



Parent & Whanau Fee & Holiday Procedures 2020

University of Auckland ECE Centres.

Rationale:

The University of Auckland Early Childhood Centres and Kohanga Reo are committed to fee schedules that are affordable, equitable, and resource centres effectively. Failure of parents to follow the rules regarding fee payments may lead to their child/ren being excluded from the centre.

Link to Te Whariki:

Belonging – Goal 3: Parents experience an environment where they feel comfortable with the routines, customs and regular events.

Objective:

To ensure that fee schedules and payment processes are clearly understood by all stakeholders.
To ensure that record keeping related to fees are accurate,

Procedures for childcare fees:

- Once children are enrolled and the confirmation of a start date of enrolment is given, all booked sessions for the term of the year will be charged, regardless of whether a child attends or not.
- Where a public holiday or teacher only day falls on a day the child is enrolled, the parent shall be charged for that day.
- Fees are charged when your child is absent due to sickness or other reasons.
- We do not make up any time for missed days. **Absence on one day does not allow you to use more childcare hours on any other day.**
- The option to 'swap' an enrolled day on a one-off basis is not permitted unless all documents are in order and 2 weeks' notice of the change has been given.
Attestation forms must be signed and dated to ensure the 20-hour ECE subsidy is claimed and accounted correctly.
- Two weeks written notice is required if your child is leaving the centre. Failure to provide written notice will result in charges that must be paid.
- Fees are to be paid 2 weeks in advance by Automatic Payment or by Internet Banking. Failure to keep fees up to date will result in a child's enrolment being forfeited, and the debt being passed on to a debt collection agency, for which the parent will be responsible for any associated costs incurred.
- Salary sacrifice is available for parents who are employed by the University of Auckland.
- There is a minimum booking time of 2 days per week or 2 sessions of 4 hours, in either the morning or afternoon – dependant on the centre structure. ***Please note that "sessions" are only available to student families and only at certain centres.***

- A late fee of \$3.00 per minute shall be payable for children who are picked up outside their booked times, or licensed centre hours. This **WILL** be collected in cash either on the day or within 48 hours of the breach. If not paid this will be charged to your childcare account with a 50% late payment penalty.
- Parents can apply for WINZ childcare subsidies, which are only, part payment of fees, parents must meet the balance.
- A schedule of the centres' fees are provided to each family on enrolment and again when it is reviewed each year and updated before the last day of the year.
- No fees will be charged when the centre is closed over the Christmas period. These dates are given toward the end of each year and apply to the dates given ONLY.
- We provide account statements to parents on a weekly basis.

20 Hour ECE – Government Subsidy:

The University of Auckland ECE Centres offers the 20 Hour ECE subsidy provided by the Ministry of Education. Details of this subsidy can be found here:

<https://www.education.govt.nz/early-childhood/funding-and-data/20-hours-ece-for-ece-services/>

The ECE subsidy is provided to children aged 3 years and older and under the strict rules given by the Ministry of Education. This is a subsidy and is not **FREE**. The University of Auckland do not provide 20 hours of FREE ECE only. *To avoid confusion please click on the link above to understand how the subsidy works.*

Children receiving this subsidy must have their enrolment and hours attested as per the terms and conditions of the subsidy. Any changes in days and hours must be attested to accordingly and failure to do so will result in the subsidy being void and full childcare fees being charged as a result. For more information please see the website above and talk to University ECE Management to ensure you have a clear understanding of this subsidy.

Procedures for holidays and discounts:

Sibling discount ~

- A maximum discount of 10% is offered to parents with two or more children at the University Centres.
- Multiple child discount only applies to the youngest of the children and only until the child turns three. Once the additional child/children turn three there are no discounts applied, as they will be accessing the 20-hour ECE subsidy.
- If and when the older of the siblings leaves, the multiple sibling discount will also end. If the child is still under the age of three, regular fees will then be charged.
- The multiple child discount is only applied to one child. If you have three or more children this will be case-by-case and to be discussed with ECE management on enrolment.

Holidays and Absences for University Staff and Students ONLY ~

Students -

- For absences of less than a week, full fees are payable.
- If a child is away for a full week and up to three weeks, a holding fee will be charged, which is half the normal fee. Application is required in writing at least one week in advance.
- Absences in excess of the 3 weeks will require payment of full fees to retain your child's place.
- If absences are not advised in advance, full fees will be charged.
- Fees will not be charged for absences during the months of December and January as long as notification of a child's absence has been received.
- Where a public holiday falls on a day a child is enrolled, the parent shall be charged for that day - with the exception of Easter Tuesday, which is a university holiday.

University of Auckland Staff -

- For absences of less than a week, full fees are payable.
- If a child is away for a full week and up to three weeks, a holding fee will be charged, which is half the normal fee. Application is required in writing at least one week in advance.
- Absences in excess of 3 weeks will require payment of full fees to retain your child's place.
- If absences are not advised in advance, full fees will be charged.
- Fees will not be charged for the period over Christmas where the University closes (usually 2 weeks) these dates are confirmed closer to the end of each year in line with any fee increases.
- Where a public holiday falls on a day a child is enrolled, the parent shall be charged for that day - with the exception of Easter Tuesday, which is a university holiday.

Community whanau –

- All absences are charged at the full rate.
- Fees will not be charged for the period over Christmas where the University closes (usually 2 weeks) these dates are confirmed closer to the end of each year in line with any fee increases.
- Where a public holiday falls on a day a child is enrolled, the parent shall be charged for that day - with the exception of Easter Tuesday, which is a university holiday.

With any policy or procedure, you are welcome to discuss this with the University ECE Management team. Our policies and procedures are reviewed throughout the year and updated accordingly.

Authorised:	General Manager UOA ECE
Date:	November 2019
Review Date:	November 2020
Consultation Undertaken:	Policy Committee including ECE Centre Leaders.