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|  | Policy |
| | Policy Category: GOVERNANCE |
| | Date Created: November 2016 |
| | Policy Name: Fees Policy |

The purpose of this operational policy is to ensure written information outlining any fees charged by our centre is provided to parents in alignment with the Ministry of Education's Licencing Criteria GMA3 and to ensure parents are informed.

Position Statement

This centre will provide a current schedule of fees and information to all parents upon enrolment. This information will be accessible to all parents in the centre. If management make changes to the fees, parents will be notified of any changes in writing. Parents understand they are fully responsible for payment of fees and have a clear understanding on the consequences of not paying fees on time.

Issue Outline

Information about fees charged by the centre are clearly communicated with parents at the time of enrolment to avoid confusion, late payments or non-payment. Parents should be fully aware of all costs and the penalties for not paying fees on time. Making things clear from the start will support centres to maintain positive relationships with parents.

Detail

What our Fees Cover

- Our fees are based on a daily enrolment of a minimum of 6½ hours and a maximum of 10½ hours
- The government subsidises early childhood education services up to six hours per day and up to 30 hours per week
- The fee includes provision for all services provided and includes provision for the centre to meet its employment obligations for staff for any statutory holidays that occur during the working week and when the centre may otherwise be closed
- **20 Hours ECE Subsidy**
 - The 20 Hours ECE Subsidy is offered at our centre for children aged three and over
 - Only up to six hours in any one day can qualify for the 20 Hours ECE Subsidy
 - Parents must advise the centre where they choose to share their 20 Hours ECE Subsidy entitlement with another ECE service. A child entitled to access the government's 20 Hours ECE Subsidy may only access a total of six hours per day or 20 hours per week government funding at this level.
 - The amount charged before the 20 Hours ECE Subsidy is deducted and the amount that parents will pay after the 20 Hours ECE Subsidy has been deducted will be clearly identified on our invoices.
 - Our service does not ask you to pay any optional charges associated with your accessing the government's 20 Hours ECE subsidy

- **Work and Income Childcare Subsidy**

- Some children are eligible for the Childcare Subsidy from Work and Income. If this applies to your child, you must advise us immediately
- If applicable, the Childcare Subsidy will be paid directly to the centre
- You cannot claim both the 20 Hours ECE Subsidy AND the Childcare Subsidy for the same hours of attendance, but you can claim both subsidies for different hours of attendance.
- Full fees will be charged and remain the liability of the parent(s) until such time as the Childcare Subsidy has been approved and paid by WINZ.

Schedule of Fees

- The centre will produce a schedule of current fees charged
- Our schedule of fees is included in the enrolment pack with our payment policies and is displayed in the Centre. Additional copies are available from administration.

Changes in Fees

- Management reserve the right to change the fee rates and policies, changes will be applicable to existing as well as new enrolments. Parents will be given minimum of 2 week's notice in writing of proposed changes to the Fees Schedule
- The centre will keep accurate records relating to enrolments and attendance.

Payment Methods

- Our centre accepts payments by Bank Automatic Payment and Bank Internet Transfer
- Any flexible payment plans or extensions or alternative payment methods are to be discussed with and approved by the Centre Manager, on a case-by-case basis.

Invoicing Practices

- Parents will be invoiced for services on a weekly basis, with accounts required to be kept two weeks in advance

Holidays, Being Late and Absences

- If the centre is to close during holiday periods, we will advise you at least one month in advance to give you the opportunity to make alternative childcare arrangements. You will not be charged for any holiday closures
- If a parent wishes to withdraw their child temporarily from our centre over a holiday period, our fee will continue to be charged so as to ensure the enrolment remains secure. We would otherwise reserve the right to enrol another child to take up the available place
- If a child is sick, they should not attend the centre. This ensures the risk that other children and adults may share unwelcome bugs is minimised. Our normal fee applies for occasional sick days
- If a child is to be away from our centre for an extended period of time due to sickness or injury, you should advise centre management immediately so that alternative enrolment and fee arrangements may be made if necessary.

Failure to Pay Fees on Time

- Our fees are due at the time they are invoiced. If you are aware that you cannot pay our fees when you receive our invoice, you must advise us immediately so we may discuss alternative payment options with you. Failure to pay our fees may result in suspension of the child's enrolment at our centre; referral to a debt collector and additional debt collection charges being applied.

Forced Closure

- Due to events outside the control of the centre, the centre may be forced to close at the instruction of the Ministry of Health, Civil Defence, or the New Zealand Police, or an act of Nature. If we are instructed to close at any time, we will inform you immediately. You will not be charged any fee for the period of the forced closure.

Withdrawal

- We understand that parents, from time-to-time, may choose to withdraw their child from our centre. We require two weeks' notice in writing notice in such instances.

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| Authorised: | Vikki Cooper |
| Date: | Term 1 2024 |
| Review Date: | Term 1 2025 |
| Consultation Undertaken: | Newsletter, Website, Staff Meeting, ECC |