

Woolston Development Project OSCAR enrolment & payment process

Enrolment

- 1) Parents/caregivers contact the manager. This can be in many different ways but it is frequently by email, phone or by dropping in and visiting.
- 2) The manager acknowledges their request for information and sends them the enrolment & consent form.
- 3) Parent/caregiver returns signed paperwork to manager.
- 4) Manager checks forms and enters enrolment dates into Attendance Records spreadsheet.
- 5) Manager gives completed enrolment form to the OSCAR supervisor.
- 6) OSCAR supervisor files enrolment form in ASP or Holiday Programme folder.

Attendance

Each week the manager prints the roll based on the Attendance Records spreadsheet for that week.

Each morning the manager enters the attendance for the previous programme day in the spreadsheet.

Payment

The spreadsheet automatically calculates the number of days per invoice period (1 to 15 of month, 16 – end of month) the child has been enrolled in the programme. It also calculates the number of days per programme (ASP or Holiday Programme).

Parents/caregivers are invoiced on the 15th and the final day of the month. Statements are issued on the final day of the month.

During the month many parents/caregivers pay by automatic payment.

Fees are charged for public holidays which fall on weekdays during termtime.

Recording Payments

Payments come in during the month at various frequencies. There are two types of payment:

- 1) Parent/caregiver payments: Parents/caregivers directly paying us for fees or part of fees.
- 2) For some families where there are two parents who have enrolled the same child separately, we generate separate invoices for each parent.

We record these payments against the invoices open for that family.

1. Work & Income OSCAR subsidies

These come in several days a week and can be for multiple children at a time. We allocate this across the relevant invoices.

1.1. The Work & Income OSCAR subsidy process

Some families/whānau are eligible for the OSCAR subsidy payment which Work & Income pays directly to us.

First application for OSCAR subsidy

- 1) Parents fill out all the paperwork with their details and bring the supervisor form to us to fill out.
- 2) The manager fills out the paperwork based on the information in the enrolment form and signs it.
- 3) The parent/caregiver submits all the paperwork to Work & Income themselves.

OSCAR subsidy declarations

Each term Work & Income sends out an OSCAR subsidy declaration form to each client who is currently receiving one for their children.

We fill out the supervisor form, sign it, and send it to childcareforms@msd.govt.nz ourselves.

OSCAR subsidy annual reviews

Parents bring the completed paperwork into the manager who fills out the supervisor section, scans the documentation and emails it to Work & Income.

2. Debt Recovery Procedure

- 1) Parent/caregiver payments are required on a monthly (or more frequent) basis.
- 2) If a parent is 20 days in arrears, full payment is required immediately or a payment arrangement is to be agreed to with the WDP Manager.
- 3) If payment is not received or arrangement is not adhered to the child/ren will be removed from the programme roll and a \$50 administration fee will be added to the original debt.
- 4) A non-payment letter will be sent to the parent outlining the details of the debt and admin fee and advising that the debt will be referred to Baycorp if payment is not received within 7 days. The letter will also advise that on referral a further 25% of the total amount at this point will be added to cover the commission charged by Baycorp. Baycorp will also add their collection costs.
- 5) If payment is still not received the debt will be referred to Baycorp.

3. Payment Details

Bank details

Woolston Development Project Incorporated
Westpac Ferrymead
03 1599 0022285 000

Reference: child's name

4. Prices

We do not charge an hourly rate for any of our programmes. We charge day rates.

After School Programme	\$17 per day (3 pm – 5.30pm – pick up any time up to 5.30pm) 5 & 6 year olds are collected from school by our staff.
Holiday Programme 3.30pm end	\$32 per day (latest pickup 3.30pm)
Holiday Programme 5.30pm end	\$42 per day (latest pickup 5.30pm)
Public Holidays which fall during term time	\$17 per day.
No programme days	No charge.
Cancellation of programme at short notice	No charge (e.g., snow days).
Withdrawal of child with no notice	We will charge until we receive notice.
Withdrawal of child with notice	We will charge up until the final day enrolled.
Sick days/other absences	We charge for every day that the child is enrolled whether or not they attend.