

# Woolston Development Project OSCAR fees

## 1. Fees

OSCAR programme fees are collected for the following purposes:

- To pay OSCAR programme supervisor and assistant wages
- To pay for the kai/food we purchase for afternoon teas for our tamariki.
- To pay for the resources our tamariki use – arts and craft activities, toys, sports equipment
- To pay for the fees for outings and external tutors who come in to facilitate activities.



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) All children are picked up from Te Waka Unua School
Before School Programme	\$10 per day (7.30am – 8.30am. Tamariki are dropped off at Te Waka Unua at 8.30am) and other schools between 8.30-9am
Holiday programme 7.30am– 3.30pm	\$42 per day (earliest drop off 7.30am, latest pickup 3.30pm)
Holiday programme 7.30am– 5.30pm	\$52 per day (earliest drop off 7.30am, latest pickup 5.30pm)
Holiday Programme 8.30am–3.30pm	\$32 per day (earliest drop off 8.30am, latest pickup 3.30pm)
Holiday Programme 8.30am–5.30pm	\$42 per day (earliest drop off 8.30am, latest pickup 5.30pm)
Public Holidays which fall during term time	Rates depend on which programme(s) usually enrolled.
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 or until 3 weeks is up.
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.
Early fee (holiday programme)	If a child who is enrolled from 8.30am is dropped off before 8.30am. \$10 fee.
Late fee (all programmes)	\$10 for the first ten minutes and \$15 per five minutes thereafter.

## 2. Paying us: Please note, when we change to the AimyOne digital system in mid-November 2024, we will be invoicing fortnightly.

Mātua/parents/caregivers are invoiced on the 15<sup>th</sup> and the final day of the month. Statements are issued on the final day of the month. If a holiday programme falls into two periods (i.e., it may start on the 15<sup>th</sup> which is the invoice day) the mid-month invoice date may change to reflect this.

**During the month many mātua/parents/caregivers pay by automatic payment and we appreciate this.**

### Payment Details

#### Bank details

Woolston Development Project Incorporated

Westpac Ferrymead

03 1599 0022285 000

Reference: child's name

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

## **Work & Income OSCAR subsidies**

We receive subsidies for a number of whānau/families and allocate these payments across the relevant invoices.

### **The Work & Income OSCAR subsidy process**

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

#### **First application for OSCAR subsidy**

- Mātua/parents/caregivers fill out all the paperwork with their details and bring the supervisor form to us to fill out.
- The manager fills out the paperwork based on the information in the enrolment form and signs it.
- The mātua/parents/caregivers submit 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.

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

#### **OSCAR subsidy annual reviews**

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

## **3. Debt Recovery Procedure**

We want all mātua/parents/caregivers to feel supported that they are doing the best they can to pay our OSCAR programme fees. We want to act with compassion and kindness at all times without allowing our fees to remain unpaid for a significant period of time. We recognise that mistakes do happen on occasion at our end and will take responsibility for this when it happens.

We prefer mātua/parents/caregivers to pay in advance; however, we recognise that with the OSCAR subsidy in place for some mātua/parents/caregivers, it is not always possible to predict how much will remain owing on the day the invoice is sent out. NB: This will change once the AimyOne digital system is in place from mid November 2024.

### **The procedure**

1. We recognise that circumstances change and will work with the whānau to help them get back on track by referring them to our Financial Mentor (our Whānau/family Support Worker Cath). Our Financial Mentor uses a strengths-based non-judgmental approach, and supports our families to gain confidence to manage their own finances.
2. Our Financial Mentor will support the whānau to set up and implement a payment plan. If they have a history of being a good payer previously, we will be unlikely to consider referral to a debt collection agency at all as trust has already been established.
3. If, after our Financial Mentor has spent time working with the mātua/parents/caregivers for more than two months and finds that the agreed upon payment plans are not being implemented without establishing that there are good reasons preventing payment, we will send a letter reminding mātua/parents/caregivers that the care of their tamariki may be in jeopardy.
4. Once a debt reaches \$500 and all of the previous steps have been taken and no payment has been received, a non-payment letter will be sent to the parent/caregiver outlining the details of the debt and admin fee and advising that the debt will be referred to a debt collector if a 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 the debt collector. The debt collector will also add their collection costs.
5. If a payment is still not received the debt will be referred to a debt collector.
6. If a payment is received and a referral has already been made to a debt collector, we will ask the debt collector to pause any action. Debt collection action will only resume if payments stop altogether without explanation and the debt is not fully paid off.