



Information Sheet:

Process for responding to an incident

Assess

Stay calm, give direction and give the child the chance to move out of the situation or away from other children, with dignity.

Support the child to calm themselves.

Seek assistance from another staff member, if you think it will help rather than aggravate the child more.

Other information sheets you may find useful:

Anticipating and responding to child stress

Respond/defuse

Help the child or young person to do the right thing.

What is it you want them to do instead of what they're doing now?

Calmly tell the child or young person what you want them to do, giving them a choice and allowing them to make that choice.

Use their name in the instruction.

Give them four chances:

1. tell them what you want them to do
2. tell them and show them what you want them to do and use their name
3. tell them what you want them to do and what will happen if they don't comply
4. provide an incentive to comply.

Other information sheets you may find useful:

Anticipating and responding to child stress

Common responses you can use to respond to challenging behaviour

Debrief/prevent

Talk things through with the child or young person when they are calm.

Problem-solve with other staff, the child and their parents and whānau, if appropriate. Work as a team.

1. What is the purpose of the behaviour, for example, to avoid or obtain something?
2. What triggers it?
3. What is the child getting from the behaviour? Can you replace the need?
4. What do you want the child to be doing instead?
5. Do you need to teach them new skills or positively reinforce what they already know?
6. What changes can you make in the whole school or whole centre and at home to support this change?
7. Put in place a safety/behaviour plan to prevent the behaviour from recurring and to ensure a consistent response if it does.

Other information sheets you may find useful:

Safety/behaviour plans

Proactively preventing challenging behaviour

Understanding why children behave the way they do