

Te Puna Reo o Ritimana	Fees Policy
	Policy Category: Administration GMA3
	Responsible to: Pouwhakahaere
	Applies to: Puna Reo staff and whānau
	Attachments: Fee schedule First written reminder - template Final demand - template

WHĀINGA/RATIONALE

To ensure that the financial stability of Te Puna Reo o Ritimana is maintained. To ensure information about fees charged by the Puna is clearly communicated with whānau and aligned with GMA3. To provide clear guidelines for fee payment and debt recovery.

KAUPAPA/POLICY

1. Fees are set and reviewed annually by the Executive Committee and whānau. A copy of the fee schedule is available on the website and attached to this policy.
2. Whānau must be given at least one month's written notice of any changes to fees.
3. Whānau will be charged according to information given on the enrolment form. If no information is received whānau will be charged the maximum weekly amount until such information is received.
4. The person(s) named on the enrolment form is the person responsible for the payment of fees. Any collection of debt will be with this person.

FEES

1. Our fees are based on a full time weekly enrolment of either 8am-4pm or 8am-5pm
2. The fee includes provision for all services provided and includes provision for the Puna to meet its employment obligations for kaimahi. This includes non-contact time, two kaimahi only days per year, teacher relief costs and kaimahi leave when the Puna is closed.
3. Fees will be charged for the whole year, including statutory holidays, except when the Puna is closed for one month at Christmas.
4. All fees are inclusive of GST and may be subject to change.
5. Casual late stay fees will be charged at \$10.00 per day for children usually booked until 4pm, when the late stay is arranged in advance.
6. Late collection fees will be charged where tamariki are collected after the time that they are booked in for. Refer to the "Late Collection Policy" for more details.
7. Fees are payable regardless of sickness or absence.
8. Fee payments must be set up prior to your tamaiti starting.

Method of Payment

- Automatic payment is the preferred method of payment.
- Internet banking is also accepted

ABSENCE

If a child is to be away from our centre for an extended period of time due to sickness, injury or other any other reason, the parent should advise centre management immediately. Alternative enrolment and/or funding arrangements may need to be made.

WITHDRAWAL

- Three weeks written notice must be given by whānau to withdraw their tamaiti from Puna.
- Should the tamaiti be withdrawn without notice, Puna will collect the three weeks of fees owing.

Childcare Subsidies

- Childcare subsidies may be available from WINZ.
- Whānau who are eligible and receive a Childcare Subsidy are responsible for setting up and renewing the subsidy as required. Please note that WINZ Childcare Subsidies are not back payed.
- Whānau will be expected to pay full fees up until your subsidy starts and any shortfall between the subsidy paid and the normal fees due.
- If applicable The Childcare Subsidy will be paid directly to the Puna

- **20 HOURS ECE**
 - We confirm that *20 Hours ECE* is offered at Te Puna Reo o Ritimana. Only children aged three and over are eligible.
 - Per child, only up to six hours in any one day can qualify for *20 Hours ECE* to a maximum of 20 hours per week in total.
 - Parents must choose where their child claims 20 Hours ECE. You cannot claim it at multiple ECE services. A declaration is required from parents.

Forced Closure

- Due to events outside the control of the Puna, the Puna may be forced to close at the instruction of the Ministry of Health, Civil Defence, or the New Zealand Police, or due to an act of nature. If we are instructed to close at any time, we will inform whānau 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.

OVERDUE FEES

1. It is the intention of Puna to ensure all tamariki have access to quality early childhood education on an ongoing basis, and so every effort will be made to work with whānau regarding unpaid fees. We will at all times remain empathetic towards each particular case.
2. Management will have the discretion to make a decision regarding special situations. If a whānau is aware that they cannot pay our fees when they receive our invoice, they must advise us immediately so we may discuss alternative payment options with them.

Payment plans to clear unpaid fees should allow for the debt to be paid in full before the child turns five.

3. If full payment is not made within two weeks of receipt of the final demand, the child's enrolment at the Puna may be cancelled and the account placed with a debt collector.
4. Tamariki will only be re-enrolled if there is a suitable vacancy, all fees are paid in full and an automatic payment is activated. Furthermore, should subsequent enrolments be sought by families with outstanding debts, enrolment will not be accepted unless all fees are paid in full and an automatic payment is activated.
5. Puna reserves the right to collect all outstanding debts from whānau at their expense, and advises whānau that legal steps will be taken to recover any outstanding fees following the delivery of the final demand.

TUKANGA/PROCEDURES

1. A copy of the fee schedule is given to whānau who intend on enrolling their tamaiti at Puna.
2. Weekly automatic payment is the preferred method of payment.
All methods of payment should have the tamaiti's name and invoice number. Fees are charged weekly and payments shall be made one week in advance. Invoices are generated weekly and sent to whānau on a Friday

For ease when claiming the Family Boost allowance:

- Parents who receive Work and Income subsidies will also get invoices of outstanding fees only, these will be split out from the full fees. When we send out the quarterly statements to show what those whānau have personally paid for.
- Whānau who have two tamariki will receive separate invoices for each tamaiti.
- We will send out quarterly statements to whānau. You will be able to use these quarterly statements to make your claims.

3. Before your tamaiti starts at Puna, the administrator will confirm the weekly fee payable.
4. Fee payments must be set up prior to your tamaiti starting.

STEPS FOR RECOVERING OVERDUE FEES:

Step 1: Invoice: A reminder will be sent if payment is not received by the due date.

Step 2: If after two weeks payment has still not been received the Puna will make contact with the person responsible for payment via phone or email.

Step 3: First Reminder: If unpaid fees reach \$500 or have been unpaid for three weeks. Administrator to send first reminder and statement and notify treasurer (refer to template below)

Step 4: Phone Call: Speak to the person responsible for payment. Have all details of outstanding fees and prior contact at hand. Management and the whānau to make a payment plan to clear unpaid fees, this will be recorded in writing.

Step 5: In the letter of demand you should advise the customer of the action you are going to take. Management Rep to send if phone calls have been unsuccessful. (refer to template below)

Step 6: If no arrangement has been made within two weeks of the final demand or other time period as stipulated in the final demand. Management Rep to list the debt with a debt collection agency and cancel enrolment.

RELEVANT BACKGROUND (INCLUDING LEGISLATION/REGULATION/LICENSING REFERENCES)

Licencing Criteria 2008, Governance, Management and Administration:

- **GMA3:** Written information is provided to parents about any fees charged by the service.
- Ministry of Education Funding Handbook
- Chapter 4 of the Ministry of Education's Funding Handbook with regards to 20 hours early childhood education

<https://www.education.govt.nz/early-childhood/funding-and-data/funding-handbooks/ece-funding-handbook/20-hours-early-childhood-education/4-3-fees-donations-and-optional-charges/>

References:			
Date Effective:	March 2023	Review date:	

CURRENT FEE SCHEDULE FROM MARCH 2023

Hours	Standard fees	20 Hours free
8am-4pm	\$233.63	\$146.40
8am-5:00pm	\$267.18	\$179.95

FEES

9. Our fees are based on a full time weekly enrolment of either 8am-4pm or 8am-5pm
10. The fee includes provision for all services provided and includes provision for the puna to meet its employment obligations for kaimahi. This includes non-contact time, two kaimahi only days per year teacher, relief costs and kaimahi leave when the puna is closed.
11. Fees will be charged for the whole year, including statutory holidays, except when the Puna is closed for one month at Christmas.
12. All fees are inclusive of GST and may be subject to change.
13. Casual late stay fees will be charged at \$10.00 per day for children usually booked until 4pm, when the late stay is arranged in advance.
14. Late collection fees will be charged where tamariki are collected after the time that they are booked in for. Refer to the "Late Collection Policy" for more details.
15. Fees are payable regardless of sickness or absence.
16. Fee payments must be set up prior to your tamaiti starting.

Method of Payment

- Automatic payment is the preferred method of payment.
- Internet banking is also accepted

Puna bank account details

Account number: 12-3019-0442013-00

Account name: Ritimana Puna Reo Society

Incorporated Bank/Branch: ASB Ponsonby

WITHDRAWAL

- Three weeks written notice must be given by whānau to withdraw their tamaiti from Puna.
- Should the tamaiti be withdrawn without notice, Puna will collect the three weeks of fees owing.

CHILDCARE SUBSIDIES

- Childcare subsidies may be available from WINZ.
- Whānau who are eligible and receive a Childcare Subsidy are responsible for setting up and renewing the subsidy as required. Please note that WINZ Childcare Subsidies are not back paid.
- Whānau will be expected to pay full fees up until your subsidy starts and any shortfall between the subsidy paid and the normal fees due.
- If applicable The Childcare Subsidy will be paid directly to the Puna

Please see our fees policy for more information

FIRST REMINDER

Copy and paste onto Te Puna Reo o Ritimana letterhead

Tena Koe [Name]

RE: OUTSTANDING ACCOUNT

A review of our records indicates that your account is now overdue. This notice is a reminder that your payment was due on [date] to the amount of [amount]. Enclosed is a statement of account for your reference.

Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Noho ora mai

[Name]

[Position]

FINAL DEMAND

Copy and paste onto Te Puna Reo o Ritimana letterhead

Tena Koe [Name]

RE: OUTSTANDING ACCOUNT

We have made numerous attempts to contact you regarding this overdue account.

Please remit \$[amount] by [date] or contact me to set up a mutually acceptable payment plan.

Failure to do so could result in the termination of your child's enrolment and this account being sent to a collection agency. Te Puna Reo o Ritimana reserves the right to collect all outstanding debts from whānau at their expense, and advises whānau that legal steps will be taken to recover any outstanding fees following the delivery of the final demand.

Please call me within the next two weeks at [phone number] so that we may discuss how to resolve this quickly, or make immediate payment in full.

Noho ora mai

[Name]

[Position]