

## SERIOUS INCIDENT POLICY

<b>Purpose</b>	The Serious Incident Policy sets out the procedures Central Kids Early Education will implement in the event of a serious incident involving Central Kids Early Education employees, tamariki or whānau within or involving a Central Kids Early Education service.
<b>Explanation</b>	<p>The main objective of this policy is to ensure effective management of serious incidents, to provide guidance to employees on incidents identified as serious and to ensure employees are aware of the procedures to follow when a serious incident occurs.</p> <p>A serious incident is an unexpected event of a significant nature that has endangered or has the potential to threaten a person's health and/or safety.</p> <p>Any incident that is considered serious enough to be reported to the Senior Leadership Team and/or the Kaiarataki includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Children leaving a service unattended</li> <li>• Injuries/incidents of a serious nature occurring to any person on a Central Kids Early Education site</li> <li>• Parents/caregivers/whānau members subject to protection orders attempting to visit/enter a service</li> <li>• Parents/caregivers/whānau members listed as unauthorised to collect tamariki on the enrolment form attempting to visit/enter a service</li> <li>• Estranged parents/caregivers/whānau member involved in altercations within or within close proximity of a service</li> <li>• Violence or threats of violence towards a parent/caregiver/whānau member/employee in or within close proximity of a service. Altercations between adults that are unable to be diffused easily</li> <li>• The arrival to the service of a person under the influence of alcohol and/or illicit substances</li> <li>• Tamariki disclosing physical/sexual abuse or activity of an inappropriate nature</li> <li>• Lockdowns</li> <li>• Civil Emergencies</li> <li>• Serious illnesses resulting in a pandemic</li> <li>• Notifiable Diseases/Illnesses</li> <li>• Any other incident Kaiwhakaako deem serious to the safety of tamariki/employees</li> </ul> <p>For further information on the response to crisis or emergency events refer to the Crisis intervention and Lock Down Policy and/or the Emergency Policy.</p>
<b>Scope</b>	This policy applies to all Central Kids Early Education employees.
<b>Principles</b>	<p><b>Senior Leadership Team Responsibilities</b></p> <p>Central Kids Early Education Senior Leadership Team shall be responsible for ensuring a serious incident response team is established to manage and respond to serious incidents.</p>

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The Serious Response Team shall be led by the Chief Operating Officer or nominated alternative and involve the service Kaiarataki and Kaitiaki Kaimahi (People and Culture Manager). Additional team members shall be included as necessary.

The Chief Operating Officer or nominated alternative shall be responsible for analysing the details of the incident to determine if the incident is of a serious nature and warrants notification to an external agency.

Where this is determined the Ministry of Education shall be advised of the incident without delay. Other appropriate external agencies may include Oranga Tamariki, NZ Police, WorkSafe NZ.

When determining whether or not to report an illness, injury or incident to the Ministry of Education the Chief Operating Officer or nominated alternative will consider

- Has the person been admitted to hospital for immediate treatment? (Admitted to hospital means being admitted as an in-patient for any length of time)
- Other types of serious injuries and illnesses that are notifiable are set out in the table in [“What events need to be notified in the Education Sector”](#)

Specifically these include but are not limited to Notifiable Diseases/Illnesses where Public Health have been notified

- Is the incident an unplanned or uncontrolled work-related incident that seriously endangers or threatens someone’s health and/or safety
- Incidents that may only have resulted in minor injuries but has the potential to cause serious injury
- Was there serious risk arising from immediate or imminent exposure to events described in [“What events need to be notified in the Education Sector”](#)

The Chief Executive Officer and all members of the Senior Leadership Team shall be notified of all significant/serious incidents by the Chief Operating Officer or nominated alternative.

Upon notification of a serious incident the Response Team shall liaise immediately to prepare a management, investigation and response plan.

The response plan and implementation of the plan shall include adherence to confidentiality and privacy principles.

Following a serious incident the Response Team shall ensure a written account of the serious incident is retained. Any recommendations from the investigation are put in place and follow up is undertaken where necessary.

The Response Team shall ensure appropriate support is provided to affected parents/caregivers/whānau members/employees if necessary.

The Chief Executive Officer and/or delegated Leadership Member is the only Central Kids Early Education representative authorised to make statements to media.

### **Employee Responsibilities**

Kaiarataki/Kaiwhakaako/Kaiako shall be trained in identifying serious incidents.

Kaiwhakaako/Kaiako shall be responsible for ensuring they are familiar with this policy and their duties under this policy.

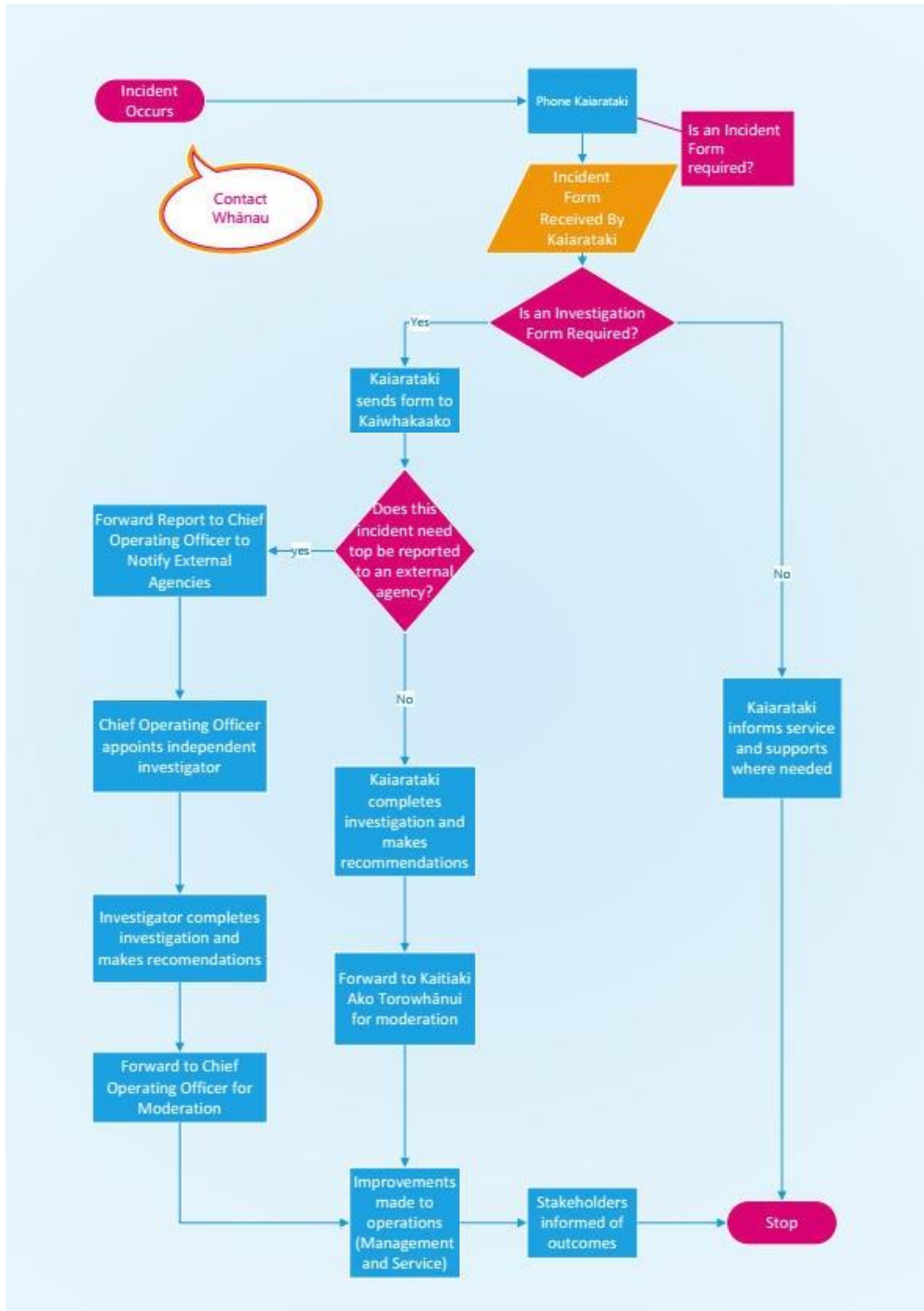
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	<p>Kaiwhakaako shall be responsible for ensuring employees within their service are trained in incidents identified as serious and ensuring they are aware of their responsibility in reporting any incident of a serious nature.</p> <p>All employees are responsible for ensuring the Kaiwhakaako/Kaiarataki or the Chief Operating Officer or nominated alternative are notified of any serious incident occurring within their service as soon as practical.</p> <p>Where there is an incident involving tamariki at the service, whānau should be informed immediately both verbally and in writing (use the Incident Form). Should the Kaiwhakaako believe that this will put the child at more risk, advice will be sort directly from Oranga Tamariki by the Kaiwhakaako or Kaiarataki. A record of this advice shall be recorded (date, time and person spoken to).</p> <p>Employees are responsible for ensuring that any media representatives are referred to the Chief Executive Officer and/or delegated Senior Leadership Member for comment.</p>
<b>References</b>	
<b>Standards</b>	<p><a href="#">Licensing Criteria for Early Childhood Education and Care Services 2008</a></p> <p><a href="#">HS27</a></p> <p><a href="#">HS34 – Injury and incident procedure flowchart</a></p> <p><a href="#">Facts sheet outlining what events need to be notified in the Education Sector</a></p> <p><a href="#">Ngā Tikanga Matatika</a> - Code of Professional Responsibility for the Teaching Profession</p> <p><a href="#">Ngā Paerewa</a> – Standards for the teaching profession</p> <p><a href="#">The Health &amp; Safety at Work Act 2015</a></p> <p><a href="#">De-escalating-a-threatening-situation</a></p> <p><a href="#">Pandemic Planning Guide</a></p>
<b>Service Documents</b>	<p>Crisis Intervention and Lockdown Policy and Procedures</p> <p>Complaints Policy</p> <p>Child Accident, Illness and Infectious Diseases Policy</p> <p>Incident Form</p> <p>Incident Investigation Matrix</p> <p>Health &amp; Safety Policy</p> <p>Hazard Registers</p> <p>Emergency Policy</p> <p>Excursion Policy</p> <p>Site Specific Supervision Plans</p>
<b>Policy Review</b>	<p>Central Kids may amend and vary its policies from time to time at Central Kids discretion and employees are required to observe such policies.</p>

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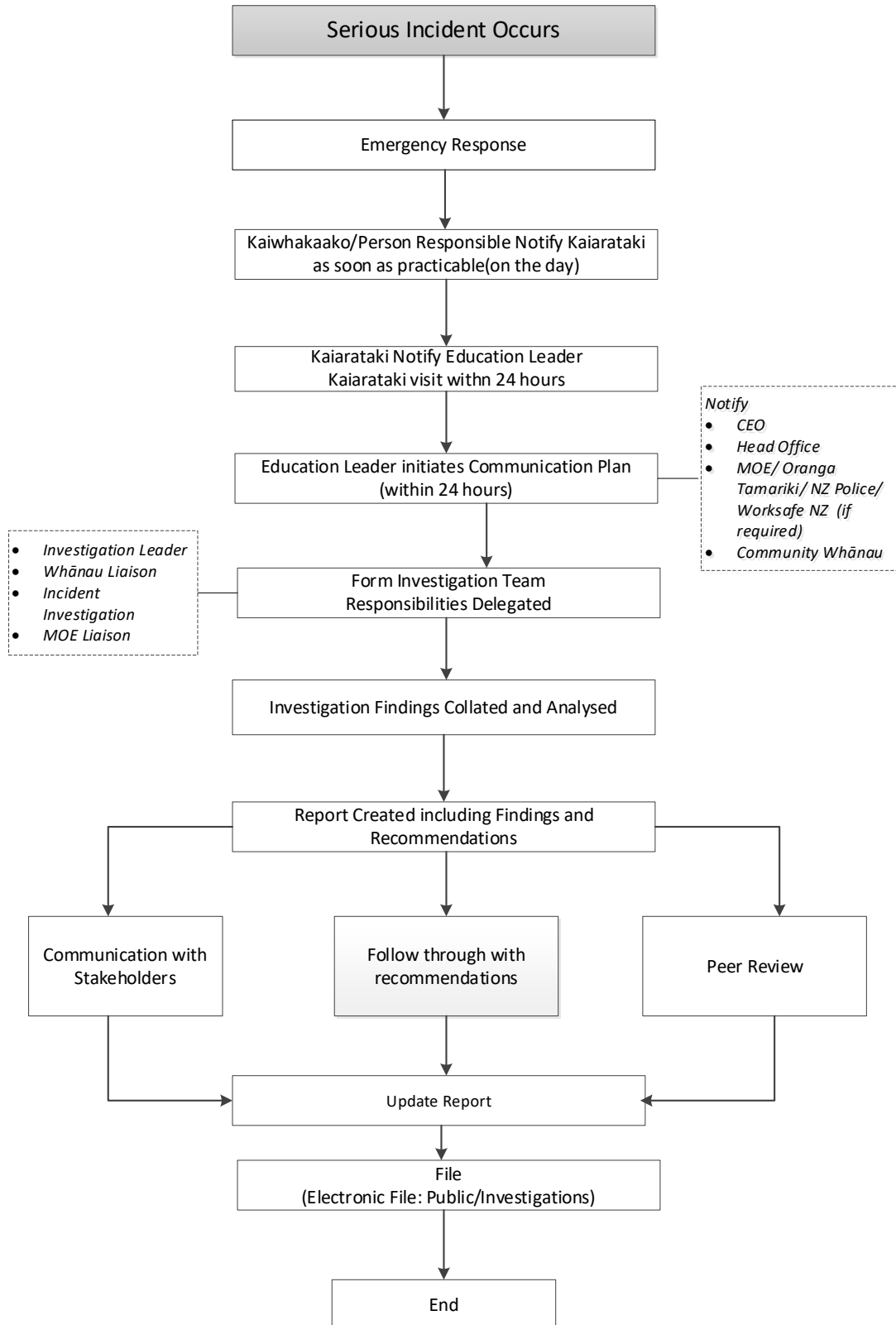
## Procedures

### 1. Incident Reporting – using the Incident Form




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### 2. Serious Incident Response and Reporting



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### 3. Serious Incident Reviews



At the health and safety committee meeting (held each quarter) Serious Incidents from the last quarter will be reviewed to enable the organisation to analyse incidents, measure health and safety trends, assess changes already made and make recommendations

Actions identified are to be carried out by the relevant Kaiwhakaako in conjunction with the Kaiarataki in order to prevent reoccurrence of incidents

Feedback and suggestions from the Health and Safety Committee will be relayed to the organisation through the health and safety pānui and to specific services via direct communication with the Kaiwhakaaako

Success indicators of this process will be measured by the reduction of reported incidences