swing. The child required stitches.	The Ministry was satisfied with how the service managed the incident. A recommendation was made to the service to provide information to staff about continuously assessing the learning environment for potential hazards.
The service advised the Ministry of an incident where a child was suspected to have choked on a cracker.	The service followed their policy and the child was checked by a doctor who confirmed a suspected choking. No further treatment was required. The Ministry recommended the service strengthen their processes to ensure children are supervised appropriately while eating. The service improved their practice and decided to have all teachers be first aid certified. No further action was required.
The service notified the Ministry of a stomach bug outbreak.	The service was monitored and guided by health authorities. The Ministry was satisfied with the service's response. The service went into COVID-19 lockdown before the outbreak had resolved. No further action was required.
The service notified the Ministry that they made a report to Oranga Tamariki due to concerns for a child's safety at one of their parents' home. The other parent also notified NZ Police.	The Ministry was satisfied the service had followed their child protection policy. However, it was recommended that the service develop a separated parents policy to guide their practice.
The service notified the Ministry that a member of the public ran through the outdoor area.	The service immediately followed their lockdown procedure. NZ Police had been following the person and the service liaised and cooperated with NZ Police on site. Though the Ministry was satisfied that the service had strong processes in place, the service made additional adjustments to further mitigate the risk from similar incidents.
The Ministry received notification from the service that a child had left their premises unattended through a door left open by contractors.	The contractor immediately alerted a teacher and went to retrieve the child. The Ministry visited the service and determined the service had mitigated the risk appropriately. No further action was required.
The service notified the Ministry that a child had jumped off a box and landed on top of a child's leg resulting in the child breaking their leg. The child was admitted to hospital.	The service applied first aid, called the parents and notified WorkSafe. They followed the parents' wishes to not call an ambulance. The Ministry required the service to change their policies to clarify when an ambulance should be called and who will be responsible for what actions in case of an accident.
The service notified the Ministry that a child had disclosed an incident of domestic violence to a teacher.	The service followed their child protection policy by notifying NZ Police and Oranga Tamariki. No action from the Ministry was required.
The Ministry received notification that a child had fallen over and broken their arm.	WorkSafe were notified though the incident did not meet their criteria for notification. The service updated accident policy and supervision plan. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had fallen from a couch and fractured their collar bone.	The Ministry was satisfied with the service's management of the accident. The couch was found to be appropriate for use and children were reminded how to sit on it safely. No further action was required.
The service notified the Ministry that a child tripped and fell causing them to break their arm.	The Ministry was satisfied the service responded appropriately, including applying first aid, notifying the child's parent and taking the child to a medical centre. No further action was required by the Ministry.
The service notified the Ministry of an allegation of ill-treatment of a child by a relieving teacher.	The service placed the teacher on non-contact during their investigation. The allegation was substantiated. NZ Police, the Teaching Council and Oranga Tamariki were notified, and the teacher was dismissed. The Ministry was satisfied with how the service handled this incident.
The Ministry was notified by the service that a child left the premises unattended by climbing a tree and fence. Another child immediately alerted a teacher, and the child was returned to the service.	The service conducted an evaluation and made changes to the outdoor area to prevent further incidents. As part of the Ministry's investigation the service's documentation for injury, illness and incidents policies were reviewed and strengthened. No further actions were required.

Summary of Incident	Summary of Action
The service notified the Ministry of a child leaving the premises unattended by an adult. The child was spotted leaving the service by a teacher and was returned immediately.	The Ministry investigation found changes needed to be made to the locking mechanism of the gate the child had used. The service was also required to review their supervision plan to ensure effective supervision.
The Ministry received notification that a child fell while jumping from one surface to a tree and fractured their wrist.	To prevent further accidents the service removed low branches from the tree and topped up bark in the area, though this already met regulated requirements. The Ministry was satisfied with the service's management of the accident and risk mitigation.
The service notified the Ministry that a parent alleged their child was inappropriately touched by an adult while at the service. The parent notified NZ Police.	The service investigated but did not substantiate the allegation. The parent was satisfied with the service's investigation and the conclusion was made that the event did not take place at the service. The Ministry was satisfied with response to incident. No further action was required.
The service notified the Ministry that a child had been pushed off a tricycle by another child. This resulted in a wound which required first aid.	The service took several corrective actions to prevent further incidents and injuries, including increasing supervision of the pushing child. The Ministry was satisfied with the management of the accident and the corrective actions. No further action was required.
The Ministry was notified by the service of an incident where a child had fallen off a playground structure breaking their arm. The child was admitted to hospital overnight.	The Ministry was satisfied with the service's response to the accident and the supervision at the time. The play equipment met safety standards. However, no notification to WorkSafe had been completed. The child returned to the service.
The service notified the Ministry that a child had fallen from stacked play equipment and fractured their wrist. The injury was not discovered until the next day.	The service decreased the maximum height for stacked pieces of play equipment in their guidance and communicated this to their staff. The Ministry was satisfied with response to incident.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The Ministry was satisfied the service responded appropriately to the situation, including notifying health authorities and following their guidance.
The service notified the Ministry that the parents of a child with nut allergies found a nutshell in their child's lunch box.	The Ministry found breaches regarding the service's management of incidents and required the service to update their accident and illness policy, develop an investigation plan template and ensure regular review of long-term medication forms. The service remedied all breaches and decided to become a nut free zone in response to the incident.
The service informed the Ministry that a child tripped on a step on play equipment and fell, fracturing their arm.	The Ministry was satisfied with the service's response to the incident and no breaches of regulatory requirements were identified.
The service notified the Ministry of a stomach bug outbreak.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The service notified the Ministry that hot water had been spilled on a child causing first and second-degree burns.	The Ministry was satisfied with the service's management of the accident, including providing first aid and informing the parents. The service re-emphasised that children must not be given access to the area where formula is prepared. No further action was required.
The service notified the Ministry that a child broke their leg when they fell off outside climbing equipment.	The Ministry were satisfied with how the service responded to the incident. As a result of the accident the service clarified their accident, incident and sickness policy, which was reviewed by all teachers, made changes to the outdoors area to support supervision and improved supervision of the climbing equipment. They also ensured staff were using an up-to-date hazard checklist. No further action was required.
The service notified the Ministry that they had no running water on the day of the notification.	The service used emergency supplies to meet health and hygiene requirements and were able to remain open for the day. The Ministry was satisfied with the service's management of the incident and no further action was required.
The service notified the Ministry that a child had stumbled and hit their nose on furniture. The child required surgery for the laceration.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The furniture was replaced due to damage that could have contributed to further injuries. The child return to the service shortly after the accident.

Summary of Incident	Summary of Action
The service notified the Ministry of a gastroenteritis outbreak at the service.	The Ministry was satisfied the service responded appropriately, including notifying and working with health authorities
The service notified the Ministry of an outbreak of gastroenteritis.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry of concerns for the wellbeing of a child at home and their parent's inappropriate behaviour towards staff.	The service made a report of concern to Oranga Tamariki regarding the child's wellbeing and communicated with the parent about their behaviour at the service. The Ministry advised the service to seek support from NZ Police if there are concerns for the safety of children and staff at the service.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The teacher was placed on non-contact during the service's investigation. The allegation was not substantiated and the teacher returned to work. The service reviewed their positive guidance policy and updated their safety checking forms. The Ministry was satisfied with the service's management of the incident but provided guidance to strengthen their incident investigation process.
The Ministry received notification from the service that a parent had become verbally abusive to another parent on the premises and would not leave when requested.	The service removed all children from the area, called NZ Police and their security and sheltered the abused parent inside until the other parent left. The Ministry was satisfied the service handled the incident appropriately. No further action was required.
The service notified the Ministry that it was suspected that a child had swallowed a magnet, which had been picked off the back of a play resource.	The service completed an incident report and notified the child's parents who took the child to the doctor. The service conducted a self-review to assess and eliminate any further risks and implemented additional measures to ensure similar incidents do not happen again. The Ministry was satisfied with the service response.
The service notified the Ministry they had made a notification to Oranga Tamariki due to concerns about a child's care and protection outside of the service.	The service had followed their child protection policy by notifying Oranga Tamariki. No action from the Ministry was required.
The service notified the Ministry that a teacher allegedly ill-treated a child at the service.	The Ministry was satisfied with the service's management of the investigation, including removing the teacher from contact with children. The service also notified Oranga Tamariki. The investigation found the teacher's behaviour had been inappropriate but did not amount to ill-treatment. The service issued a final written warning and made a report to the Teaching Council.
The service notified the Ministry that a child had pulled a hot drink off furniture and suffered burns that required hospitalisation and surgery.	The service stood down the teacher who had left the hot drink for the duration of the investigation and informed WorkSafe. The teacher was given a final written warning and a notification was made to the Teaching Council. The service provider changed to closed cups for all their sites to prevent future accidents and amended relevant policies and processes following a review. The Ministry was satisfied with the measures taken by the service. The child recovered well from the injury and transitioned successfully into a new service.
The service notified the Ministry that a child fell from a climbing box and broke their wrist.	The Ministry was satisfied with how the service responded to the incident, including contacting the child's parents, calling an ambulance and providing first aid to the child. The Ministry required the service to remove the climbing equipment as it could not be supervised effectively. No further actions required.
The service notified the Ministry of an outbreak of impetigo.	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 service notified the Ministry of a gastroenteritis outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service advised the Ministry of a stomach bug outbreak.	The Ministry was satisfied the service responded appropriately to the outbreak with support from the health authorities. The service went into COVID-19 lockdown before the outbreak had resolved. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry of an allegation of ill-treatment of children against a teacher at the service.	The service followed their child protection policy and processes, including suspending the teacher during their investigation. The allegations were substantiated and the teacher was dismissed. The service made reports to Oranga Tamariki and the Teaching Council. The Ministry also informed NZ Police. All teachers at the service attended child protection training and the service updated their positive guidance policy.
The Ministry was notified by the service that the child had tripped exiting a makeshift hut and sustained a wound to their forehead.	The service completed a review of their supervision plan and daily hazard checks to further mitigate risk to children. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry that a teacher had pushed a child off a climbing box. The child was not injured.	The service stood the teacher down for the duration of the investigation and made notifications to Oranga Tamariki and the Teaching Council. The teacher's contract was subsequently terminated. The Ministry was satisfied with the service's management of the incident. No further action was required.
The service notified the Ministry of an incident where a child caught their fingers in a door. This required admittance to hospital and minor surgery.	The Ministry was satisfied the service responded appropriately to the incident, including notifying WorkSafe. No further action was required.
The service notified the Ministry that a child fell from play equipment steps and landed on their neck causing a seizure. The child required hospitalisation.	The Ministry was satisfied with how the service handled the incident, including calling the ambulance immediately and notifying WorkSafe. The steps of the play equipment have been added to the hazard checklist and the bark in the area was topped up, though it had been compliant at the time of the incident. No further action was required.
The service notified the Ministry of an incident where a person had exhibited indecent behaviour in the parking lot of the service.	The service ensured no one could enter the service and notified NZ Police who removed the person from the area. The Ministry was satisfied that the service managed the incident appropriately and followed procedures to keep children safe. The children were unaware of the incident.
The Ministry received notification from the service that a child had left the premises unattended through a gate and crossed the road before being retrieved by a teacher.	The service installed higher locks and a door alarm. The Ministry provided SELO PLD to support the service managing children with additional learning needs. The Ministry was satisfied with the service's mitigation of the risk. No further action was required.
The Ministry was advised by the service of a norovirus outbreak.	The service notified the health authorities and was monitored and guided by them through the outbreak. The Ministry re-iterated the requirement to notify the Ministry. No further action was required.
The Ministry was notified by the service of an outbreak of gastroenteritis.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a child left their premises unattended after being separated from their parent at pick up. The child was let through the gate by another parent. The child was found unharmed on the neighbouring playground within 10 minutes.	The service reviewed and updated their collection of children and missing child policies to strengthen their supervision plan and mitigate risks at pickup. They also added signs at the gate and reminded parents in their newsletter about gate safety. The Ministry was satisfied with the service's response to the incident.
The Ministry was notified by the service that a child had been pushed from playground equipment and fractured their arm.	The Ministry was satisfied the service had adequate supervision and had followed their accident management procedures. No further action was required.
The service notified the Ministry of issues between an educator and their ex-spouse posing a risk to children. The educator notified NZ Police.	The Ministry investigation found that this and a previous episode of concern had not been managed appropriately and the service had not taken adequate actions to mitigate the risk. The Ministry also identified beaches of safety checking requirements. The service was issued a provisional licence and has since been able to regain a full licence.
The service notified the Ministry that a child had accidentally not been given their lunch on one occasion.	The service informed the child's parent and reviewed their processes and practice to ensure this does not happen again. The Ministry was satisfied with the service's response to the incident and no further action was required.

Summary of Incident	Summary of Action
The Ministry was notified by the service of an incident where a child dislocated their elbow when a teacher helped them up from the floor. The child was taken to hospital via ambulance but did not need to be admitted.	The Ministry investigation found the service should have called an ambulance immediately instead of waiting for the child's parents to arrive shortly after the incident. The service conducted a review of their procedures and made changes to the Ministry's satisfaction.
The service advised the Ministry that they had made a notification to Oranga Tamariki in relation to sexualised behaviour between two children at the service.	The Ministry was satisfied with the service's management of the incident, including making a Learning Support referral for one of the children. No further action was required.
The service informed the Ministry of an allegation of ill-treatment of two children by a teacher in training.	The teacher in training was placed on non-contact for the duration of the investigation. The service notified NZ Police, the Teaching Council and Oranga Tamariki. The service issued the teacher in training with a written warning and created an action plan to support them improving their practice. The Ministry reviewed the action plan for the teacher in training and was satisfied with the service's response to the incident.
The Ministry was notified by the service about a complaint from parent that their child had allegedly been intentionally severely hurt by another child and was traumatised because of it.	The service's internal investigation concluded the child had been bumped on the head by another child but had not shown any signs of injury or distress. Staff reflected on any changes that could be made to the routine when the incident happened. This was communicated to the parent along with an apology for any distress caused. The parent withdrew the child from the service. The Ministry was satisfied that no further action was required.
The service notified the Ministry that a child could not be found for 45 minutes.	The service notified the child's parent and called NZ Police after 15 minutes to assist with the search. The child was found unharmed hiding on the premises. The service made modifications to the outdoor area to prevent climbing and incorporated a how to keep ourselves and others safe learning programme for the children. The Ministry required the service to modify their daily hazard checks and missing child policy to better suit their location.
The Ministry was notified by the service of an allegation of ill-treatment of a child by a teacher. The parent alleged that their child disclosed physical harm and that there were marks on the child's body.	The service stood down the teacher pending an investigation and notified Oranga Tamariki, NZ Police and the Teaching Council. The allegation was substantiated and NZ Police issued a written warning. The teacher has returned to work under the supervision of experienced teachers. The Ministry was satisfied with the service's response.
The Ministry was notified of an allegation of ill treatment of a child by a teacher at the service.	The service suspended the teacher from working with children while an investigation was carried out. The allegations were substantiated and the service dismissed the teacher. A report was made to Oranga Tamariki and the Teaching Council. The Ministry was satisfied the service responded appropriately.
The service notified the Ministry of a stomach bug outbreak at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry of an outbreak of norovirus at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that a child jammed their finger in a door, resulting in a laceration that required stitches.	The service notified WorkSafe of the injury, removed the door to mitigate the risk of further injuries and made changes to their accident forms as required by Ministry.
The service notified the Ministry that a child not enrolled in their service had been dropped off by mistake. The service made a report to NZ Police.	The Ministry identified the service the child was enrolled at and contacted the service. Arrangements were made for the child to be collected by their parent. No further action was required.
The Ministry was notified by the service of an outbreak of vomiting and diarrhoea.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that they made a report to Oranga Tamariki due to a child disclosing ill-treatment at home.	The Ministry was satisfied that the service followed their child protection policy by making a report to Oranga Tamariki. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry that a child fell off a couch and fractured their elbow.	The service applied first aid but did not take any further action as the child returned to play. They did not advise the parents of the incident at pick up and the broken elbow was diagnosed two days later. The service reviewed their policy and processes to reinforce compliant practice including a process for informing parents of an incident. The Ministry was satisfied with the steps taken to improve practice. No further action was required.
The service advised the Ministry of a diarrhoea and vomiting outbreak at the service.	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 the service of an outbreak of diarrhoea and vomiting. The service closed for one day as they could not meet adult:child ratios.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a parent complained about the service not informing the parent of minor injuries that their child had allegedly sustained at the service.	The service managed the complaint and no action from the Ministry was required.
The service notified the Ministry of an altercation between adults that occurred in the carpark at the front of the service while children were outside.	Teachers took the children indoors and security was notified. In the meantime, those involved left the carpark. The service provided details of the incident to NZ Police. The Ministry was satisfied that the service managed the incident appropriately.
The service notified the Ministry that a child was hit on the back by an adult with an intellectual disability who was a visitor to the service.	The service developed an action plan with the disabled adult's parent for future visits to the service to prevent further incidents. The Ministry was satisfied the service had taken necessary steps to ensure children's safety and wellbeing.
The service notified the Ministry of an accident where a child had fallen off a low bridge after their tricycle had slipped on a wet surface. The child wounded their head.	The Ministry was satisfied with the service's management of the accident. The service added the bridge to the hazard register and added rails to the sides of the bridge. The parent cancelled their child's enrolment at the service.
The service notified the Ministry of a child leaving the premises via a fire exit gate. The child was found on the service's car park by a parent and returned to the service.	The service replaced the spring closure that was not working as intended on the fire exit and added this to the hazard identification checklist. Parents and staff were reminded to use the correct entry and exit gates and close these behind them. The Ministry was satisfied with the service's response and no further action was required.
The service advised the Ministry they had a gastroenteritis outbreak. One staff member was hospitalised.	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 the service that a child had tripped while walking downstairs and hit their head on a table. The child was admitted to hospital for concussion.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The service moved the table to mitigate the risk of further injuries and the child returned to the service a week later. No further action was required.
The Ministry was notified that a child had fallen from a scooter and cut their finger, which required stitches.	The Ministry investigation found that supervision and hazard management met regulatory requirements, but scooters should have been removed from use until worn handgrips had been replaced. The service also changed their procedure to include safety wear for the use of the scooters.
The Ministry was notified by the service that a car in the parking lot had driven into the fence. Nobody was injured.	NZ Police were called and the service had the fence replaced. The Ministry conducted a site visit and discussed ways to further mitigate risk, such as installing bollards.
The service notified the Ministry of an incident where a child fell from play equipment onto soft fall. The child fractured their arm and required surgery.	The Ministry was satisfied the service managed the accident appropriately, including notifying WorkSafe. The child returned to the service, and no further action was required.

Summary of Incident	Summary of Action
The Ministry was notified by the service of sexualised play between two children.	The Ministry investigation found the service had taken appropriate steps to manage the behaviour, including body awareness being part of the curriculum. No further action was required.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The service stood down the teacher pending an investigation. The teacher resigned before the investigation was completed and a notification was made to the Teaching Council. The Ministry was satisfied that the service followed correct procedures for serious misconduct.
The service notified the Ministry that a child broke their leg when another child jumped on top of them from play equipment. The child required surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The service reduced the number of platforms for jumping to improve visibility for teachers and re-iterated safe jumping with all children. The child has returned to the service.
The service notified the Ministry that a child had injured their finger in the hinge of a door and required surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. No issues with ratios were identified. As a result of the accident the service installed safety strips on all doors to prevent further injuries. The child returned to the service the same week.
The service notified the Ministry about an incident of sexualised play.	The service notified the parents and Oranga Tamariki. The Ministry assisted the service to develop a plan to manage the behaviour, including behaviour gauge cards, assigning a primary care teacher for the initiating child, and monitoring social play.
The Ministry was notified by the service of an incident where an educator's school age child had disclosed that their other parent had given them illegal drugs and sexually abused them in the home that care was provided at.	The educator immediately informed NZ Police and the service. Care was suspended immediately for the duration of the investigation. Once there was assurance the other parent would not return to the home and additional safety features were installed the home was deemed safe by NZ Police and the educator recommenced care. The Ministry was satisfied that the service managed the incident appropriately.
The Ministry was notified by the service of an outbreak of gastroenteritis.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The Ministry was notified by the service that a teacher had been seen yelling and roughly handling a child.	The service stood the teacher down while they investigated the incident which led to the teacher being dismissed. A report was made to the Teaching Council. Oranga Tamariki and NZ Police were also notified. The Ministry directed the service to review their child protection policy to ensure that staff notified management immediately of any incident. The incident policy was also updated.
The service notified the Ministry of an accident where a child dropped a wooden log on their finger, which required surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The service reviewed the use of wooden logs throughout the service and removed them from use by children.
The service notified the Ministry that a parent of two children enrolled in the service had tested positive for COVID-19.	The service notified health authorities and followed their advice around measures to prevent further spread of COVID-19 before closing during Alert Level 4. The Ministry was satisfied the service responded appropriately.
The service notified the Ministry that a child had left their premises unattended and attempted to lead another child out of the gate. The child was immediately returned to the service by staff.	The service worked with the Ministry to develop a supervision plan for the child and added sensors to the gate and front door to prevent the incident from occurring in the future. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a child fell from outdoor furniture and hurt their arm.	The Ministry was satisfied with the service's accident management. The furniture was removed from play area. No further action was required.
The service notified the Ministry that the service had to evacuate due to a gas leak in the adjoining building.	The Ministry was satisfied that the service followed adequate evacuation policies and procedures. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry that NZ Police were contacted after a child had not been collected on time and no contact could be made with the parents. The child was picked up by their parent before NZ Police arrived at the service.	The Ministry was satisfied with the service's management of the incident but reminded the service to notify the Ministry when they notified other agencies as there had been several days between notifications. No further action was required.
The Ministry was informed by the service about incidents of a child biting another child.	The service worked with Learning Support to create a behaviour management plan. No further action was required. The bitten child was removed from the service by their parents.
The service advised the Ministry of a teacher yelling at children and tipping toys out over them.	The service investigated and dismissed the teacher on the grounds of serious misconduct. A mandatory report was made to the Teaching Council. The service did not stand down the teacher immediately, but only when additional information came to light. The Ministry reiterated the importance of immediately removing staff from contact with children following an allegation of ill-treatment.
The service notified the Ministry they had suspended an unqualified teacher due to serious misconduct towards other adults at the service. The service also investigated the behaviour of a registered teacher, who had resigned. The behaviour was not relating to children.	The service took precautions to mitigate any risk of the situation escalating at the service and impacting on children. The Ministry was satisfied with the service's response.
The service notified the Ministry that a child fell off a rope swing and fractured their arm.	The service applied first aid and notified the child's parent. The service reviewed their playground to identify hazards and removed the swing as there was no soft fall underneath it. The Ministry assessed the outdoor area and found it compliant with regulated standards. No further action was required.
The service notified the Ministry that they had called an ambulance for a child demonstrating signs of illness.	The child was checked by paramedics and referred to their GP. The Ministry was satisfied that the service responded appropriately to the incident. No further action was required.
The service notified the Ministry that a child caught their finger on the hinge of a door causing a cut. The injury required stitches.	The service mitigated the risk of further accidents by purchasing door stops, door safety strips, hinge covers and removing automatic closers from the door. The Ministry was satisfied with the service's response to the incident, including notifying WorkSafe. No further action was required.
The service notified the Ministry that a child disclosed physical abuse by their parents.	The Ministry was satisfied the service had followed their child protection policy and made a notification to Oranga Tamariki. No further action by the service was required.
The service notified the Ministry of a child leaving the premises unattended by an adult. The child left via a gate and was found by a parent in the service's carpark.	The service's investigation found that the service gate had not been closed correctly by visitors over the weekend. This had not been identified in the hazard check. The service took additional measures to secure the gate and updated their health and safety information for visitors. The Ministry was satisfied with response to incident. No further action was required.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The teacher was suspended from the service and dismissed following an investigation. A mandatory report was filed with the Teaching Council. The Ministry investigation found the service did not meet requirements for safety checking of existing staff every three years. The service completed safety checks for all existing staff and implemented a system to ensure this process takes place as required.
The service notified the Ministry that a child fell off a climbing frame fracturing their elbow. The child required surgery.	The Ministry was satisfied that the service responded appropriately, including notifying WorkSafe. The Ministry investigation of the equipment and supervision found no breaches of regulatory requirements. No further action was required.
The service notified the Ministry that a child tripped and fell while running on the bridge of a play structure. The child fractured their arm.	The Ministry was satisfied with the service's management of the accident and found the play structure met regulatory requirements. The service removed the bridge as an additional precaution. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry that a child had disclosed domestic violence between their parents. The service was also concerned about changes in the child's behaviour.	The Ministry required the service to make a notification to Oranga Tamariki in line with child protection requirements. The service also updated their child protection policy accordingly. The Ministry continued to work with the service to strengthen practice.
The service notified the Ministry that a child fell off a ladder and cut their lip. The wound required stitches.	The Ministry was satisfied with the service's response to the incident, including applying first aid, contacting the parents, and notifying WorkSafe. No further action was required.
The service advised the Ministry that a child had left their premises unattended by an adult by climbing the boundary fence. Teachers quickly retrieved the child.	The play equipment that assisted in climbing the fence was removed. The Ministry was satisfied with the service's response. No further action was required.
The service reported an outbreak of diarrhoea and vomiting to the Ministry.	The service followed the advice from health authorities to prevent further spread of the illness. The Ministry was satisfied the service responded appropriately. No further action was required.
The Ministry was notified by the service that they called NZ Police due an escalating situation around a parent who was not authorised to do so attempting to pick up their child. The parent was arrested by NZ Police.	The service notified Oranga Tamariki and conducted an evaluation of the situation to strengthen their practice. The Ministry was satisfied the service managed the incident appropriately.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities and followed their advice. The Ministry investigated and found the service had good hygiene practices in place.
The service notified the Ministry of a stomach bug outbreak at the service.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a child with a known medical condition had a medical event at the service. The child was taken to hospital by ambulance for observation.	The Ministry was satisfied with the service's management of the event, including working with the parents to update the child's medical plan following the event.
The service notified the Ministry of an outbreak of gastroenteritis at the service.	The service informed health authorities and followed their advice. No action from the Ministry was required.
The service advised the Ministry of concerns of physical abuse of a child by their parent.	The service made a notification to Oranga Tamariki and offered the parent to discuss support with them. NZ Police were also informed. The Ministry required the service to further develop their child protection policy, so it met regulated requirements.
As a result of a discussion at a visit to the service, the service was prompted by the Ministry to make a notification to them regarding an unknown member of the public who had entered the reception space and attempted to remove a child from the service. The service called NZ Police at the time.	The service reviewed their Collection of Children Policy and implemented changes to the practice and layout of the service to further mitigate this risk. The Ministry was satisfied with the service's response to the incident and reiterated the requirement to notify the Ministry.
The service notified the Ministry that staff and children had been affected by a stomach bug.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak under their guidance.
The service notified the Ministry that a child fractured their arm when sharing a slide with another child.	The Ministry was satisfied with the service's management of the accident and found all health and safety processes and procedures were in place. The service notified WorkSafe, though this did not meet WorkSafe criteria. The service decided to look for a different slide option.

Summary of Incident	Summary of Action
The service notified the Ministry of a child leaving the premises unattended. The child was found by NZ Police shortly after leaving the service.	The service's internal investigation identified issues with the supervision plan and two possible exit points the child might have taken. The exit points were secured further. The service changed ownership shortly after the incident and the new owner ensured effective supervision. No further action was required.
The Ministry was notified by the service that a child had been pushed over by another child at the service and injured their mouth, requiring stitches.	The service contracted the parent who took the child to the doctor where they received stitches. The Ministry was satisfied with the service's response to the incident and the subsequent review of supervision practices.
The service notified the Ministry that marijuana was found in a child's bag.	The service followed the Ministry's direction and contacted NZ Police. The service followed NZ Police guidance. They also informed Oranga Tamariki and the child's family. No further action was required.
The service notified the Ministry that a child bit another child. The injury required stitches.	The Ministry was satisfied with the service's management of the injury, including notifying WorkSafe. The service put measures in place to support both the bitten and the biting child at the service. No further action was required.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher at their service.	The service suspended the teacher for the duration of their investigation. The allegation was substantiated and the teacher was dismissed. The service made a mandatory report to the Teaching Council. The Ministry was satisfied with the service's management of the incident.
The service notified the Ministry that two children had disclosed ill-treatment by a teacher.	The service suspended the teacher pending the outcome of their investigation and notified Oranga Tamariki, who informed NZ Police. The allegations were not substantiated, and the teacher returned to work. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry of an allegation that a teacher had ill-treated a child and had left the premises alone with the child.	The service investigated and the allegations were not substantiated. The Ministry was satisfied with the service's investigation, including standing down the teacher and informing Oranga Tamariki. No further action was required.
The service notified the Ministry that a child disclosed a teacher had thrown an object at them. The child was not injured.	The teacher was immediately removed from contact with children pending an investigation. The allegation was substantiated and the service accepted the resignation of the teacher. The service made a mandatory report to the Teaching Council and informed Oranga Tamariki. The Ministry was satisfied with the service's management of the incident.
The service notified the Ministry that a parent had disclosed suspected sexual abuse of their child by an adult outside the service.	The parent made a report to NZ Police and the service informed Oranga Tamariki in line with their child protection policy. The service supported the family and cooperated with involved agencies as required. The Ministry was satisfied with response to incident.
The service notified the Ministry that they had made a notification to NZ Police and obtained a trespass order against a parent that had behaved aggressively on multiple occasions at the service.	The Ministry offered support to the service in dealing with the situation and were satisfied with the service's management of the incident. No further actions required.
The Ministry was notified by the service that a child had fallen and injured their head while dancing. This resulted in a loss of consciousness and a possible seizure.	The child was taken to hospital by ambulance and admitted for observation. The Ministry was satisfied with the service's response, including notification to WorkSafe.
The service notified the Ministry of a child running away from teachers into traffic on an excursion. No-one was harmed.	The service worked with children to ensure they are more familiar with safety measures during excursions, and they have implemented one-on-one supervision for the child who ran away for future excursions. The risk management policy for excursions was also updated. The Ministry was satisfied with response to incident. No further action was required.
The Ministry received notification from the service of multiple cases of vomiting.	The service notified the health authorities and followed their guidance. The Ministry was satisfied the service was compliant with their illness response process. No further action was required.

Summary of Incident	Summary of Action
The Ministry was informed by the service that a child had fallen from playground equipment and injured their ankle.	The Ministry conducted a site visit and worked with the service to evaluate and remove hazards in the play area and update their hazard identification process. Improvements to the supervision plan were also required. No further action was required following these changes.
The service notified the Ministry that a child had brought a small sharp object to the service. The object was safely taken from the child.	The service notified Oranga Tamariki and NZ Police and added children's bags to the hazard checklist to ensure they are closely monitored. The Ministry was satisfied with the service's response to the incident.
The Ministry was notified by the service that a child had fallen on play equipment and injured their teeth.	The Ministry was satisfied the service followed their accident management procedure and that supervision and the play equipment met regulated standards. WorkSafe were notified, though this did not meet their notification criteria. No further action was required.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The service informed health authorities and followed their advice. The Ministry investigated and found the service's relevant procedures and processes to be compliant.
The Ministry was advised by the service that a child fell from an obstacle course and hit their head causing a cut to their forehead. The child required stitches.	The Ministry investigated the service's management of the accident. There were no concerns with supervision identified. The Ministry required the service to update their hazard checklist.
The service notified the Ministry that a child had developed a sudden high fever at the service.	The Ministry was satisfied that the service managed the event appropriately including calling an ambulance. No further action was required.
The service notified the Ministry that they had called NZ Police due to a parent being aggressive and verbally abusive towards staff.	The Ministry advised the service to follow NZ Police guidance to ensure the safety of children and staff at the service and to ensure all staff know how to handle such situations. The family left the service.
The service notified the Ministry of a parent's disruptive and aggressive behaviour at the service.	The service followed their child protection policy by calling NZ Police when they were not able to de-escalate the situation themselves. NZ Police issued a trespass order against the parent. The Ministry was satisfied with the service's response to the incident and no further action was required.
The service notified the Ministry that a child had disclosed an incident of sexualised behaviour with another child outside of the service.	The Ministry was satisfied that the service followed their child protection policy including making a report to Oranga Tamariki. No further action was required.
The service notified the Ministry that a staff member was in close contact with someone who tested positive for COVID-19.	The Ministry was satisfied the service followed guidance from health authorities. No further action was required.
The service notified the Ministry of sexualised play between a child at the service and a school-age child who was a visitor to the service with a parent for an event.	The Ministry are satisfied that the service has responded to this incident appropriately. They have followed their child protection policy and notified Oranga Tamariki. The Ministry also notified NZ Police.
The service notified the Ministry that a child fell off play equipment. The child fractured their arm and required surgery.	The Ministry investigation found no breaches of regulated requirements but required the service to review their accident management policy to take into consideration children's medical conditions. The service made a notification to WorkSafe. They made changes to the equipment as an additional precaution. The child returned to the service shortly after the accident.
The service notified the Ministry that children on bikes had collided. This caused one child to fall and hit their head on a concrete paver set in the grass.	First aid was applied and the parents took the child to hospital to be assessed. The child was monitored in hospital and discharged. The paver was removed, and the Ministry was satisfied that appropriate steps were taken to mitigate risk.
The service notified the Ministry of an incident where two children mistreated an animal at the service.	The service had been working with the children and their families, but the behaviour had escalated. A referral was made to Learning Support. The Ministry was satisfied with the service's response to the incident.

Summary of Incident	Summary of Action
The service notified the Ministry of a confirmed case of giardia.	The Ministry was satisfied the service responded appropriately, including notifying the health authorities and following their advice. No further cases of giardia were found within the service.
The service notified the Ministry of an incident where a teacher immobilised a child.	The service stood down the teacher while conducting an investigation. The teacher was given a final written warning. The service informed NZ Police, Oranga Tamariki and the Teaching Council. The service worked with the teacher to improve their practice and ensured they have additional support from other staff. The Ministry was satisfied the service followed their policies and procedures.
The service notified the Ministry that a child broke their arm when using a slide. The child required surgery.	The service applied first aid, notified parents and WorkSafe. No issues with the slide were identified and the service re-enforced safe use of the slide with children. The Ministry was satisfied with how the service responded to the incident.
The service notified the Ministry that a child fell from a nappy table due the table's faulty steps. The child fractured their wrist.	The service took appropriate steps to manage the accident at the time. The faulty nappy table was replaced to mitigate the risk of a similar incident occurring in the future. The Ministry was satisfied with the service's response of the incident. No further action was required.
The Ministry received notification from the service that a child slipped on low lying play equipment, fell and broke their arm. The child required surgery.	The Ministry was satisfied with how the service managed the incident and found no concerns. The Ministry recommended the service strengthen their practices for when children are accessing wet or slippery equipment. No notification to WorkSafe was made.
The Ministry received notification of an incident where a crawling child fell off a deck and hit their head.	The centre followed their procedures, administering first aid and contacting the child's parents who came to pick the child up. Following an investigation into the incident, the Ministry was satisfied the incident was managed appropriately and no breaches to the regulatory requirements were identified.
The service notified the Ministry that a child injured their nose when colliding with another child while using a swing.	The service responded appropriately to the accident. Children and teachers were reminded about safety around swings. The Ministry prompted the service to make a notification to WorkSafe though this didn't meet WorkSafe criteria. No further actions were required.
The service notified the Ministry that a child had fallen off play equipment, fracturing their elbow.	The Ministry was satisfied with the management of the incident and no issues with play equipment or supervision were identified. No further action was required.
The service notified the Ministry of a norovirus outbreak.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The service notified the Ministry that two children left their premises unattended via an open garage door. The children were returned to the service immediately unharmed.	The service added a lock to the garage door, ceased use of the garage during service hours and added the door to the hazard and risk register. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry that a vehicle broke through the fence into the outdoor play area. No children were outside at the time and nobody was harmed.	The service notified NZ Police, replaced the fence and cleared the outdoor area of debris the same day. The Ministry was satisfied with response to incident.
The service notified the Ministry that a child had broken their collar bone while running and doing flips on foam play equipment.	The Ministry was satisfied the service responded appropriately to the accident. The Ministry reviewed the service's accident, injury and incident management policies and made recommendations to clarify the policies. The service reminded children of safe use of the foam play equipment and continued to monitor this.
The Ministry received notification from the service that an evacuation was carried out due to the smell of gas at the service.	The service called Fire and Emergency NZ who determined that the leak came from the neighbouring business and it was subsequently confirmed the risk had been mitigated. The service updated their evacuation plan and daily hazards list. The Ministry was satisfied with the service's response to the incident.

Summary of Incident	Summary of Action
The service advised the Ministry of an allegation that an unqualified teacher had smacked a child.	The service suspended the unqualified teacher while they carried out an investigation. The service notified Oranga Tamariki and NZ Police who substantiated the allegation and issued a formal warning. The Ministry prompted the service to notify the child's parents. The service reinstated the unqualified teacher with a final written warning.
The Ministry was informed by the service that a child had tripped over a cushion and hit their head on play equipment. This resulted in admission to hospital for stitches and concussion symptoms.	The service conducted an internal evaluation including hazard identification processes and the incident management policy. The Ministry was satisfied with the service's actions to mitigate the risk. No notification was made to WorkSafe by the service.
The service notified the Ministry of an allegation of past ill-treatment of a child by an educator. The child was no longer enrolled at the service.	The service completed a full investigation into the incident. Oranga Tamariki and NZ Police were notified. The investigations did not substantiate the allegations. A visiting teacher carried out unannounced visits to the home and SELO PLD was provided to strengthen practice regarding child protection requirements. No further action was required.
The service notified the Ministry that they had made a report to Oranga Tamariki due to sexualised play amongst a group of children.	The service implemented a plan for additional supervision to ensure the safety of children. There was also a plan in place for continued support for the instigating child when they transitioned to school. The Ministry was satisfied with response to incident.
The Ministry received notification from the service that a child had fallen from a bike and injured their mouth. This required surgery.	The Ministry conducted a site visit and identified no concerns with the area where the accident had happened. The Ministry required the service to make a notification to WorkSafe. No further action was required.
The service notified the Ministry that a child with known allergies consumed food they were allergic to.	The Ministry was satisfied with how the service responded to the incident, including notifying the parent and calling an ambulance. The service implemented changes to their processes to further mitigate risks to children with allergies. The child returned to the service the day after the incident.
The Ministry was informed that a child had left the premises unattended by climbing and opening a gate. The child was found by a family member nearby after 20 minutes and was returned to the service.	The service strengthened their roll-call procedures and made changes to the gate to prevent climbing and opening by children. Learning Support worked with the service and they received SELO PLD to support them in managing challenging behaviours.
The service notified the Ministry of a gastroenteritis outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that a child fell off a stool and cut their eyebrow which required stitches.	The Ministry was satisfied that the service managed the incident appropriately, including calling an ambulance and contacting the parents.
The service notified the Ministry that a child had attempted to leave the service unattended by squeezing through the bars of a gate.	The service made changes to group time to ensure children cannot leave unnoticed. The Ministry investigation found all gates met regulated requirements. No further action was required.
The service notified the Ministry that a child was left unattended in the service's van for 15 minutes before being spotted by a parent. The child was physically unharmed.	The service notified Oranga Tamariki. The teacher and unqualified teacher responsible for transport were stood down while the service investigated. Both teachers' actions were found to be a serious misconduct and they resigned. The service made a mandatory report to the Teaching Council. The service introduced a step-by-step procedure for van transports. This was overseen by the service manager until embedded. The Ministry supported the service and was satisfied with service's response to the incident.
The service notified the Ministry of a gastroenteritis outbreak at the service.	The Ministry was satisfied the service responded appropriately to the situation, including notifying health authorities and following their guidance.
The service notified the Ministry of an incident where parents had failed to collect a child from the service.	The service made multiple attempts to contact the parents and then informed NZ Police. The parents were eventually reached and picked up the child immediately. There were no concerns for the child's safety in the parent's care and, therefore, no notification was made to Oranga Tamariki. The child was unaware of the incident. The Ministry was satisfied with service's management of the incident. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry of a gastroenteritis outbreak.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The service notified the Ministry that a child had climbed the fence to leave the premises. A teacher saw the child climbing and immediately returned them to the service.	The Ministry was satisfied with the measures taken by the service to mitigate the risk including removing planter boxes used for climbing and implemented a supervision plan for the child. No further action was required.
The service notified the Ministry that a child had made a disclosure of child abuse by their parent.	The service spoke to the parent and notified Oranga Tamariki and NZ Police. The Ministry was satisfied that the service had followed their child protection policy.
The service notified the Ministry of an outbreak of gastroenteritis.	The service implemented their infectious diseases policy and contacted health authorities for advice and guidance. No further action was required.
The service notified the Ministry of an incident of sexualised play between two children at the service.	The Ministry investigation found that supervision had been inadequate at the time of the incident and the management of the incident did not meet regulated requirements. The service was issued a provisional licence to improve supervision and incident management. The service has since returned to a full licence.
The service notified the Ministry that a child broke their leg when they were hit by a barrel swing with three children inside.	WorkSafe was notified of the accident. The Ministry was satisfied with the service's management of the accident. There were no issues with supervision or the equipment identified that may have contributed to the accident. The child recovered well and returned to the service.
The Ministry was notified by the service that a child had fallen and hit their face on a chair while trying to climb it. This resulted in injuries to the child's face.	The service notified the parent, called an ambulance and the child was taken to hospital, but was not admitted. The Ministry was satisfied with the actions taken by the service.
The service notified the Ministry of an incident where a child slipped and fell from play equipment and fractured their arm, requiring surgery.	The Ministry was satisfied with the service's management of the accident, including notifying WorkSafe. The play equipment met regulatory requirements but was removed to mitigate risks. No further action was required.
The service notified the Ministry of an incident of sexualised play between children at the service.	The service undertook a self-review and increased supervision and monitoring of the group of children. The service sought expert advice and it was confirmed that this was an incident of normal sexualised play. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry of alleged ill-treatment of a child by their parent at the service.	The service notified Oranga Tamariki and continues to support the family. The Ministry required the service to strengthen their child protection policy and processes.
The Ministry received notification from the service that a child had tripped over their feet and fallen. This resulted in a broken arm.	There were delays in taking the child to hospital and the Ministry required the service to review their policy regarding seeking immediate medical attention. No further action was required.
The service notified the Ministry that an educator called an ambulance because a child had breathing difficulties and that NZ Police had started an investigation into the incident. The child was hospitalised and required surgery.	The service stood the educator down and consequently dismissed them while NZ Police investigated. The educator was charged with assault against the child. The Ministry investigation found that the service had met all regulatory requirements both before the incident and in response to the incident. The child recovered well from the injury.
The service notified the Ministry of an allegation of ill-treatment of a child by a teacher.	The service followed their child protection policy, including placing the teacher on non-contact while investigating the allegation. The allegation was substantiated and the teacher was dismissed. The Ministry found the service was meeting regulatory requirements and responded appropriately to the situation, including notifying the Teaching Council and Oranga Tamariki.

Summary of Incident	Summary of Action
The service notified the Ministry that a child left the premises unattended by climbing a fence into the neighbouring property. They were returned to the service by the neighbour.	The service made immediate changes to the fence, worked with Learning Support and removed anything that could be used to climb the fence. New processes have been implemented to mitigate further risk. Supervision at the time of the incident met regulated requirements. No further action from the Ministry was required.
The service notified the Ministry that a child jammed and cut their finger in a play kitchen door. The child required surgery.	The service notified WorkSafe and mitigated the immediate risk by taking the play kitchen out of the area and later replacing it with a safer option. The service was out of ratio briefly while managing the accident. The Ministry reviewed the service's serious injuries and illness policy and process with the service. Changes were made to the policy and service procedures to ensure required ratios and supervision are always met.
The service notified the Ministry of a stomach bug outbreak.	The service informed health authorities. The Ministry was satisfied the service managed the outbreak appropriately under health authority guidance.
The service notified the Ministry that a child left the premises unattended through the gate at pick up time. The child was spotted outside and returned to the service by staff.	The service investigated the incident and made changes to their supervision plan. Parents have been reminded to ensure the gate is closed and to only let their own children through the gate. The Ministry was satisfied with the service's response to the incident. No further action was required.
The service notified the Ministry that a child had disclosed physical abuse at home.	The service notified Oranga Tamariki who did not substantiate the disclosure. The Ministry was satisfied that the service followed their child protection policy.
The Ministry was notified that the manager of a service had approved leave for a qualified teacher and failed to follow their process to ensure person responsible requirements are always met.	The service issued a written warning to the manager and a notification was made to the Teaching Council. While investigating, the Ministry found other areas of non-compliance which were addressed by the service. No further action was required.
The service notified the Ministry of an incident where a teacher had served children food that they had known allergies or intolerances against on two occasions.	The service investigated the teacher and the centre manager who had failed to escalate the incident in a timely manner. The teacher was dismissed for serious misconduct and a mandatory report was made to the Teaching Council. The manager received a written warning. Improvements were made to the processes around food allergies and intolerances. The Ministry was satisfied with the service's management of the incident. A provisional licence was issued for other breaches identified during the investigation into this incident and an unrelated complaint about the service. The service has since returned to a full licence.
The service notified the Ministry that a child made a disclosure about domestic violence to a teacher.	Oranga Tamariki and NZ Police investigated. The Ministry was satisfied the service managed the incident appropriately but recommended to take this opportunity to review their child protection policy.
The service notified the Ministry of an allegation of rough handling of a child by a teacher.	The service stood the teacher down, conducted an investigation and notified the Teaching Council. The allegation was not substantiated. The Ministry was satisfied that the service followed its complaint policy and child protection policy.
The service notified the Ministry that a child had been injured by a large wooden block falling over on their toes. The child required surgery.	The Ministry was satisfied that the service had responded appropriately to the accident, including notifying WorkSafe. The service reinforced the correct use of the boxes and continues to monitor their use to prevent further accidents. The child returned to the service soon after the accident.
The service notified the Ministry that a child had fractured their wrist when jumping from a bench to swing from a tree branch.	The service administered first aid and contacted the child's parents. They completed a review of their injury management and supervision policies and discussed safety when climbing with all children. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a child had a medical event at the service and was taken to hospital by ambulance but was not admitted.	The Ministry was satisfied with the service's management of the incident. Following the event, an individual health plan was implemented for the child in case of further events.
The service notified the Ministry of an incident when they did not meet the person responsible requirement for half an hour.	The Ministry was satisfied that the service took appropriated measures to ensure regulated supervision standards will always be met, including ensuring relievers are available when required. No further action was required.

Summary of Incident	Summary of Action
The service notified the Ministry of an outbreak of gastroenteritis.	The Ministry was satisfied the service responded appropriately, including notifying and working with health authorities.
The Ministry was notified that a parent and their child were driven away from the service by their school-aged child.	The service notified NZ Police and followed NZ Police protocols. The Ministry was satisfied with the service's response. No further action was required.
The service advised the Ministry of an allegation of ill-treatment of children by a centre manager.	The service stood the centre manager down while an investigation took place. The allegations were not substantiated. The service reviewed their policies and procedures, including the positive guidance procedure and provided professional development to the teaching team. The Ministry found the service was meeting regulatory requirements and had responded appropriately to the situation, including notifying NZ Police, Oranga Tamariki and the Teaching Council.
The service notified the Ministry about issues with a biting child at the service and a complaint raised by the parent of a bitten child.	The Ministry supported the service to develop a plan for manage the biting behaviour and to review their accident and injury policy. The parent of the child who was bitten decided to remove their child from the service.
The service notified the Ministry that a home-based educator fainted for a short time while looking after children.	The educator immediately contacted the service provider and parents, and the children were collected within a short period of time. The educator remained off work until they were medically cleared. The Ministry was satisfied with the service's response to the incident.
The service notified the Ministry of a collision between two children leading to one child losing a tooth.	The Ministry investigation confirmed that children were adequately supervised at the time and the service had followed appropriate processes to manage the accident. No further action was required.
The service notified the Ministry that a child's head had gotten stuck in the hole of a climbing box. Emergency services were support the child to free himself. This resulted in minor injuries.	The service immediately removed the climbing box. The Ministry was satisfied with the service's response and no further action was required.
The service notified the Ministry that a staff member had been tested for COVID-19 during Alert Level 3.	The Ministry was satisfied the service responded appropriately to the incident, including notifying health authorities and following their guidance. No further action was required.
The service notified the Ministry that they had made a report to Oranga Tamariki about possible ill-treatment of a child at home.	The Ministry was satisfied that the service followed their child protection policy. The child was removed from the service by their parent.
The service notified the Ministry of three children leaving their premises unattended by climbing over the fence. The children returned to the service immediately.	The service increased the height of the fence, re-iterated supervision of the fence line and talked to children about safety. The Ministry conducted a site visit that confirmed the service had taken appropriate actions. However, the service was issued a provisional licence due to unrelated breaches and has since returned to a full licence.
The service notified the Ministry that a child entered a room usually not accessible to children and burned their finger on the hot glass of a fireplace.	The Ministry was satisfied with the service's response to the incident. The service followed their accident procedures, including applying first aid and contacting the parent. A fire guard and gate were added to mitigate the risk of further accidents. The Ministry was satisfied with the service's response to the incident and reinforced with the service that all areas of a home should be assessed for safety even if they are not usually accessible to children.
The service notified the Ministry that a child suffered from a seizure at the service. It was caused by a known medical condition.	The Ministry was satisfied that the service followed their policies and processes and manged the incident appropriately. The child's action plan was updated following the event. No further action was required.
The service notified the Ministry of an allegation of ill-treatment of a child at the service.	The service investigated the allegation and notified Oranga Tamariki and NZ Police. As it was unknown which teacher the allegation was made against, no teacher was stood down. A joint investigation between the notified agencies did not substantiate the allegation. The Ministry was satisfied with service's response to incident. No further action was required.

Summary of Incident	Summary of Action
The service informed the Ministry of an incident where a child's fingers were caught between a climbing box and a walk plank. The service sought immediate medical attention for the child, who required stitches.	The service notified WorkSafe and reviewed their incident management processes for seeking immediate medical attention to ensure parents give permission ahead of time for the service to transport children in an emergency. The Ministry was satisfied that no further action was required.
The service informed the Ministry that a child disclosed inappropriate touching and communication by a school-aged child at the service.	The parent notified Oranga Tamariki and NZ Police who investigated but did not substantiate the allegation. The child was withdrawn from the service. A licence assessment found breaches relating to safety checking, which were addressed by the service. The service also updated their supervision plan and made improvements to their visitor policy. The Ministry was satisfied with response to incident. No further action was required.
The service notified the Ministry that a child fractured their foot when they jumped from a climbing box. It was subsequently found that the child had fractured their foot.	The service did not seek immediate medical attention or call the parents as the child had run off to play after the incident. After finding that the child had fractured their foot, the service discussed the incident at their committee meeting and a health and safety meeting. The Ministry was satisfied the service responded appropriately to the incident.
The service notified the Ministry that a child fell from play equipment and broke their arm.	The Ministry was satisfied with the service's management of the accident. The Ministry investigation found the barked area, even though compliant, would need to be replenished in the near future. The service planned to renovate the whole outdoor area and reduced the height of play equipment on the barked area in the meantime.
The service notified the Ministry that a child had disclosed harmful sexualised behaviour by another child at the service to their parents.	The Ministry investigation found the service managed the incident appropriately, including taking immediate actions to access external expert support and mitigate any risk to children. The parents of the child making the disclosure took their child out of the service.
The service notified the Ministry of an outbreak of norovirus.	The service notified health authorities and followed their guidance until there were no further cases reported. No further action was required.
The service notified the Ministry of a gastroenteritis outbreak.	The Ministry was satisfied the service responded appropriately, including notifying health authorities and following their guidance.
The service notified the Ministry that they made a report to Oranga Tamariki when a child disclosed ill-treatment at home.	The Ministry was satisfied the service had followed their child protection policy but recommended changes to the policy to strengthen procedures. These changes were implemented by the service and no further action was required.
The service notified the Ministry that a child and parent made a disclosure about domestic violence in their home.	The service notified Oranga Tamariki. The family subsequently relocated and the child was removed from the service. The Ministry was satisfied with service's response to the disclosure.
The service notified the Ministry that they had made a notification to Oranga Tamariki regarding a parent slapping their children while at the service.	The parent received a written warning from NZ Police and the service supported the family. The Ministry was satisfied with the service's response to the incident.
The Ministry was informed by the service of an incident where a child had thrown a rock at another child resulting in a cut.	The service administered first aid to the child and called their parents, who took them to the doctor. A positive guidance plan was implemented to manage altercations between the children. The Ministry was satisfied with the services' response and no further action was required.