

# Te Kōhanga Reo o Ngā Kuaka (Ngā Kuaka)

## Ngā Nama – Fees Policy

**Rationale:** Te Kōhanga Reo o Ngā Kuaka (Ngā Kuaka) relies on the charging of fees to sustain our financial obligations in promoting the high-quality services that are expected of the Kōhanga. Our Annual Budget sets out the costs of our programme.

### 1.0 Objective

- 1.1 That the weekly fee for tamariki attending Ngā Kuaka as decided by whanau, is clearly outlined in the schedule attached to this policy as Appendix 1 and Appendix 2.
- 1.2 That all mātua/Kaitiaki accounts will be maintained in credit at the issue of their monthly statement
- 1.4 That Mātua/Kaitiaki are responsible for the renewal of any Work and Income Childcare Subsidies before the expiry date
- 1.6 That the Mātua/Kaitiaki named on the Enrolment Form are liable for any overdue fees and any incurred costs in the collection of these fees
- 1.7 That the procedures will outline the charging of fees and the consequences of non-payment of fees and late fines.

### 2.0 Procedures

- 2.1 The first day of enrolment starts on the first day of transition into Ngā Kuaka, and fees will be charged from this day.
- 2.2 Upon confirmation of enrolment, two week's fees are to be paid in advance to secure your child's place.
- 2.3 The two weeks fees in advance payment will be forfeited if the Whānau does not commence with the enrolment.
- 2.4 All 3 to 5-year old tamaiti who are claiming ECE hours must have completed the attestation section on the Ngā Kuaka Enrolment Form as well as an annual attestation form. If this is not completed, full Kōhanga fees will apply as outlined in the fee schedule.
- 2.5 Two weeks written notice must be given when finishing at Ngā Kuaka. Charges will be applied in lieu of insufficient notice.

### 3.0 Fee Charges

- 3.1 Ngā Kuaka charges a weekly fee regardless of how many days a child attends each week.
- 3.2 All absences including sickness and public holidays are charged at full rates. Exclusive of Xmas holidays.
- 3.3 Ngā Kuaka requires two weeks fees in advance:
  - This ensures that two weeks' notice is given before leaving Kōhanga
  - The fees are fully refundable provided there is no outstanding debt at Kōhanga and Hōtaka Manaaki.
  - An application to the Tumuaki to pay off the "two weeks fees in advance" will be considered on a case-by-case basis.
  - Fees must be paid in advance by automatic payments.
  - Mātua/Kaitiaki are responsible for the renewal of any Work and Income Childcare Subsidies before the expiry date.

- Fee statements will be emailed to the Mātua/Kaitiaki named on the Enrolment Form each month.
- 3.4 Work and Income New Zealand (WINZ) provide a subsidy, tested against levels of income. This may be applicable for some matua/kaitiaki who have tamariki mokopuna at Nga Kuaka. **Full payment of fees is the responsibility of the Matua/Kaitiaki named on the enrolment form, and will be paid until a subsidy has been approved.** Any reimbursements will be made accordingly.
- 3.5 A Fine of \$10 per 10 Minutes can be incurred through arriving late to collect tamariki.
- 3.6 All such fines must be paid within 7 days of the invoice date or a 10% charge will be incurred.
- 3.7 All fines money will be credited to fundraising.

## 4.0 Overdue Fees

### STEP 1: KAI O TE RANGATIRA – HE KORERO

Any Whānau who is **not 2-weeks in advance** will be notified by the Pou Tiaki either through email or verbally (this must be followed up by a written notification) to bring their fees up-to-date within 5 working days of the date of the email or verbal notification.

### STEP 2: WHAKAWHANANGATANGA

Whānau who do not bring their fees up-to-date within 5 working days in Step 1, will be notified in writing or verbally (this must be followed up by a written notification), to attend a hui to discuss with the Pou Tiaki appropriate remedial action and arrangements to get fees up-to-date. This hui must be conducted within 5 working days of the date of the written or verbal notification. Arrangements may also be made to undertake “Matua Awhi”.

#### Matua Awhi procedures are outlined below:

1. Mātua/Kaitiaki will have their accounts discussed by the Pou Tiaki with the Tumuaki (or Pou Manaaki in the Tumuaki’s absence) to arrange Matua Awhi.
2. Matua Awhi is subject to the times and days as outlined by the Tumuaki/Pou Manaaki, and if suitable duties are available.
3. If the Mātua/Kaitiaki are not able to work the days and times stipulated by the Tumuaki/Pou Manaaki, the Mātua/Kaitiaki will have to honour the overdue fee arrangements as discussed with the Pou Tiaki in step 2.
4. Suitability to undertake Mātua Awhi duties will depend on the outcome of a Police Vet check.
5. The equivalent currency to apply at these times will be \$15 per hour of Services in Kind. All such currency will be termed ‘write-off’ against the fee arrears.

### STEP 3: TIAKITANGA

Termination Notice: Mātua/Kaitiaki who continue to ignore requests to settle their accounts (Step 1 & 2), dishonour their fee arrangements as arranged with the Pou Tiaki in Step 2, **and** are 4-weeks in fee arrears, will be forwarded to the Tumuaki. In agreeance with the Tiatangata, the Tumuaki will draft a Termination Letter giving notice of the following:

- How the Matua/Kaitiaki is acting in a manner inconsistent with the “Nga Nama – Fee Policy” of the Society including the amount in arrears (this must be at least 4-weeks in arrears).
- State the steps that have been taken to work collaboratively with the Matua/Kaitiaki to remedy the situation.

- Confirm all procedures were followed correctly (the Tiatangata may require evidence e.g copy of letters, email trails and diary notes of hui discussions)
- The date the tamaiti placement will be vacated and
- State that the Matua/Kaitiaki may write to the secretary giving reasons why the society should not terminate the tamaiti placement, and state the date by which the Matua/Kaitiaki is to reply in writing.

The termination letter will be signed by the Tiatangata and Secretary and sent to the Matua/Kaitiaki. **Upon receipt of the Matua/Kaitiaki's written response, the Tiatangata may immediately terminate the tamaiti placement or in consultation with the Matua/Kaitiaki present the termination notice at the next available hui-a-whanau.** If the Tiatangata decides to take the termination notice to the hui-a-whanau, the Matua/Kaitiaki will be invited to contest the termination notice.

#### STEP 4: HUI-A-WHANAU

If the Tiatangata decides to present a termination notice asking for a tamaiti placement at the Kohanga be vacated, the following procedures will be taken:

1. The termination notice presented by the Tiatangata to whanau will only disclose the following information:
  - How the Matua/Kaitiaki (identity of the whanau name withheld) is acting in a manner inconsistent with the Nga Nama – Fees Policy.
  - State the steps that have been taken to work collaboratively with the Matua/Kaitiaki to remedy the situation, and confirm if all correct procedures were taken.
  - The amount in unpaid fees, and confirm these are at least 4 weeks in arrears.
  - The termination date
2. The Matua/Kaitiaki may present their case to contest their termination notice, and only then shall the identity of the whanau be revealed.
3. All members of the whanau may question the Matua/Kaitiaki, and decide whether to approve the termination notice.
4. Upon whanau approval of the termination notice *by majority vote*, the Tumuaki will be informed to forward all debts to the Debt Collection agency for the recovery of these debts.

## 5.0 Staff Discount

A staff discount applies for unsubsidised under 3-year old tamaiti at a discount rate of 50%, and only applies if **all** of the following are met:

- 5.1 Kaimahi are a permanent staff member
- 5.2 The staff member is named on the Enrolment Form (are liable for any overdue fees and any incurred costs in the collection of these fees).
- 5.3 Accounts are 2 weeks in credit as per the Policy

I whakaae te whānau ki tēnei Kaupapa Here:	13 December 2017
Ka tirohia anō tēnei Kaupapa Here i mua i te:	December 2018

Waitohu (Tiatangata):

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***The current fee schedule is attached to this policy as Appendix 1 and will expire on the 12<sup>th</sup> January 2018. Appendix 2 is the new fee schedule as at 15<sup>th</sup> January 2018.***

# Appendix 1

WEEKLY FEE SCHEDULE TO 12 JANUARY 2018

	With WINZ Subsidy	Partial / Unsubsidised Fee	With 20 ECE hours	Without 20 ECE hours
<b>Under 2</b>	\$225.00	\$159.00	N/A	N/A
<b>Over 2</b>	\$225.00	\$159.00	N/A	N/A
<b>3 years and over, fully subsidised</b>	N/A	N/A	\$185.00	\$225.00 TBC
<b>3 years and over, partial/unsubsidised</b>	N/A	N/A	\$159.00	\$159.00 TBC

# Appendix 2

WEEKLY FEE SCHEDULE AS AT 15 JANUARY 2018

	With WINZ Subsidy	Partial / Unsubsidised Fee	With 20 ECE hours	Without 20 ECE hours
<b>Under 2</b>	\$225.00	**\$175.50	N/A	N/A
<b>Over 2</b>	\$225.00	**\$175.50	N/A	N/A
<b>3 years and over, fully subsidised</b>	N/A	N/A	**\$196.00	\$225.00 TBC
<b>3 years and over, partial/unsubsidised</b>	N/A	N/A	**\$170.50	**\$170.50 TBC

**\*\*APPROVED FEE INCREASES RATIFIED AT HUI-A-WHANAU 11<sup>th</sup> OCTOBER 2017**

FEES	Current	2018 Jan 15 <sup>th</sup>	2019 Jan 7 <sup>th</sup>	2020 Jan 6 <sup>th</sup>	Total fee increase
<b>Over 3 years of age</b>	<b>\$99</b>	<b>\$110.50</b>	<b>\$121</b>	<b>\$129</b>	
	Increase by:	<b>\$11.50</b>	<b>\$10.50</b>	<b>\$8.50</b>	<b>\$30.50</b>
<b>Under 3 years of age</b>	<b>\$159</b>	<b>\$175</b>	<b>\$190</b>	<b>\$203.50</b>	
<b>Unsubsidised Fee</b>	Increase by:	<b>\$16.50</b>	<b>\$14.50</b>	<b>\$13.50</b>	<b>\$44.50</b>

Work & Income childcare subsidy calculated on the highest hourly rate from Work & Income NZ.

3 to 5+ year old rates calculated on attesting to maximum ECE hours per week. A funding shortfall of **\$27.60 + \$159 = \$186.60 TBC** will be charged weekly if not claiming for the 20 ECE hours.

Fees for Whānau with two or more tamariki under 3 years old that are not fully subsidised by WINZ is \$129.00 for their second and subsequent children.

Kaiako/Parents: Whanau who are in need of extra support in between semesters of the academic year, can engage in korero with whanau to collectively find solutions to help and support each other.