



exceeding educational expectations

# JUMPSTART

## AUTOMATIC PAYMENT INFORMATION

### BANK ACCOUNT DETAILS:

RIMU STREET	BARRETT AND WALLATH ROAD
ANZ Bank, New Plymouth ELFA Learning Ltd 01-0707-0199148-46	ANZ Bank, New Plymouth ELFA Learning Ltd 01-0707-0199148-00

Please use your child's first and last name as the reference (Eg. Mason Fale).

We operate with a pay before you use policy therefore your account should always have a positive balance.

**PAYMENTS AND ACCOUNTS** - When enrolling your child you will need to pay a 2 week deposit. At Jumpstart you pay before you use, therefore your account is required to be at least 1 week in credit at all times.

We do not accept cash or eftpos, you are required to set up an automatic payment or make regular payments through internet banking. You will receive an invoice each week, the invoice will show charges for the previous week and expected charges for the current week, it will also show your balance (your account should always be in credit).

**ABSENCES** - You will be charged 50% of your usual fee for all absences, public holidays and closed days.

**20 ECE HOURS** - Jumpstart participates in the governments '20 hours ECE' scheme for children over 3 years of age. Parents and guardians are required to complete an attestation form stating the days and hours (up to 6 per day, max 20 per week) that they would like Jumpstart to provide under this scheme.

**BASE RATE** - This rate covers the first 6 hours per day.

These hours are funded by the Ministry of Education hence the low rate, hours after 6 per day are not funded therefore are charged out accordingly. Note: The 3 day base rate does not apply to the Jumpstart School on Rimu Street as this centre has a 4 day minimum enrolment policy.

**HOURLY RATE** - This is the rate you are charged per hour after the first 6 hours of each day.

The Ministry of Education subsidises your child's fees for the 1st 6 hours of each day only.

**OVERTIME CHARGES** - We charge for the time your child is booked, as well as any attended time. Please note that this time is calculated in 5 minute periods, if you drop off or pick up your child 5 minutes outside of their booked time you will incur a fee. There is a \$10 penalty fee for picking your child up outside of our opening hours, this is added every 5 minutes you are late.

**MAXIMUM WEEKLY FEE** - This is the most you will be charged at Jumpstart regardless of the number of hours your child attends.

**WINZ CHILDCARE SUBSIDY** - This is income tested, you may be eligible to claim this subsidy for more information chat to one of our friendly administrators or visit <https://www.workandincome.govt.nz/products/a-z-benefits/childcare-subsidy.html> You are required to pay your account in full until the Ministry of Social Development confirms your application with us.

Jumpstart Preschool reserves the right to review its fee structure annually, this review may result in a fee increase in which case parents / caregivers will be provided with a minimum of 1 months' notice.

# FREQUENTLY ASKED QUESTIONS

## **Why do you have a 3 day booking minimum?**

The 3 day minimum is about providing a regular and consistent routine to support children's sense of belonging (home away from home) and the development of relationships with others in the Jumpstart whanau.

Children who develop a sense of belonging and have strong relationships with teachers and other children, are confident to explore, communicate and fully engage in the programme and therefore have the most positive ECE experience.

## **Why does Jumpstart have an hourly rate and not just a day rate?**

Day rates are simpler to manage however they can often be disadvantageous for families.

Having a base rate and an hourly rate ensures that you are only paying for what you need / use.

While the hourly rate may appear high, our 6 hour base rate is extremely low.

If you consider your total weekly fee rather than the hourly rate you will find that our rates are extremely competitive, especially once you factor in all the amazing extra's we provide.

## **Do I have to pay for days that my child doesn't attend?**

Yes you are required to pay 50% of your child's usual fee on any day they are absent.

Fees are based on the cost of running the centre of a 52 week period, this cost is spread out to create a per child space rate on which we base our fees. Spreading the cost throughout the year allows us to keep fees consistently low.

## **Do I have to pay on public holidays?**

Yes you are required to pay 50% of your usual fee on public holidays. We do not receive Ministry of Education funding on days that we are closed, yet like you we have fixed expenses that still need to be paid (wages, rent, power, internet etc) therefore we require parents to pay for their child's space to help cover these costs.

## **Do you offer 20 hours ECE for 3 – 5 year olds?**

Yes we do. At Jumpstart we have a 6 hour per day enrolment minimum therefore you can attest for 18 hours over 3 days or 20 hours over 4 days.

## **Why can't I use all the 20 hours ECE in 3 days?**

The funded hours under this scheme are limited by the Ministry of Education to a maximum of 6 hours per day, 20 hours per week.

## **What happens if I am taking an extended holiday (exceeding 3 weeks)?**

You are required to pay 50% of your usual rate in order to keep your child's space at the centre.

After 3 weeks of absence your child's ECE funding will stop at which point our system will start to add the funding portion of your fees into your account.

Alternatively you may choose to unenroll your child for this period and hope that we still have space on your return.

We may be able to provide alternative options for you depending on our waiting list situation at the time, changes to this policy are on a case by case basis and at managements discretion. Please discuss your extended leave with one of our administrators and provide as much notice as possible.