



## Briefing Note: Publication of the 2020 Early Learning Services Complaints and Incidents Report

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<b>To:</b>	Hon Chris Hipkins, Minister of Education		
<b>Cc:</b>			
<b>Date:</b>	4 February 2022	<b>Priority:</b>	High
<b>Security Level:</b>	In Confidence	<b>METIS No:</b>	1278022
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<b>Messaging seen by Communications team:</b>	Yes	<b>Round Robin:</b>	No

### Purpose of Report

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The purpose of this paper is for you to **note** the proactive release of the *2020 Early Learning Services Complaints and Incidents Report*

### Summary

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- The *2020 Early Learning Services Complaints and Incidents Report* (the report) provides an overview of complaints and incident notifications received about early learning services in 2020.
- We have released reports on complaints received about early learning services since 2013<sup>1</sup>. Since 2016<sup>2</sup> the reports have also included incident notifications received from early learning services.
- As with previous Early Learning Services Complaints and Incidents Reports, we have prepared a summary table of all complaints and incidents received in 2020.
- Overviews of complaints and incidents are provided in different sections below as they are managed and reported on differently.
- The summary tables and report will be provided to members of the Early Childhood Advisory Committee (ECAC) under embargo the day before the report's publication. The tables will be published on the Education website alongside the report.
- In 2020, we received no complaints or incident notifications relating to playgroups.

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<sup>1</sup> Report for complaints received in 2013, published in 2014

<sup>2</sup> Report for incident notification received in 2016, published in 2017

## Proactive Release

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- a **agree** that this briefing will be published proactively. Any information which may need to be withheld will be done so in line with the provisions of the Official Information Act 1982.

**Agree** Disagree



Sean Teddy  
Hautū, Te Pae Aronui  
Deputy Secretary



Hon Chris Hipkins  
Minister of Education

21/3/2022

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## Key findings – 2020 licensed early learning service **complaints**

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1. In 2020, the Ministry:
  - **received** 409 complaints about licensed early learning services or 7.5% of all licensed services. This is similar to the previous year.
  - **investigated** 86% of all complaints received (353 complaints) against the regulations, compared to 89% of complaints received in 2019. The remaining 56 complaints either did not require investigation as they were either:
    - resolved directly by the service,
    - referred to the service's own complaints process,
    - referred to another agency or were withdrawn, or
    - they could not be investigated due to lack of information.
  - **upheld** 188 complaints against 167 licensed early learning services. This is 53% of all complaints investigated in 2020<sup>3</sup> – down from 58% in 2019. We upheld 46% of all complaints received in 2020 – down from 51% of all complaints received in both 2018 and 2019.
  - **amended** the licences of 33 services to provisional;
  - **suspended** the licences of 14 services; and
  - **cancelled** the licences of eight services.
2. We assume that the decrease in complaints investigated and complaints upheld compared to previous years is caused by a number of drivers including more low-risk complaints being referred to the service's complaints procedures and the impact of COVID-19 on the type of complaint we received. There were 34 complaints related to COVID-19 of which only eight or 24% were upheld.

## Key findings – 2020 licensed early learning service **incidents**

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3. In 2020, we received a total of 454 incident notifications from 371 licensed early learning services, or 8% of the licensed early learning sector. This is similar to the previous year.
4. In 2020, we amended the licences of 12 services following an incident notification. No licence was suspended or cancelled.
5. As per previous reporting years, the incident notifications we received in 2020 included a mixture of voluntary and mandatory notifications<sup>4</sup>. The proportion of voluntary incident notification has decreased from 53% (248 notifications) in 2019 to 43% (193 notifications) in 2020. We continue to encourage all services to contact us should they have a concern about an incident or event that has occurred.

## Key Risks

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6. There may be media interest and Official Information Act (OIA) requests following the report's publication requesting specific information on incidents and complaints. Some complaints already had media coverage at the time they were made.

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<sup>3</sup> A complaint is upheld when, after investigation, it is found that regulated standards have not been met by the service or the Ministry considers improvement is required in a particular area related to the complaint.

<sup>4</sup> Where there is a serious injury or illness or incident involving a child while at the service that is required to be notified to a specified agency, the service provider must also notify the Ministry of Education at the same time. This is a requirement under HS34 of the Licensing Criteria for centre-based services and HS33 for home-based services.

7. We consider that publishing the report and the summary tables of complaints and incidents received by the Ministry provides a sufficient level of information without breaching the privacy of individuals. Nor does the report's release harm the effective operation of services currently meeting licensing requirements.

## Next Steps

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8. We plan to publish the report on the Ministry of Education website, subject to agreement with your Office.
9. We will notify the Early Childhood Advisory Committee (ECAC) members of the report's release the day before publication. We will provide ECAC members with an embargoed copy of the report and summary tables.
10. We will notify other agencies, i.e. Teaching Council of Aotearoa, New Zealand Police, Oranga Tamariki, WorkSafe New Zealand and the Children's Commissioner, of the report's release.
11. We are not planning a proactive press release or news item on the Ministry of Education website. We will notify the sector of the Report's release through the next available issue of *He Pānui Kōhungahunga* | *the Early Learning Bulletin*.

## Annexes

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Annex 1	2020 Early Learning Services Complaints and Incidents Report
Annex 2	Summary table - 2020 early learning services complaints
Annex 3	Summary table - 2020 early learning services incident notifications



# 2020 Early Learning Services Complaints and Incidents Report

This report summarises complaints and incident notifications received by Te Tāhuhu o te Mātauranga | the Ministry of Education in 2020 about licensed early learning services including, education & care, kindergartens, home-based services, kōhanga reo, playcentre and hospital-based services. The Ministry received no complaints or incident notifications relating to certificated playgroups in 2020.

An early learning service complaint is any communication received by the Ministry from a person who is unhappy, concerned or not satisfied with a situation, process or decision at a licensed early learning service or certificated playgroup. We receive complaints from a range of people, including parents, whānau, early learning staff and members of the community.

We assess each concern we receive<sup>1</sup>, investigate against the regulations if necessary and act on our findings when intervention is required. We take all complaints seriously and work with the service concerned to ensure children are participating in quality early learning environments. More information on our complaints process for early learning can be found on our [website](#).

We are responsible for ensuring all licensed and certificated services are meeting regulated standards. Managing and responding to complaints and incident notifications is one way of meeting this responsibility.

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<sup>1</sup> Complaints that haven't yet gone through the service's own complaints process may be resolved by referring the complainant back to the service's process in the first instance. However, if the complainant is not willing to discuss their complaint directly with the service we will take further steps to investigate the complaint.

## Complaints regarding licensed early learning services including kōhanga reo in 2020

In 2020, there were 4,662 licensed early learning services operating in New Zealand.<sup>2</sup>

Our licensing criteria require all licensed early learning services to have a complaints procedure in place that is on display for parents, caregivers and visitors to the service. Most complaints should be able to be resolved directly between the complainant and the early learning service and will not require Ministry intervention.

We have no record of number, type and outcome of complaints resolved through services' internal complaints processes. This report only includes complaints that were escalated to the Ministry.

If a complainant is not satisfied with the service's response to their concern, they can complain directly to the Ministry. This can be done anonymously should the complainant wish.

The complaints received in 2020 identified that a small number of services did not meet our expectations for providing children with quality education and care. We have worked with these services to improve quality and implemented a formal regulatory response where required. A summary of all complaints received in 2020 has been published alongside this report.

### Complaints received

In 2020, we received 409 complaints about licensed early learning services. These complaints were made in relation to 350 services, or 7.5% of the licensed early learning sector.

The number of complaints decreased by six (1.4%) between 2019 and 2020 and the number of individual services that we received complaints about decreased from 354 services in 2019 to 350 in 2020 (1.1%). This represents a slight decrease in the percentage of services we received a complaint about from 7.6% in 2019 to 7.5% in 2020.

### Complaints investigated

We assess every complaint to determine whether further investigation is required to address the complainant's concerns.

Children's education, safety and wellbeing are the key drivers of any investigation into a complaint. In 2020, we investigated 86% (353 complaints) of all complaints received against the regulations.

The remaining 56 complaints (14%) did not require further action. These complaints were either:

- referred to the service's complaints procedure and managed directly between the service and complainant;
- resolved by the service provider before an investigation could be undertaken;
- referred to another agency that can most appropriately respond to the complainant's concerns where the complaint was not related to licencing criteria;
- unable to be investigated due to insufficient information from the complainant; or

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<sup>2</sup> As of June 2020, based on Early Childhood Education Census 2020 available on [Education Counts](#)

- withdrawn by the complainant and we were satisfied the complaint did not indicate a risk to the education, safety or wellbeing of participating children.

### Complaints upheld

A complaint is upheld when, after investigation, we find that the service did not meet regulated standards or we assessed that improvement was required in a particular area related to the complaint.

In 2020, we upheld 53% of all complaints investigated (188 individual complaints out of 353 investigated complaints). These 188 upheld complaints related to 167 licensed early learning services, or 3.6% of all services operating in 2020.

The Ministry distinguishes 25 categories of complaints (listed in Table 6 in the Appendix) and complaints can fall into more than one category. Complaints upheld in 2020 were most commonly related to the following categories:

- health and safety – 36% (148) of all complaints received and 35% (65) of complaints upheld;
- management and administration – 22% (89) of complaints received and 14% (26) of complaints upheld;
- supervision – 21% (86) of all complaints received and 14% (27) of complaints upheld;
- behaviour management – 17% (69) of all complaints received and 12% (23) of complaints upheld, and;
- ratios – 16% (65) of complaints received and 13% (24) of complaints upheld.

Following investigation, 165 complaints (47% of complaints investigated) were not upheld. A complaint is defined as not upheld when:

- we could not substantiate the complainant's concerns following the investigation process; and/or
- the issue the complaint related to did not amount to non-compliance with the regulatory requirements.

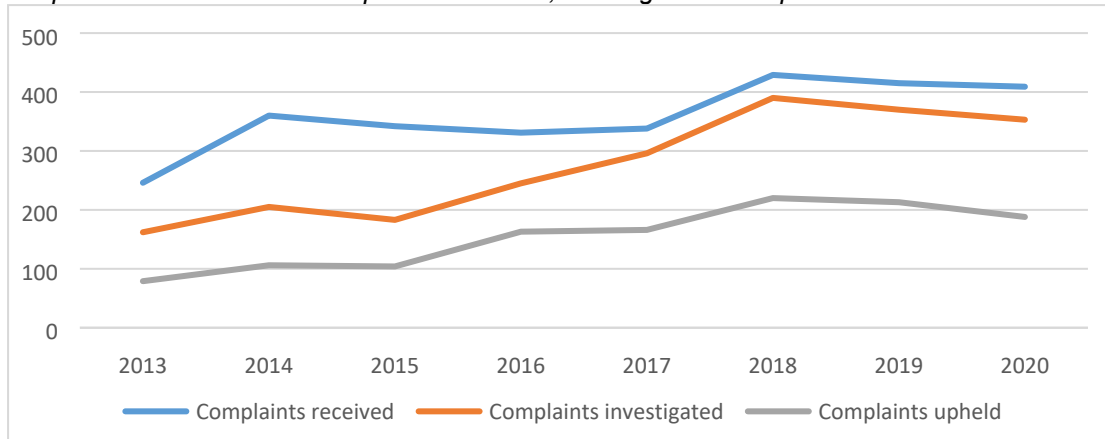
While our investigation may lead to a complaint not being upheld, many services choose to further strengthen areas of practice to exceed regulated standards. For example, a service may choose to undertake an internal review of relevant policies and procedures, participate in professional learning and development or work with the complainant directly to strengthen relationships.

*Table 1. Total number of complaints received, investigated and upheld between 2013 – 2020<sup>3</sup>*

	2013	2014	2015	2016	2017	2018	2019	2020
Complaints received	246	360	342	331	338	429	415	409
Complaints investigated	162	205	183	245	296	390	370	353
Complaints upheld	79	106	104	163	166	220	213	188

<sup>3</sup> Note that number from 2013 to 2016 may include a small number of complaints about certificated playgroups. In 2015 to 2019 we had less than five complaints about playgroups per year. No data is available for 2013 and 2014.

Graph 1. Total number of complaints received, investigated and upheld between 2013 – 2020<sup>4</sup>



### Responding to complaints

Our approach to managing and responding to complaints is informed by the nature and severity of the complaint and whether the service has a history of regulatory non-compliance. In many cases, services will proactively identify steps to address a complainant's concerns and it is not necessary for us to intervene further.

The Ministry can take a range of regulatory actions when responding to and managing complaints about licensed early learning services, including:

- providing the service with advice and guidance;
- undertaking a review of the service's policies and procedures;
- working with the service to identify areas of improvement to implement within a specified timeframe;
- providing ongoing monitoring and support for the service, including government funded professional learning and development – namely Strengthening Early Learning Opportunities (SELO); and/or
- implementing a response that impacts the service's licence as detailed below.

### Implementing a regulatory response

When we identify that a licensed service is not meeting one or more regulatory requirement, the service may be placed on a provisional licence or have their licence suspended or cancelled. Situations where we take this approach include concerns for the safety and wellbeing of children, the standard of curriculum and education provided by the service or on occasion when a complainant made a serious allegation of non-compliance that warrants investigation.

In 2020, 12% (41 services) of all early learning services that we received complaints about had their licence amended to provisional, or had their licence suspended or cancelled as a result of one or multiple complaints, or as a consequence of unrelated issues identified during our investigations<sup>5</sup>:

<sup>4</sup> Note that number from 2013 to 2016 may include a small number of complaints about certificated playgroups. In 2015 to 2019 we had less than five complaints about playgroups per year. No data is available for 2013 and 2014.

<sup>5</sup> Note a single service can have its licence amended more than once and a single complaint can lead to licence amendments for multiple services.



- 33 services were placed on a provisional licence – a service that is placed on a provisional licence must demonstrate compliance with specified conditions within a prescribed timeframe before being returned to a full licence;
- 14 services had their licences suspended – the service is not able to operate until they demonstrate compliance with specified conditions; and
- Eight services had their licence cancelled – a service's licence can be cancelled if the service does not meet the conditions of a provisional or suspended licence.

### **Referrals to other agencies**

In 2020, 57 referrals were made to other agencies in relation to 38 complaints (9% of all complaints received).

There are clear legal requirements that must be followed when the safety and wellbeing of children may be at risk, which includes notifying the appropriate agencies.

Agencies can be notified of a concern by a parent or family member, the Ministry of Education, the early learning service or a member of the public. In serious cases, we will investigate a complaint alongside agencies such as:

- WorkSafe New Zealand when there has been a serious injury or accident;
- the New Zealand Police and Oranga Tamariki when children's safety and wellbeing is at risk; or
- the Teaching Council when professional conduct or competency of a registered and certificated teacher is of concern.

In other cases, advice or support from another agency may be requested.

### **Trends and themes in complaints**

In 2020, we received slightly fewer complaints compared to 2019. We investigated 86% (353) of complaints received and upheld 53% (188) of complaints investigated. Overall, 46% of complaints were upheld (188 complaints out of 409 received). This is a decrease of 5% compared to 2019.

The number of services that we received a complaint about has decreased by four services or 1% compared to the previous reporting year to 350. The number of services with upheld complaints continues to reflect a small proportion of the sector, at 3.6% of all licensed early learning services, compared to 4.1% in 2019, 3.8% in 2018 and 3.2% in 2017.

Table 2. Complaints received 2017 – 2020<sup>6</sup>

	2017	2018	2019	2020
Complaints received	338	429	415	409
Total number of services that received a complaint	285	344	354	350
Proportion of the sector that received a complaint	6.2%	7.5%	7.6%	7.5%
Proportion of the sector with an upheld complaint	3.2%	3.8%	4.1%	3.6%

The number of complaints about **abuse or neglect** has decreased from 54 in 2019 to 36 in 2020 (a decrease of 18 complaints or 33%). The number of abuse or neglect complaints upheld in 2020 was five – the same as in 2019.

- We investigated all but one complaint alleging abuse or neglect (35)<sup>7</sup>.
- Out of the investigated complaints that were not upheld for abuse or neglect, we upheld 11 against other categories – most often against health and safety followed by behaviour management.
- We amended the licence of seven of these services or 19% of services with complaints in this category. Two services' licence were suspended, and one subsequently had their licence cancelled.
- 19 complaints (50%) including allegations of abuse or neglect were not upheld against any category.

In 2020 we received 34 complaints (8% of complaints received) relating to COVID-19. Of these complaints,

- 11 related to concerns the service was not meeting Ministry of Health requirements or Ministry guidance to prevent the spread of COVID-19. All but one of these were investigated. Three complaints were at least partially upheld in relation the adherence to COVID-19 guidance and the services addressed the issues to the Ministry's satisfaction.
- 11 related to fees charged during periods of Alert Level 2 to 4. As the Ministry does not regulate services' fee structure, nine of these complaints were not upheld in relation to fees<sup>8</sup>.
- Four complaints related to lack of communication by the service about re-opening or services closures after periods of lock-down. Three of these complaints were investigated and none were upheld.

<sup>6</sup> Note that in 2016, and earlier years, we did not report on the total number of services that received a complaint.

<sup>7</sup> The complaint could not be investigated, because we were unable to identify the service the complainant was referring to.

<sup>8</sup> However, some were upheld in regard to unrelated issues raised by the complainant

## Incident notifications from licensed early learning services including kōhanga reo in 2020

Licensed early learning services are required to notify specified agencies, such as WorkSafe New Zealand, New Zealand Police and Oranga Tamariki when a serious injury, illness or incident involving a child has occurred. Our licensing criteria require services to notify us of these incidents at the same time. This requirement was introduced from May 2016 for all services<sup>9</sup>. We refer to these incidents as mandatory incident notifications.

All services must have a documented process for responding to incidents and illnesses, and they must check their premises and facilities each day for potential hazards.

Many early learning services also choose to voluntarily notify us of other incidents that have occurred when children are present at the service, when they require support with a particular situation or wish to keep us informed of events that have occurred at the service. We refer to these as voluntary incident notifications.

We encourage all services to contact us should they require support or advice when managing and responding to an incident.

We assess all incident notifications received, investigate further and/or notify other agencies if necessary and act on our findings if intervention is required.

A summary of all incident notifications received in 2020 has been published alongside this report.

In 2020, we received 454 incident notifications from 371 licensed early learning services, or 8% of the sector.

As per previous reporting years, the incident notifications we received in 2020 included a mixture of voluntary and mandatory notifications. We received 261 mandatory notifications (57% of all incidents) that required notification to another agency<sup>10</sup>.

### Responding to incidents

Often incident notifications don't require any further involvement from the Ministry. In some instances, we may need to investigate an incident to determine whether the service is continuing to meet licensing requirements. In other cases it may be more appropriate for us to contribute to an investigation being led by another organisation.

Like complaints, we respond to incident notifications in a number of ways, including:

- requiring the service to provide an incident report or evidence of mitigation of any hazards,
- providing advice and support to the service on policies and practices,
- undertaking a licensing assessment visit to determine if there was non-compliance in relation to the incident which may lead to implementation of a regulatory response, and/or
- in case of traumatic events, the Ministry's Traumatic Incident team will visit and support the service.

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<sup>9</sup> HS34 of the Licensing Criteria for Centre-based Education and Care Services 2008; HS33 of the Licensing Criteria for Home-based Education and Care Services 2008. All incident notifications under this criterion must be accompanied by evidence of the notification to the specified agency.

<sup>10</sup> Note, not all incidents referred to other agencies in 2019 met the relevant agency's threshold for notification.

## Regulatory response

Further action is required when, following investigation, we determine that regulated standards have not been met by the service. A service's licence can be amended to provisional, suspended or cancelled as a result of an incident investigation.

Of all services that notified us of an incident in 2020<sup>11</sup> <sup>12</sup>:

- 12 services (3%) had their licence amended to provisional;
- no services had their licence suspended or cancelled.

## Trends and themes in incident notifications

Incident notifications can cover a range of events that may occur at an early learning service that relate to children, staff and other adults. For example, an outbreak of illness, children leaving the premises unaccompanied by an adult, accidents, concerning behaviour of children or services reacting to misconduct of their teaching staff.

The trend in increased numbers of incident notifications over the previous two years has not continued in 2020. We received a total of 454 incident notifications, down by 2% from last year. Incident notifications were received from 8% of the sector, down by 0.1% compared to 2019.

The proportion of voluntary incident notification has decreased from 53% (248 notifications) in 2019 to 43% (193 notifications) in 2020.

The number of times other agencies were involved in an incident increased by 6.1% from 326 involvements in 2019 to 346 in 2020<sup>13</sup>. This is due to increases in involvement of Health Authorities (39% increase)<sup>14</sup>, NZ Police (32% increase), Oranga Tamariki (16% increase).

Notifications to WorkSafe have decreased by 33% from 83 in 2019 to 56 in 2020. This is likely to be due to clarification of WorkSafe requirements as well as uptake by services of WorkSafe's online tool to determine whether an incident is notifiable to them<sup>15</sup>. In 2019, 72% of WorkSafe notifications met WorkSafe's criteria for notification. In 2020, this has increased to 88%.

Incident notifications where Teaching Council was involved reduced by 9% from 46 in 2019 to 42 in 2020.

We received six incident notifications related to COVID-19, five were related to confirmed or suspected cases of COVID-19 in the service's wider community and one incident notification was regarding an injury due to incorrect use of a cleaning product that was introduced in response to COVID-19.

There had been a concerning increase in children's fingers being caught in doors identified in last year's report with a total number of 18 injuries in 2019. This has decreased to nine injuries in 2020.

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<sup>11</sup> Note that this includes service that had their licence amended due to breaches that were not related to the incident but identified during the visit to investigate an incident.

<sup>12</sup> Note, one service had their licence amended following two separate incidents at the service that were investigated concurrently.

<sup>13</sup> Note, that multiple agencies can be involved in the same incident

<sup>14</sup> Health authorities includes local public health units and Ministry of Health

<sup>15</sup> If the service used the online tool and received an automated message that the incident is not notifiable, this is not reported as a notification to WorkSafe.

## Appendices: Data tables for licensed early learning services including kōhanga reo

**Table 3. Complaints received by Ministry of Education region<sup>16</sup>**

Region	Complaints received	Services with complaints received	Total services	% of total services
Tai Tokerau	11	9	223	4.0%
Auckland	132	128	1497	8.6%
Waikato	51	39	463	8.4%
Bay of Plenty / Waiariki	37	32	434	7.4%
Hawke's Bay / Tairāwhiti	11	11	306	3.6%
Taranaki / Whanganui / Manawatu	42	27	321	8.4%
Wellington	42	36	490	7.3%
Nelson / Marlborough / West Coast	4	4	158	2.5%
Canterbury / Chatham Islands	68	55	491	11.2%
Otago / Southland	11	9	278	3.2%
<b>Total</b>	<b>409</b>	<b>350</b>	<b>4661</b>	<b>7.5%</b>

<sup>16</sup> Excludes Te Aho o Te Kura Pounamu – The Correspondence School, which is nationwide.

**Table 4. Complaints upheld by Ministry of Education region<sup>17</sup>**

Region	Complaints upheld	Services with complaints upheld	Total services	% of total services
Tai Tokerau	5	4	223	1.8%
Auckland	52	57	1497	3.8%
Waikato	34	25	463	5.4%
Bay of Plenty / Waiariki	17	16	434	3.7%
Hawke's Bay / Tairāwhiti	6	6	306	2.0%
Taranaki / Whanganui / Manawatu	25	13	321	4.0%
Wellington	22	20	490	4.1%
Nelson / Marlborough / West Coast	0	0	158	0.0%
Canterbury / Chatham Islands	22	21	491	4.3%
Otago / Southland	5	5	278	1.8%
<b>Total</b>	<b>188</b>	<b>167</b>	<b>4661</b>	<b>3.6%</b>

**Table 5. Complaints received by service type**

Service Type	Complaints received	Services with complaints received	Total services	% of total services
Education and care <sup>18</sup>	353	288	2708	10.6%
Home-based	25	31	424	7.3%
Kindergarten	15	15	661	2.3%
Kōhanga reo	10	10	444	2.3%
Playcentre	4	4	404	1.0%
Hospital-based	0	0	20	0.0%
Correspondence School	0	0	1	0.0%
Unknown	2	2	n/a	n/a
<b>Total</b>	<b>409</b>	<b>350</b>	<b>4662</b>	<b>7.5%</b>

<sup>17</sup> Above.<sup>18</sup> Education and care refers to teacher-led, centre-based services, excluding kindergartens.

**Table 6. Complaints received<sup>19</sup> and upheld<sup>20</sup> by category**

Type of complaint <sup>21</sup>	Description	Received	Upheld
Abuse or neglect	Allegations of physical or emotional injuries inflicted on children, including verbal abuse, isolation of children and physical harm	36	5
Accidents	Allegations of poor accident management procedures, including insufficient reporting of accidents to parents, children injuring each other and accidental injuries suffered by children	60	28
After-school care	Allegations of services providing an out-of-school service for over-5s while simultaneously providing a licensed ECE service for under-5s	4	2
Behaviour management	Allegations of poor behaviour management strategies used by teachers	69	23
Child leaving premises	Allegations of children accidentally leaving a service due to unsecure premises or a lapse in staff supervision	5	4
Complaints procedure	Allegations of dissatisfaction with the service's complaints procedure or the response of a service to a complaint	51	11
Curriculum	Allegations of poor curriculum quality, such as using inappropriate materials or poor implementation of Te Whāriki	62	23
Employment practices	Allegations of wrongful dismissals, poor staff management and poor employment policies	50	8
Enrolments	Allegations of service enrolment policies being unclear, changed with insufficient notice or not meeting the needs of the community	22	5
Exclusions	Allegations of children or caregivers being asked to leave a service with insufficient notice or reason	10	2
Excursions	Allegations of dissatisfaction with excursion procedures, including policies, staffing, communication and hazard mitigation	7	3
Fees	Allegations of overcharging, lack of transparency surrounding fees and subsidies and lack of communication regarding fee changes	42	9

<sup>19</sup> As a complaint can relate to more than one category, the figures in this table do not represent the total number of complaints received in 2020.

<sup>20</sup> A complaint is upheld when, after investigation, it is found that regulated standards have not been met by the service or the Ministry considers improvement is required in a particular area related to the complaint.

<sup>21</sup> There are two changes to the categories compared to 2019. The category operating outside of licence has been introduced and the previous category teacher behaviour has been removed.

Type of complaint <sup>21</sup>	Description	Received	Upheld
Fraud	Allegations of services making fraudulent claims about children's attendance to the Ministry for funding purposes	15	1
Health and safety	Allegations of general problems with health and safety policies and procedures, including hazard management, food policies, child protection policies and smoking	148	65
Hygiene	Allegations of poor hygiene levels including head lice, child illness and cleaning products used	25	5
Learning support	Allegations of staff lacking the skills, experience or resources needed to appropriately respond to the learning support needs of children	18	2
Management and administration	Allegations of problems with the management and policies of a service including staff turnover, resources, relationships with, and communication from, management	89	26
Noise	Allegations regarding the levels of noise at a service. Generally received from neighbouring homes or businesses	2	0
Premises and facilities	Allegations of problems with the services premises, such as lack of space, lack of heating or unsafe playground equipment	37	18
Operating outside of licence	Allegations of a service operating outside of their licence, such as providing service for under twos on an over twos only licence, exceeding total number of children on the licence and operating without a licence	14	11
Privacy	Allegations of children's, parents' or teachers' information being shared without permission	10	4
Ratios	Allegations that there are not enough staff present for the amount of children attending the ECE service	65	24
Supervision	Allegations of insufficient supervision of children attending the service	86	27
Teacher suitability	Allegations that staff are unsuited to care for children	26	5
Transportation	Allegations of problems with a service's transport arrangements, such as insufficient seating or insufficient supervision on transportation	3	1



The table below shows the number of complaints that resulted in a licensing amendment and the number of individual services that had their licence amended as a result of a complaint.

While some services had their licence amended as a result of multiple complaints, others had their licence amended to more than one status e.g. moving from a provisional licence to a suspension or cancellation.

**Table 7. Licensing amendments from complaints**

Licence change	Number of complaints	Number of services
Provisional licence	53	33
Suspended	27	14
Cancelled	20	8
<b>Total</b>	<b>55</b>	<b>41</b>

The table below shows the number of times specified agencies were involved in complaints in 2020. Note some complaints involved more than one agency. Other agencies were involved in a total of 38 complaints.

**Table 8. Complaints referred to another agency**

Agency	Number of referrals
Oranga Tamariki	22
Teaching Council	11
NZ Police	16
WorkSafe	5
Health authorities	1
Ministry of Business Innovation and Employment	1
Privacy Commissioner	0
Fire and Emergency NZ	0
Local Council	1
<b>Total</b>	<b>57</b>

**Table 9. Incident notifications received by the Ministry of Education<sup>22</sup>**

Region	Incidents received	Services with incident notifications received	Total services	% of total services
Tai Tokerau	6	6	223	2.7%
Auckland	83	74	1497	4.9%
Waikato	37	32	463	6.9%
Bay of Plenty / Waairiki	65	52	434	12.0%
Hawkes Bay / Tairāwhiti	69	49	306	16.0%
Taranaki / Whanganui / Manawatu	42	37	321	11.5%
Wellington	45	38	490	7.8%
Nelson / Marlborough / West Coast	13	12	158	7.6%
Canterbury / Chatham Islands	80	58	491	11.8%
Otago / Southland	14	13	278	4.7%
<b>Total</b>	<b>454</b>	<b>371</b>	<b>4661</b>	<b>8.0%</b>

**Table 10. Incident notifications received by service type**

Service Type	Incidents received	Services with incident notifications received	Total services	% of total services
<b>Education and care<sup>23</sup></b>	<b>409</b>	<b>328</b>	<b>2708</b>	<b>12.1%</b>
Home-based	18	17	424	4.0%
Kindergarten	23	22	661	3.3%
Playcentre	3	3	404	0.7%
Kōhanga reo	1	1	444	0.2%
Hospital-based	0	0	20	0.0%
Correspondence School	0	0	1	0.0%
<b>Total</b>	<b>454</b>	<b>371</b>	<b>4662</b>	<b>8.0%</b>

<sup>22</sup> Excludes Te Aho o Te Kura Pounamu – The Correspondence School.

<sup>23</sup> Education and care refers to teacher-led, centre-based services, excluding kindergartens.

**Table 11. Licensing amendments from incident notifications**

Licence change	Number of incidents	Number of services
Provisional	13	12
Suspended	0	0
Cancelled	0	0
<b>Total</b>	<b>13</b>	<b>12</b>

**Table 12. Incident notifications referred to another agency**

Agency Notified	Number of referrals
Oranga Tamariki	92
Health authorities	78
NZ Police	75
WorkSafe	56
Teaching Council	42
Fire and Emergency NZ	3
<b>Total<sup>24</sup></b>	<b>346</b>

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<sup>24</sup> A single incident may result in referrals to multiple agencies.



Summary Table – 2020 Early Learning Service Complaints

The table attached summarises the complaints the Ministry of Education received about early learning services in 2020.

It includes a high-level summary of the complaints received, action undertaken by the Ministry and outcome of each complaint. 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 complaints summaries where there is an ongoing investigation by another agency into the events leading to the complaint as the information released in the complaints summary may prejudice the ongoing investigation.

**Summary of Complaint**  
This is a summary of the complainant’s concerns and alleged issues.

**Summary of Action**  
This is a summary of the actions undertaken in response to the complaint.

**Outcome of Investigation**  
We assess each complaint we receive to determine if further investigation or action is required. We work with complainants and early learning services to assess what action is required.

A complaint is upheld when, after investigation, it is found that regulated standards have not been met by the service or the Ministry considers improvement is required in a particular area related to the complaint. Complaints are upheld in part when some but not all aspects of the complaint are substantiated.

Sometimes a complaint is ‘not upheld’, but when investigated other issues are identified and appropriate actions are taken. The Ministry is obligated to follow up on all regulatory breaches identified during an investigation, as it is the responsibility of every licensed early learning service to comply with all regulated standards to obtain and maintain a licence.

**Why some complaints are not investigated**  
After an initial assessment, some complaints do not require investigation. These complaints:

- were referred to the service’s own complaints procedure,
- were referred to another agency,
- could not be investigated due to lack of information provided by the complainant or were withdrawn by the complainant and the nature of the complaint didn’t indicate a risk to participating children, or
- didn’t involve the Ministry, because the service or another agency could respond more appropriately.

Some complaints were not investigated because the complainant withdrew their concerns or did not want action to be taken. In some cases the complainant simply wanted their concerns noted, but action was not required (for example a parent who had removed their child from the service and their concerns were resolved by the early learning service).

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned their child suffered sun burn and possibly heat stroke at the service. They also alleged a teacher had an inappropriate conversation with their child. The child was removed from the service.	The Ministry investigation identified the service had a number of sun shaded areas and a sun safety policy was in place. However, the service was required to complete a review of their sun safety policy and practice as sunblock had not been applied as regularly as noted in their policy. The allegation of an inappropriate conversation was not substantiated.	upheld
The complainant had a number of concerns about the service, including the service not being aware of their child's injury when at the service, an unsatisfactory response to the incident, a lack of supervision and high staff turnover. The child no longer attends the service.	The Ministry investigation found the service did not make a mandatory notification about the incident and did not conduct an adequate investigation into the incident. The complaints procedure also did not meet requirements. Due to previously identified issues not being rectified by the service, the licence was cancelled.	upheld
The complainant alleged there was an occasion where their child had not been changed for almost five hours and had severe nappy rash. The complainant had raised the concerns with the service and was unhappy with the response they received.	The Ministry reviewed relevant policies and documentation. There had been miscommunication between teachers and the complainant about the child's nappy change. Staff in the service had been supported to review the service's procedures. These were revised to ensure it was clear that teachers are responsible for all nappy changes. The Ministry supported the service to review the complaints process to ensure actions taken are clearly recorded.	upheld
The complainant had concerns about a lack of documentation of their child's learning at the service.	The Ministry was already engaged with the service regarding these matters and supported the service by putting SELO PLD in place to improve their performance.	upheld
The complainant was concerned about staffing levels, lack of communication with parents and increased illnesses at the service.	The Ministry supported the service in a review of their supervision plan to ensure all children were actively supervised and involved in meaningful interactions. The service also reviewed their illness policy with staff and provided training to ensure this is implemented consistently. A new leadership team and teachers have improved communication with parents and cleaning schedules were now consistently completed. No further action was required.	upheld
The complainant alleged the service's transport arrived at homes up to an hour early for drop off and then the children wait in the van for parents to arrive home.	The Ministry investigation identified breaches of regulatory requirements relating to transport, enrolment and attendance records. The service was issued a provisional licence and implemented required changes with support from the Ministry. They have since returned to a full licence.	upheld
The complainant was concerned the service was not meeting the qualified teacher requirement.	The Ministry investigation found the service did not meet qualified teacher requirements. A provisional licence was issued and the service was able to return to full licence after meeting the requirements.	upheld
The complainant was concerned the water temperature in hand basins for children was not at a temperature which supported hygienic practices.	The Ministry contacted the service and the issue was rectified immediately. No further action was required.	upheld
The complainant raised a number of concerns relating to governance, accident and incident recording, COVID-19 wage subsidy, adult:child ratios requirement not being met, poor support for children with additional needs and lack of non-contact time which led to limited curriculum planning.	The Ministry undertook a full licence assessment of the service due to this and a number of other complainants. As previously identified issues were not being rectified by the service, the licence was cancelled before the investigation into the complaints was concluded.	upheld
The complainant had a number of concerns, including no accident report provided for a recent injury, a lack of supervision and hot drinks in the play space. They had raised their concerns with the service and were dissatisfied with the response.	The Ministry reviewed the service's investigation of the complaint and the related policies. As a result of the complaint the service reviewed their complaints procedure and policy, made improvements to their injury policy, mitigated the risk of hot drinks, and conducted an evaluation of their environment and hazard management. The Ministry continued to monitor the service as they embedded changes to practices.	upheld
The complainant was concerned about the service's administration of 20 Hours ECE after their children changed session times, which resulted in additional fees.	The Ministry found the service was correctly administering the 20 Hours ECE, but the information provided to families was inconsistent. The service was advised to review their 20 Hours ECE and fee schedule to improve transparency for families.	upheld
The complainant raised several concerns, including a lack of supervision, adult:child ratios and issues with the management of children's aggressive behaviour. The concerns had been discussed with the service.	The Ministry investigation found the service had breached supervision and accident reporting requirements. The aggressive behaviour had been managed to the Ministry's satisfaction. The service was issued a provisional licence. They have since returned to a full licence.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged their child suffered a dislocated elbow due to a teacher pulling their arm. The service had advised they did not witness how the child was injured but assumed they had fallen when running outside.	The Ministry investigation did not substantiate the allegation against the teacher. The service placed the teacher on non-contact during their investigation and informed Oranga Tamariki and NZ Police. The allegation was not substantiated. The Ministry supported the service to clarify and update policies and procedures for accidents, illnesses, incidents and complaints and child protection.	upheld
The complainant alleged the service exceeded the regulated maximum number of children in one home and that not all adults in that home had been police vetted.	The Ministry investigation substantiated the allegations. The service made changes to police vetting, induction and record keeping processes and reduced the number of children in the home.	upheld
The complainant had a range of concerns, including set up of the sleep room, lack of shade and storage and adult:child ratios.	The Ministry investigation, including an unannounced visit, found the service met adult:child ratios, provided sufficient sun protection outside and storage was adequate. Issues with the set-up of the sleep room were confirmed and immediately addressed.	upheld
The complainant was concerned the service used prams as sleep furniture.	The Ministry investigation confirmed prams were used. As a result of the investigation the service removed the prams and introduced appropriate strategies to help children sleep. The Ministry also identified unrelated issues that were consequently remedied by the service.	upheld
The complainant was unhappy the service could not explain their child's bruise and didn't provide an incident report. In addition, they were concerned about supervision as teachers did not know where their child was at pick up time.	The Ministry investigation found the service was in breach of a number of regulated requirements, including supervision and incident reporting. The service was issued a provisional licence and worked with the Ministry to ensure immediate and future compliance. They have since returned to a full licence.	upheld
The complainant alleged not all information about a child was shared with those who are legally entitled to that information. The service allegedly was not responsive when these concerns were raised. A further concern about the same matter was received later from the same complainant.	The Ministry investigation found the service provided information to all parents and guardians. It was agreed the related policies and procedures would be reviewed and that staff understanding of them would be strengthened. The second complaint about the same matter was also investigated with the same outcome.	upheld
The complainant was concerned about how staff had communicated concerns about a child's wellbeing and engagement in the curriculum.	The Ministry requested an incident report from the service. Some improvements to processes were identified and the service was supported to review and strengthen these.	upheld
The complainant alleged that adult:child ratios were not always met and that there were not enough resources for the children at the service.	The Ministry investigation found the service maintained adult:child ratios across the licence. However, they were required to provide a greater variety of resources appropriate to the ages and development of the children attending. The service was issued with a provisional licence for this, and unrelated breaches identified during the investigation. The Ministry provided SELO PLD to support professional development for staff. The service has since returned to a full licence.	upheld
The complainant alleged the service falsified attendance records and that full educational records for their child were not made available to them.	The Ministry contacted the service who confirmed there were concerns about their attendance records. They had initiated actions to upskill all staff on legal requirements for enrolment and attendance records. They also worked with their IT provider to resolve the issue of records being available to the complainant. The Ministry supported the service to complete these changes.	upheld
The complainant was concerned their child had been sunburnt at the service. There was no incident report completed as the service had not noticed and their response to the complainant's concerns had been unsatisfactory. The complainant also alleged the service sent their child home sick unnecessarily on multiple occasions.	The Ministry investigation found no clear evidence the child was sunburnt whilst attending the service but required the service to update their injury, illness and incident procedures and sun protection policy. The Ministry did not identify any concerning patterns in the service's requests for the child to be taken home early due to sickness.	upheld
The complainant alleged the service bullied teachers, which resulted in high staff turnover. They were also concerned about a lack of investment in curriculum resources.	The Ministry investigation found that staff turn-over had been reasonable and no breaches of regulatory requirements were identified. However, the Ministry required the service to include a clear process for staff to follow in their complaints process. SELO PLD was put in place to strengthen governance and management areas, including HR, managing complaints and budgeting.	upheld
The complainant alleged staff had been verbally abused for taking sick leave. They also alleged the premises was in disrepair and had mould growing, which had led to an accident.	The Ministry undertook a full licence assessment and found the premises and facilities did not meet regulated requirements. The concerns about treatment of staff were not substantiated. A provisional licence was issued for these and unrelated breaches. The service was provided SELO PLD support to improve and maintain practice and was able to return to a full licence.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant had concerns about supervision, lack of response to complaints, lack of communication and delay in reporting to Oranga Tamariki. These concerns related to the service's incident management of inappropriate play between children.	The Ministry investigation found the service in breach of child protection, incident management, hazard identification, parental involvement and behaviour management requirements. A provisional licence was issued to the service. The Ministry provided ongoing monitoring and support and the service has since returned to a full licence.	upheld
The complainant alleged that school-aged children were present at the service unsupervised during the school holidays.	The Ministry investigation confirmed that staff's school-age children were, at times, in the service's staff room unsupervised. The Ministry required the service to cease the practice and advised them to amend their staff's children policy accordingly.	upheld
The complainant alleged the service falsified records for the COVID-19 wage subsidy. They were also concerned about the quality of food served to children.	The Ministry investigated and found the service met regulated requirements in relation to the complaint. An audit also found no concerns. An unrelated breach identified during the investigation was quickly addressed by the service.	upheld
The complainant alleged ill-treatment of children, restricting access to toilets and bullying of staff by a teacher at the service.	The Ministry investigation found the service failed to conduct a formal investigation into the complaint. A provisional licence was issued related to this, restricting independent access to toilets and a number of breaches not related to the complaint. The service consequently conducted a full investigation to the Ministry's satisfaction, which did not substantiate the allegations of ill-treatment and bullying. The service has since returned to a full licence.	upheld
The complainant alleged there were insufficient qualified teachers at the service and that safety checking was not completed for unqualified staff.	The Ministry conducted an investigation and identified the service was in breach of safety checking requirements. The allegation of insufficient qualified teachers was not substantiated. The licence was suspended and they returned to a full licence when evidence of compliance was received. SELO PLD was provided.	upheld
The complainant was concerned their child had broken their foot at the service who did not notice the injury or explain how it happened. The child advised they had hurt themselves on the slide.	The Ministry investigation found the service had failed to assess the child sufficiently when they complained of pain shortly before pickup. No issues with the slide or supervision were identified. However, the supervision policy required an amendment to better suit the service's size. The service reviewed their accident and incident policy to improve practice.	upheld
The complainant was concerned that on several occasions there was no qualified teacher present at the end of day.	The Ministry investigation found the service was in breach of qualified teacher requirements and a provisional licence was issued. After meeting qualified teacher requirements, the service returned to a full licence.	upheld
The complainant alleged the service was falsifying records of enrolment, attendance and children's learning. They were also concerned about the curriculum and assessment provided and that health and safety checks of homes were not completed.	The Ministry visited the service and identified a range of non-compliances. The licence was suspended and subsequently cancelled when the service was unable to demonstrate compliance.	upheld
The complainant was concerned the service was not meeting the qualified teacher requirement.	The Ministry investigation found the service did not meet qualified teacher requirements. A provisional licence was issued and the service was able to return to a full licence after meeting the requirements.	upheld
The complainant alleged the service did not provide details about their child's injury when they fell off play equipment and asked for a blank incident form to be signed. The child required surgery.	The Ministry investigation identified steps to seek immediate medical assistance were not taken and there was no procedure for accidents. The play equipment did not meet safety requirements. The service was issued a provisional licence and received SELO PLD to embed quality practices, processes and procedures. WorkSafe were notified of the accident. The service has since returned to a full licence.	upheld
The complainant was concerned about a lack of accident documentation, teacher's interaction with their child and insufficient adult:child ratio on an excursion.	The service's internal review, in response to the complaint, confirmed the issues. The service reviewed their relevant policies and procedures and implemented supports for the teacher to raise their practice. The Ministry was satisfied with the service's response to the issues identified.	upheld
Complainant had multiple concerns about a service, including their child being left in wet clothing, poor teacher behaviour, toilet training and behaviour management practices.	The Ministry investigation did not substantiate allegations of leaving the child in wet clothing and found the service had reviewed and improved policies and practices on managing the child's behaviour. No further action was required.	upheld



Summary of Complaint	Summary of Action	Outcome
The complainant was concerned about a lack of supervision and unsecure premises when a child left the premises unattended. The child was returned to the service by a member of the public immediately and unharmed.	The Ministry investigation found the premises were secure, but the service had not supervised children effectively or met qualified teacher ratios at the time of the incident. The service subsequently addressed the risk by installing an extra gate with large signage for gate safety, changing their supervision plan for pick up time and reviewing relevant policies such as supervision and qualified teacher requirements to ensure compliant practice. The Ministry was satisfied with the actions taken.	upheld
The complainant was concerned that information from the service regarding 20 hours ECE and fees was unclear.	The Ministry investigation upheld the complaint and required the service to make changes to improve the clarity.	upheld
The complainant was concerned their fully bottle-fed child was given crackers at the service and alleged that clothing was cut off one of their children.	The Ministry investigation upheld both complaints. The service subsequently improved their practice and reviewed their processes regarding provision of food and drink as well as responding to parent aspirations for children.	upheld
The complainant was unhappy with the service's response to their previous complaints about their child's photo being on social media, that another child brought a camera to the service and that an injury sustained at the service was not managed properly.	The Ministry investigation confirmed the service published photos of the child without consent, but no video was taken by the child with the camera. The service was found to have responded appropriately to the child's injury. The service updated their privacy policy and included privacy training induction for staff. They also updated their complaints policy and procedures to clarify the process for parents. No further action was required.	upheld
The complainant was concerned with the service's management of their child's injury, which required surgery.	The service had mitigated fall risks by use of an impact absorbent mat and notified WorkSafe of the injury. As a result of the Ministry investigation into the service's incident records and procedures the service was required to improve their accident reporting practice.	upheld
The complainant alleged a teacher inappropriately immobilised their child. They were also concerned about the transition process into the service.	The Ministry investigation substantiated the allegation and found the service had not stood down the teacher during their internal investigation. Staff at the service received professional development regarding restraint and the service improved their processes and practices around enrolment and transitioning into the service.	upheld
The complainant had a number of concerns, including accidents and incidents not being reported, a lack of supervision and an unsatisfactory response from the service when concerns were raised.	The Ministry investigation found the service had conducted an accident analysis and made improvements to their reporting of accidents to parents. The Ministry did not identify issues with supervision. No further action was required.	upheld
The complainant was concerned children had repeatedly been hurt by other children, their communication plan was not met by the service and incidents may not be reported accurately to parents.	The service acknowledged shortcomings in meeting the communications plan. The Ministry investigation found the service met incident reporting requirements. The service received support, including SELO PLD, to improve implementation of positive guidance curriculum.	upheld
The complainant was concerned about the adult:child ratios in specific rooms of the service. When raised with the service, the service stated that ratios are applied centre wide.	The Ministry investigation, which included an unannounced visit, found the service had breached adult:child ratios requirements. A condition limiting the number of children in each defined space was added to the service's licence.	upheld
The complainant was concerned about adult:child ratios, staff on site not having sufficient qualifications, that the emergency exit gate was blocked, gaps in the fence and accident forms not completed.	The Ministry investigation found the fence met requirements but need to be added to the daily hazard checks. Accident records were found to be compliant. The Ministry required the service to remove objects blocking the emergency gate and to display staff qualifications.	upheld
The complainant was concerned the service had not notified Oranga Tamariki of an incident of sexualised play between children and that they had not been given a report on the day of the incident.	The Ministry investigation identified a number of breaches related to behaviour management and incident reporting. The service was issued a provisional licence. The Ministry provided ongoing monitoring and support and the service has since returned to a full licence.	upheld
The complainant was unhappy the service had not informed them of an injury their child had sustained at the service, which required hospitalisation overnight. They also alleged the child previously broke their arm and this had not been picked up by the service.	The complainant notified Oranga Tamariki and the Ministry made a notification to NZ Police. No notification to WorkSafe was made. The Ministry investigation found the service had not identified the injury and had, therefore, not been able to report this to the complainant. The service met adult:child ratios and supervision requirements but reviewed their hazard and accident management processes and provided further training on accidents and incidents to staff. No further action was required.	upheld
The complainant was dissatisfied with administrative issues related to the service not charging fees during COVID-19 lockdown. The complainant felt the service's communication was disrespectful.	The Ministry required the service to review their complaints policy to ensure they work more collaboratively with parents. The service completed an emergent evaluation. The fees were fully reimbursed to the complainant.	upheld



Summary of Complaint	Summary of Action	Outcome
The complainant alleged the service altered records to maximise funding. This included allegations of altering attendance records and falsifying staff records to cover up breaches of adult:child ratios.	The Ministry investigation included an unannounced visit and review of records held at the service. Breaches of adult:child ratios were found and the service was able to demonstrate this had been addressed to the Ministry's satisfaction. An audit confirmed the service was not compliant with funding rules and an over-claim was recovered by the Ministry.	upheld
The complainant was unhappy with the service's supervision, accident management and complaints procedure. This followed an incident where staff were unaware of how a child received a scratch on their face. The complainant was not happy with the service's response to the complaint about this and their delay in response.	The Ministry investigation found the service met regulated requirements for supervision and accident management. The service acknowledged there was a delay in reporting back to the complainant regarding their concerns. An amendment was made to their processes to ensure cover for staff absences. No further action was required.	upheld
The complainant was concerned the service had excluded their child due to behavioural concerns. The complainant had not been advised of these or been consulted when determining teaching strategies.	The Ministry investigation identified issues with record keeping, communication with parents and involving parents in decision making. The service had not sought advice from Learning Support prior to excluding the child. The Ministry supported the service to review and revise documentation. SELO PLD was provided to strengthen teacher practice regarding social and emotional competence.	upheld
The complainant was concerned about the number of head injuries a child had sustained. A supervision plan had been agreed between the complainant and the service, yet injuries still occurred.	The Ministry investigation found the service did not review the accident well, their daily hazard check did not meet requirements and there was equipment unsuitable for the age of the children. The service reviewed these areas, improved practices and renovated the outdoor area.	upheld
The complainant alleged the service had insufficient adult:child ratios, staff records were not kept correctly and staff were paid late.	The Ministry investigation found the service in breach of minimum qualified staff requirements. The maximum number of children the service was licensed for was reduced to ensure this requirement was met.	upheld
The complainant was concerned with the service's response to bullying behaviour of children and lack of response to concerns.	As a result of both the Ministry and the service's own investigation, the behaviour management policy and procedures and the complaints process were improved.	upheld
The complainant was concerned about safety of play equipment and supervision at the service. This followed an incident where two children were allegedly hurt outside when there was no teacher supervising. The complainant had complained to the service, but this had not been addressed to their satisfaction.	The service removed the equipment and revised their hazard checking process and supervision plan with support from the Ministry. No further action was required.	upheld
Complainant was concerned about record keeping, school children attending during school holidays and unenrolled children attending.	The Ministry investigation confirmed that children enrolled in school had attended during holidays and there were irregularities with records and enrolments. The service confirmed school aged children will no longer attend. An audit found no anomalies.	upheld
Complainant was concerned with the service's management of their child's toilet training, communication and behaviour management.	The Ministry's investigation found no concerns related to health and safety, but the service did not meet behaviour management standards. The service was able to address the breaches to the Ministry's satisfaction.	upheld
The complainant was concerned about children hurting other children, inadequate supervision, lack of, and condition of, resources for children and insufficient communication with parents regarding their children and the service's operation.	The Ministry investigation found the service did not provide evidence of planning curriculum for social competence and the condition of resources was poor. The service addressed the identified breaches to the Ministry's satisfaction.	upheld
The complainant was concerned about water pooling in the under two outside area after heavy rain.	The Ministry investigation found the service was appropriately mitigating the potential hazard while working on a more permanent solution.	upheld
The complainant alleged the service excluded their child with additional learning needs when they turned five years old and that teachers had not sufficiently engaged the child in activities.	The Ministry investigation found that, while it was evident the child had been included in the programme and was an active participant in the group, the service needed to strengthen their teaching practice for children with additional learning needs. SELO PLD was provided for that purpose. The allegation of exclusion was found to be a result of miscommunication between learning support and teachers.	upheld
The complainant was concerned about a lack of safety precautions, potentially unsafe toys and accidents involving children. These issues had been raised with the service.	The Ministry investigation found the service did not meet accident reporting requirements and recommended a review of the toys in question. The service strengthened their supervision plan, chose to remove the toys and took additional safety precautions for the complainant's children. No further action was required.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned about the service's management of a child's concerning behaviour and the lack of response from the service when concerns were raised.	The Ministry investigation found the service had not followed their behaviour guidance procedures. Learning Support was put in place for the child and the service worked with the complainant to ensure the wellbeing of their child. The service reviewed their child protection, communication, involvement and complaints and positive guidance policies. No further action was required.	upheld
The complainant was concerned there had been occasions during COVID-19 Alert Level 3 when no first aider had been present at the service. The complainant also indicated that no plan had been developed to support reopening under Alert Level 3.	The Ministry clarified requirements with the service who acknowledged that, due to a misunderstanding there had been at least one occasion where no first aider was on site. The service provided documentation of their plan for reopening under Alert Level 3.	upheld
The complainant was concerned about the service's fee structure, especially regarding 20 Hours ECE and charging for public holidays.	The Ministry investigation led to the service reviewing fee structures and improving parent information. The Ministry provided advice on enrolment agreement forms and compliance with funding rules. No further action was required.	upheld
The complainant was unhappy with how the service had managed an accident where their child had hit their head. They were also concerned that nappy rash cream had not been applied, that a teacher left the service at short notice and the outdoor equipment may not be safe.	The Ministry investigation found the service had not followed appropriate processes to make the decision not to call an ambulance following the child's accident. No breaches were identified in relation to the remaining concerns. The service was issued a provisional licence for accident management and other unrelated breaches. They have since been able to return to a full licence.	upheld
The complainant was concerned about the service's management of their child's accident at the service.	The Ministry investigation found a breach of accident recording requirements as well as several breaches not related to the complaint. As a result, the service was issued with a provisional licence. SELO PLD was provided to support the service and they were able to return to a full licence.	upheld
The complainant was concerned the service didn't record and report an injury to their child. They also alleged a staff member responded aggressively when they raised the issue with the service.	The Ministry conducted a full licensing review and found a significant number of breaches, including accident recording and a lack of policies and processes to investigate the conduct of staff. The service was issued a provisional licence and received SELO PLD support. The staff member resigned from the service and the child no longer attends the service. The service has returned to a full licence.	upheld
Complainant alleged that a homebased service was operating homes outside of the region they were licenced for.	Based on the limited information that the complainant was able to provide the Ministry identified three service providers. The Ministry ensured that all homes outside of the licenced region were removed from the licences. A subsequent assessment of the services identified a number of non-compliances leading to a total of eight licences being suspended across the three service providers. Three licences were consequently cancelled and five have been able to reopen under provisional licences.	upheld
The complainant was concerned they had not been advised that a relief teacher worked at the service and were unhappy that the teacher played tickling games with their child. They were also concerned about an incident where their child had been drawn on with a marker on their underwear and legs.	The Ministry investigation found the service's supervision was insufficient as they had not witnessed the incident of the child being drawn on. The investigation also found communication to parents about teaching staff on roster was insufficient. The service rectified both issues to the Ministry's satisfaction.	upheld
The complainant was concerned with a lack of notice for a fee increase, which led to them receiving a large, unexpected invoice.	The Ministry contacted the service who acknowledged there was no notice of a fee increase provided. The service was able to resolve the issue with the complainant. No further action required.	upheld
The complainant was concerned with the number of biting incidents and lack of appropriate teaching strategies at the service. They had raised the concerns with the service and were unhappy with their response.	The Ministry investigation found the service did not manage children's behaviour or support their social competency adequately. The service was supported by Learning Support to make improvements. The complainant withdrew their child from the service.	upheld
The complainant had a number of concerns, regarding adult:child ratios not being met, mixing of under twos and over twos, a lack of food for children, a lack of new resources for children and lack of communication and information to teachers from management.	The Ministry investigation found adult:child ratios were not always met, there were a lack of resources and curriculum planning and food provision did not meet children's needs leading to behavioural issues. The service was issued a provisional licence and was supported by the Ministry to address the non-compliances. The service has since returned to a full licence.	upheld
The complainant had concerns about their child being repeatedly hurt by another child.	The Ministry investigation found the service had made a referral for Learning Support for the child hurting the other and this had been put in place. The service also implemented behaviour management strategies and sought PLD support.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant had a number of concerns, including the standard of care, unexplained injuries, supervision and cleanliness at the service. They alleged their child was verbally abused at the service based on their observation of the child's behaviour.	The Ministry investigation found the service had breached adult:child ratio requirements during meal preparation, the food was not of good nutritional value and children were not always supervised while eating. These issues were immediately rectified by the service and they also provided mentoring and ongoing support to staff. The allegation of verbal abuse was not substantiated.	upheld
The complainant was unhappy their child suffered a broken elbow when they fell from a climbing box and that they had not been notified of the incident.	The Ministry investigation found the service did not seek immediate medical assistance following the accident and did not communicate sufficiently with the parents. The Ministry supported the service to improve accident management practice.	upheld
The complainant alleged they witnessed ill-treatment of children at the service by a teacher. They also had concerns about the service's nappy changing procedure and were unhappy with the service's response to their complaints.	The service stood down the teacher during their investigation. The allegation of ill-treatment was substantiated. A mandatory report to the Teaching Council was made and the teacher resigned. The Ministry found the service had not followed their nappy changing policies and procedures. These were reviewed by the service to strengthen practice. The complaint procedures met regulated requirements.	upheld
The complainant alleged a teacher rough handled a child.	The Ministry investigation found the service had failed to identify the incident as ill-treatment of a child and required the service to make a notification to the Teaching Council. The service was able to address these, and other breaches identified during the investigation, to the Ministry's satisfaction.	upheld
The complainant alleged the service did not protect children effectively from the sun and that bi-cultural practices were not reflected, respected or encouraged in the service.	The Ministry investigation found the service's sun protection measures and bicultural practice met regulated requirements. However, the Ministry recommended the service provide more areas of shade, practice their sun smart policy and continue to build on their culturally responsive practices.	upheld
The complainant was concerned that an injury to a child at the service was not noticed by staff and no incident report was provided. They were also concerned with behaviour management with a number of child hurts child incidents. They were dissatisfied with the response from the service to their concerns.	The Ministry required the service to revise their complaints procedure and procedures for notification of serious incidents and accidents. This was implemented to the Ministry's satisfaction. The service received SELO PLD to support positive guidance.	upheld
The complainant was concerned that two staff members were smoking while on an excursion and responsible for children.	The Ministry contacted the service who undertook an investigation and took disciplinary action against the staff members. The service also reviewed their related policies.	upheld
The complainant was concerned with how the service managed an injury to their child's finger, which required hospitalisation. In particular, they were concerned no ambulance was called, the accident report lacked detail and the risk of the cupboard doors causing the injury was not mitigated.	The Ministry conducted an unannounced visit and reviewed policies and procedures. The investigation found the service had not followed its hazard procedures, did not seek immediate medical assistance, did not report the accident to WorkSafe and that the accident record was incomplete. A provisional licence was issued and SELO PLD was provided to the service. The full licence was returned when all breaches had been resolved.	upheld
The complainant was concerned parents were no longer able to enter the service to pick up their children and that the service had made changes to processes without consulting parents.	The service clarified parents were still able to enter the service and provided evidence of communication with families. The Ministry required the service to review how parental input is gathered, recorded and informs change. The service was also required to revise their complaints procedure to cover complaints about service management and team leaders.	upheld
The complainant was concerned teachers at the service did not effectively manage the behaviour of a child who was aggressive towards other children. They also alleged that incidents are not recorded appropriately. The service did not address the concerns to the complainant's satisfaction.	The Ministry investigation found the service's complaints and accident and injury policies did not meet requirements. The service was also required to conduct a self-review of their positive behaviour and social competence policy. The service addressed the breaches to the Ministry's satisfaction.	upheld
The complainant alleged that a teacher at the service had provide drugs to another adult outside of the service. They were unhappy with the service's management of the allegation.	The Ministry investigation found the service had followed appropriate procedures when investigating the allegation. The teacher's actions were found to be serious misconduct and the service notified NZ Police and the Teaching Council. They also sought advice from an employment lawyer to strengthen employment contracts. No further action was required.	upheld
The complainant was concerned about the clarity of the service's updated fee schedule, particularly in regard to 20 hours ECE.	The Ministry reviewed the service's fee information and required the service to make changes to improve clarity of information provided to parents.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant outlined concerns relating to the service's governance, management and administration. This included lack of leadership, no staff appraisals or support for teacher registration and high staff turnover. They were also concerned about the daily rostering, under twos being present in the over twos space and inappropriate sleep provision.	The Ministry investigation did not substantiate the concerns about adult:child ratios or staffing issues. Issues with the set-up of the sleep space were addressed immediately. The service was supported to address issues with their safety checking and to strengthen their appraisal procedure. No further action was required.	upheld
The complainant raised concerns that school-aged children were present at the service during the school holidays. They also had privacy concerns relating to pictures of children.	The Ministry investigation found school-aged children were attending for short periods of time and the service was required to cease this. The service's privacy policies and processes were found to be compliant.	upheld
The complainant was concerned with the service's enrolment processes when parenting agreements are in place.	The Ministry investigated the service's enrolment procedures and found they did not meet the funding rules. The service was issued a provisional licence due to these and a number of unrelated breaches and has since been returned to a full licence.	upheld
The complainant alleged the service had not taken care of their child's injury hygienically and provided inadequate care for the child when they became unwell at the service.	The Ministry investigation found the service had failed to seek immediate medical attention when the child became sick. The service was already on a provisional licence due to breaches of accident and injury management requirements. The service was able to improve processes and practice and has since returned to a full licence.	upheld
The complainant was concerned that supervision had been insufficient when their child suffered burns on their hands while using a glue gun at the service.	The Ministry required the service to review the incident and their processes around use of glue guns and provision of first aid for burns. The Ministry was satisfied appropriate precautions were put in place by the service.	upheld
The complainant alleged a teacher's under two-year-old attended the service though the service was not licenced for under-twos. They also alleged a staff member yelled at a child and that staff qualifications displayed at the service included a teacher who had left.	The Ministry investigation found the service had breached its licence by allowing an under-two to attend, that incorrect information was displayed for parents and staff did not always provide positive behaviour strategies. The service was placed on a provisional licence with a short compliance timeframe for these and a number of unrelated breaches. They have since been able to return to a full licence.	upheld
The complainant alleged inappropriate toilet training strategies were used. They also raised concerns about hygiene of sleep surfaces.	The Ministry investigation found inappropriate nappy changing practices were used and hygiene of sleep surfaces needed to be improved. Oranga Tamariki were notified by the Ministry. These, and additional breaches not related to the complaint, led to the service being issued a provisional licence. They have since been able to return to a full licence.	upheld
The complainant was unhappy with the lack of information the service shared about an incident involving their child. The service cited privacy concerns as the reason for not disclosing details of the incident.	The Ministry investigation into the complaint and incident led to the service being issued a provisional licence for a number of breaches not related to the complaint. Regarding the complaint, the Ministry required the service to ensure incident reports and information relating to their child are made available to parents. The service has since returned to a full licence.	upheld
The complainant alleged the service altered records to maximise funding. This included allegations of altering attendance records and falsifying staff records to cover breaches of adult:child ratios.	The Ministry investigation included an unannounced visit and review of records held at the service. Breaches of adult:child ratios were found and the service was able to demonstrate this had been addressed to the Ministry's satisfaction. An audit confirmed the service was not compliant with funding rules and an over-claim was recovered by the Ministry.	upheld
The complainant was concerned that while the service had notified parents no fees would be charged during COVID-19 lockdown, they had not refunded an automatic payment for this period.	The Ministry contacted the service and agreement was reached that the over-payment would be refunded. The complainant notified the Ministry that this had been actioned.	upheld
The complainant was concerned about teachers' lack of knowledge of te reo Māori, adult:child ratios and having no sun sail.	The Ministry investigation found the service complied with adult:child ratios. The service installed shade sails in response to the complaint and acknowledged a capability gap regarding bicultural practice. The service sourced PLD to address this.	upheld
The complainant alleged a child's enrolment was terminated when they reduced the enrolled hours and the service was unprofessional when providing the letter of termination. They also alleged they were charged a fee for 20 hours ECE they attested to.	The Ministry investigation found the termination of enrolment was in line with the service's policies but confirmed breaches related to parent's access to information and 20 Hours ECE funding rules. The Ministry required the service to make changes to ensure all families receive their full entitlement.	upheld



Summary of Complaint	Summary of Action	Outcome
The complainant was concerned the service required parents to provide lunch boxes during COVID-19 Alert Level 2 due to the Ministry's requirements and would not reimburse fees for food provision in full.	The Ministry clarified COVID-19 Alert Level 2 guidance with the service. The service corrected their communication to parents regarding the introduction of lunchboxes and reimbursed the fees for food provision in full.	upheld
The complainant alleged there was often no qualified teacher present at the beginning and end of days.	The Ministry investigation found the service was in breach of qualified teacher requirements. A provisional licence was issued and returned to a full licence after the service met requirements.	upheld
The complainant alleged workplace bullying and poor employment practices as well as a lack of mentoring.	The Ministry investigation found the service had since implemented satisfactory processes after a period of change. The complainant was referred to the Teaching Council regarding concerns about teacher mentoring.	upheld
The complainant was concerned their child returned from the service with an unexplained injury. They were unhappy with the response from the service when they raised their concern.	The Ministry investigation found the injury had likely occurred during a lapse of supervision at the service. The Ministry provided support and advice to the service to strengthen practice and processes.	upheld
The complainant was concerned their child received unexplained injuries at the service. They alleged the service did not record incidents and was also concerned with the lack of communication following the injury.	The Ministry investigation identified concerns relating to supervision practice. The service provided evidence these concerns were immediately resolved.	upheld
The complainant was concerned their child's image was used on the service's website without parental consent.	The Ministry investigated and, as a result, the service revised their privacy policy to protect the choice of parents not to have children's photos published.	upheld
The complainant had a number of concerns about the service, including that management were unresponsive to parent complaints, adult:child ratios, sleep and accident procedures, a lack of teacher engagement with parents and a lack of curriculum and learning stories for children.	The Ministry investigation found the service met complaints procedure, adult:child ratios, accident management and sleep procedure requirements. However, the service took measures to strengthen these areas. The Ministry upheld the complaint regarding curriculum, assessment and engaging with parents. The service took steps to immediately improve curriculum and parent engagement and the Ministry continued to monitor their progress.	upheld
The complainant alleged a home-based service was working with an educator who had previously been removed by another provider. They alleged that not all adults in the home had been police vetted and it was unsafe for children.	The Ministry investigation substantiated the allegations. The educator was removed from the network and the service revised their procedures and updated staff to ensure future compliance.	upheld
Complainant was concerned that a child was able to leave the service unattended by an adult.	As a result of the Ministry investigation, the service improved their supervision plan, ensured reception was always attended and installed gates in all rooms. The Ministry was satisfied with the mitigations and no further action was required.	upheld
The complainant alleged the service had forged teacher and parent signatures in their accident and illness register.	The Ministry conducted an unannounced visit and found accident and illness records were sometimes signed by persons other than children's parents or guardians. As a result of the investigation into this and other complaints, the service's licence was reclassified as provisional. The service received SELO PLD support and was able to return to a full licence.	upheld
The complainant was concerned with the service's hygiene practices due to how staff supported a child's toileting needs. The child no longer attends the service.	The Ministry investigation did not substantiate the complaint. The Ministry recommended the service review their nappy changing policy and undertake an emergent evaluation on how they manage requests from parents, including reporting back to parents on progress on agreed actions.	upheld
The complainant was unhappy with the response from the service about how a cake made with alcohol was served to children and how they will ensure this will not happen again.	The Ministry investigated and was satisfied the service reviewed their healthy food and food preparation policies to mitigate this risk. No further action was required.	upheld
The complainant was unhappy with the service's response to their complaints, especially a recent concern regarding fees.	The Ministry investigation found the service did not provide a formal written response to the complaint. The service rectified this immediately. No further action was required.	upheld
The complainant had a number of concerns related to health and safety and hygiene at the service. They alleged the physical environment was unclean and unhygienic, the outdoor area was untidy and there were no chairs or resources available. They were also concerned there was only one qualified teacher.	The Ministry investigation found the service had insufficient qualified staff for the licence numbers and reduced the licence numbers and hours of operation. The Ministry upheld the complaint that the physical environment was untidy and noted incorrect daily hazard checks. These issues were quickly mitigated by the service. No issue with resources were identified.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged the service did not meet the minimum requirements of qualified teachers and was relying on first year teachers and relievers.	The Ministry investigation confirmed that the service did not have the minimum ratio of qualified teaching staff. An audit confirmed that unqualified staff had been counted as qualified for funding purposes. The service was issued a provisional licence and has since been able to return to a full licence.	upheld
The complainant was concerned that their child was excluded from the service for three days due to challenging behaviour. The complainant does not agree the child's behaviour was challenging.	The Ministry investigation found the service met regulatory requirements. As a result of the investigation, Learning Support provided support to the child, parent and teaching team to develop strategies to support the child's social competence. A teacher aide was provided for a limited time to release a teacher to work directly with the child.	upheld
The complainant alleged the service recorded teachers and children no longer at the service for their funding claim. They also alleged a lack of mentoring for new teachers and that sleep policies had not been agreed with parents.	The Ministry investigation found the sleep policies had been developed in consultation with parents but upheld the complaint relating to claiming children's attendance and identified a lack of teacher appraisal. This were addressed by the service to the Ministry's satisfaction. A funding audit confirmed an overclaim for the period, which was recovered.	upheld
The complainant was concerned with the premises and facilities and supervision at the service because a child left the premises unattended and on another occasion was separated from the group on an excursion.	The Ministry investigation confirmed there were sufficient adult:child ratios and supervision in place at the service and on the excursion. The latter also had an extensive risk management plan. The service made improvements to the premises to prevent children from leaving unattended.	upheld
Complainant was concerned with the safety of children around pools at the service.	The service provider investigated the home in question. Safety concerns were found and immediately mitigated to the Ministry's satisfaction. The service provider also strengthened their processes and practices.	upheld
The complainant was concerned that a beehive on the service's property constituted an uncontrolled risk. They were unable to resolve their concerns with the service due to the service allegedly not engaging with them.	The Ministry investigation confirmed the beehive could not be accessed by children. The Ministry required the service to review related risks and ensure parents are aware of these at enrolment. The service was also required to confirm with health authorities they are satisfied with the actions taken by the service.	upheld
The complainant alleged the service falsified records of children's attendance and the staff hour count.	The Ministry investigation found the service had not applied funding rules correctly. This was rectified by the service with support from the Ministry.	upheld
The complainant was unhappy their child had been given a known allergen by the service on multiple occasions. The child required medical care to manage their allergic reactions. The complainant was dissatisfied with the service's response to their complaint.	The Ministry investigation identified gaps in the service's procedures related to incident reporting, management of child health needs, food provision and complaints management. The Ministry supported the service to review and revise all procedures to meet regulatory standards.	upheld
The complainant alleged the service did not follow Ministry of Health requirements and the Ministry's guidance for operating under COVID-19 Alert Level 3.	The Ministry investigation found the service's processes and practices compliant and reminded the service to ensure these are followed in practise throughout Alert Level 3.	upheld
The complainant was concerned their child had a bump on their forehead that could not be explained by the service. They also alleged that first aid was not administered and that no incident form was provided.	The Ministry investigation found that the layout and design of the premises did not support effective supervision, which may have contributed to the injury not being witnessed by teachers. The service made changes to the set-up of the outdoor area and improved their supervision plan. No further action was required.	upheld
The complainant had a number of concerns, including high staff turnover, inexperienced teaching staff, unsuitable food, and attendance sheets that potentially breached privacy.	The Ministry investigation found the service was actively managing high staff turnover and the food provided was suitable. The Ministry was satisfied with the changes the service made to their attendance sheets. They also addressed a number of unrelated breaches to the Ministry's satisfaction. The service received SELO PLD to build their teacher's professional practice and licence numbers were reduced to match current staff levels.	upheld
The complainant alleged there were no qualified teachers present at the service.	The Ministry investigation found an insufficient number of qualified teachers were employed. The service remedied this within two days. During the Ministry visit other concerns were identified, which resulted in a provisional licence. The service has since returned to a full licence.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was dissatisfied with the investigation into an incident involving their child. They were also concerned about inadequate adult:child ratios, the layout of the service not supporting effective supervision, the service not following their policies and lacking knowledge about the Privacy Act. The complainant alleged their child's enrolment had been cancelled due to their complaint.	As a result of the Ministry's investigation the service was required to review and update their incident management practices. There were no non-compliances found relating to all other aspects of the complaint.	upheld
The complainant was concerned the service did not notice and provide documentation about an injury around their child's genitalia. A second concern about failure to apply medication was also raised. The complainant notified Oranga Tamariki.	The Oranga Tamariki investigation concluded that the injury was accidental. The Ministry assessed the service's response to the situation and provided guidance to strengthen their policy and practice related to incident reporting, parent communication and medication administration. SELO PLD was initiated to support the leadership capability of the service's management.	upheld
The complainant alleged their child had been dropped off at the neighbour's home by the service and their teenage sibling was allowed to pick up the child on one occasion.	The Ministry investigation found the child was not dropped off at the neighbour's home and the complainant had asked for the teenage sibling to be allowed to pick up the child. The service strengthened their processes and practice around late pick-ups and authority to pick children up to the Ministry's satisfaction.	upheld
The complainant was unhappy with the service's evacuation processes after a child was able to return to the building during an evacuation.	The Ministry investigation confirmed that a child had re-entered the service during the evacuation but was found and taken outside by a teacher. The child had been in no danger. The service made improvements to their emergency procedures based on the learning from the incident. No further action was required.	upheld
The complainant raised several concerns, including poor curriculum, a lack of resources which caused behaviour issues as well as safety issues with the premises and adult:child ratios not being met. The complainant alleged children were being yelled at, physical restraint was used and food was withheld from children.	The Ministry investigation into this and a similar complaint found numerous breaches, including regarding accident recording, behaviour management and employment practice. The service was issued a provisional licence and the Ministry supported a new team at the service to meet regulatory requirements. The service has since returned to a full licence.	upheld
The complainant alleged food had been withheld from their child as a behaviour management strategy and that they had been left in wet pants for a long period of time while in time out.	The Ministry investigation did not confirm food was withheld but found the child had been left in wet pants for a substantive period. Non-compliances were identified and the service rectified these to the Ministry's satisfaction. The service received SELO PLD to strengthen positive guidance practices.	upheld
The complainant alleged adult:child ratios were not met, staff were not given adequate breaks and non-contact time, and that children had left the group on an excursion.	The Ministry investigation found the service had failed to adequately identify risks on the excursion and staff had not followed the service's behaviour guidance strategies. The service had already implemented changes to address this. No breaches of regulated requirements were found relating the other aspects of the complaint.	upheld
The complainant had concerns about a child's frequent accidents, a lack of information in their portfolio, no water offered to the child, and a lack of information about food, sleep and nappy changes.	The Ministry investigation found no concerning trends with accidents and information provided to parents met requirements. The service acknowledged the child's portfolio was unsatisfactory but other portfolios checked by the Ministry met requirements.	upheld
The complainant was concerned that a child had left the service unattended, was found by NZ Police and the service only noticed the child missing when a teacher saw them outside with NZ Police.	The Ministry investigation found the service had not followed their relevant processes, did not meet qualified teacher requirements and the fence had gaps. The service's licence was suspended while immediate concerns were addressed. SELO PLD was provided to support the service. The service was then issued a provisional licence while rectifying remaining breaches and have since returned to a full licence.	upheld
The complainant had a number of concerns about supervision, and behaviour management as their child had left the premises unattended. They were also concerned with the service's lack of communication with them as a separated parent.	The Ministry investigation found no breaches of regulatory requirements. However, the child had left the premises unattended. The service worked with Learning Support to update the child's safety plan to mitigate the risk.	upheld
The complainant was concerned about measures the service had taken in response to COVID-19.	The Ministry investigation found the measures were not in line with Ministry of Health requirements and the service had not consulted parents appropriately. The service made changes to their processes and resolved the issues with the complainant. No further action was required.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged ill treatment of children by teachers, lack of supervision and inappropriate sharing of staffing information.	The Ministry required the service to investigate the complaint and issued a provisional licence while the investigation was undertaken. The service stood down the affected teachers during their investigation and notified NZ Police, Oranga Tamariki and the Teaching Council. The allegations of ill-treatment were not substantiated. The supervision and privacy aspects of the complaint were substantiated, and this was addressed by the service to the Ministry's satisfaction.	upheld
The complainant alleged a child had access to cleaning products at the service. They also raised a large number of other concerns ranging from health and safety to curriculum and employment practices and school-aged children attending the service.	The Ministry investigation found a large number of breaches, including access to cleaning products and many others relating to the complaint. The service was issued a provisional licence. This was consequently cancelled when they were unable to demonstrate compliance.	upheld
The complainant alleged their child was escorted to the neighbouring ECE premise by the family member of another child rather than a teacher.	The Ministry investigation substantiated the complaint as the service did not ensure children only left the premises with an authorised person. The service strengthened policies and processes for movement of children between the two premises.	upheld
The complainant alleged the curriculum provision at the service did not meet requirements.	The Ministry investigation confirmed curriculum requirements relating to cultural responsiveness were not met and identified unrelated breaches. The service decided to close and the licence was cancelled.	upheld
The complainant had numerous concerns including lack of safety checking of staff, the service not meeting adult:child ratios, lack of resources for children, insufficient cleaning and hazards not being addressed.	The Ministry investigation found the service provided insufficient quantity and variety of resources, hazards were not identified appropriately, premises were not clean and well maintained and equipment was not kept in good condition. As a result of these, and unrelated breaches, the service was issued a provisional licence then supported and monitored by the Ministry. They have since returned to a full licence.	upheld
The complainant had concerns regarding a lack of quality indoor and outdoor equipment with no planning or budget for new equipment as well as issues with windows and leaking gutters.	The Ministry investigation found there was sufficient indoor and outdoor equipment available, but the premises required repairs and hazard checks were not completed. A provisional licence was issued for these breaches and others not related to the complaint. The Ministry continues to monitor and work with the service.	upheld
The complainant was concerned the service did not use the car seat the complainant provided for their child for an excursion and instead allegedly used a smaller seat that was not safe for the child.	The Ministry investigation upheld the complaint and required the service to improve their excursion policy, including risk management and worked with the service to ensure excursion procedures are in line with their policy. The service took prompt action to make the required changes.	upheld
The complainant was concerned with the service's hygiene practices as their child was in a soiled state at pick up. They were also unhappy with lack of support from teachers while the child was being assessed for autism.	The Ministry investigation found the child had not been changed as required and the service did not demonstrate open communication or support for the parent's decisions. The Ministry required the service to undertake a review of their policies and practices regarding curriculum and parents' aspirations.	upheld
The complainant was concerned they had not been advised of an accident where their child broke their arm.	The Ministry investigation found the accident had not been witnessed and there was no indication of injury while the child was at the service. The service reviewed their supervision plan for higher risk areas with input from parents. No further action was required.	upheld
The complainant was unhappy their child had been excluded from an event at the service and with the service's management of that incident as well as an alleged lack of support for their child.	The service acknowledged that exclusion from the event had occurred and apologised to the complainant. The Ministry was satisfied the service implemented processes to prevent this from re-occurring and that sufficient support was provided to children with additional learning needs.	upheld
The complainant was concerned children were not being adequately supervised at the service. They gave examples where a child's hair was cut and marks were found on a child's neck, but no incident reports had been provided.	The Ministry investigation found incident reports were not completed for all events. The service reviewed their policy and processes with staff and supported staff to ensure compliance.	upheld
The complainant was concerned that a child was left unattended in the outside area for about 15 minutes.	The Ministry investigation upheld the complaint and found the layout of the outside area did not support effective supervision. The service subsequently mitigated the risks by installing a concave mirror and reviewing their supervision plan and policy. No further action was required.	upheld
The complainant was concerned about the administration of medicines and falsification of medication records the service. The concern had been raised with the service and the complainant was unhappy with their response.	The Ministry investigation found a breach of the requirements around medication records. The service provided evidence that the concern was addressed with staff and records were now kept correctly.	upheld



Summary of Complaint	Summary of Action	Outcome
The complainant alleged the service did not advise them of an accident their child had at the service and that children were being left in wet nappies. They were also concerned about supervision.	The Ministry investigation found the service's accident policy and nappy changing procedure to be compliant but required the service to improve their induction process to ensure practice reflects their policies. No non-compliance relating to supervision was identified.	upheld
The complainant alleged the service had not noticed their child was unwell despite being advised of the child's medical condition, which required additional vigilance. They were not happy with the service response when they raised their concern.	The Ministry investigation found the service had not followed their illness procedure. The service resolved the concerns with the complainant and trained staff and a health plan was developed for the child.	upheld
The complainant had a number of concerns, including a broken gate, room heating, health and safety, supervision and person responsible requirements.	The Ministry undertook an unannounced visit to the service which confirmed many of the complainant's concerns. All issues identified were resolved by the service to the Ministry's satisfaction within 2 days.	upheld
The complainant was concerned with the service's management of an incident of sexualised play involving their child. They alleged the service did not provide an incident report and offered no support to the child or the complainant. Their child no longer attends the service.	The Ministry investigation found the service had notified Oranga Tamariki and ensured Learning Support worked with the child who instigated the sexualised play. The service reviewed their child protection policy with support through SELO PLD. The Ministry continues to monitor the service through a provisional licence, which was issued in relation to other matters.	upheld
The complainant was concerned about supervision and safety of the premises after a child had twice been found outside the licensed space. The temporary gates installed by the service had not prevented a further incident of a child being found in the foyer.	The Ministry investigation found the service had made changes to mitigate the risk, including rearranging furniture to support supervision, a teacher being present in the foyer during pick up and drop off times and signage to remind adults of door safety. New permanent doors were installed as a result of the complainant.	upheld
The complainant was concerned with supervision and accident management at the service as their child allegedly sustained multiple, unwitnessed and unreported injuries at the service.	The Ministry investigation found the service met supervision and adult:child ratio requirements. The service conducted a self-review of their accident management and their communication processes and made changes to the Ministry's satisfaction.	upheld
The complainant was concerned that a child's biting of others was not being managed appropriately by the service.	The Ministry investigation found the service had plans and processes in place to manage the behaviour, but management of challenging behaviour could be improved. The service was supported with SELO PLD in this area.	upheld
The complainant was concerned that a taonga worn by a child was removed for sleeping without discussion with the family. They had tried to resolve the issue but were unhappy with the cultural responsiveness of the service and that a change had been made to sleep procedures without parental consultation.	The Ministry investigation upheld the complaint. The service provided evidence they had subsequently engaged with the family regarding the service's operational policies. The service received SELO PLD to support cultural responsiveness.	upheld
The complainant was concerned about supervision and behaviour guidance strategies at the service. They alleged children were left for long periods in highchairs, older children were climbing over immobile children and a teacher had told a child to shut up. They were dissatisfied with the service's response to their complaint.	The Ministry investigation upheld the allegations related to overuse of highchairs and teacher interactions. The service had already created a safer space for non-mobile children. The highchairs were replaced with low chairs and the service initiated a review of teaching practices. The Ministry provided support to the service to further strengthen practice and procedures.	upheld
The complainant alleged their child, who suffered from seizures, had a knock to the head and the service did not inform them of the incident.	The Ministry referred the complainant to the service's complaints procedure and undertook an investigation. The service provided evidence they had informed the complainant's partner of the incident and the child's seizures were not recorded at enrolment. The Ministry recommended the service review their policies and procedures for medical assistance and incident management.	upheld
The complainant was concerned that staff had not been paid and the service no longer met qualified teacher requirements due to teachers leaving.	The Ministry investigation found the service did not meet minimum qualified teacher requirements and suspended the licence. The service made the decision to close permanently and the licence was cancelled.	upheld
The complainant was concerned about the safety of the outdoor area due to hazards, especially the metal door on the playhouse, surfacing and lack of soft fall, distance between swings and broken bikes. They also felt children should have better quality resources.	The Ministry confirmed some of the issues raised by the complainant in a site visit, some had already been addressed by the service. The service developed an action plan to address all issues and was supported by the Ministry to implement the action plan.	upheld
The complainant made a number of allegations about employment practices, including insufficient safety checking, a lack of qualified teachers and insufficient adult:child ratios.	The Ministry investigation found the number of under-twos attending the service exceed the licensed number. Adult:child ratios and qualified teacher requirements were not met, and safety checking was not completed for new staff. The service's licence was suspended, and they have since returned first to a provisional and then to a full licence.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned about a lack of maintenance of the building and outdoor area, which they felt may have impacted on the health and safety of children and staff.	The Ministry investigation identified a number of breaches, including unsafe storage, lack of soft fall and safety glass, broken equipment and general lack of maintenance. The service was able to address all issues to the Ministry's satisfaction. No further action was required.	upheld
The complainant reported a number of concerns, including the safety of car seats in the service van, children attending when sick, a lack of appropriate resources, the quality of care and education and communication with the van driver. A complaint had been made to the service, but the complainant was unhappy with the outcome.	As a result of the Ministry investigation, the service was issued a provisional licence, including for breaches relating to car seats in the van, sickness procedures, a lack of resources and curriculum practices. The Ministry supported the service to resolve issues and they were able to return to a full licence.	upheld
The complainant was concerned with the lack of communication from the service regarding accidents and incidents involving their child and with a lack of learning stories for their children.	The Ministry investigation found the service met regulatory requirements but recommended the service review and update their communication plan for parents.	upheld
The complainant alleged the service planned to continue to provide care for four children during a voluntary temporary closure.	The Ministry contacted the service and advised them of the legal requirements. The service confirmed the arrangement would not go ahead.	upheld
The complainant alleged poor management of a child's asthma attack by the service. The complainant also alleged unprofessional treatment by staff and that the service did not meet adult:child ratios. The child no longer attends the service.	The Ministry investigation found the service did not meet adult:child ratios. Interim measures were implemented to address this while the service recruited additional staff. The service was also required to update their illness related policies and procedures, including their enrolment process to ensure children with medical conditions have a management plan in place before they attend. No further action was required.	upheld
Complainant was concerned about their child's frequent accidents and being hurt by another child at the service. They had removed their child from the service as they were unhappy with responses to their complaints.	The Ministry investigation found the service had addressed concerns raised by the complainant by improving their policies and practices regarding accidents and managing challenging behaviours.	upheld
The complainant raised a number of concerns, including that children were allegedly yelled at and rough-handled on numerous occasions, a lack of support to manage accidents and poor treatment of staff.	The Ministry investigation into this and a similar complaint found numerous breaches, including accident recording, behaviour management and employment practice. The service was issued a provisional licence and the Ministry supported a new team at the service to meet regulatory requirements. The service has since returned to a full licence.	upheld
The complainant alleged the service requested they fraudulently sign timesheets to be used for funding claims.	The Ministry investigation found the service breached adult:child ratios at the beginning of days, which was immediately rectified by the service. A funding audit found over-claiming and this was subsequently recovered by the Ministry. The Ministry supported the service to ensure compliance with all funding rules in the future.	upheld
The complainant was concerned about the service meeting regulated standards during renovations to the outside area.	The Ministry investigation found the service had mitigated health and safety concerns around the construction satisfactorily. However, the service did not meet the minimum requirements for outside activity space for the duration of work. As the construction had been concluded, the service received a formal warning and no further action was required.	upheld
The complainant alleged a child was restrained after an altercation with another child, that teachers regularly yelled at and used inappropriate language in front of children and adult:child ratios were not met.	The Ministry investigation confirmed the service maintained adult:child ratios. The allegation of teachers yelling and using inappropriate language was not substantiated. It was confirmed a child was restrained in a highchair on one occasion, which was not in keeping with the service's processes. The service was issued a provisional licence while they improved their staff's adherence to their positive guidance policy. The service was also required to update their supervision plan to ensure adequate supervision both indoors and outdoors. They have since returned to a full licence.	upheld
The complaint was concerned about a lack of supervision and unsafe practice around use of carpentry tools by children.	The Ministry investigation found supervision was adequate but reminded the service that adult:child ratios need to be maintained at all times. The service was also reminded to follow health and safety procedures when using carpentry tools. No further action was required.	upheld
The complainant was concerned they are being over-charged fees for hours outside of 20 Hours ECE.	The Ministry investigation found the service met regulatory requirements and funding rules. The Ministry worked with the service to improve clarity of fee structure information, enrolment forms and their parent handbook. No further action was required.	upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged their child had been smacked by an unqualified teacher at the service. They were also concerned about lack of opportunity for children to develop knowledge and an understanding of the cultural heritage of both parties to Te Tiriti o Waitangi.	The Ministry investigation found that while the teacher was stood down for the duration of the investigation the service had not followed their child protection policy. The policy also did not meet regulated requirements. The allegation of ill-treatment was substantiated and NZ Police and Oranga Tamariki were notified. The service also did not meet curriculum requirements, including in regard to biculturalism. Due to these and unrelated breaches the service's licence was suspended and the service was supported with SELO PLD. The service has since returned to a full licence.	upheld
The complainant was concerned the service had not notified parents of a person in the community who might pose a risk to children and had not responded to incidents involving that person adequately.	The Ministry investigation found the service was managing the risk appropriately. This included ensuring all staff were aware of the emergency procedures and that these were included in the induction for relievers. A newsletter was sent to all parents.	not upheld
The complainant alleged their child with additional learning needs had been excluded from the service, staff were not qualified to meet the child's needs and the child had been discriminated against by the service.	The Ministry investigation found that the child had not been discriminated against or excluded from the service. However, there had been miscommunication about the time frames for their transition to school. The Ministry recommended the service review their communication policy and evaluate inclusive practices to identify opportunities for improvement.	not upheld
The complainant alleged the service did not take appropriate action regarding a custody order and had not made a notification to Oranga Tamariki regarding potential abuse of a child when not in the service's care.	The Ministry investigation found the service's child protection policy and other relevant documentation met regulatory requirements. The service had not noted any concerns about the treatment of the child outside of the service and followed the parenting order for the child. The Ministry recommended the service revisit their child protection policy and consider developing a separated parents policy.	not upheld
The complainant was unhappy that when they tried to drop their child off early they were asked to stay until their booked time.	The Ministry investigation found the service had received a change of enrolment from the family which would address the issue. The service re-engaged with the complainant to restore the relationship. No further action was required.	not upheld
The complainant alleged the service was exceeding the number of children they were licensed for.	The Ministry investigation found the service was operating within their licence and no further action was required.	not upheld
The complainant was concerned about changes to the sign-in and sign-out process due to COVID-19, which required writing an address and phone number. They were concerned this caused delays for parents.	Following discussion with the Ministry the service amended their process to only require names and time of drop-off or pick-up as other details were already on file.	not upheld
The complainant was concerned they had received very short notice from the service advising they would not open under COVID-19 Alert Level 2.	The Ministry contacted the service and the service advised they were unable to safely meet Alert Level 2 requirements. The service supported families to transition to care under a different provider. No breach of regulatory requirements was identified.	not upheld
The complainant was concerned with the service's communication about the management of an incident where their child was hurt by another child at the service.	The Ministry investigation found that the service had appropriate complaints, social competency and accident policies and practices in place and that these are reviewed regularly and are available for parental feedback. The service updated their social competency policy and define responding to minor injuries as recommended by the Ministry.	not upheld
The complainant had concerns about behaviour management and supervision. They alleged the service was unresponsive to incidents of sexualised play and not ensuring children's safety.	The Ministry investigation found the service had implemented a specific supervision plan to ensure the safety of children and made a notification to Oranga Tamariki. No further action was required.	not upheld
The complainant alleged that unprofessional conduct by staff was not managed by the service. They also expressed concerns about supervision of children and health and safety.	The Ministry investigation did not substantiate the allegations. No further action was required.	not upheld
The complainant alleged that their child was ill-treated by a teacher and that the service had excluded the child due to the complainant's alleged threatening behaviour.	The service stood down the teacher for the duration of the investigation. Oranga Tamariki were notified. The allegations were not substantiated. The service confirmed that they had cancelled the child's enrolment as they were concerned for the safety of children in their care due to the complainant's threatening behaviour. The Ministry was satisfied the service met all related regulatory requirements.	not upheld
The complainant was concerned that the service's senior management was not addressing staff concerns about adult:child ratios and safety of children in mixed age spaces. They were also concerned about employment practices.	The Ministry supported the service to resolve the concern in consultation with teachers and parents and ensure safety and wellbeing of children. This included putting a special condition on the licence and continued monitoring of the service.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged being verbally attacked by a staff member in front of children.	The Ministry investigation did not substantiate the complaint and the Ministry was satisfied with the policies of the service.	not upheld
The complainant was unhappy with the service's response to allegations of inappropriate behaviour by a non-teaching staff member. The complainant also raised concerns about health and safety, reporting of incidents and falsification of records.	The Ministry required the service to undertake a full investigation of the allegation of inappropriate behaviour and advised NZ Police and Oranga Tamariki. The report found the allegations unsubstantiated and the service provided evidence that safety protocols were followed at all times.	not upheld
The complainant alleged the service had allowed an unauthorised person to pick up their child. They were also unhappy with a lack of communication from the service, including delays in being informed of a hair cutting incident involving their child.	The Ministry investigation found the person picking up the child had been authorised and the child's other parent had been informed of the hair cutting incident. However, the Ministry required the service to review injury, illness and incident procedures and to take measures to ensure all incidents are recorded and there is evidence a parent has been notified. The Ministry recommended the service work to strengthen communication of key information to parents.	not upheld
The complainant was concerned about the noise from a home-based service and requested information about the requirements to operate.	The Ministry provided the requested information. They also discussed the matter with the service who confirmed they monitor noise levels when children are outside.	not upheld
The complainant alleged a teacher struck a child with a stick.	The Ministry prompted the service to investigate the allegation and notify the matter to NZ Police and Oranga Tamariki. The teacher was initially in non-contact and then returned to work supported by a safety plan. The service was able to provide CCTV footage and the NZ Police investigation did not substantiate the allegation. No further action was required.	not upheld
The complainant had concerns about an interaction with the service manager, lack of farewell for children's last day and failure of the service to pass on children's portfolios when leaving the service.	The Ministry discussed the concerns with the service. There had been a misunderstanding between the complainant and the service, and an apology was given to the complainant. The portfolios were passed on.	not upheld
The complainant was concerned the service was not able to adequately supervise the high number of children with additional learning needs at the service. They were also concerned a child had recently been bitten as a result of this.	The Ministry investigation found the service was meeting all regulatory requirements. The service was supported by Learning Support through professional development and additional support worker hours.	not upheld
The complainant raised a number of concerns, including that children were allegedly yelled at and rough-handled on numerous occasions, a lack of support to manage accidents and poor treatment of staff.	The Ministry investigation did not substantiate the allegation. As a result of the complaint, the service worked to ensure regular teacher observations are conducted and teaching practice is strengthened.	not upheld
The complainant alleged the service's practices for confirmation of enrolment and frequent absence rules were not in line with funding rules.	The Ministry investigation found the service was complying with regulated requirements and funding rules.	not upheld
The complainant was concerned the service was cancelling the enrolment of their child who had additional learning needs and had an education support worker in place.	The Ministry contacted the service who advised that they could not support the child adequately and the child's high level of learning need impacted other children at the service. The family relocated.	not upheld
The complainant alleged they had only received one learning story for their child in over five months. The parent raised this with the service and did not receive a satisfactory response.	The Ministry investigation found that additional learning stories for the child had been available online and that the service's complaints procedure met requirements. No further action was required.	not upheld
The complainant alleged a teacher at the service had smacked their child and the service did not respond appropriately to the incident. The child no longer attends the service.	The Ministry was satisfied with the service's investigation of the allegation, including standing down the teacher and notifying NZ Police, Oranga Tamariki and the Teaching Council. The allegation was not substantiated. The service ensured all staff were aware of their child protection and complaints procedures. No further action was required.	not upheld
The complainant alleged the service claimed funding for a teacher when they were absent from the service.	The Ministry investigation did not confirm the specific case of inaccurate claiming but found concerns with staffing and attendance record keeping. An audit confirmed a small over-claim, which was recovered by the Ministry.	not upheld
The complainant alleged their child had been hurt at the service but did not provide many details of the injury or accident.	The Ministry investigation did not substantiate the allegation. No further action was required.	not upheld
The complainant was concerned about the presence of international students at the service during the COVID-19 pandemic.	The Ministry contacted the service and viewed documentation demonstrating that safety and health checks were undertaken for all international work experience students. No further action was required.	not upheld
The complainant was unhappy their school-aged child was no longer allowed to attend the service.	The Ministry advised the complainant that, under regulations, children over the age of six are unable to attend services. The service worked with the complainant to find alternative care for the child.	not upheld



Summary of Complaint	Summary of Action	Outcome
The complainant was unhappy with fees charged by the service as other families seem to be charged less.	The Ministry investigation found that the service's fee schedule met requirements and funding rules. The service advised they had implemented a short-term programme supporting some families with fee free access above 20 hours ECE, which may have led to the concern raised.	not upheld
The complainant was concerned about an incident their child had witnessed at the service and the impact this might have on their mental and emotional wellbeing. The service had informed the complainant of the incident and had arranged a meeting.	The Ministry referred the complainant to the service's complaint procedures and supported the service to ensure their investigation followed correct procedures. No further action was required.	not upheld
The complainant was concerned about enrolment procedures and the receipt of an account for a day the child had not attended due to COVID-19 Alert Level restrictions.	As a result of the Ministry's investigation the service was advised to ensure enrolment forms are completed accurately and completely. The account had been generated electronically in error and was cancelled. No further action was required.	not upheld
The complainant was concerned the service was not working with them to manage their child's recently diagnosed medical condition. They were also unhappy the service had not reimbursed fees paid during the COVID-19 Alert Level 3 period when their child did not attend.	The Ministry found there had been a misunderstanding between the service and the complainant. The service worked with the complainant to facilitate reduced attendance hours and the development of a transition plan to return to full time attendance. The over-paid fees were reimbursed. The complainant was satisfied with the resolution.	not upheld
The complainant was unhappy after several educators in a homebased setting were not meeting their family's needs. They were also concerned about some processes, including delays in care plans being put in place.	The Ministry investigation did not find any breaches to regulatory requirements. The service provider had regularly communicated and worked with the complainant to meet their needs.	not upheld
The complainant was concerned that pictures of their child were used by the service on public digital platforms. They had not given parental permission and were concerned that staff had advised verbal permission was sufficient.	The Ministry confirmed with the service that no image of the child was used. The service's privacy policy states images are only used after obtaining written consent from parents. No further action was required.	not upheld
The complainant was concerned about the frequency of nappy changing, an alleged choking incident, heating of breast milk, expired food being provided to children and a child being injured when falling off a chair.	The Ministry investigation found the service had compliant policies and procedures regarding nappy changing, bottle feeding and accidents. No choking incident was recorded by the service, but the service reviewed their food related policies and procedures and ensured all staff were aware of these.	not upheld
The complainant alleged that during a ceremony staff were partaking of a legal substance which could affect their behaviour while children were in their care.	The service provided evidence to the Ministry that the alleged substance had been replaced with a product that did not affect behaviour. The Ministry provided advice to the service regarding clear communication with families.	not upheld
The complainant was concerned about child safety at the service after a child was bitten by another child.	The Ministry investigation found that the service met regulated requirements. The service received assistance from Learning Support to implement effective social competence strategies for all children at the service.	not upheld
The complainant was concerned the service stopped allowing their child to be picked up early or be collected by an older sibling. They were also concerned about an unreported injury to the child and that the service was operating outside its licence with more children present than permitted.	The Ministry investigation found the changes to drop-off and pick-up was in line with a parenting order and did not substantiate the other concerns. However, the Ministry worked with the service to review a number of related policies and procedures to strengthen practice.	not upheld
The complainant alleged the service was not meeting adult:child ratio requirements. They had tried to raise the issue with the service.	The Ministry investigation found the service met adult:child ratios. No further action was required.	not upheld
The complainant alleged a service used educators and documentation from another service to obtain their licence from the Ministry.	The Ministry investigated and found no evidence to suggest documentation from another licence was assessed for this licence. The service was advised that, although an educator can work for more than one service, they may not operate simultaneously. No further action was required.	not upheld
The complainant had concerns relating to a child with additional needs transitioning into the service. They alleged the service advised the child was not a good fit for the service. They were also concerned about the settling in process and unprofessional communication of the teaching team. The child was withdrawn from the service.	The Ministry investigation found that differences in philosophy between the service and the family had contributed to a breakdown in the relationship. The Ministry recommended the service review their induction processes and positive guidance strategies with reference to He Māpuna te Tamaiti. No further action was required.	not upheld
The complainant was concerned with a lack of management of aggressive behaviour of a child. This followed an incident where their child had been pushed off a climbing box and dislocated their shoulder. The complainant had removed their child from the service.	The Ministry investigation found appropriate policies and procedures were in place to protect children from harm, including sufficient support for staff and the child.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned with the service's response to sexualised play involving their child. The parent removed their child from the service.	The Ministry investigated and found the service proactively responded to the concern raised and that observations were completed. The service actively engaged with the parents concerned around the service's process to address the children's behaviour.	not upheld
The complainant was unhappy about the level of noise from the service. They were concerned children were not engaged in activities by teachers to calm them down and did not have a good learning environment. They had made previous complaints to the local council regarding the noise level.	The Ministry investigation found the service did not exceed the noise level approved in the resource consent, a noise management plan was in place and curriculum provision met regulatory requirements. No further action was required.	not upheld
Complainant was concerned about adult:child ratios and bullying of staff.	The Ministry conducted an unannounced visit and found that the service met adult:child ratios. They were following their HR process regarding staffing issues. The Ministry continued to monitor the service due to unrelated concerns and provided SELO PLD.	not upheld
The complainant was concerned about the service's application of 20 Hours ECE and an optional charge at the service.	The Ministry referred the complainant to information in the Funding Handbook and asked them to follow the service's complaints procedures. The service consequently requested advice on the requirements from the Ministry. The Ministry supported the service to make changes to the fees and enrolment information to comply with the funding rules.	not upheld
The complainant alleged an adult at the service had rough-handled two children but could not identify the children or the adult. They also made a report to NZ Police.	The Ministry and NZ police investigated and did not substantiate the allegation. No further action was required.	not upheld
The complainant was concerned about the application of 20 Hours ECE and service fees.	The Ministry reviewed the enrolment agreement for the child and the service's enrolment policy and fees schedule. The service was advised to review the wording of the fees schedule to clearly show no fee is charged for 20 Hours ECE.	not upheld
The complainant was concerned about adult:child ratios and behaviour guidance at the service. They had raised their concerns with the service but were unhappy with the response.	The Ministry investigation found the service met regulated requirements. No further action as required.	not upheld
The complainant was concerned the service was unresponsive to complaints, did not meet adult:child ratios on excursions, had a dog on the premises and that their sandpit had no cover and was regularly soiled.	The Ministry investigation found the service met all regulated requirements, including appropriate mitigation of health and safety risks.	not upheld
The complainant was unhappy the service and associated school did not transition the child to school when they turned five.	The Ministry investigated and found no breaches to the regulations. The parent handbook clearly outlined the enrolment process for children and their transition to school in clusters. The Ministry recommended the service develop an enrolment policy in consultation with parents.	not upheld
The complainant alleged ill-treatment of a child by a teacher at the service and that the teacher had left the premises alone with the child. The complainant also notified NZ Police.	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.	not upheld
The complainant's child disclosed they were accused of stealing by a teacher and the complainant was unhappy with the teacher's presumed management of the situation. The child no longer attends the service.	The Ministry investigation found the accusation of stealing had come from another child and the service had records of communicating this to the complainant. The Ministry reviewed the service's positive guidance policy, which was found to be compliant.	not upheld
The complainant had a number of concerns primarily about the way the service managed their child's behaviour and responded to sexualised play. They also alleged that an unqualified teacher at the service had rough-handled their child. The child was no longer attending the service.	The Ministry investigation found incidents of sexualised play were managed appropriately. The service investigated the allegation of rough handling but did not follow their procedures and did not stand down the teacher. The allegation was not substantiated. Staff were supported to understand the procedures and improve their practice. The Ministry required the child protection policy to be amended as they did not notify the Ministry when they notified Oranga Tamariki. The Ministry notified NZ Police and the Teaching Council.	not upheld
The complainant was concerned about high fees charged by the service for the hours outside of 20 Hours ECE.	The Ministry investigation found the fees charged were in line with the service's fee schedule and confirmed no fees applied for 20 Hours ECE.	not upheld
The complainant was concerned that a teacher spoke in an aggressive and condescending manner to a child. They had complained to the service and were unhappy with the response and forwarded a complaint to the Teaching Council.	The Ministry investigation did not determine any breach of regulations. The service supported the teacher to improve their professional practice.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged an administration staff member at the service may be misusing prescription medication whilst at the service.	The Ministry investigation found the employee was not in regular contact with children and requested the service provider undertake an investigation into the allegation. No concerns about the use of medication were identified. No further action was required.	not upheld
The complainant was concerned the service employed a teacher who had allegedly ill-treated children in the past.	The Ministry investigation substantiated there had been a previous incident where the teacher had been given a warning. The service developed a support and mentoring programme for the teacher and the Ministry was satisfied appropriate procedures had been followed.	not upheld
The complainant was unhappy after being charged an unexpected fee for food provision by the service.	The Ministry investigated and found the fees charged were in line with fee structure that had been signed by the complainant.	not upheld
The complainant was concerned her child's educator was not funded during COVID-19 Alert Level 3 and that they may have to retrospectively pay the educator.	The Ministry provided advice on funding for home-based services and funding under COVID-19 Alert Levels. The educator confirmed they had been paid wage subsidy for the period in question and payment from the complainant would not be required.	not upheld
The complainant was concerned that scratches their child sustained at the service were not witnessed by a member of staff. The child no longer attends the service.	The Ministry investigation found no non-compliances regarding supervision or accident and incident management. However, the service strengthened their Supervision plan and Complaints procedure.	not upheld
The complainant was concerned about a lack of supervision and adult:child ratios at the service after a child had cut their fingers on a food tin.	The Ministry investigation found the service met adult:child ratios and had implemented changes following the accident to mitigate the risk of similar accidents. No further action was required.	not upheld
The complainant was concerned about the safety of children in mixed age spaces due to proposed changes to the service's premises and facilities.	As a result of the Ministry investigation the service provider liaised with concerned parties to ensure that any proposed changes maintained the wellbeing, health and safety of all children and staff involved.	not upheld
The complainant alleged a staff member spoke to them inappropriately and their child was excluded from the service after a pre-visit.	The Ministry investigation did not substantiate the allegation about the staff member's behaviour or exclusion of the child. The service reviewed their transition process to ensure clarity of information.	not upheld
The complainant alleged the service did not meet minimum space requirements for the number of children attending.	The Ministry investigation found the service to be compliant with regulations. No further action was required.	not upheld
Complainant alleged that during COVID-19 Alert Level 1 children were not directed to wash their hands before lunch and there was no hand sanitiser available at the entrance for adults.	The Ministry investigation found that even though hand sanitiser was not required in COVID Alert Level 1, it was readily available at the service. The service reminded all teachers to ensure children wash their hands before eating as per their policy.	not upheld
Complainant alleged rough handling of their child by a teacher.	The Ministry investigation found that the allegations were not substantiated. No further action required.	not upheld
The complainant had been unable to resolve concerns around their child falling sick often with the service. They were also concerned about private information being shared with staff.	The Ministry investigation found no breaches of the regulated requirements. The Ministry recommended the service make changes to their complaints procedure to strengthen the process for complaints about management, to remind staff of the importance of confidentiality and to arrange a mediation meeting with the complainant.	not upheld
The complainant was concerned about the manner and lack of communication from the staff at the service about reopening after COVID-19 lockdown and restrictions to child attendance.	The Ministry discussed the concerns with the service. The service provided support to the staff regarding responsive practices and staff were asked to apologise to the complainant.	not upheld
The complainant was concerned that despite asking the service several times for a copy of their emergency plan they had not received it.	The Ministry investigation found the service met emergency plan requirements, including the plan being available for parents online. The emergency plan was shared with the complainant and no further action was required.	not upheld
The complainant was concerned with the service's behaviour management strategies, including alleging use of restraint.	The Ministry investigation did not substantiate the allegation of restraint and found the service had adequate behaviour management policies and processes. However, the Ministry recommended the service seek PLD in this area.	not upheld
The complainant was concerned that children seemed to occasionally not be supervised in the outdoor areas.	The Ministry investigation found the service was meeting supervision and adult:child ratios requirements. The complainant was advised to come back to the Ministry if further incidents arise.	not upheld



Summary of Complaint	Summary of Action	Outcome
The complainant was concerned about high staff turn-over, upset children and a lack of nappy changing. They also alleged the service operates under minimum adult:child ratios and that teachers felt bullied by the service owner.	The Ministry conducted an unannounced visit, which did not substantiate the allegations. The service acknowledged high staff turn-over caused strain on staff, but this had now stabilised.	not upheld
The complainant alleged the service was unresponsive to cultural needs and no support was provided for teacher registration.	The Ministry investigation did not substantiate the allegations. No further action was required.	not upheld
The complainant alleged staff at the service told others they were an unfit parent and as a result breached their privacy.	The Ministry discussed the allegation with the service and were advised this occurred in the parent community and did not involve staff. The service worked with the parent community to resolve the issue. No further action was required.	not upheld
The complainant alleged bullying and unethical behaviour of the service in relation to fees when their usual educator was not available during COVID-19 lockdown.	The Ministry investigation found that charging fees was in line with the contract between the service and the complainant and that the complainant had been offered an alternative educator. The service waived the advance notice fees.	not upheld
Complainant had several concerns, mainly around treatment of children, including forcing a child to eat, adult:child ratios, sleep practice and record keeping.	The Ministry conducted an unannounced visit to the service to investigate the allegations. The allegation of forcing a child to eat was not substantiated and no concerns regarding sleep practice were identified. Sleep records and documented adult:child ratios met regulated requirements. No further action was required.	not upheld
The complainant had a number of concerns, including access to drinking water, the number of relievers, wet clothing not being changed, children accessing outdoors in cold weather and communication with parents.	The Ministry investigation found the service met regulated requirements. The complainant was provided with information about other services in the area as they did not want their child to remain at the service.	not upheld
The complainant requested a health and safety review of a service's premises and the introduction of drug testing for staff without providing any details of their concerns leading to this request.	The Ministry referred the complainant to the service's complaints procedure but also followed up with the service. The service completed a review of their health and safety processes and practice to the Ministry's satisfaction. No further action was required.	not upheld
The complainant alleged the food provided by the service did not cater for a plant-based diet and did not allow parents to provide a lunch box.	The service provided evidence to the Ministry's satisfaction that their food provision met regulated requirements, including catering for different dietary requirements and food allergies.	not upheld
The complainant was unhappy about a lack of communication of a notice period to unenroll a child.	The Ministry investigation found the service outlined the notice period on both the enrolment form and the service's fee schedule. No further action was required.	not upheld
The complainant alleged a registered teacher at the service used marijuana during their workday.	The Ministry required the service to investigate the allegation and make proactive changes to their drug and alcohol policy. The allegation of drug use was not substantiated.	not upheld
The complainant alleged ill-treatment of children by two teachers, unprofessional teacher behaviour around children and teachers removing food from children's lunchboxes.	The Ministry required the service to investigate the allegations against the two teachers and reviewed relevant documentation. The allegations were not substantiated but the service provided positive guidance training for the teachers as a precaution. The Ministry was satisfied with the service's investigation process and found policies met regulatory requirements.	not upheld
The complainant was concerned with the service's hygiene practices and the management of child illness. In particular, not sending sick children home, sick children not being effectively isolated from other children and a lack of hand sanitiser. They had raised their concerns with the service but had not received a response.	The Ministry investigation included a review of relevant policies and procedures and a visit to the service. While no non-compliances were identified, the Ministry recommended amending the infectious illness policy to ensure clarity.	not upheld
The complainant was concerned about the service's supervision and accident management. They alleged that two incidents of unexplained injuries had occurred and incident reports had not been provided.	The service acknowledged a lack of communication had led to the complaint. They addressed the issues to the Ministry's satisfaction by reviewing their accident policy with staff and introducing supports to improve staff communication.	not upheld
The complainant alleged the service was not providing mentoring and support for teacher registration.	The Ministry investigation did not substantiate the complaint. No further action was required.	not upheld
The complainant was concerned that a staff member, who they alleged use to abuse children, was working at the service. They alleged the service was aware of the teacher's history.	The Ministry reviewed the service's investigation of the original allegation of abuse. The service had investigated appropriately but did not substantiate the allegation. No further action was required.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged the service incorrectly claimed funding. They also raised a number of other concerns, including no curriculum planning, a lack of supervision of children, ineffective behaviour management strategies and inefficient hygiene practices used prevent the spread of COVID-19.	The Ministry investigation found the service to be compliant with regulatory requirements.	not upheld
The complainant was concerned the service charged 80% fees over the COVID-19 lockdown. They were told that the service would provide online learning but this was very limited.	The Ministry referred the complainant to the service's complaints procedure.	not upheld
The complainant alleged a teacher rough-handled a child and that staff had arguments in front of children.	The Ministry investigation did not substantiate the allegations. No further action was required.	not upheld
The complainant was concerned about the use of restraint by a teacher and bullying by senior staff. They had raised concerns with the service but no change to the behaviours had occurred.	The Ministry investigation did not substantiate the allegations. However, the Ministry supported the service to provide professional development to staff on positive social competence strategies.	not upheld
The complainant was unhappy with the hygiene of the premise, not being asked to sign a form for collecting a child and that a teacher allegedly slept on the floor around children.	The Ministry referred the complainant to the service's complaints procedure but checked supervision, sign out sheets and the premises' hygiene at an already planned visit to the service. No breaches of regulatory requirements were found.	not upheld
The complainant was concerned the service did not meet the required outdoor play space for the number of children attending.	The Ministry investigation confirmed there was more than adequate outdoor play space for the number of children on the service's licence.	not upheld
The complainant had concerns about adult:child ratios, supervision, engagement with children and access to the outdoor area.	The Ministry visited the service to observe practice and premises and review documentation. The service was found to meet regulated requirements. Advice and support were provided to the service to monitor and mitigate staff voices and noise levels, which were noted as a concern at the visit.	not upheld
Complainant alleged manhandling of children and speaking aggressively and in an uncaring manner to and around children.	The Ministry conducted an unannounced visit to observe teaching practice and review related policies and procedures. The allegations were not substantiated. Learning Support remains engaged with the service to support practice.	not upheld
The complainant had concerns about a lack of positive interactions between teachers and children and lack of supervision in the outdoor activity space.	The Ministry investigation, which included a visit to observe practices and supervision, found the service met regulated requirements. No further action was required.	not upheld
The complainant alleged the service did not met adult:child ratios.	The Ministry's investigation found the service met adult:child ratios. No further action was required.	not upheld
The complainant expressed concerns about the quality of care impacting children's wellbeing, supervision and the service's response to parental requests. They had tried to resolve the concerns with the service without success.	The Ministry investigation found no concerns with the quality of care or supervision. The service had communicated consistently with the complainant and had made changes to practices to meet their requests.	not upheld
The complainant alleged staff were using illegal substances on the premises outside of licensed hours. They were concerned for the safety of children.	The Ministry discussed the allegation with the service and reviewed their child protection, and drug and alcohol policies. While staff had access to the premises outside of operating hours, the Ministry found there was no evidence to substantiate the allegation.	not upheld
The complainant was concerned about appointment procedures at the service and staff members allegedly using the service resources at home.	The Ministry did not identify any non-compliances but SELO PLD was provided to strengthen the service's understanding of governance and administration requirements related to human resources.	not upheld
The complainant was concerned they were charged fees for times when their child did not attend. They had enrolled the child in a different service.	The Ministry advised the complainant that fees were charged in line with the signed enrolment form. The Ministry advised the service what funding they could claim.	not upheld
The complainant alleged their child had sustained an injury at the service and the service denied this. There were also some communication issues around CCTV footage not being available.	The Ministry investigation did not substantiate the allegations and found the service to be compliant with regulatory requirements. The Ministry was satisfied with the rationale why CCTV footage was not available. No further action was required.	not upheld
The complainant raised a number of concerns about the service, including an allegation that a child was forcibly moved, poor management of potential choking, unsafe outdoor equipment and the service's complaints procedure.	The Ministry investigation did not substantiate the incident of a child being forcibly moved, complaints procedure and management of choking hazards. The outdoor equipment in question was added to the supervision plan. The service reviewed their complaints procedure to improve practice.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned staff had not witnessed and injury to their child and that no accident report had been provided. They had not been able to resolve their concerns with the service. The complainant removed their child from the service.	The Ministry investigation found no regulatory breaches, but the Ministry recommended a review of procedures to strengthen practice.	not upheld
The complainant was alleged that the service had not implemented the cancellation of their child's enrolment. The service had insisted the child remain enrolled during COVID-19 Alert Level 2, even though the family had relocated and were delaying final invoices.	The service acknowledged there had been delays due them following up with WINZ. The final invoice and refund were provided to the complainant. No further action was required.	not upheld
The complainant was concerned their child had been subjected to sexualised behaviour by another child. They were not happy with the procedure the service followed to manage the incident. The complainant removed their child from the service.	The Ministry was satisfied with the service's response to mitigate risks. This included notifying Oranga Tamariki, changes to supervision practice, removal of playground equipment and a review of their child protection policy. The Ministry continued to monitor the service through an existing provisional licence to ensure teaching practice supported development of understanding of appropriate behaviour.	not upheld
The complainant was concerned the fee structure and enrolment policies of the service made it difficult to access 20 Hours ECE.	The Ministry investigation found no concerns with the fee structure and enrolment policy. However, the service reviewed and made changes to the fee schedule to make it clearer, removed the hourly rate information and established a new casual hourly rate.	not upheld
The complainant alleged the provider allowed care to be provided in homes not safety checked and did not reimburse for the cost of a first aid course.	The Ministry investigation found the complaint to be unsubstantiated. Not reimbursing for the first aid course was in line with the service's process.	not upheld
The complainant had a range of concerns about the service's playground maintenance, adult:child ratios, incident management, fees charged and property allegedly stolen from children.	The Ministry investigation identified no regulatory breaches regarding playground maintenance, adult:child ratios or incident management. The remaining concerns were resolved between the service and the complainant. No further action was required.	not upheld
The complainant was unhappy about fees charged during the COVID-19 lockdown and alleged the service unenrolled their child after they had raised questions about the charges.	The Ministry investigation found the service's fees met funding requirements. The service had not unenrolled the child but acknowledged a breakdown of communication. The Ministry supported the service to clarify wording in the fee schedule and enrolment agreement.	not upheld
The complainant alleged the service had not been in contact throughout the COVID-19 lockdown period and no indication was given when the service would re-open in Alert Level 2.	The Ministry investigation found the service held a meeting for all families to discuss reopening and the complainant had been invited. The service had been in temporary premises, which were no longer available to them. At the meeting the decision was made not to reopen until the permanent premises were available.	not upheld
The complainant was unhappy with the service's management of sexualised behaviour of a child at the service.	The Ministry investigated and found the service had taken immediate and appropriate action to assess and mitigate the risk, including reviewing their supervision plan and child protection policy. The service also provided information to the complainant on the actions taken and provided opportunities to discuss their concerns.	not upheld
The complainant alleged the service did not meet adult:child ratios and person responsible requirements and had high staff turn-over.	The Ministry investigation did not substantiate the allegations regarding adult:child ratios and person responsible. Recent staff turn-over was a concern for the service and existing SELO PLD was provided to support in this area.	not upheld
The complainant raised concerns about the service's employment practices. In particular, moving staff from permanent to casual contracts.	The Ministry investigation found the service had since implemented clear employment practices with legal support. The Ministry referred the complainant to the Ministry of Business, Innovation and Employment (MBIE) for advice on employment issues.	not upheld
The complainant had a number of concerns, including a teacher who had travelled overseas allegedly being asked to return to work before the end of their required quarantine for COVID-19, sleep checks not being completed during lunch hours and food provided that did not meet children's needs.	The Ministry investigation found the service was compliant with food provision and sleep management requirements. The teacher's return from overseas pre-dated the introduction of quarantine requirements. No further action was required.	not upheld
The complainant raised a number of concerns, including lack of signatures on incident records, lack of qualified teachers, fraud and staff not being able to raise concerns.	The Ministry investigation did not substantiate the complainant's concerns. No further action was required.	not upheld
The complainant alleged a service had inadequate adult:child ratios. They were also concerned about high staff turn-over.	The Ministry investigation did not substantiate the allegations. No further action was required	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant alleged a teacher at the service had rough-handled children.	The Ministry investigation found the service had followed appropriate child protection policies and processes when investigating the incident. The allegation was not substantiated but the service took steps to improve teaching practice. No further action was required.	not upheld
The complainant had a number of concerns, including health and safety at the service, the under-twos area being too small with too little play opportunities and the available outdoor equipment and adult:child ratios.	The Ministry investigation did not identify any breaches of regulated requirements. However, SELO PLD was provided to strengthen teachers' knowledge and practice to enhance and extend learning and development. This included developing the outdoor environment with a focus on the needs of different age groups.	not upheld
The complainant alleged their child had developed a staph infection due to an injury sustained at the service. The service and complainant disagreed on what had caused an injury to the child's toe and whether this had caused the infection.	As a result of the complaint, the service implemented a new process for informing parents of injuries to children where an incident had not been observed. They also reviewed the use of soccer boots as the complainant believed them to be the source of the infection. No further action was required.	not upheld
The complainant was unhappy the service asked for the child to be picked up after one incident of vomiting. They were also concerned with the way the child was soothed and the fees charged by the service.	The Ministry provided advice to the complainant about requirements in early learning services and referred them to the service's complaint procedures.	not upheld
The complainant was concerned that children were not always supervised and there appeared to be a lack of teacher engagement with unsettled children. The complainant had not received a satisfactory response to their concerns from the service.	The Ministry investigation, including an unannounced visit, found the service met supervision and curriculum requirements. However, the Ministry advised the service to include a focus on social and emotional wellbeing in their behaviour guidance policy. No further action was required.	not upheld
The complainant reported seeing a teacher throwing a glass of water at their child and that the child had said the teacher often teases him. The concern had been raised with the service, but the complainant was not confident concerns were taken seriously. The child was withdrawn from the service.	The Ministry was satisfied with the service's investigation process and actions, including staff review of the social competence and child protection policies as well as review of how the original complaint was responded to was carried out. The service provided information for context about the water incident. There was no evidence to support the allegation of teasing of children. SELO PLD was provided to support improved teaching practices when developing children's social competence.	not upheld
The complainant alleged a teacher at the service was unsuitable to work with children because they drink heavily and were mentally unstable.	The Ministry asked the service to investigate the allegation. The service investigation did not substantiate the allegation and the service advised the Ministry there had been no instance of concern regarding the teacher.	not upheld
The complainant alleged a teacher was under the influence of marijuana and alcohol whilst working with children. They also were concerned that during the COVID-19 lockdown children from the service were continuing to receive care at a teacher's home.	The Ministry requested the service to investigate allegations, which were not substantiated. The care provided during COVID-19 lockdown had been a private arrangement not related to the service.	not upheld
The complainant alleged unauthorised people had, on multiple occasions, entered the property and behaved threateningly, intimidating teachers.	The Ministry investigation found the unauthorised person had entered a separate part of the building not the service itself. The service had taken actions to further secure the premises and confirmed the reason for the person entering the building had been resolved. No further action was required.	not upheld
The complainant was concerned the service did not follow Ministry of Health's recommendation of a 48 hour stand down for children and adults who are unwell during COVID-19 Alert Level 1.	The Ministry found the service's practice compliant with current Ministry of Health advice shared with the sector. No changes to practice were required.	not upheld
The complainant reported their child had been hanging from a stilt rope entangled in climbing equipment at the service. The child suffered bruising.	The Ministry required the service to conduct a full investigation into the incident. The Ministry was satisfied with the service's investigation and the changes made to the environment to mitigate the risk. This included removing the stilts.	not upheld
Complainant was concerned that a service had not advised them of a number of injuries their child had sustained while at the service and had poor incident management processes.	The Ministry investigation did not identify any breach of regulatory requirements. As a result of the investigation the service initiated a review of the environment and of health, safety and wellbeing policies and processes to strengthen practice.	not upheld
The complainant had ongoing concerns about the ability of the teaching team to support their child's learning needs and manage their behaviour as well as lack of open communication and responsiveness to feedback. The child was withdrawn from the service.	The Ministry investigation found no concerns with the support provided to the child but found communication with parents should be improved. The service developed processes to ensure effective information sharing and provided communication PLD to teachers.	not upheld
The complainant alleged that staff had started work at the service without proper and complete safety checks.	The Ministry investigation found the service had processes, systems and records in place to ensure safety checking was completed for all children's workers. No further action was required	not upheld



Summary of Complaint	Summary of Action	Outcome
The complainant was concerned a teacher aide was assigned to tasks like food preparation rather than supporting children.	The service provided details of the teacher aide's role to the Ministry's satisfaction. No further action was required.	not upheld
Complainant was concerned the outdoor space was not available for children while it was under renovation. They also expressed concerns that ratios were not maintained throughout the day and the spacing of beds did not meet requirements.	The Ministry visited the service and confirmed the sleep space, outdoor play area and ratios met regulated requirements.	not upheld
The complainant alleged a child was left crying for long periods at a time. They were also concerned about the supervision of children.	The Ministry investigation, including a visit to the service and observation of practice, found no concerns. The Ministry continued to support the service in relation to their latest ERO report.	not upheld
The complainant was concerned about the service being unsafe for children, after their child fell at the service and required to be airlifted to hospital due to a severe head injury. The complaint had concerns about supervision, adequate ratios of qualified teachers, safety of the outdoor environment and hazard checking.	The Ministry investigation found the service had met all regulatory requirements including supervision, qualified teacher ratios, set-up of the outdoor environment and hazard checking. WorkSafe conducted an investigation and found the service had met their duty of care and responded appropriately to the incident. No further action was required.	not upheld
The complainant was dissatisfied with the service's response when their child was crying at collection time. The child disclosed a teacher had hurt their arm.	The Ministry requested the service investigate and was satisfied the service followed appropriate processes investigating the disclosure, including placing the teacher on non-contact for the duration of the investigation. The event which led to the allegation had been witnessed by another teacher and the disclosure was not substantiated.	not upheld
The complainant was concerned the service could not explain how their child sustained bite marks and an injury to their face. They were also concerned about the staff's alleged lack of empathy.	The Ministry investigation found compliant policies and procedures were in place. However, the service acknowledged room for improvement and conducted a self-review of the environment, supervision, hazard awareness and positive guidance strategies.	not upheld
The complainant was concerned the service was assigning a teacher aide to tasks not directly related to working with children. They were also concerned the number of incidents and injuries occurring to children.	The Ministry investigated and no breach of regulatory requirements was identified. The teacher aide's hours met the requirements for funding and the incident records did not show any concerning patterns of children being injured.	not upheld
The complainant alleged the service expected staff to return to work at the service under COVID-19 Alert Level 3 or not be paid, not taking into consideration guidance and requirements from Ministry of Health and the Ministry for operating under Alert Level 3.	The Ministry confirmed with the service that they were aware of requirements under Alert Level 3. The service also advised that they had sought support from an external human resource specialist during this time. No further action was required by the Ministry.	not upheld
The complainant was concerned the service had cancelled their child's enrolment due to unpaid fees.	The Ministry investigation found the service's enrolment and fee policies met requirements. No further action was required.	not upheld
The complainant was concerned teachers were expected to complete tasks like food preparation and budget responsibility which they lack certifications and expertise in. They were also concerned that the service spent too little on resources for children.	The Ministry investigated and found a number of staff members had food safety certificates and staff were allocated budget responsibility to purchase resources based on children's interests and programme planning. The Ministry recommended the complainant seeks clarity about the resource budget from the service.	not upheld
The complainant alleged a teacher had smacked children at the service.	The service stood down the teacher while conducting an investigation. The allegation was not substantiated. The service also conducted a review of their child protection policy in consultation with parents.	not upheld
The complainant alleged a teacher had yelled at and forcibly moved a child for drawing on a table. The complainant removed their child from the service.	The Ministry requested the service investigate the allegations and was satisfied the service followed an appropriate process during the investigation, including removing the teacher from contact with children for the duration of the investigation. The service implemented a mentor programme to support the teacher to ensure their practice met all the service's policies, procedures and their philosophy.	not upheld
The complainant was unhappy with the service's management of an alleged incident of sexualised play, transition process to different rooms and their child coming home in soiled clothing on one occasion.	The Ministry investigation found the service fully investigated the alleged sexualised play, including seeking advice from Oranga Tamariki. The allegation was not substantiated. The service provided evidence that issues regarding the transition process were addressed satisfactory. Toileting policies and procedures met requirements. No further action was required.	not upheld
The complainant alleged a teacher forcefully restrained a child and another teacher used threatening language towards children. They did not provided details of when the alleged incidents occurred or who the teachers were.	The Ministry and the service's investigation, based on limited information provided by the complainant, did not substantiate the allegations.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned about the service's application of 20 Hours ECE and a debt raised by the service. They alleged the service had declined to meet to discuss the debt further.	The Ministry investigation did not substantiate the allegation. However, the service was supported to review and amend their enrolment practices to ensure clarity for parents.	not upheld
The complainant was concerned the service gave short notice for a service closure for one day.	The service had been directed by health authorities to close due to a stomach bug outbreak, which made cleaning of the service necessary. The service had informed the complainant of the closure via text message.	not upheld
The complainant was concerned with the service's management of a Work and Income overpayment and their application of 20 Hours ECE which resulted in a debt owed by the complainant. The service provider also allegedly yelled at the complainant in their office. The complaint was also laid with the NZ Police. The complainant removed their child from the service.	The Ministry advised the complainant the service followed their processes as per the terms and conditions of the enrolment agreement. No further action was required.	not upheld
The complainant alleged children were not given sufficient food at the service and food orders were not placed regularly.	The Ministry investigation did not substantiate the allegations. However, the Ministry recommended the service seek advice to explore a variety of healthy food ingredient options.	not upheld
The complainant alleged the service was not completing daily hazard checks and protruding nails were present in the outdoor area. They were also concerned about accident records and hygiene practices.	The Ministry discussed the allegations with the service, reviewed documentation and undertook a visit to the service. The complaint was not substantiated.	not upheld
The complainant was concerned with the service's management of their child's aggressive behaviour.	The Ministry investigation found the service had followed policies and procedures, a referral had been made to Learning Support and additional support was put in place to support the child's transition to school. The service also strengthened their behaviour management practice.	not upheld
The complainant was concerned the service no longer allowed them to provide a lunch box for their child who has additional needs regarding food preparation. They were also concerned their child had not been transitioned to the preschool room with other children of their age.	The Ministry investigation found the service was able to cater for children's specific food related needs. The service committed to a timeline to develop indicators to support transition and a lunch box policy in consultation with parents. The complainant's concerns were addressed by the service to their satisfaction.	not upheld
The complainant was concerned about the health and safety of children and staff at the service as unauthorised people had allegedly entered the property.	The Ministry undertook an investigation related to another complaint of similar nature. An unauthorised person had been on the property but not the on the premises of the service. The service secured the property further.	not upheld
The complainant was concerned the service asked parents via signage to use parking usually only used by staff during COVID-19 Alert Level 2. They were concerned the driveway was not safe for children. They also contacted the local council and WorkSafe.	The service informed the Ministry this had been an interim measure only for pregnant and new parents. Evidence the driveway was clear and the signage removed was sighted by the Ministry. No further action was required.	not upheld
The complainant alleged the service was mismanaging funding administration and asking parents not to complete sign in and out times.	The Ministry investigation did not substantiate the allegation. Arrival and collection times were completed by most parents and matched funding claims. No further action was required.	not upheld
The complainant was concerned about recurring illness in the service and withdrew their child.	The Ministry notified health authorities who provided advice to the service. The Ministry investigation found the services child health, illness and cleaning policies and procedures were compliant. No further action was required.	not upheld
The complainant was concerned about their children being bitten by another child at the service. The incidents had previously decreased but had become more frequent again after the COVID-19 lockdown.	The Ministry was satisfied the service had implemented appropriate strategies to manage the behaviour. The biting child no longer attended the service.	not upheld
The complainant queried the employment and curriculum practices of a service and what requirements there are for use of Ministry funding.	The Ministry reviewed policies and documents provided by the service and was satisfied they met regulated requirements. The complainant was advised to request these documents directly from the service.	not upheld
The complainant had concerns about behaviour of children attending the service, including bullying and physical attacks on a child. They requested further support for the children from the Ministry.	The Ministry investigation found the service had processes in place to support children to develop social competence and understanding of appropriate behaviour. Learning Support was working in the service and had no concerns with teacher practice however a referral for further Learning Support was made.	not upheld

Summary of Complaint	Summary of Action	Outcome
The complainant was dissatisfied with the service's fee structure.	The Ministry investigation found the fee structure complied with funding rules and adequate information had been provided to the complainant. No further action was required.	not upheld
The complainant alleged wrongful dismissal, poor employment practices and discrimination of staff by the service. They also had concerns about adult:child ratios not being met and accidents not being recorded. The complainant also notified the Teaching Council.	The Ministry investigation found the service met adult:child ratios, health and safety processes were compliant and a staff dismissal had followed a clear process. The remaining HR concerns were outside of the Ministry's regulatory authority.	not upheld
The complainant alleged the service did not meet minimum space requirements for the number of children attending.	The Ministry investigation found the service to be compliant with regulations. No further action was required.	not upheld
The complainant alleged their child was ill-treated by an unqualified teacher at the service. They also made a report to NZ Police.	The Ministry found the service conducted their own investigation, notified Oranga Tamariki and reviewed their accident management, child protection and supervision policies to strengthen their practice. The teacher had resigned and was not in contact with children following the complaint. The NZ Police and Oranga Tamariki investigation did not substantiate the allegation of ill-treatment.	not upheld
The complainant alleged a child was ill-treated at the service and that staff often shout at children and each other.	The Ministry supported the service to undertake a full investigation of the allegations, which were not substantiated. However, the Ministry provided SELO PLD to the service to strengthen behaviour and social competence guidance and recording of incidents.	not upheld
The complainant had a number of concerns about the service, including not meeting adult:child ratios, children having access to cleaning products due to a broken latch, a lack of access to drinking water and infants not kept safe in mixed aged groups.	The Ministry conducted an investigation and found the service compliant with all regulated requirements.	not upheld
The complainant was concerned a child was left in the sleep room when the service held a fire drill.	The Ministry advised the complainant to follow the service's complaint procedure and contact the Ministry again if they are unsatisfied with the outcome. As there was no further contact from the complainant, no additional actions were required.	not investigated
The complainant was concerned the service did not provide regular learning stories to document children's learning and development.	The Ministry referred the complainant to the service's complaints procedure with the option to come back to the Ministry if no resolution could be achieved.	not investigated
The complainant was concerned the service was losing a number of teachers and the impact this may have on the children and remaining teachers.	The Ministry was already supporting the service through SELO PLD to improve governance and management practices. No further action was required.	not investigated
The complainant was concerned with the service's behaviour management of a child known to have challenging behaviour. They did not feel the level of care had been appropriate. The child no longer attends the service.	The Ministry referred the complainant to the service's complaints procedure and offered support if concerns were unable to be resolved.	not investigated
The complainant was concerned the service was investigating a complaint made to them about an incident that did not occur at the service.	The Ministry provided advice to the service. The service notified the complainant they were not following up with the complaint as the matter was not related to the service.	not investigated
The complainant was concerned about the length of time it took the service to refund overpaid fees.	The Ministry contacted the service and the issue was resolved. The service apologised to the complainant. No further action required.	not investigated
The complainant was unhappy with how a staff member had spoken to them when they supported another member of the service's community.	The Ministry referred the complaint to the service's complaints procedure. No further action was required.	not investigated
The complainant was concerned about the quality of education and care, adult:child ratios, behaviour management, staff changes and student management.	The Ministry had recently conducted a full licence assessment which confirmed the service met adult:child ratios and found no concerns with behaviour management at the service. However, the service had been put on a provisional licence for curriculum and other unrelated criteria and was monitored by the Ministry. The complainant was referred to service's complaints procedure to resolve their other concerns.	not investigated
The complainant was unhappy their child may have had access to a known allergen at the service. They were also concerned about not receiving an agreed fee refund from the service. They asked for advice with the selection of a new service for their child.	The Ministry referred the complainant to the service's complaints procedure, provided information about alternative services and advice on how to select a service.	not investigated
The complainant was concerned that information about a child had being shared by a staff member with a person outside of the service.	The complainant was advised to follow service's complaints procedure. The complainant has since advised that the matter has been resolved.	not investigated



Summary of Complaint	Summary of Action	Outcome
Complainant sought advice on attendance restrictions placed on a child with additional learning needs.	The Ministry provided advice to the complainant and referred them to the service's complaints process.	not investigated
The complainant was unhappy the service did not allow their child to attend for partial sessions.	The Ministry advised the complainant to seek copies of the service's enrolment procedure and fee schedule and referred them to the service's complaints procedure.	not investigated
The complainant alleged the service had charged full fees during the COVID-19 lockdown.	The Ministry referred the complainant to the service's complaint procedures.	not investigated
The complainant was concerned the service would not use coconut oil for sun protection for their child.	The Ministry followed up with the service who advised they were working with the complainant to accommodate their wishes without compromising sun safety for the child. No further action was required.	not investigated
The complainant was concerned a teacher covered a child's face as a form of behaviour management, resulting in the child acting aggressively towards the teacher. They alleged a learning plan, which allowed restraint of the child, was implemented without consent from the family.	The complaint could not be resolved between the service and the child's parent without the Ministry's involvement. An individual learning plan for the child was developed in consultation with their parent. The complainant was satisfied with the outcome.	not investigated
The complainant was unhappy the service only notified their educators of the suspension of their licence on the day it took effect.	The Ministry confirmed the licence had been suspended with short notice due to concerns for the safety of children attending may be compromised. The licence was consequently cancelled.	not investigated
The complainant had a number of concerns with the communication by a support worker with the complainant. They were also concerned their child had a toileting accident that the service did not notice.	The Ministry referred the complainant to the service's complaints procedure and offered support if their concerns could not be resolved.	not investigated
The complainant alleged the service only paid teachers the minimum subsidy rather than 80% wages over the COVID-19 lockdown and were using the wage subsidy funding for other projects.	The service had worked with the Ministry of Business, Innovation and Employment (MBIE) as the complaint had also been referred to them. The Ministry recommended the information and advice provided by MBIE be shared with staff. No further action required.	not investigated
The complainant was concerned about a home-based educator shouting. The complaint was also raised with the service provider.	As the complaint was raised with the service provider the Ministry asked the complainant to contact the Ministry again if they have ongoing concerns.	not investigated
The complainant was concerned about unpaid students being counted in adult:child ratios.	The Ministry referred the complainant back to the service as the complaint related to employment practices and not regulatory requirements.	not investigated
The complainant was concerned about access to, and supervision of, a carpentry table at the service.	The Ministry provided the complainant with information and advised to raise their concerns with the service.	not investigated
The complainant was concerned the service required additional fees to provide support to a child with additional learning needs during transition times.	The Ministry referred the complainant to the service's complaints process and provided advice on what documentation and information to request from the service.	not investigated
The complainant was concerned about bullying of staff, the manner of communication with parents and inadequate behaviour management.	The service's licence was suspended at the time the complaint was received and was cancelled shortly thereafter. Therefore, the complaint was not investigated. The complainant was advised of the licence cancellation.	not investigated
The complainant was concerned about their child being bitten by another child on a number of occasions and the impact this had on their behaviour.	The Ministry did not receive further information and confirmation that they were happy to be identified to the service from the complainant. However, learning support staff were working in the service and confirmed there were no concerns with the teaching practice at the service.	not investigated
The complainant was concerned about bullying of staff, staff turnover and communication with parents at the service. They had raised concerns with the service but did not feel this was adequately followed up.	The Ministry was not able to confirm the details of the complaint with the complainant and, therefore, no further action could be taken by the Ministry.	not investigated
The complainant had concerns about a lack of accident reporting, teachers not noticing a child's toileting accident and high staff turnover.	The Ministry advised the complainant that the service was already on a provisional licence to address similar issues identified following a previous complaint. Therefore, this complaint was not separately investigated. The service has since been able to return to a full licence.	not investigated

Summary of Complaint	Summary of Action	Outcome
The complainant was concerned that children reported being hit by the manager in an unspecified service.	The Ministry contacted the complainant to specify the service, but no response was received. Two services that may have been the ones the complaint related to were monitored through provisional licences at the time. Apart from this monitoring no further action could be taken without further information from the complainant.	not investigated
The complainant was concerned with fees, the notice period and that they were denied additional hours for their child. The complainant had made a complaint to the service but were unhappy with their initial response.	The Ministry asked the complainant to escalate the complaint in line with the service's complaints procedure and to contact the Ministry again if they were unable to resolve the complaint satisfactory with the service.	not investigated
The complainant was unhappy the enrolment policies and practice of the service did not allow them to only access 20 hours ECE and not pay fees.	The complainant was referred to the service's complaints process. No further action was required.	not investigated
The complainant sought advice on the notice period for their child's enrolment and advice they were unhappy with the relationship with management, fee structure and staff interaction with children. They did not want the Ministry to follow up their concerns with the service.	The Ministry provided advice on the enrolment form and notice period and encouraged the complainant to contact the Ministry again if they wanted further action to be taken.	not investigated
The complainant was concerned a teacher been unfairly dismissed by a service.	The Ministry recommended to the complainant that the teacher seek legal advice regarding the employment issue. No further action was required.	not investigated
The complainant made a formal complaint about the chairperson of the service.	The complainant was referred to the service's complaints process. The service resolved the complaint to the complainant's satisfaction.	not investigated
The complainant alleged a staff member at the service bullied and harassed them and did not appropriately communicate an incident involving their child.	The Ministry referred the complainant to the service's complaints procedure and recommended they request a copy of the staff behaviour policy to understand the service's expectations. The Ministry offered further support if concerns were not resolved with the service.	not investigated
The complainant was concerned the service was not permitting parents to enter the inside play space. They were also concerned the service required a medical note to confirm the child did not have COVID-19 before they could return to the service following a bacterial infection.	The service made changes to their illness policy and COVID-19 response with advice from the Ministry on COVID-19 Alert level requirements and guidance. No further action was required.	not investigated
The complainant was concerned the cultural and language needs of children enrolled at the service were not met due to an alleged lack of resources specific to the Pacific Islands.	The Ministry advised the complainant to follow the service's complaint procedure.	not investigated
The complainant was concerned that the service was losing a number of teachers and the impact this may have on the children and remaining teachers.	The service was already supported through SELO PLD for governance and management. The complainant was referred to the service's complaints procedure. No further action was required.	not investigated
The complainant alleged their child had not been given the food out of their lunch box, was not put down to sleep and warm clothing was not removed. The complainant was waiting for a response from the service.	The complainant was advised to continue with the service's complaints procedure and provide more detail to the Ministry. No further contact was made by the complainant.	not investigated
The complainant was concerned about redundancies and resignations at the service and that this may be disruptive for children.	The Ministry was already supporting the service through SELO PLD to improve governance and management practices. No further action was required.	not investigated
The complainant was concerned about the low temperature in a number of services they visited and enquired how the Ministry monitors services.	The Ministry provided the complainant with information about the regulatory requirements and how the Ministry monitors these. No further action was required.	not investigated
The complainant was concerned about staff wellbeing and the service's ability to maintain adult:child ratios when staff were sick.	The complainant was referred back to the service's complaints process and the service addressed the concerns to the complainant's satisfaction.	not investigated
The complainant alleged they were asked by the service to fill out timesheets incorrectly and give false account for an investigation. They were also concerned the service was unable to monitor compliance with regulatory requirements and the quality of educators.	The Ministry had previously investigated a similar complainant and the breaches identified in that investigation had been addressed by the service. The complainant confirmed their concerned related to the same time period of the previous complainant. No further action was required.	not investigated
The complainant was concerned about the child's school check information and small number of learning stories.	The Ministry referred the complainant to the service's complaint process.	not investigated

Summary of Complaint	Summary of Action	Outcome
The complainant alleged the service was claiming funding for children who did not attend during COVID-19 Alert Level restrictions. They agreed to send further details about their concern to the Ministry so that an investigation could be initiated.	No further details were received by the Ministry and, therefore, this complaint was unable to be investigated.	not investigated
The complainant was concerned with the number of staff leaving the service and that it was disruptive for children.	The Ministry referred the complaint to the service's complaints procedure.	not investigated
The complainant was concerned that the benefits of 20 Hours ECE was not passed on to parents.	The Ministry supplied information to the complainant and referred them to the service's complaints process. No further action was required.	not investigated
The complainant was concerned about a lack of engagement with the family of a child with learning support needs. They alleged there was no contact regarding education, learning stories or health and safety. They also alleged the service did not organise any connection between families or educators during COVID-19 lockdown.	The Ministry informed the complainant that a change of management occurred when the complaint was received. The new provider was expected to be more responsive to concerns and inclusion. The complainant noticed an improvement in recent engagement and was happy not take the concerns further. No further action required.	not investigated
The complainant was concerned about fees charged by the service.	The complainant was referred to the service's complaints process. The service resolved the complaint to the Ministry's satisfaction.	not investigated
The complainant was unhappy the service would only enrol their child if the child did not attend any other early learning services on other days.	The Ministry referred the complainant to the service's complaints procedure and asked them to contact the Ministry again should their concerns not be resolved by the service.	not investigated
The complainant was concerned with the service's response to a child repeatedly being hurt by another child at the service.	The Ministry referred the complainant to the service's complaints procedure. The service and complainant were able to resolve the concerns.	not investigated
The complainant was unhappy the service misrepresented their employment relationship when requesting police vetting for the complainant.	The Ministry explained the police vetting requirements an early learning service must adhere to and referred the complainant to the service's complaints procedure.	not investigated
The complainant was concerned the service charged fees when a child did not attend during COVID-19 Alert Level 3.	The service provided evidence of communication to all families that fees were only charged in Alert Level 3 if the child attends. The information was provided to the complainant.	not investigated
The complainant was unhappy the service had given parents short notice they would not reopen after the COVID-19 lockdown as they were permanently closed.	The Ministry had not been informed by the service of the planned permanent closure and worked with the service to ensure the process for cancelling their licence was followed.	not investigated
The complainant sought advice on curriculum requirements and reporting to parents in early childhood education. They were concerned that parents were not permitted to enter the play space.	The Ministry provided the complainant with information and referred them to the service's complaints process.	not investigated
The complainant alleged being treated unprofessionally by the service's management following their resignation.	The Ministry advised the complainant to seek advice on the employment issues from Citizens Advice Bureau or community law. No further action was required.	not investigated
The complainant had concerns about the service's communication with parents, adult:child ratios, not meeting the nutritional needs of a child and teacher engagement with children at the beginning and end of the day.	After unsuccessful attempts to receive further information from the complainant on their concerns the Ministry referred the complainant to the service's complaints procedure. The Ministry confirmed that adult:child ratios were met.	not investigated
The complainant alleged a staff member at the service yelled at them in front of children and teachers.	The Ministry referred the complainant to the service's complaints procedure. The complainant received an apology from the staff member.	not investigated



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.