

Emergency Management Plan

LAST REVIEWED
July 2026

NEXT REVIEW DUE
July 2027

Hard copy in Policies Folder and on the Information Board at the main entrance.
Electronically in the Health and Safety Folder

Key Contact Information For This Plan

Early Learning Service Contact Details

Address (physical)	2 Francis Lane Lake Hawea RD2 Wanaka 9382
Phone	027 232 2420
Email	office@nestlingselc.co.nz
Website	www.nestlingselc.co.z

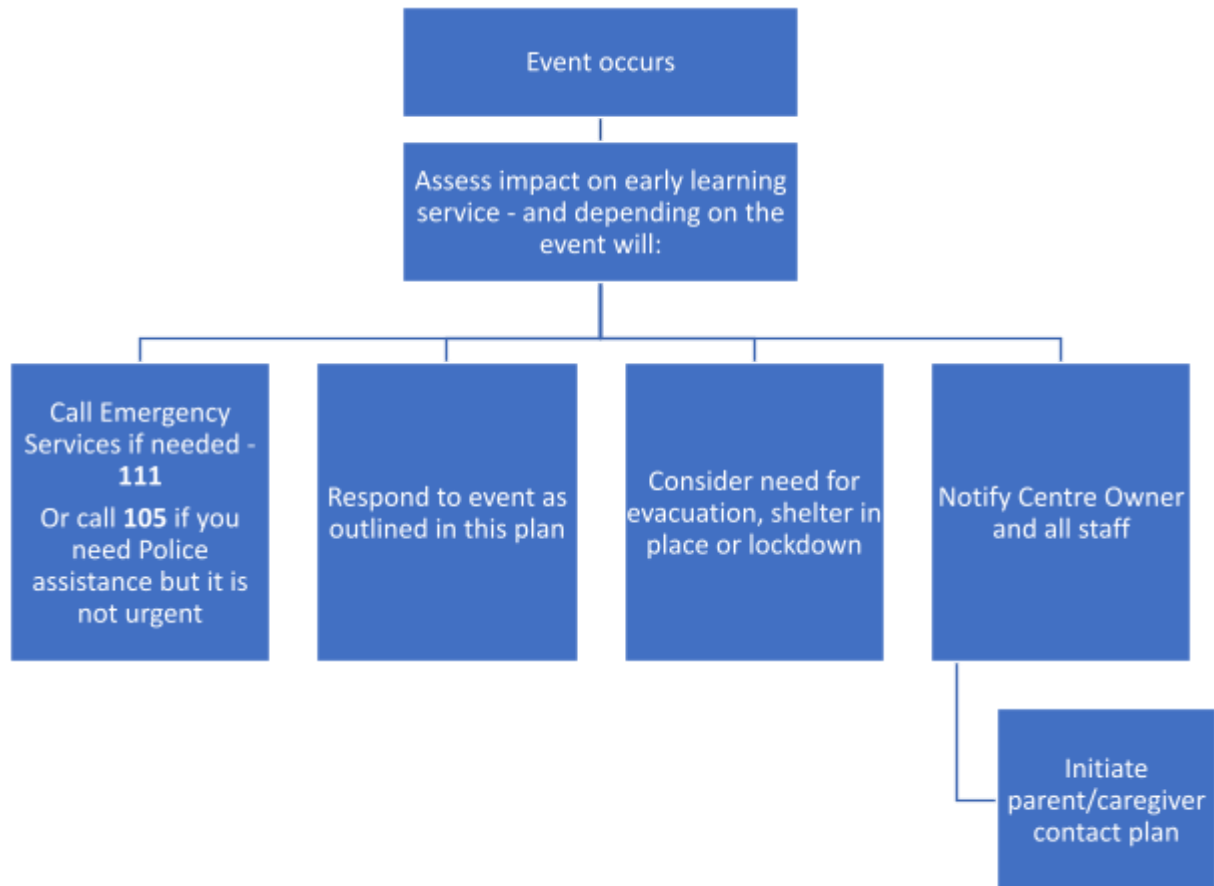
Incident Management Team leads / Key emergency contacts.

Name	Jacqueline Macdonald	Name	Natalie Lane
Position / Role	Owner	Position / Role	Owner
Phone	0027 347 5357	Phone	021 100 9517
Email	jacamrein@gmail.com	Email	natellenlane@gmail.com
Name	Luke Macdonald	Name	Elliot Ryan
Position / Role	Co owner	Position / Role	Co owner
Phone	027 313 6246	Phone	021 0666731
Email	squidonald@gmail.com	Email	elliottlukeryan@gmail.com

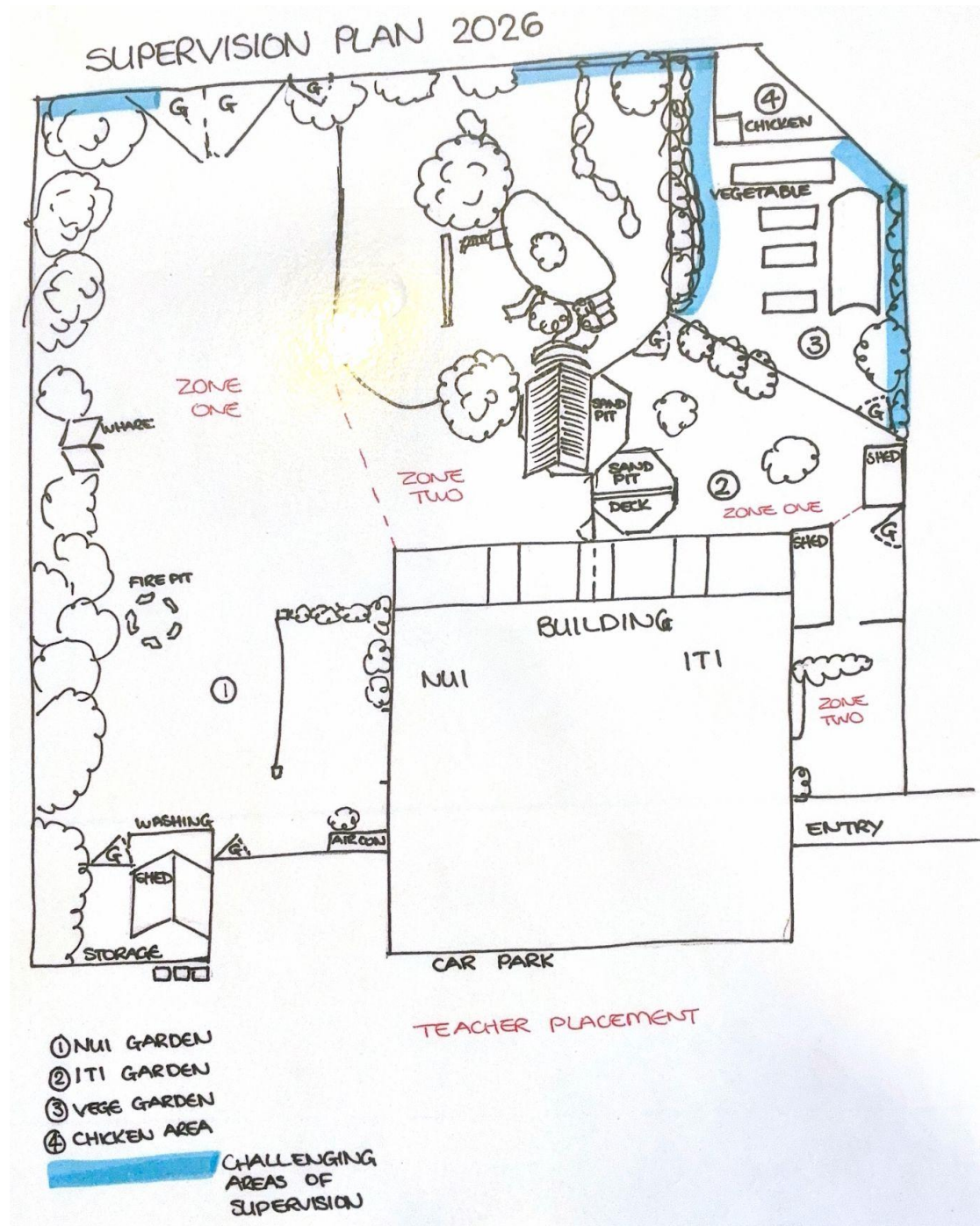
Go to **External Contact Lists** (pg. 6) for details of local emergency services, etc and Appendices 1 and 2 for staff, children / parent / caregiver contact lists.

Basic Emergency Response Process

While every event is unique, there are some basic steps we will follow when responding to an emergency, as outlined below:



Site Map



Calendar - Planned Drills and Other Training

Add the date for planned activities and tick (✓) when completed.

Note – Adults providing education and care are familiar with relevant emergency drills and carry out each type of drill with children on an, at least, **three-monthly basis**.

Activity	Jan - Mar	✓	Apr - Jun	✓	Jul - Sep	✓	Oct - Dec	✓
Fire Drill	January 2026		April 2026		July 2026		October 2026	
Earthquake Drill	February 2026		May 2026		August 2026		November 2026	
Lockdown drill (staff only participating)	March 2026		June 2026		September 2026		December 2026	
Other drill (eg, tsunami)								
Parent and caregiver updates and reminders								

Our Role in a Civil Defence Emergency

Civil defence preparedness for early learning services generally falls into two categories:

- Ensuring the safety of children and staff at early learning during a civil defence emergency
- **Where appropriate**, helping the wider local community during a civil defence emergency, as part of a response coordinated by the local territorial authority.

Nestlings Early Learning Centre is **not** a Civil Defence Post.

Our closest Civil Defence Post is the Lake Hāwea Community Centre, Myra Street Lake Hāwea.

However, we do have a Civil Defence bin that we will be able to use for two days.

We are set up in such a way that we would be able to continue to operate assuming the building is deemed safe to do so.

Communications Plan – Parents, Caregivers and Others

Planning - Our proactive communications will include:

- Asking whānau every 6 months to update their emergency contact information.
- We will collect all emergency information at the beginning of enrolment.
- We will reflect on each emergency drill undertaken
- Meeting at least annually with local emergency services (e.g., Fire, Police, Civil Defence)
- Encourage parents and caregivers to develop their own family and whānau plans for when there is an emergency during early learning hours.

Response - Our emergency response communications plan for parents, caregivers and others includes:

- In the case of an emergency, parents will be contacted as soon as possible via the centre cell phone. Contact details are stored and updated in the civil defence kit and on the centre cell phone.
- If it is not safe for staff and children to remain at Nestlings Early Learning Centre, we will evacuate to the nearest Civil Defence Post, the Hawea Community Centre, 28 Myra Street, Lake Hawea. If this is the case and phone lines are down, meaning Parents /Caregivers cannot be contacted via phone, we will leave a note on the entrance of Nestlings Early Learning Centre stating we have evacuated the premises to the Civil Defence Post as above.
- A record of when pupils are picked up by parents / caregivers will be on the Centre Tablet via the parents/caregiver's pin.
- Kaiako on excursion carries a cell phone with them. The Centre will have the number of that cell phone, names of children and adult helpers. Excursion routes/destination is left with the Person Responsible who signed off the excursion.

External Contact Lists

Where possible include a primary and alternate number. Please add further important numbers as required.

Radio - our local station for emergency information is:

RADIO WANAKA 92.2 FM

Emergency Services

Police, Fire, Ambulance	111 105 for Police, if needing non-urgent assistance
Police (local station)	Phone: 03 443 7272

Lake Hawea Fire Brigade	Phone: 03 443 1632
Local Emergency Management Office / group (Civil Defence)	Point of contact: Lyall Cocks Phone: 0800 222 200
National Poison Centre	Urgent line 0800 764 766 Non-urgent 03 479 7284
Medical Centre	Name: Wanaka Medical Centre Address: Cardrona Valley Road Wanaka Phone: 03 443 0710
Medical Centre	Name: Aspiring Medical Centre Address: Cardrona Valley Road Wanaka Phone: 03 443 0725

Essential Agency / Service

Medical Officer of Health (local Public Health Unit) Public Health Nurse	Name: Valerie Papineau Mobile: 027 283 9395
Ministry of Education	Local office: Cromwell – Barry Avenue behind Cromwell College 03 445 37 Traumatic Incident Team - 0800 TI Team (0800 848 326) Contact Centre - 0800 225 580 National Office - (04) 463 8000
Ministry of Education media advice and assistance	Point of contact Senior Media Advisor, Communications Group Phone 04 463 8000 / After Hours 027 560 5387
Mataara – the emergency contact system operated by the Ministry of Education	Go to – education.govt.nz for more information about Mataara.
Oranga Tamariki Ministry for Children	0508 326 459
Civil Defence	EMERGENCY MANAGEMENT Phone: 03 440 0056 info@codc.govt.nz

Essential Utility

Power company	Account number Phone: Aurora 0800 22 00 05
Electrician	Simon Dobson - 022 067 3652
Builder	Elliot Ryan - 0210666731

Plumber	Mike Hasler - 0275338914
Maintenance	Elliot Ryan - 0210666731 Luke Macdonald - 0273136246

Essential Security

Alarm monitoring	CHUBB
Fire alarm / equipment maintenance	CHUBB

Other Miscellaneous Contact Information

Lawyer	McVeagh Fleming
Insurance	Gallagher Insurance
Bank	ANZ Wanaka
Local Church	St Ninians - Aaron Johnstone

Local Early Learning Services

Hawea Kindergarten	Point of contact: Nicola Phone: 03 443 6192
Mountainside Educare	Point of contact: Liz Hale Mobile: 021 0853 7045
Riverside Educare	Point of contact: Sarah Macfie Phone: 03 443 40073
Hawea Flat Primary School	Point of contact: Tania Pringle Phone: 03 443 1467

Following an Evacuation

Do not return to the early learning service site until given clearance to do so.

Whether the early learning service can continue to operate that day (and in the future) will be determined by:

- The nature of the event
- The safety of the buildings and other facilities including running water, power, heating etc
- Health and wellbeing of staff.

Deciding whether or not to continue operating following an event rest with the service provider and early learning service manager. Appropriate advice from professionals should be sought if needed.

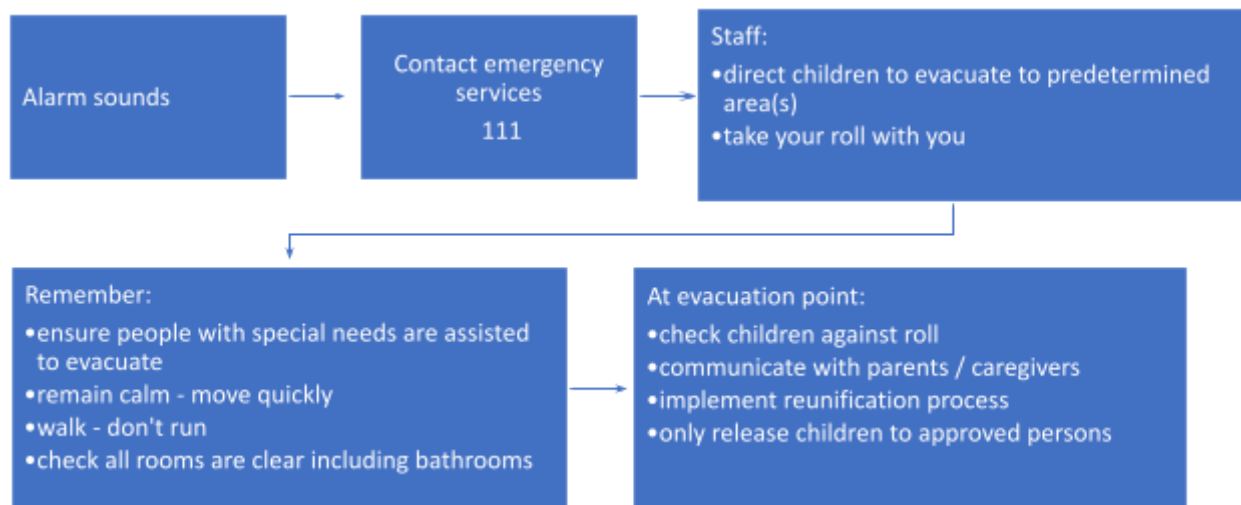
Contact the Ministry of Education if you need support.

Emergency Response Types

Evacuation

Evacuation from the early learning service may be required to ensure the safety of staff and children in an emergency event. In all cases, evacuations need to be planned and practiced.

General Evacuation Plan



Evacuation Areas

Fire Evacuation Plan / Point: At the double gate on the Timsfield Drive fence line. If evacuation is necessary, then we walk up to the Community Centre Myra St via the zig zag walkway. Ensure we take the Civil Defence wheelie bin with us.

Earthquake Evacuation Plan / Point: Stop, drop and hold. Once shaking stops then make your way to the Assembly Area at the double gates on Timsfield Drive fence line. If evacuation is necessary (LONG OR STRONG GET GONE) then we walk up to the Community Centre Myra St via the zig zag walkway. Ensure we take the Civil Defence wheelie bin with us.

Gas/Chemical Evacuation Plan / Point – Assembly area Timsfield Drive fence line.

Fire

<https://www.education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/licensing-criteria/centre-based-ece-services/health-and-safety/emergencies/hs4-fire-evacuation-scheme/>

Response Actions (as appropriate)		Person/s Responsible
Discovery of a fire	Ring the fire alarm.	
	Call 111	
	If safe to do so, extinguish the fire.	
On hearing the alarm	Our Fire Warden will put on a Yellow Hi-Viz vest, take the Centre cell phone and tablets with the Teachers will take any medication required by a child and the Medication Folder. Teachers will direct and help the children to the Fire exits and assembly point. Teachers to check the outdoor area is clear and all children are accounted for. Fire Warden is to check all children and adults are out of the building and shut the doors (do NOT lock). Fire Warden ensure the ENTIRE building is checked (Kitchen, Office, Sleep Room, Toilets) and check any areas that children may get into. Teachers to group the children together and accompany them to the Assembly Point and complete Roll Call. If the alarm activates while the children are playing outside the Teachers are to gather the Children together and Direct/help children to the assembly point. Teachers to aid anyone else (visitor) in building who are unable to self-evacuate. There could be visitors/relatives in the building with a range of requirements. These could include people who are hearing or sight impaired, peoples with impaired mobility, people with neurological condition that may mean they do not understand to evacuate. Provide reassurance to any people who appear stressed about the situation and assist people to the assembly place. All doors have ramps to ensure they are accessible with varying levels of mobility.	

	All staff to ensure that the children are contained in the assembly area while they are waiting for all clear from the Fire Warden or Fire and Emergency New Zealand. Fire Warden to check the Teachers have taken the daily attendance register, any medication required by a child and the Medication Folder. Fire Warden to ensure that the 111 call to fire and Emergency has been made – if any doubt, make another call. Fire Warden to check Head Count/Role call has been completed by Teacher's. If there is any risk to others with fire / smoke near the assembly area, Fire Warden to instruct everyone to move to the Car Park. Fire Warden to liaise with fire and emergency on their arrival and inform them of the state of the evacuation	
Returning to the building(s)	Do not return to the building(s) until given all clear by the Fire Service.	
Ongoing operations following a fire	The decision to continue early learning service operations rests with the service provider and Owners/Person Responsible. Contact the Ministry of Education regional office (they can provide support through the Traumatic Incident team if required).	

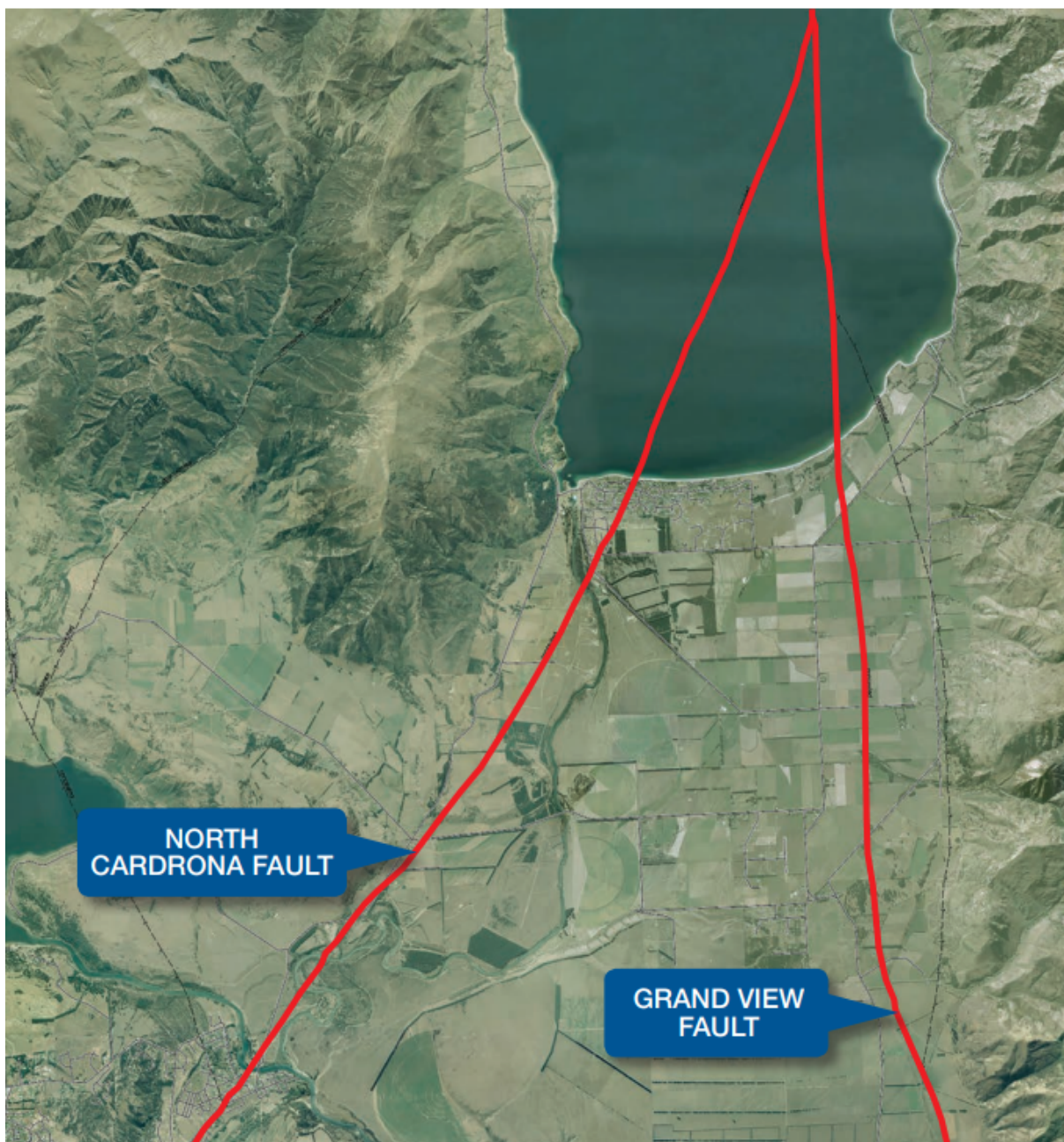
Earthquake

REMEMBER – LONG OR STRONG, GET GONE

Response Actions (as appropriate)	
During an earthquake	If indoors: • Move no more than a few steps to a safe place and drop, cover and hold until the shaking stops. If you can, take cover under a desk or table. • Keep away from shelves containing heavy objects and other large items of furniture • Keep away from windows • Stay indoors until the shaking stops and it's safe to go outside. For under two-year-olds or children with physical challenges. • Infants and toddlers not in cots are to be moved as quickly as possible to an inner wall away from windows. • Staff and adults in Centre kneel facing away from windows to form barrier protection cover over infants/toddlers. If possible, use large blanket cover over adults providing protection cover for infants/toddlers minimising injury harm from falling debris.
	If outside: • Find a clear spot and drop to the ground and cover your head and neck. • Children stay in the early learning service grounds until a teacher comes to get them. • Keep away from buildings and power lines.
When the shaking stops	Expect aftershocks. Teachers to group the children together and accompany them to the Assembly Point and complete Head Count/Role. Ensure your personal safety first. Check those around you and offer help if necessary. If anyone requires medical assistance, call 111 and / or administer first aid. Get staff and children away from dangerous areas. Listen to the radio for instructions from Civil Defence. If you smell gas or hear a blowing or hissing noise, open a window and get everyone out quickly to the Assembly point. Turn off the gas, using the outside main valve if you can. If you turn off the gas for any reason, it must ONLY be turned back on by a registered plumber or gas fitter. If you felt the earthquake was long (longer than a minute) or strong (hard to stand up in) then a tsunami may be imminent. Evacuate to the nearest Civil Defence Post, the Hawea Community Centre, 28 Myra Street, Lake Hawea immediately.

	If phone lines are down, meaning Parents /Caregivers cannot be contacted via phone, we will leave a note on the entrance of Nestlings Early Learning Centre stating we have evacuated the premises to the Civil Defence Post as above.
Ongoing operations following the earthquake	The decision to continue early learning service operations rests with the Service Provider and Person Responsible
	Contact the Ministry of Education regional office (they can provide support through the Traumatic Incident team if required).

LAKE HAWEA & HAWEA FLAT Local Seismic Fault Lines



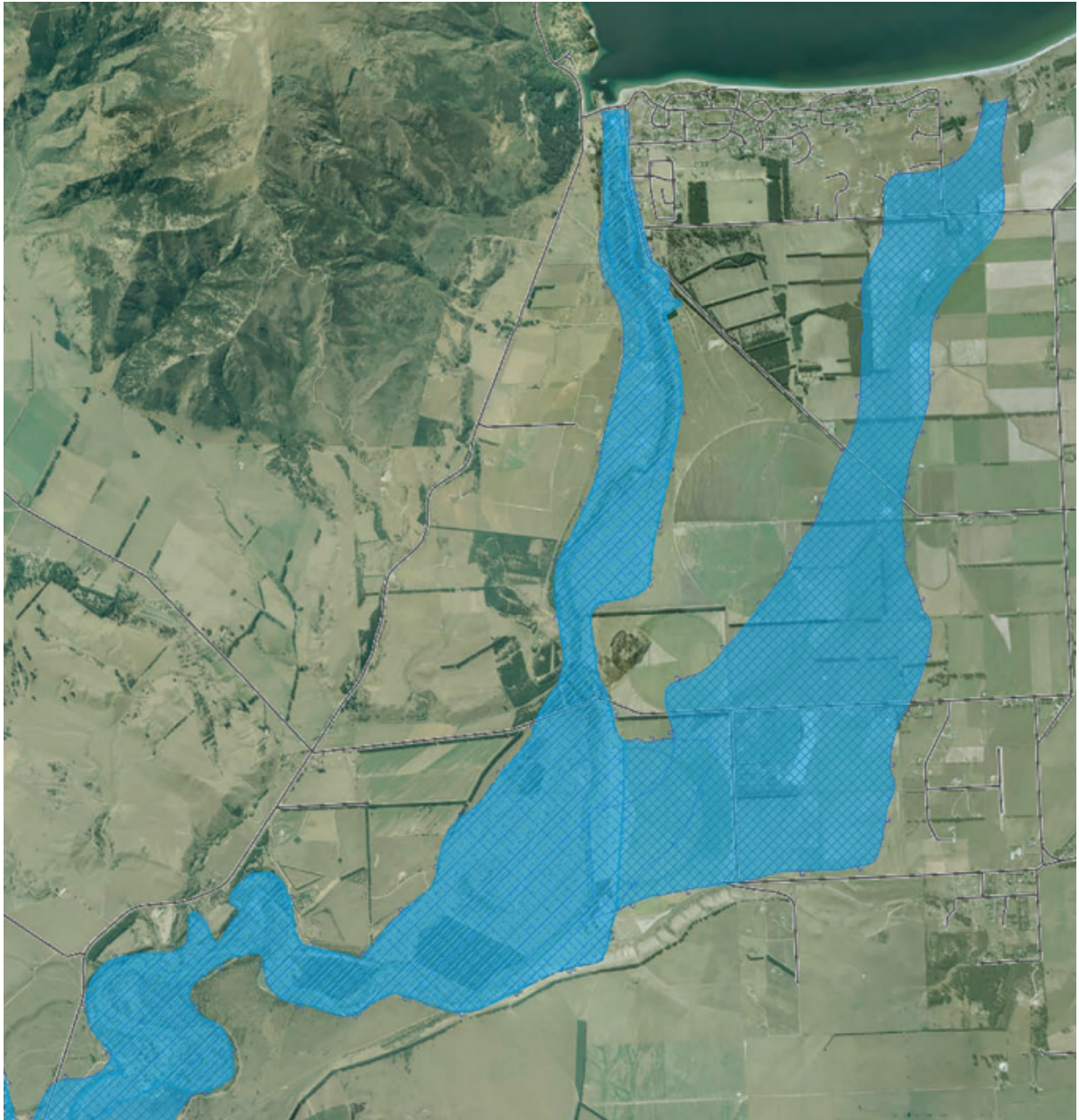
Flooding/Adverse Weather

Flooding/Adverse Weather events can happen quickly and have serious impacts. Flooding may be caused by heavy rain, overflowing creeks and rivers and high tides or tsunamis in coastal and low-lying areas. Adverse weather can mean a large amount of snow falling, deeming it unsafe to travel.

Floods within a building can also be caused by normal wear and tear failures of pipe joints, vandalism, or be the result of earthquakes.

Response Actions (as appropriate)	
Flooding reported or sighted	Be ready to act quickly. Floods and flash floods can happen quickly and without warning. Evacuate if required (and get to higher ground). Lake Hawea Community Centre Myra Street is our designated area and will need to be communicated to parents. Follow the instructions and advice of emergency services and civil defence and emergency management authorities. If safe to do so, move records and equipment onto higher floors or onto furniture as high as possible. If flood is due to burst pipes etc, turn off the water at the mains if possible.
Adverse Weather/Snow	During snowfall listen to Radio Wanaka, and check The Wanaka App, Metservice for updates. Our response will align with that of Hawea Flat School. Centre Owners will inform the Ministry of Education send out a closure message via Discover or txt
After a flood	Flood dangers do not end when the water begins to recede. Continue to listen to communication channels and don't return until authorities indicate it is safe to do so. Get medical care if necessary. Contaminated water can cause infection. Stay away from damaged areas. Your presence might hamper rescue and other emergency service operations. Contact the Ministry of Education regional office (they can provide support through the Traumatic Incident team if required).
Adverse Weather	Take advice from the above services. If Nestlings Early Learning Centre has to be closed, the Centre Owners will contact The Ministry of Education, send out a bulk communication to whānau, and put a sign on the door explaining that we are closed due to adverse weather conditions.

LAKE HAWEA & HAWEA FLAT Dam Break Inundation Zone – INDICATIVE ONLY



Pandemic

Pandemics by their nature are unpredictable in terms of timing, severity and the population groups that are most affected. Planning for an infectious disease outbreak is as important as planning for other emergencies.

The Ministry of Health leads the Government's response to a pandemic. It is the responsibility of other agencies to plan for and respond to a pandemic in their respective sectors and settings, based on the direction set out by the Ministry of Health. At all times updates and latest information should be accessed from the Ministry of Health.

Pre-Response and Response Actions (as appropriate)	
Planning	We have a supply of Personal Protective Equipment (PPE) gloves, face masks, antiseptic hand wash in the Civil Defence bin. Guidance to be sought from the Ministry of Health and Ministry of Education for a plan for staff, children, families and other interested members of the community. The Staff room will act as an Isolation area as it has its own access from the outside and can be aired out and disinfected appropriately, if necessary, without causing disruption. Local Medical Officer of Health is and maintain regular contact: Susan Jack, based at the Public Health South, Queenstown Phone: 034509156
Response - when a pandemic has been advised or declared	Regularly check for updates on the Ministry of Health website (Ministry of Health NZ). The Ministry of Education will also provide guidance to services via the Hē Pānui Kōhungahunga-Early Childhood Bulletin. Use posters available from Ministry of Health re cough / sneeze etiquette, handwashing. Consider physical distancing strategies. Information on this is available from the Ministry of Health. Consider implementing an enhanced cleaning routine of touch points and common spaces as a precaution. Establish the isolation area (as required). Liaise with the local Medical Officer of Health as needed (see Essential agency / service contact list for details).

The Ministry of Education website has further guidance for early learning services to plan for a pandemic – [education.govt.nz](#).

Gas Leak

Response Actions (as appropriate)	
If gas leak is suspected	Consider evacuating the area or the early learning service. Do not re-enter a building or outside area until cleared by authorised personnel. The main main gas valve is located outside below the kitchen window (as shown on the Site Map. Turn off the main valve. If possible and safe to do so, open windows to allow the gas to dissipate. Rescue any person in immediate danger but only if safe to do so. Do not: • Operate any electrical switches, including lights or alarms. • Use cell phones in areas where leak is occurring – even if outside of the building. • Allow anyone to smoke or vape in the vicinity. Warn others in the immediate area. Call emergency services (111) if required. Call local gas company: Company: Mike Hasler - 0275338914 Gather any additional relevant information in case you need to leave a message. Contact the Ministry of Education regional office if further support is needed.

Chemical Spill

All chemical spills must be treated as toxic and dangerous. They can be in liquid form, solids, powder or gas.

Response Actions (as appropriate)	
Become aware of chemical spill	Move all people in the vicinity to the Assembly Area at the double gates on Timsfield Drive fence line. Consider: • Shelter in place – move / stay indoors and seal doors, windows, other openings and switch off any air intake units. • Evacuation of early learning service if required and safe to do so. If required, contact emergency services on 111 Consider have a supply of Personnel Protective Equipment (PPE) gloves, face masks, antiseptic wash. Ensure you protect yourself with appropriate PPE before administering first aid. Give appropriate first aid to anyone in contact with the spill. Notify the Centre Owners and staff. Consideration may have to be given to how children will be able to leave the early learning service after finishing time if the spill has not been made safe by then. Contact the Ministry of Education regional office if further support is needed. Guidance will be given by the Ministry of Education in conjunction with the Ministry of Health in response to the clean-up of the premises.

Dealing With A Suspicious Letter Or Package

When dealing with suspicious packages the utmost caution must be exercised and no attempts must be made to touch, move or examine the package.

Note: If a suspected bomb - do not use a cell phone or other radio device anywhere near the package.

Response Actions (as appropriate)	
In general	Note the location of the package and a description of it (markings etc). Do not touch, shake or attempt to move the package. Check with the addressee to see if they are expecting the package. Isolate the item. Call the police (111) and advise them of the circumstances, the description of the package and its location. As appropriate, position staff at a safe distance to direct people away from the area where the package / letter is. Consider evacuating the area and early learning service (take police advice).
If you open a letter/package and discover powder	Put on gloves and mask and place the opened letter / package in a plastic bag. If hands or any part of the body may have come into contact with the envelope or package, then wash with soap and water. If contents spilled: • Do not clean up or wipe spilt contents. • Avoid breathing the powder or spores. • Clear all people from the area and isolate the area (close doors & prevent access) • Switch off air conditioning. • Wash hands with soap and hot water. If contents are spilt on clothing: • Select a room for changing. • Remove clothing and place in plastic bag • Shower with soap and hot water • Change into other clothes.

See New Zealand Police [Suspicious letter or package](#) for further information.

Bomb Threats

Below is a checklist for bomb threats that should be kept by the phone. Staff who would normally answer the phone should be briefed on the questionnaire to ensure some familiarity with it. A [pre-printed version of the check list](#) is available from police and may be preferred over this list for convenience.

Keep calm. Do not hang up. A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with enquires.

Response Actions (as appropriate)	
During the Call:	- Let the caller talk - Ask the questions on the checklist below as the opportunity arises. - Try and record as much information about the caller as you can - Avoid being confrontational. *If you are responding to a voicemail ensure this is saved and call 111
Following the Call (or if a message has been left):	- Call 111 and explain the situation to the police. It is likely that they will advise you on what to do next. - The decision to evacuate or stay within a building will depend on the circumstances of the threat. - More information from New Zealand Police can be found here: Suspicious mail and bomb threats New Zealand Police

Questions/information to attempt to gather whilst caller is on the line, or from message:

Questions	Answers
When is the bomb going to explode?	
Where is the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
What is the explosive type and quantity?	
Why did you place the bomb?	
What is your name?	

Where are you?		
What is your address?		
Exact wording of the threat:		
Caller details		
Gender:	☐ Male ☐ Female	
Estimated age:		
Any speech impediment (specify):		
Accent (specify):		
Voice – loud, soft etc:		
Speech – fast, slow etc:		
Diction – clear, muffled etc		
Manner, calm, emotional etc:		
Did you recognise the voice?	☐ Yes ☐ No	
If so who do you think it was?		
Was the caller familiar with the area?	☐ Yes ☐ No	
Threat Language	Background noises	Call taken
☐ Well spoken ☐ Incoherent ☐ Irrational ☐ Taped ☐ Message read by caller ☐ Abusive ☐ Other:	☐ Street noise ☐ House noise ☐ Aircraft ☐ Voices ☐ Music ☐ Machinery ☐ Vehicle ☐ Other:	Date: __/__/____ Time: Length of call: Number called:
Details of person taking the call		
Name		Phone number
Signature _____		Date __ / __ / ____

Trespasser on the Early Learning Service Grounds

Only follow this process if it is clear that the trespasser does not come under the category of an attacker (see 'Attacker on-site').

Trespassing is where a person enters an early learning service and either:

- Has been requested to leave, or
- Their behaviour is such that the early learning service would not give permission for them to be there.

Note: There is no authority under the Trespass Act 1980 for the occupier to physically eject the person from the premises. If a trespasser refuses to leave when requested, he or she should be told that the police will be called. The police have the option to arrest and charge the person with an offence, however they will assess each incident and take what they think is appropriate action.

As well as the process under the Trespass Act, the Education and Training Act 2020 sections 30 and 241 make it an offence to intentionally insult, abuse, or intimidate a teacher or staff member early learning service premises (within the presence or hearing of any child)

Incident Type	Response Actions (as appropriate)
You become aware of a person on the early learning service grounds that does not have permission to be there.	Assess the nature of the trespasser: non-threatening or aggressive (if aggressive – follow the attacker process, next page). If appropriate, greet the trespasser, advise them who you are, and ask them why they are there. Whenever possible, ensure that you have a colleague with you. If the reason for the visit appears legitimate, take the person to a designated area away from children where the reasons for the visit can be dealt with.
Become aware that there is a trespasser on the property.	If the reason for the visit is not legitimate, explain that they have to leave the premises. Notify the person responsible and other staff members of the description, location and activity of the trespasser. Ensure the children and staff are safe and the activity areas are kept secure. If the person leaves when requested, they are no longer considered a trespasser.
If the trespasser refuses to leave when requested	Explain that staff will have to call the police. If the trespasser still refuses to leave, ask a colleague to call the police. If it is safe, stay with the trespasser until the police arrive. If the trespasser gives any indication of violence walk away (if possible, keep the trespasser under observation from a safe distance until police arrive). When police arrive, update them on the situation. Ensure that the children are removed from a potential escalating situation. Try to ensure that two adults are managing the potential escalating situation.

Follow-up actions	Ensure the incident is documented and filed (including providing a report to police). Contact the Ministry of Education regional office (which can help you access the Traumatic Incident team if required). Consider: • Debriefing staff on the incident and assess if the Emergency Management process worked correctly or needs amendments. • Debriefing children and parents if the incident were a public one to prevent rumours and speculation.
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Attacker On-Site

The aftermath of an attack will require careful management as even in the 'best case' scenario of no one being injured there may be traumatised staff, children concerned parents, disruption to early learning service and media interest.

When responding to an attacker consider:

- **Escape** - Move quickly and quietly away from danger, but only if it is safe to do so.
- **Hide** - Stay out of sight and silence your mobile phone.
- **Tell** - Call the Police by dialling 111 when it is safe.

Response actions (as appropriate)	
Shots are heard or an attacker is believed to be on the premises	Call 111 when it is safe to do so: • Identify yourself and your early learning service, including address. • Details of situation • Details of any casualties • Description of weapons, number of shots etc • Description and location and identity of offender if known. • Identify the 'target' of aggression if known. If safe to do so, move to a predetermined safe position to await Police arrival. This safe position may be the same space as where you would go in a Lockdown situation. Alert staff to the situation. You may need to consider how you do this silently or use a password. Move everyone out of hallways and into rooms (what is the specific location in the premises). Consider whether this space will allow for the number of children and adults. This will possibly mean enacting your Lockdown procedure. Follow any instructions given by the Police. Lock and / or barricade doors / windows.

	Keep quiet and do not leave the classroom / other indoor space unless it is safe to do so. Put mobile phones on silent mode and instruct others with phones to do the same. Should the event occur while children are outside, instruct children to move to nearest room, or to a safe-predetermined assembly area (which may include an off-site area close to the early learning service). Consider how you will communicate with parents about the situation and request them not to enter the premises. Once police arrive, liaise with them to secure the scene(s).
Following the incident	Liaise with the media. Consider whether to temporarily close or continue operating. Continue to monitor the wellbeing of children, parents and staff. The Ministry of Education Traumatic Incident Teams can provide support (see contact list for phone number).

- Go to Appendix 1 of *Planning and preparing for emergencies* for further information to support planning for security-related events, including **Escape | Hide | Tell**.
- For detailed resources on traumatic incidents go to [education.govt.nz](https://www.education.govt.nz)
- Go to [education.govt.nz](https://www.education.govt.nz) for information on de-escalating a threatening situation

Serious Injury or Death

The sudden death (or serious injury) of a child, young person, staff member or family / whānau member can affect the physical and emotional wellbeing of children, young people and people within a community. The event also has the potential to cause sudden and / or significant disruption to the effective operation of an early learning service and their community. If the aftermath is poorly or insensitively handled, it can impact those affected.

Response Actions (as appropriate)	
Death / serious injury occurs at early learning service	Ensure your own safety. Assess area for danger (e.g.: live wires, poisonous substances etc). Remove children from the area and if at all possible, from being able to see the area. Do not assume death has occurred – give immediate first aid. Call emergency services on 111. Notify Owners or Person Responsible; isolate and contain the area. Ensure access for emergency services.

Action after medical personnel have taken over	Centre Owners/Person Responsible to advise (as soon as possible): • Service provider contact • Governing entity. Consider accompanying Police to advise parents or caregivers. Ensure cultural supports are contacted so appropriate processes can be enabled. Advise the Ministry of Education Traumatic Incident Team on 0800 84 83 26 or contact your local Ministry office. The TI team can help guide you on managing the response (including how to advise whānau, arrange counselling, respond to media) . Complete incident form with all known details. Notify the Ministry of Education of the serious injury/incident that has occurred. Ensure the designated media person, if you have one, is fully briefed.
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If the death or serious injury occurs outside of early learning service, follow the appropriate steps noted above.

Online Resources

Visit the Ministry of Education website to assist in managing this type of response in early learning services - www.education.govt.nz/school/student-support/emergencies.

Traumatic Incident Team

Contact the Ministry of Education Traumatic Incident team on 0800-TI TEAM / 0800 84 83 26.

Missing Child

All instances of a child going missing from an early learning service or an excursion, have to be treated urgently and steps taken to find the missing child/children or confirm their safe whereabouts.

There can be many reasons and associated dangers for a missing child including:

- The proximity of dangerous hazards to the early learning service
- The possibility of an abduction
- The possibility that the child has been picked up by a parent or caregiver
- The child has got lost or left the facility

Response actions (as appropriate)

Information or notification that a child is missing	Confirm: • That the child/children had been present at early learning service at some time during the day, and if so; • When they were last seen. • Search the early learning service. • Check inside and outside of the grounds including all areas designated adult areas of the building. • Check all areas that a child may be “hiding” such as cupboards, carpeted rises and outside sheds or storage. Notify Owners and Person Responsible and other staff
If child is not found	Notify the police immediately. Notify the parents / caregivers immediately.
If child is found	If child is found injured or ill, call for medical assistance if required. Notify Owners and person responsible and other searchers. Establish what happened and complete incident report. Arrange for the child’s parents or caregivers to be advised.
	Contact the Ministry of Education regional office for support and mandatory reporting refer to HS128

Traumatic Incident Team

Contact the Ministry of Education Traumatic Incident team on 0800-TI TEAM / 0800 84 83 26.

Lockdown and Shelter in Place

[Planning and preparing for emergencies \(education.govt.nz\)](https://www.education.govt.nz/planning-and-preparing-for-emergencies/)

Response actions (as appropriate)	
Someone is on the property	Note the time of the need to shelter-in-place. Call all children and adults who are outside to come inside as quickly as possible.
We are all unsafe in the learning environment	Close the building. Bring children, adults and visitors to sleeproom where possible. Close and lock all windows, exterior doors, and any other openings to the outside.

	Gather essential emergency resources and supplies, including a mobile or portable phone.
We are in lockdown	• Complete a roll call, including visitors. • Notify emergency services where you are and the number of people present if they are not already aware. <i>(Role-play this in case of a Drill)</i>
	Inform parents/whānau or emergency contacts for tamariki. Advise them of the situation and what action they should take at this time (e.g., whether they are able to come and collect tamariki or if they will need to wait until the situation is safer). Centre Owners/Person Responsible to advise (as soon as possible): • Service provider contact / Governing entity.
	Listen for announcements from Emergency Services/Civil Defence via portable radios or mobile phones and stay put inside until told that it is safe to leave. Ensure someone is responsible for operating the radio at all times after the warning has been announced. We will use our phones to access the radio online.
	In the event it is not deemed safe to shelter-in-place - be ready to evacuate at short notice to a safer place. • If a move to higher ground/inland areas is instructed the group is advised to head towards THE COMMUNITY CENTRE MYRA STREET VIA THE ZIG ZAGS. • If possible, place a notice on the front gate/door advising where people have headed and the time they left. • Take the emergency supplies and listen to radios for further instruction. • Centre Owners/Person Responsible to advise (as soon as possible) Service provider contact / Governing entity.
Following the incident	Liaise with the media. Consider whether to temporarily close or continue operating. Continue to monitor the wellbeing of children, parents and staff. The Ministry of Education Traumatic Incident Teams can provide support (see contact list for phone number).

Appendices 1,2 and 3 should be located with the emergency supplies/Go bags. These appendices should be reviewed monthly.

Appendix 1 – Early Learning Service Staff Contact List

Position	Name	Day Contact details	Other Emergency Role
		land line and mobile	Note if staff member is a first aid holder/media or other IMT role
Owner	Jacqueline Macdonald	027 347 5357	Current First Aid
Owner	Natalie Lane	021 100 9517	Current First Aid
Kaiako	Barb Macandrew	0210671678	Current First Aid
Kaiako	Jane Mawson	021 140 0380	Current First Aid
Kaiako	Samantha Walshe	027 3868 296	Current First Aid
Kaiako	Amanda Everingham	021 236 6312	Current First Aid
Kaiako	Helen McKie	027949 6850	Current First Aid
Kaiako	Kiara Sabine	022 560 4251	Current First Aid
Kaiako	Micaela Bovelander	021 2674 333	Current First Aid
Cook	Binsey Pender	027 646 8856	Current First Aid

Appendix 3 – Emergency Evacuation Kit Contents List

CIVIL DEFENCE STOCKTAKE – CHECK ANNUALLY

WATER LOCATED UNDER WOODEN BOX IN GARDEN ON FRANCIS LANE SIDE OF PROPERTY	CUTLERY: FORKS X 30 KNIVES X 20
TORCH	CRUSKITS X 3 BOXES
BATTERY POWERED RADIO	CORN THINS X2 PACKETS
ROLL OF PLASTIC RUBBISH BAGS	MEALMATES X3 PACKETS
TOILET PAPER X3 ROLLS	TINS OF PEACHES X2
NAPPIES	TINS OF SPAGHETTI X 2
WIPES X2 PACK	TINS OF BEANS X2
TISSUES X2 BOX	BAG OF SWEETS X2
SANITARY PADS X1 PACK	BUBBLES
PARACETAMOL X1 PACK	PAPER FOR DRAWING
IBUPROFEN X 1 PACK	PENS AND PENCILS FOR DRAWING
LARGE SNAPLOCK BAG X1 PACK	TARPAULIN
DISPOSABLE FACEMASKS X1 PACK	TOWELS
HAND SANITISER X1 BOTTLE	
GLADWRAP X1 ROLL	BLANKETS
BACK PACK X1	CRAYONS X1 BOX OF 25
WHISTLE X1	STORY BOOKS X3
BALL POINT PENS	TIN OPENER X2
UTILITY KNIFE X1	PLATES X 38
MATCHES X2 BOXES	CUPS X 50
BAND AIDES X2 BOXES	GLOVES X 2 BOXES
CRAYONS X1 BOX OF 25	

Last Checked: May 2024

Water refreshed: May 2024