

## ALEXANDRA CHILDCARE CENTRE (1995) INC.

### ATTENDANCE & RELATED CHARGES POLICY

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**RATIONALE:** To manage enrolment and booking systems and charge out fees ensuring the Centre's finances are of a sound basis and to provide parents/caregivers with clear details of these procedures.

**OBJECTIVE:** That enrolments and bookings are kept up to date and meet licensing criteria. To ensure that parents/caregivers fully understand the Centre's fee structure, the notification process required for absences and any penalties that may be incurred. To ensure current and future members of the Board of Governance clearly understand and can administer this policy.

#### 1 Fee

- 1.1 \$6.75 per hour per child is charged for attendance at the Centre. This will be reviewed every six months, and with two weeks notice to parents, can be increased.
- 1.2 Charging is based on 15 minute intervals (rounded to the next 15 mins after 10 minutes in total).
- 1.3 An additional daily rate will be applied to all invoices for children aged 3 years and over. This charge helps cover additional costs not included in the government-funded 20-Hour ECE. The daily rate includes provision for staffing above minimum required ratios, delivered by a team of experienced educators to maintain a high standard of care, safety, and learning outcomes, and provides for additional out-the-gate learning opportunities for our older children. Children attending 2–3 days per week will be charged \$15 per day attended. Children attending 4–5 days per week will be charged a flat rate of \$45 per week. This structure will be reviewed annually, and can be changed, giving parents two weeks' notice of the change.
- 1.4 Minimum attendance for permanent bookings is 6.5 hours per day – two days per week subject to availability.
- 1.5 A \$10 fee may be charged at Management discretion for any early drop offs or late pickups exceeding 15 minutes.
- 1.6 The Centre offers “20 Hours ECE” to eligible children provided an attestation form is completed by the child's parents/caregivers before the hours are claimed.
- 1.7 A one-off non-refundable fee of \$70 will be payable for new enrolment.
- 1.8 Attendance must match this agreement at least 50% of scheduled days and hours each month to retain 20-Hour ECE funding. Frequent absences may jeopardise our funding.
- 1.9 In the event that an underpayment, delay, or withdrawal of subsidy occurs from WINZ to Kopuwai Early Learning Centre for any reason (including changes in attendance, eligibility, or processing delays), parents/caregivers authorise Kopuwai Early Learning Centre to invoice them directly for any resulting shortfall.
- 1.10 Where a child is absent on the same enrolled day for more than three consecutive weeks, parents agree to pay for any lost Ministry of Education funding due to their child's absence. A maximum charge of \$110 per day, in addition to fees charged hourly, will apply.
- 1.11 Charges for a statutory holiday day that falls on a day your child is normally booked to attend are to be charged at a rate of 50% - 100%. The Board of Governance will review this yearly.

#### 2 Bookings

- 2.1 In accordance with our license the number of children under 2 years of age shall not exceed 8 and

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the total number of children shall not exceed 31.

- 2.2 Enrolments and bookings are to be kept up to date and checked daily. Detailed day-sheets are to be produced.
- 2.3 The Centre's licensed hours are between 7.45 and 5.30; **no** booking times will exceed 5.15pm.
- 2.4 Charging is based on 15 minute intervals and rounded up to the next quarter hour once 10 minutes has elapsed.
- 2.5 Parents/caregivers must sign the day-sheet and record children's actual time of arrival and departure.
- 2.6 We require two (2) weeks notice to be given prior to a child leaving the Centre.
- 2.7 If less than two (2) weeks notice is given for the end of an enrolment, the parent/caregiver will be required to pay the new enrolment fee of \$70 and up to two weeks of booking charges.
- 2.8 Where no notice of an absence is received (i.e. no contact before 8.30am on the day of attendance), full charges will be incurred.
- 2.9 If no communication has been received relating to non-attendance for more than three (3) weeks, your enrolment will be deemed to have ended. You will need to re-enrol should you wish to return.
- 2.10 We require at least one (1) weeks' notice when changing a permanent booking. This includes time changes, reduction of days or addition of days.

### 3 Casual hours

- 3.1 Requests for casual hours can be made via email, or via phone, to the Centre Manager or Office Administrator.
- 3.2 Minimum attendance of three hours will apply for casual bookings.
- 3.3 A request for casual hours will be granted where there is a space available under our licensing requirements.
- 3.4 Where there is no space available the child will be placed on a waiting list. If a space occurs then it will be filled from this waiting list in order of application.
- 3.5 A minimum of two hours' notice for an extension of booking is required i.e. extending from 3pm to 4pm. If a child's booked hours are reduced on a casual basis there will be no reduction in their normal booking fee.

### 4 Absences (Sick & Holiday)

- 4.1 Children will be allocated 10 days leave (this includes a combination of sick and holiday leave) at a discount of 50%. After this all further leave will be at full charge. In extenuating circumstances, the Board of Governance may agree to extra leave at the discounted price.
- 4.2 The entitlement to leave begins from the first of January each year; entitlements do not roll over to the next year. **In the child's first year of attendance at Kopuwai Early Learning Centre the entitlement will also be pro-rated depending upon the month in which the child starts.**
- 4.3 The two week closure at Christmas time is not included in this allocation. There will be no charge during the shutdown.
- 4.4 It is essential that any absence is notified to the Centre **before 8.30am** for the day the child will be absent. Please use our answer phone facility if no-one is able to take your call. Where no notice of an absence is received i.e. no contact before 8.30am on the day of attendance, then full charges will be incurred.

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#### 5 Charges for non-booked attendance

The arrival and departure time for children should match the hours that the child has been booked for. With the exception of Clause 4 of this policy, clients will be charged the full booking time regardless of late arrival or early departures.

- 5.1 Approved extension of booked hours, will be provided only where total numbers do not exceed 31 and will be charged at the usual rate.
- 5.2 When no extension of booked hours has been approved and a child exceeds their booked in time a late fee will be charged as per clause 1.4.

#### 6 Definitions

- 6.1 Extension of booked hours: When a child's normal booked hours are extended e.g. 9-4 extended to 8.45-5.
- 6.2 Casual Booking: A booking on a day a child does not usually attend the Centre or making a change to a booking on a casual basis.

#### The Rules:

A courtesy call with less than two hours' notice may result in a late fee

For an extension you **must ring** at least two hours before scheduled time of pickup or earlier drop-off

#### Examples:

If you call at 2.55pm to say you will be late for your 3pm pickup you will incur a late fee as per Clause 1.4

If you call at 12pm to ask for an extended 3pm booking this is a casual extension as per Clause 3.5

Discretion is case by case with the Centre Manager and Administrator

- ❖ FEES ARE GST INCLUSIVE
- ❖ RATE PER QUARTER HOUR OR PART THEREOF

#### Parent/ Guardian Agreement:

***I have read and I understand all changes to the Attendance and Related Charges Policy. I agree to all terms and conditions of enrolment.***

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Policy Category	Governance, Management and Administration
Licensing Criteria	GMA 3, GMA 12
Regulation	Regulation 2008: 47 (1) (A-C) Ministry of Education Funding Handbook
Date created	
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