



1.2 Injury, Incident and Near Miss Procedure

Classification: Health, Safety and Wellbeing

Related Policy: Health, Safety and Wellbeing

Applies to: All kaimahi

Approved by: Chief Executive

Date Approved: September 2026

Next Review Date: September 2027

Purpose:

To ensure a consistent and timely process for responding to, recording, and investigating injuries, incidents, and near misses that occur within any Kaitiaki Kindergartens service or during offsite activities.

Te Ao Māori Considerations:

Uphold manaakitanga by responding with respect and compassion. Communicate with whānau in a culturally responsive way and involve the Pou Ahurea if additional support is needed.

Event/Incident Classifications:

To ensure consistent recording and escalation, incidents, injuries and near misses are classified as follows:

Classification	Description and Required Action
Near Miss	An incident that did not result in injury or harm but could have had a different outcome if the situation or interventions were different. Record in 1Place and review for potential preventive actions.
No Harm	An incident that did not result in injury or harm. This does not need to be recorded in 1Place.
Minor Harm	An incident that resulted in an injury manageable with basic first aid. The individual does not need to leave the kindergarten to seek external medical treatment. Record in 1Place; no formal investigation required.
Impact to Head	For any injury to a child where the head is impacted parents/caregivers must be notified immediately by a phone call or, if within 15 minutes of pick-up time, with a face-to-face notification. The child must have ongoing monitoring. Record in 1Place and monitor for signs of concussion or deterioration.



Notable Incident	An incident where the injured person needs to leave the service to seek external medical treatment or cannot continue participating in the daily programme. For children, a phone call must be made to inform parents/caregivers. For Kaimahi a phone call should be made to the emergency contact. Record in 1Place, notify the PPL who will notify the H&S Lead, Operational Leader, and Chief Executive, as appropriate. Internal review required.
Notifiable Event	An incident or injury that requires hospital admission due to the nature of the injuries or harm. Must be reported to WorkSafe NZ and the Ministry of Education by the Chief Executive or their delegate within required timeframes. Notifiable events must also be reported to the Director of Regulation as required under the 2026 changes Record in 1Place and complete investigations report.

Roles and Responsibilities:

Role	Responsibilities
Kindergarten Leader / Person Responsible	Ensure first aid, reporting, and investigations are completed; liaise with whānau and a Kindergarten Support Lead.
Employees / Team Members	Respond to and report all injuries, incidents, and near misses in 1Place.
Kindergarten Support Leads (PPL, H&S Lead, Operations Lead or Specialist Support Lead)	Investigations and report notifiable and notable events to internal or external leads as required.
Chief Executive	Notify WorkSafe and MoE; oversee serious and notifiable incident investigations
H&S & Operational Leader	Review notable and notifiable incidents and ensure corrective actions are implemented. Supports ongoing training.
Health & Safety Committee	Monitor trends and recommend improvements to Board and Chief Executive.

If an injury, incident or near miss occurs:

Step 1: Immediate Response

1. Remove any immediate danger to people or the environment.
2. Reassure and comfort the injured/affected individuals.
3. Delegate another adult to call emergency services (111) if required.
4. Apply first aid (by certified first aider) if safe to do so.
5. Delegate another adult to Isolate the scene, take photos of scene if appropriate.





6. If possible, ensure ratios are maintained.

Step 2: Notify and communicate

For all situations except no harm and minor harm:

1. Inform the Kindergarten Leader / Person Responsible as soon as practical.
2. Telephone parents/guardians if:
 - a) An ambulance has been called.
 - b) The injury involves an impact to the head.
 - c) The child has left the premises unsupervised.
3. Notify Support Office if the event is serious, notifiable, or notable.

Step 3: For Notifiable and Notable Incidents

Notifiable Incidents

1. Kindergarten Leader / Person Responsible – immediately notify a Kindergarten Support Lead.
2. Kindergarten Support Lead – inform the Chief Executive as soon as it is safe to do so and conduct a formal investigation with the Kindergarten Leader within five working days.
3. The Chief Executive (or delegate) – notify WorkSafe NZ and other agencies, including MoE, within 24 hours and provide written notification within seven days. Notifiable events must also be reported to the Director of Regulation as required under the 2026 changes
4. The Chief Executive (or delegate) – notify the Board Co-Chairs as soon as it is safe to do so, but no later than 24 hours after the incident.

Notable Incidents

1. Kindergarten Leader/Person Responsible – notify a Kindergarten Support Lead.
2. The Kindergarten Leader and Kindergarten Support Lead – conduct an internal investigation.
3. Kindergarten Support Lead – report findings to Chief Executive.

Step 4: Record in 1Place Online System

1. Record all injuries, incidents, and near misses in 1Place on the day of the event.

Step 5: Investigation of Notifiable, Notable and near-miss events

The Kindergarten Support Lead and Kindergarten Leader/Person Responsible must investigate to identify contributing factors and corrective actions. Investigations should be completed within five working days unless more time is required (at the discretion of the Chief Executive)

Investigation steps:

1. Control the scene.
2. Gather facts – who, what, when, where, how.
3. Interview witnesses and review any photos, maintenance, or training records.
4. Identify hazards and assess effectiveness of current controls.





5. Develop and record remedial actions in 1Place.
6. Assign responsibility and timeframe for each action.
7. Review Outcomes and close
 - a) For Notifiable events the Chief Executive to review outcomes and close once resolved
 - b) For Notable and near miss events, the H&S Lead to close the event on 1Place once resolved.

Step 6: Continuous Improvement

1. H&S Lead – update training and induction materials as needed.
2. H&S Lead – arrange additional training as needed.