

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.
- Public Holidays are chargeable at the normal hourly rate.
- 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.**
- Weekly invoices will be sent Monday or Tuesday for the current week.
- Each child is *subsidised for 20 ECE hours* from the child's 3rd birthday.
- Our fees include sunscreen, online portfolios, teacher ratios for regular community outings, special visitors and celebrations throughout the year.
- 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 and fee structure changes 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.
- 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 visits at the beginning of the enrolment.
 - i) First three visits for children over 3 years are free. If required more visits they will be charged at the normal hourly rate and will be added to the weekly invoice.
 - ii) First five visits are free for children under 3 years old. If required more visits they will be charged at the normal hourly rate and will be added to the weekly invoice.

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 for children age under 3. See Fee Schedule.
- Minimum of two days with 6.5hrs a day applies for the children over 3. See Fee Schedule.
- Swapping days are not allowed. This can be only done if there is minimal disruption and only if there is an availability.

20 hours ECE

- Each child is subsidised for 20 ECE hours from the child's 3rd 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.

Bush Park Program

- Bush Park program operates once a week, alternative Tuesdays and Thursdays every other week.
- Minimum of 6.5 hrs booking required for the day from 8.45 am to 3.15 pm. Transport is provided by a third-party at a cost. See Fee Schedule.

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.
- 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.*

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.

Forced Closure

- Due to events outside the control of the centre, the centre may be forced to close at the instructions of The Ministry of Health, Civil Defence, the NZ Police or any extreme weather conditions and interruptions to essential services such as power for heating and cooling, and water supply.
- If we are instructed to close at any time, we will inform the parents immediately. In such an event it is necessary to continue to charge fees to enable continuation of service and to hold the enrolment place for the child.

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.

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, stopped, or cancelled for any reason, you will be responsible for the full amount of fees incurred.
- We are required to inform WINZ of any changes to children's enrolments for those receiving a subsidy. If we notice any changes, we will contact WINZ to review your application.

Cancellations and enrolment changes

- We require a minimum of two weeks' notice, in writing, of any changes to your child's enrolled days and hours.
- Failure to provide two weeks' notice to a booking will result in you **being charged the full fees for the notice period**.
- If you choose to end the enrolment agreement before the child leaves for school, **four weeks of notice period is required**.

Family Boost Rebate Scheme

- Family Boost is a childcare payment to help eligible households pay for the cost of early childhood education (ECE).
- If you're eligible you will be able to claim up to 25% of your weekly childcare fees, or a maximum of \$975 every 3-months. Childcare fees can include optional charges and services.
- Claims for Family Boost are for the household, not for each individual child. What you will be able to get is based on what you earn.
- To claim Family Boost you will need to register in myIR. You only need to register once.
- Family Boost can be claimed for the following quarters:
 - July to September (apply in October)
 - October to December (apply in January)
 - January to March (apply in April)
 - April to June (apply in July)
- Please note that unpaid invoices do not qualify for Family Boost. A statement will be provided every quarter for the full paid invoices.

Special Offers and Discounts

- From time to time, we may offer discounts or special promotions for existing families or new enrolments. These offers will have their own terms and conditions.

Review Date: February 2025

Links to licensing criteria GMA 3, 9