

## 2022 Fee Survey Results

**Total responses:** we received 175 responses, which provided fees for 350 programme sites.

350 after school care sites: approx. 36% of all ASC (estimated number of programmes, based on current OSCN data)

124 before school care services: approx. 50% of all BSC

174 holiday programmes (HP): approx. 34% of all HP

**Location of services:** responses were spread evenly over the whole country, South and North.

Similar to previous surveys, **we found no significant difference in fees being charged in different regions.** OSCAR still has a wide range of fees and a similar spread can be found in most regions.

### The middle price-band

ASC: approx. 67% of responses were in the range of \$90-110 per week for 15 hours care (\$6.00-\$7.30 per hour)

HP: approx. 60% of responses were in the range of \$220-300 per week for 50 hours care (\$4.40-\$5.80 per hour)

*In 2019 the middle band for HP fees was narrower: 60% of responses were in the range of \$200-260 per week*

**Fee increases:** 51% of programmes in the survey had increased fees in the previous year. There were a significant number of other comments that fee increases were coming soon.

### Affordability remains a concern

For our last 4 surveys, ASC and HP fee increases have consistently been around 9-10% every three years. This time holiday programme and before school care fees rose further than this: 16% and 15% respectively.

As with all the sector data we collect, we report these figures to the Ministry of Social Development and will continue to raise our concerns about programme affordability, in particular that progressively fewer parents are eligible for Fee Subsidy support.

	2016	2019	2022
<b>After School Care</b>	\$5.37 per hour \$80.55 for 15 hours	<b>\$87.60 per 15 hours</b> \$5.84 per hour \$17.50 per 3 hours Up 9% from 2016	<b>\$96.75 per 15 hours</b> \$6.45 per hour \$19.35 per 3 hours Up 10% from 2019
<b>Before School Care</b>	-----	<b>\$48.75 per 7.5 hours</b> \$6.50 per hour \$9-75 per 1.5 hours	<b>\$56.00 per 7.5 hours</b> \$7.47 per hour \$11.20 per 1.5 hours Up 15% from 2019
<b>Holiday Programme</b>	\$4.24 per hour \$42.40 per 10 hours	<b>\$230.50 per 50 hours</b> \$4.61 per hour \$46.10 per 10 hours Up 9% from 2016	<b>\$267.50 per 50 hours</b> \$5.35 per hour \$53.50 per 10 hours Up 16% from 2019

**Why we do report hourly rates?** Because in any sample of OSCAR programmes there will be different hours on offer, so we use an hourly rate as a benchmark. EVEN THOUGH MANY OSCAR SERVICES CHARGE ON A SESSIONAL BASIS.

**What about holidays – excursions and activity costs?** We asked for the cost of a week of full-time care – the max hours available. Those who provide excursions, included that cost. If there were different options we made an estimate to get a one-week cost. E.g. if some programmes had an excursion option every day (and extra charge for that), we assumed the parent would choose 2 over one week.

**Why don't you have more data on different regions and the different rates and charges?** That's FAR TOO COMPLICATED to collect and to report in any useful way – most OSCAR operators don't have time for long, involved surveys. This way we get a sizable sample and a realistic picture of overall trends. As well as weighing up where your programme sits in regards average fees, we suggest that your local operators are an important point of comparison: look them up. What do they offer and how do their charges compare?

*Read on for other results and comments*

<b>Fee policies that are in place at OSCAR services</b>	Proportion of respondents who have this policy
Before/After School Care - hourly rate	26 %
After School Care - part-session rate	33 %
After School Care - full session rate only - no hourly or part session rate offered	48 %
Before/After School Care - combined rate	15 %
Before/After School Care - casual rate	49 %
Before/After School Care - charge for absences	62 %
Before/After School Care - charge for public holidays that fall during term time	35 %
Holiday programme - non-refundable fee	26%
Holiday programme - refundable fee or partial fee refund, conditions apply	41%
Holiday Programme - extra charge for before and/or after care	26%
Holiday Programme - daily rate varies, depending on activities	53%
Discounted rate for more than one child	39 %
Discounted rate for a full week	28 %
Before/After School Care - part payment required in advance	11 %
Before/After School Care - full payment required in advance	21 %
Holiday programme - part payment required in advance	21%
Holiday programme - full payment required in advance	37%
OSCAR Fee subsidy parents must pay partial fee until subsidy approved	29 %
OSCAR Fee subsidy parents must pay full fee until subsidy approved	18 %

#### **A sample of other comments on fee policies etc.**

Discount offered to families of 3 or more children not eligible for WINZ
Discounted fees for more than one child only for Before/ After school care, not HP
Before School - full session rate only - no hourly or part session rate offered
Regarding non charges and non refundable fees, we have been more lenient for Covid-19 cases and mandatory isolations.
HP discount for more than one sibling; no discount for ASC
We work very hard with our WINZ families and we do refund if both WINZ payments and family payments are made for the same period.
Teacher Only days charged the same as holiday programme day rate. If child not attending Teacher Only day and they normally attend this day during the normal week the charge is as per their normal before/after school fee for that day.
We offer 5% sibling discount (all children) for 3 days or more BSC/ASC bookings. No sibling discount for HP, but offer 20 full week booking discount.
We try and request fees paid weekly in advance, some parents do. Is an ongoing struggle to get parents to abide to our policies!
Notice period on all booking cancellations - if notice is given no fees are charged except holidays where a admin fee may be charged
Half price charge for absence if notified, full charge if not notified of absence
No charge for cancellations before 12pm for ASC, 6pm night prior for BSC and Holiday Programme (except for trip or treat days - 24 hours notice required)
Before care is only run during holidays not term time We treat each family differently depending on their circumstances. If a parent

can't pay up front we let them pay it off. Sometimes we subsidise the family ourselves.
Holiday programme we have an hourly rate of 5 per hour if they need casual care.. minimum of 3 hours..
Enrolment fee once a year
We do refund in certain circumstances i.e. in the event of a sickness or injury that prevents a child attending. Other times we carry the payment over to a following holiday programme on a parents request. e.g. these October holidays will have 2 children (from different families) attending on an extended credit from last holidays (for which they had prepaid) when they couldn't attend. One due to COVID I their house, the other due to a broken wrist from a skateboarding accident.
Our fee for the holiday program is 6 per/hour per child capped at 40 per day/per child. We have a 3hr charge (18) for those that don't notify us for cancellation. Our trips are subsidised and the extra is added to invoice. If they cancel on a trip day they still pay for the trip.
Holiday Programme - "Early Bird Pricing" - bookings for HP made late are charged more
We may need to look at charging upfront as parents get into difficulty if their subsidy is declined.
New or hard to get money from parents must prepay

### A sample of other general comments

Fees were reviewed and in most cases a very small increase was applied with very little comments or concerns received from our family
With the rising living costs, we have to put up our fees on a yearly basis. Big jumps in pricing due to this.
We have done our best to keep our fees as low as possible and have not raised them even though the minimum wage + cost of living has gone up.
It's always a real balance to try and charge enough so we can afford wages that are constantly increasing.
We had not increased our fees since 2018 and taken the hit. We increased at the beginning of the year thinking we had everything covered until the minimum wage increased and we had two increases in 6 months.
We offer transport pick-ups but don't charge extra. We offer drop off at extra term time activities (sports etc) at no charge. We provide teacher only day, conference day care based on holiday programme pricing.
My observation regarding a number of holiday programmes within Auckland region: 1) A general overall drop in quality of what is being advertised or offered daily, probably to keep prices reasonable/what they were pre Covid-19. To explain, there looks to be far more cheaper, low cost activities, fewer and also cheaper entrance fee trips, less discounts etc. With the cost of living rocketing and very little being done within the MSD OSCAR Department, minimum wage constantly being increased, staff shortages like never before, a slow police vetting turnover, I feel the OSCAR sector is at a tipping point even more so than before. WINZ contributions for low income families are unrealistic and OSCAR care is becoming even more unaffordable for the average family and extremely difficult and stressful for Providers to manage quality and affordability.
Most of our families are not full time, most have 2 or 3 days only.
We have been using additional funding to subsidise our programmes as we want to be able to keep our programmes accessible for our community.
Technically we should be charging for public holidays during term time but I wasn't aware that this was the case because I had to go back and reread the OSCAR payment procedures and discovered this. We don't have an official notice period, but I am planning to remedy this as we go through our policies and procedures and update them.