Fees procedure + schedule

A. Bible Verse
Romans 12:17 (NIV) "…Be careful to do what is right in the eyes of everyone."

B. Principle
Changepoint Early Learning Centre acknowledges the value of:
1. Consistent procedures related to the setting, payment, and processing of fees.
2. Clear communication with clients and prospective clients with respect to fees.
3. A fair process for managing unpaid fees and overdue accounts.

C. Connection with Te Ara Whānui
Principle 3: Family and Community, Whānau Tangata: *The wider world of the family and community is an integral part of the early childhood curriculum*
Strand 2: Belonging, Mana Whenua – Goal 3: *Children and their families experience an environment where they feel comfortable with the routines, customs, and regular events.*

D. Statement
The Fee Procedure states that **"The setting, payment and processing of all fees associated with the Changepoint Early Learning Centre will be administered in an open, fair and procedural manner."**

E. Procedures
1. **General**
   a) For the purpose of this procedure the term whānau has been used to describe the child's legal guardian, parent, day to day caregiver or nominated bill payer as these can be different based on te ngā whānau unique circumstances.
   b) The fees charged by the service are as per the current Fees Schedule. Please see the attached document. This procedure and schedule are included in the enrolment pack, located on the website, and is available upon request from the ELC office.
   c) Whānau will receive due notification of any change in fees as soon as is practicable prior to the change coming into effect.
   d) All fees also include the Medicines provided by the service identified in the Enrolment Form, generic sunscreen, wet wipes, a wet bag given at enrolment, and wet weather gear used at ELC. Nappies are provided by the whānau.
   e) Any additional fees incurred by participation in a special programme, or an outing / excursion will be advised to Whānau along with the request for parental permission. These fees must be paid in advance of the trip and can be paid by bank transfer or cash.
   f) All fees are to be paid in advance. Direct Debit is the preferred method of payment, although Internet Banking, Automatic Payment are also available. The Changepoint Education Trust bank account number for internet banking is in the attached Fees schedule.
   g) If in an emergency the ELC must close, fees will not be applied to children's accounts during this time frame. Emergency closures can be due to civil defense emergencies, extreme weather conditions, non-controllable health and safety issues, interruptions to essential services or similar.
2. **Bookings and attendance**
   a) ELC is open 845am – 315pm and is closed for Public Holidays, Christmas shutdown, and Weekends.
   b) Enrolments are offered in one booking option.
      i. 845am – 315pm

c) All children must be enrolled in this session. However, the centre manager may be able to support families with shorter sessions during the transitional period when first enrolling. This decision will be made at the centre manager's discretion.
d) Where no arrangement has been made with the Manager, early drop off and late pick up attract additional fees at a rate of **$15 per 15minutes.** Staffing is based on 15minute increments and so when a staff member is required to stay on to maintain ratios requirements this is charged in 15minute allotments.
e) To secure a child's place and to cover administrative costs that occur during enrolment, an enrolment fee of **$35 is payable upon enrolment**. This is non-refundable.
f) One week's fees are payable upon enrolment. This is non-refundable if you change your mind about enrolling your child at the centre, and less than one week's notice is given.
g) Morning tea, lunch, and afternoon tea is to be provided by the whānau, in a lunch box. These are to be provided in accordance with the Ministry of Health's 'reducing food-related choking for babies and young children' document, and ELCs food and nutrition procedure.
h) A permanent enrolment booking must be established with the centre manager.
i) Changes in a child's permanent booking may be made with two weeks' prior written notice and space permitting. It cannot be guaranteed that you will be able to revert to the original booking at the end of the change period.
j) Casual days must be applied for in advance and are subject to availability.
k) No swapped or substituted enrolments days can be made for absences on normal enrolled days, public holidays, general holidays, or sickness.
l) Any extra casual days you wish to attend because you cannot attend your regular booked days will be charged as an extra day adding onto your usual weekly invoice (even if you were absent on one of your usual booked days).
m) If you wish to terminate your child's enrolment at ELC, please ensure you **notify the centre in writing, giving no less than two weeks' notice**. If necessary, you will need to notify Work and Income NZ, accordingly. When no notice is given, the whānau will be charged for the 2 weeks following the child leaving.

3. **Financial aid**
a) If parents are working or studying, they are likely to qualify for a **childcare subsidy** that can reduce fees. For further information regarding this subsidy, please contact WINZ directly. The centre manager or administrator can help with the paperwork required. Visit https://check.msd.govt.nz/ to see if you might qualify for support from MSD
b) 20 Hours ECE is available to all children aged 3-5 years old, provided the Attestation Form has been completed in full prior to the date of entitlement. 20 Hours ECE is for a maximum of 6 hours per day, and up to 20 hours per week. 20 Hours ECE subsidy ceases after 3 weeks of continuous absence and full fees will be payable unless otherwise agreed in writing prior to the event. For further information, please refer to the Ministry of Education www.education.govt.nz
c) ELC offers all children over 3 years up to 10 extra hours per week free to a maximum of 6 hours per day after 20ECE hours have been used.
d) Children of Changepoint ministry staff and staff of the Early Learning Centre are eligible for subsidy.

4. **Holidays and Absences**
a) In cases of sickness or unplanned absence ensure the centre is advised prior to the booked start time for the day, there will be no reduction in fees charged in this instance.
b) If no contact from whānau is made with the centre by 9:30am to advise of their

child's intended late drop off, staff will mark the child absent and the whānau will not be able to drop their child off at ELC.

c) If whānau plan to take a holiday or planned leave of absence, it is required to provide at least 1 week of notice to allow the centre to plan for staffing ratios. If the above notice is given, fees will not be charged for up to 3 weeks of absence. For holidays lasting longer than 3 weeks, fees will be charged as per child's normal booking from the 4th week onwards. If no notice has been given, there will be no reduction in fees charged.

d) For public holidays and annual shut down at Christmas, there will be no fees charged.

e) **Three Week Absence Rule.** Ministry of Education regulations mean childcare providers are unable to claim funding if your child is absent for 3 consecutive weeks without valid reason. We regret that a permanently booked space will be cancelled after 3 weeks if no other arrangements have been approved by the Centre Manager.

f) **Frequent Absence Rule.** ***Your child's attendance must match their booking***. If your child has a pattern of absence, regulations require you to sign a reconfirmation of enrolment form to maintain your booked hours. If the frequent absence pattern continues across three consecutive months, funding will cease in the fourth month and your enrolment may be cancelled.

5. **Payment of Fees**

a) Invoices are provided weekly by email. If you prefer a paper copy of your weekly invoice, you will need to arrange this with the Administrator directly.

i. **Bank Account Details**
Changepoint Education Trust **02 0466 0376026 000**
Please use your child's First name and Last name as a reference.

b) Fees owing will be discussed during the Enrolment process. Whānau will be advised of the fees owing by an invoice issued one week prior to the child attending the service. This invoice will include a "Payment Due" date, which will be the first day the child attends the ELC.

c) This invoice will be based upon the hours booked for that week. The service is staffed according to 'booked hours'. Therefore, when a child is absent, whānau are charged the full fee for the hours booked. As the service must comply with the adult: child ratios set by the terms of the License, and it is the 'booked times' that dictate how staff and resources are managed. For this reason, the full rate is charged when a child does not attend.

d) Whānau are not charged for Statutory Holidays and other times when the ELC is closed

e) The 20 Hours ECE allows for only 21 days continued absence before funding is stopped. Whānau are required to pay the continued charges if child is absent for more than 21 days.

f) Fees are charged on the booked hours or the actual hours of attendance, whichever is the greater. This means that parents cannot expect a reduction in their fees when they pick their child up earlier than the booked time

g) Any adjustment due to the child attending more hours than those booked will be added to the next week's fees

h) Whānau may discuss the payment of fees with the Centre Administrator by contacting the ELC office.

i) If a whānau believes they have been incorrectly charged, the matter should be raised with the Centre Administrator immediately within 7 days. If that error is confirmed, it will be corrected, and a new invoice issued.

6. **Unpaid Fees**

a) ELC's preferred method of payment is an automatic payment or direct debit

into our bank account indicated above. Fees are to be paid one week in advance.

b) Whānau accept full responsibility for payment of fees for all days enrolled based on the current fees schedule, irrespective of any arrangement with any third party, including Work and Income.
c) If whānau do not maintain their account as per the payment agreement; a late payment fee for every week it remains overdue and/or interest may be charged on all overdue balances, if any special offers or discounts are applicable these may be withdrawn. ELC may refer the account to a third-party collection agency, and you will be liable for any collection costs.
d) The centre manager and centre administrator check the "overdue invoices" report weekly and work holistically with whānau to receive unpaid fees.
e) This may look different for each whānau and is an approach that seeks to support the hauora of the whole family, keeping the best interests of the tamariki at the centre.
f) If an agreement cannot be made between the centre manager and the whānau or the whānau is not able to maintain the payment plan decided upon between the centre manager and themselves the "formal unpaid fees procedure" will apply

7. **Formal unpaid fees procedure**
   a) At 7 days: When fees owing remain unpaid for 7 days
      i. An emailed/written **"Friendly Reminder"** notice is issued.
      ii. A request that the unpaid fees be paid immediately is included, and
      iii. The Centre Administrator or manager gives a verbal reminder either face to face or by phone conversation.
   b) At 14 days: When fees owing remain unpaid for 14 days and there has been no response to the "Friendly Reminder" notice and no communication with the Centre Administrator or manager
      i. An **"Overdue Fees Reminder"** notice is issued.
      ii. A request that the unpaid fees be paid immediately is included.
      iii. A request that the Manager be contacted to discuss the situation is included.
      iv. The Centre Administrator gives a verbal reminder either face to face or by phone conversation and offers the whānau an opportunity to discuss the matter.
   c) At 21 days: When fees owing remain unpaid for 21 days and there has been no response to the "Overdue Fees Reminder" notice and no communication with the Administrator,
      i. A **"Late Payment Penalty Fee"** is applied as per the Fees Schedule and a written notice is issued.
      ii. A request that the unpaid fees (now including the Late Payment Penalty Fee) be paid immediately is included.
      iii. A cautionary note that there is a risk of the child's enrolment being cancelled is included.
      iv. The Centre Manager gives a verbal reminder either face to face or by phone conversation and offers the Whānau an opportunity to discuss the matter.
      v.
   d) At 28 days: When all fees owing remain unpaid for 28 days and there has been no response to either the "Overdue Fees Reminder" or the "Late Payment Penalty Fee" notice and no communication with the Centre Manager,
      i. An **"Overdue Fees – Enrolment Cancelled"** notice is issued
      ii. This notice advises the Whānau that the child's enrolment is cancelled, and the child will not be able to attend the ELC until all overdue

accounts are paid in full, or an arrangement for payment is made that is acceptable to the Centre Manager. This repayment plan is to be signed by both parties. The date of the "Overdue Fees – Enrolment Cancelled" becomes the effective date of the enrolment cancellation

iii. Furthermore, the Whānau is advised that, if the overdue account is not paid immediately or there is no communication by a date specified by the Centre Manager, the debt will be referred to a Debt Collection Agency.

e) At 35 days: When all fees owing remain unpaid after implementing the process outlined above,

i. The Whānau is sent a written "Debt Collection" notice advising that the account has been assigned to the Debt Collection Agency and that the whānau is responsible for all fees incurred by the Debt Collection Agency.

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Drafted by:	Jen Spencer	**Most recent review date**	April 2026
Next review date:	Biannual review cycle	**Authorised by:**	Katrina Habib
The procedure's outlined above endeavour to be kept up to date and compliant with the Licensing Criteria for Early Childhood Education and Care Centres 2008 and its latest updates. Find more information at: https://www.education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/licensing-criteria/centre-based-ece-services/			

Changepoint Early Learning Centre Fees schedule

135 Poike Road, Hairini, Tauranga Phone: 07 242 4088
Email: info@changepointelc.co.nz

Bank Account Details
Changepoint Education Trust **02 0466 0376026 000**
Please use your child's First name and Last name as a reference.

Under 3 years until day before 3rd birthday **Minimum Enrolment of 2 days**		**FEES**
845am – 315pm (6.5hours)	Daily Weekly	$52.00 $260.00

3 years to 5 years old 3rd birthday to the day before 6th birthday **Minimum Enrolment of 3 days**		**FEES** **(After 20 hours ECE)**
845am – 315pm (6.5hours) Fee is for the 0.5 hour over 6 hours that the 20 hours ECE is claimed for.	Daily Weekly	$5 $25

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Early Learning Centre