

# Fees and Payment Procedure

## Governance, Management and Administration

**Rationale:** Whaingaroa Childcare is a privately owned Early Childhood Centre, which requires families to pay fees in exchange for care and education services.

**Objective:** Families enrolling for early childhood care and education at Whaingaroa Childcare are aware of the fees and payment obligations set out by the centre before they enrol at the service.

## Fees

- We are open Monday to Friday 7.30am – 4.30pm including school holidays and closed for public holidays.
- Children are enrolled in the centre, as per the booking specified on their enrolment form.
- **Fees are charged to the full amount of the child's booked hours**, irrespective of attendance, unless the child is using a leave discount.
- Early drop off and late pick up fees are incurred for any hours attended over and above your booked start and finish time. A grace period of **seven minutes** is given to accommodate. **\$2 will be automatically charged every five minutes after the grace period.**
- For any late pick ups after the centre closing time, **a \$20 fee will be charged every ten minutes.**
- Each child is *subsidised for 20 ECE hours* from the child's 3<sup>rd</sup> birthday.
- Our fees include sunscreen and online portfolios.
- Our fees allow us to hire more teachers than are covered by Government funding (Under two 1:5 and Over two 1:10).
  - Our ratios are:
    - Under 2's max of 1:4
    - Over 2's Max of 1:8
- A fee schedule is provided before enrolment for every family, or at any other time upon request.
- Fee increases are at the discretion of the management. **Four weeks' notice** shall be given of any impending increase.
- All fees are to be paid weekly in advance. Our preferred method is automatic payment.
- Our bank account number is **ANZ 06 0469 0914758 00**. Please refer to the bottom of your statement for details of the reference to use for your payment.

### **Failure to pay fees**

- Failure to keep accounts up to date may result in termination of the enrolment. Two weeks' notice will be given before termination of the enrolment.
- A direct debit option will be introduced if the payments are not made within the current week. Any cost setting this option will be added to the bill payer.
- If you prefer to pay fortnightly or monthly please contact the administrator at [accounts@whaingaroachildcare.co.nz](mailto:accounts@whaingaroachildcare.co.nz).
- All outstanding fees will be passed onto a debt collection agency. Any charges incurred from the debt collection agency will be added to the outstanding accounts.

### **Waitlist**

- It is free to put your child's name on our waitlist.

### **New enrolments**

- A non-refundable deposit of **\$60** is payable upon enrolment before the first visit, to secure your child's space in the centre.
- The first three to five visits are free of charge.
- If you do not commence enrolment at Whaingaroa Childcare, the full deposit is forfeited to cover costs incurred in processing the enrolment and holding the space.

### **Enrolled days and hours**

- Children are enrolled in the centre for an agreed number of hours per day.
- If your child is attending less than your agreed hours on a regular basis, we may have to review your enrolment if it breaches the funding rules of the Ministry of Education.
- A minimum of four hours per day and a minimum of 12 hours of enrolment per week is required.
- Swapping days are not allowed.

### **20 hours ECE**

- Each child is subsidised for 20 ECE hours from the child's 3<sup>rd</sup> birthday, up to a maximum of six hours per day and 20 hours per week.
- Entitlement to 20 Hours ECE will be applied to the child's enrolment upon receipt of a completed 20 hours ECE attestation form.

- If a signed attestation form is not received by a child's 3rd birthday, the ECE hours cannot be claimed, and full fees will be charged by the centre until the form is processed.
- Attestation forms shall be given out by the centre, in advance of a child's 3rd birthday or completed during the enrolment process to ensure the correct funding rate can be applied.
- Families can choose to not take up 20 hours ECE, in which case the standard Over 3 fees will apply.
- If the child is away for more than three weeks,
  - *The first three weeks' fees should be paid in full.*
  - *Then 50% of the daily funding (at the funding rate per hour) should be paid on top of the fees to cover the cost of keep holding the space.*

### Optional Fee

- Optional fees only apply to the children who claim subsidised ECE hours.
- We charge **an optional fee** as a top-up to 20 hours ECE, as per our fee schedule. This charge is optional, and if you choose not to pay your child is still welcome to attend our service.
- Optional fees contribute to the extra expenses listed below for children over 3 years old.
  - Our higher than regulated teacher-to-child ratios. (Ministry ratios 1:10, our ratios 1:8)
  - Paper portfolio (children's learning journey in a folder)
  - Sunscreen all year round
  - Regular community outings and experiences – walks to the shops, library, parks, wharf etc (higher teacher to child ratios 1:5)
  - Special visitors
- Bush Park is an extra learning opportunity and operates term time only (align with the school terms). The oldest 10 children have the opportunity to attend. The cost of this activity is not included in the fees. ***Please note this activity is on hold at the moment.***

### Leave allowance

- Each child is entitled to one fee-free week (pro rata) of their usual booking. The child becomes eligible for this after 3 months of enrolment.

Your leave allowance based on enrolment is:

Child attends two days per week – 2 days fees free

Child attends three days per week – 3 days fees free

Child attends four days per week – 4 days fees free

Child attends five days per week – 5 days fees free

- Leave balances expire at the end of the calendar year or the end of your child's enrolment. They are not able to be carried forward, nor do they have any cash value.

- Leave discounts are not applied automatically; you may request the use of a leave discount day via email **at least two weeks before** to the administrator at [accounts@whaingaroachildcare.co.nz](mailto:accounts@whaingaroachildcare.co.nz).

### **Absences and Holidays**

- It is important to provide two weeks written notice of holidays due to staffing ratios.
- Please advise the centre if your child is going to be absent from the centre for any reason (away for the day, unwell, school visits etc), so we can account for each child.

### **Statutory Holidays**

- We are closed for all statutory holidays, these days are fully charged as per your enrolment.

### **Christmas to New Year shut down**

- The centre may elect to have a shutdown between Christmas and New Year.
- If the centre does, there will be no fees charged for this shutdown period and parents will be advised as soon as the decision has been made.
- If the centre elects to stay open over the Christmas to New Year Period, fees will only be charged on your booking.

### **Sibling Discounts**

- A sibling discount of 10% is available to families with 2 or more children enrolled at the centre.
- Sibling discounts will be applied to the oldest child and will expire when that child leaves the centre.
- No discount will be applied if the older child's enrolment does not include payment of optional charges.

### **WINZ subsidies**

- WINZ subsidies are available to qualifying families. The subsidies are calculated using your income and family circumstances and the families should contact the WINZ to arrange this.
- The forms need to be filled out by the families and submitted to WINZ. The centre can only fill out the 'Supervisor's Form' to support your application.
- Please note that the WINZ subsidy *will not cover the full cost* of your child's fees and is intended to reduce the cost for the hours you are approved for.
- If your WINZ subsidy is declined, stops, or is cancelled for any reason, you will be responsible for the full amount of fees incurred.

### **Cancellations and enrolment changes**

- We require a minimum of two weeks' notice, in writing, of any changes to your child's enrolment, including reducing hours/days and termination of enrolment.
- Failure to provide two weeks' notice to a booking will result in you **being charged the full fees for the notice period.**
- Any booked enrolment that is terminated within two weeks of the start will be charged two weeks fees as the notice period.

**Review Date:** May 2024

**Next Review Date:** May 2025

**Links to licensing criteria** [GMA 3, 9](#)