

**Welcome to the University of Auckland Early Childhood Services and thank you for entrusting your children/tamariki with us. Below you will find information regarding the terms and conditions of enrolment.**

Although unlikely, our fees are subject to change to reflect Government subsidy level changes and cost changes. It is expected however that fees will be reviewed annually in the last quarter of the year and effective January the following year.

It is the family/whānau responsibility to advise the Kaiwhakahaere/Centre Leader of any change of circumstances that may affect the fees charged i.e a change from student to staff or community. The University of Auckland reserves the right to charge the difference if not advised of the change. Any third-party contributions (Iwi, Trust, Employer, WINZ) are the responsibility of family/whānau to arrange, apply for and manage; however, the Centre Leader/Kaiwhakahaere will support you with these applications in any way they can.

The enrolment agreement is a private agreement between both parties and needs to be agreed to as such. If any party no longer agrees to the enrolment conditions (specifically for the benefit of the child/tamaiti individual needs) then a new agreement will need to be reached with two-weeks notice.

We have a minimum three day a week booking and require two weeks' notice, for any booking changes or cancellation of enrolment including children/tamariki graduating to begin school/kura, although we try to accommodate these as soon as we can. Our fee structure includes charges for public holidays and two kaiako only days covering wages and fixed costs. Notice of kaiako only days will be provided in advance.

We value the partnerships we have with family/whānau and encourage you to talk to us if you are struggling to meet your payments or if you are having any challenges with your child/tamaiti, there may be options and support available to you that you may not be aware of.

## Holidays and discounts

### Sibling discount

A discount of 10% is offered to family/whānau with two or more children/tamariki enrolled at UOA ECE centre.

- Multiple children/tamariki or family/whānau discount only applies to the youngest of the children/tamariki and only until the child/tamaiti turns three. Once the additional child/tamaiti turns three no ongoing discounts apply, as they will be accessing the 20-hour ECE subsidy.
- When the older of the sibling leaves, the multiple sibling discount will also end. If the child/tamaiti is still under the age of three, regular fees will then be charged.
- The multiple children/tamariki discount is only applied to one child/tamaiti. If you have three or more children/tamariki, this will be case-by-case and to be discussed with the ECE General Manager via the Centre Leader/Kaiwhakahaere.

### Holidays and Absences

- **UoA Students and Employees** - If a child/tamaiti is away for a full week and up to three weeks, a UoA absence discount can be applied, which is half of the normal fee. Application is required in writing at least one week in advance. You can access this UoA Absence discount for a maximum of four weeks per year.
- **Community** - If a child/tamaiti is away for a full week, UoA Absence discount can be applied, which is half the normal fee. Application is required in writing at least one week in advance. You can access this UoA absence discount for a maximum of two weeks per year.
- For absences of less than a week, full fees are payable.
- Absences in excess of the three weeks will require payment of full fees to retain your child/tamaiti place as we will lose the Government funding after 15 days.
- If absences are not advised in advance, full fees will be charged.
- Where a Public Holiday falls on a day a child/tamaiti is enrolled, the parent shall be charged for that day - with the exception of Easter Tuesday, which is a University holiday.

### University of Auckland Students Exceptions

- One week at no charge (in addition to the summer closure) will be offered if notification of a child's/tamaiti absence has been received in writing before the 15<sup>th</sup> November. This is additional to other holiday allowances.

## Frequently Asked Questions

### **What do I need to have in place before my child/tamaiti can begin at the service, and when can I start?**

When all documents are received, you will be asked to pay your two weeks deposit (or complete WINZ applications and a part deposit); then your child's/tamaiti enrolment will be confirmed with the Centre Leader/Kaiwhakahaere confirming when they have a space available for your child/tamaiti to start. Your first week's fees will be charged from their start date.

### **What are the payment expectations?**

We charge for all absences including statutory holidays and kaiako only days. The only time we do not charge is over the Christmas and New Year closure period – these dates are communicated around October/November each year, when we request your holiday plans.

Fees are to be paid two weeks in advance by Automatic Payment, Internet Banking or Salary Sacrifice if you are a UOA employee. Paying your deposit and first regular payment from your child's/tamaiti first week will ensure that your account aligns with this requirement. This is to remain in advance at all times to cover the notice period. Failure to keep fees up to date may result in your enrolment ending, and the debt being passed on to a collection agency, for which the family/whānau will be responsible for any associated costs incurred.

### **Do you provide make up days and changes to enrolment days and times?**

We do not provide make up days of any kind. Changes to enrolled days and times are possible, with two weeks written notice.

### **Do you provide statements?**

We do, these arrive in your email inbox each week. You will be invoiced two weeks in advance. If you are not receiving them, please let us know straight away. We also provide quarterly statements for families/whānau who will apply for Family Boost through the IRD.

### **Who can get Employee and student fees?**

Employee fees are only applicable for fixed term and permanent employees. Student fees are for students not in UoA fixed term or permanent employment.

### **Is there a late fee if I collect my tamaiti/child after their booked hours?**

We will always try and support our family/whānau where we can, if you are running late, please let us know. It is important to review your child/tamaiti booking to ensure that they match their regular attendance. Being late can have an impact on our staff meeting their own personal commitments, so please ensure you plan your day to be on time.

If you are a student and you get stuck, don't panic, if your child/tamaiti attends longer than their short-day booking, their fee will change to the full day booking, not the late fee below.

Attendance beyond our licenced hours is as follows: \$6 for the first minute and \$3 per minute following applies. This covers some of the over time we will be required to pay our teacher/kaiako.

### **Do you support WINZ subsidies and other support grants?**

Absolutely! When receiving a WINZ subsidy, you are responsible to pay all fees until the subsidy is approved. You are responsible for all fees not covered by the subsidy. You are responsible for ensuring WINZ are kept informed of any changes that may affect your subsidy. You will pay fees recovered by WINZ if the subsidy reduces or stops.

Come and talk to us if you require any support with this or check out the WINZ website:

<https://www.workandincome.govt.nz/documents/forms/childcare-and-oscar-subsidy-application.pdf>

The University of Auckland ECE Centres offers the 20 Hour ECE subsidy provided by the Ministry of Education. The subsidy is provided to children/tamariki aged 3 years and older and under the strict rules given 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/>