

DRAFT DEBT RECOVERY

Introduction

The Mana Whakahaere of Te Kura ā Iwi o Whakatupuranga Rua Mano has a duty to ensure the kura receives all the funds to which it is entitled. This policy has been created to ensure the appropriate procedures are in place to deal with debts and the recovery of assets in accordance with kura mātāpono and tikanga to ensure dealings are undertaken in a mana enhancing way.

It encompasses all debts owed to the kura including, but not limited to, payments for goods, services, kura haerenga.

Rationale

This Policy has been compiled recognising the difficulties placed on pouako/kaiako in balancing the social welfare of pupils with the management of the kura budget. This policy is fair and just and sets out a clear procedure for whānau. By introducing a zero tolerance debt policy, we aim to reduce the risk of mātua incurring large debts that they will struggle to pay and minimise the amount of time taken chasing up outstanding payments.

As the kura whakahaere is responsible for managing payments and arrears and other services, these are processed through the main kura budget. Where debts are incurred, the kura budget has to pay for them; this means that money that should be spent on the children's education is used to pay for debts incurred by mātua. Every matua will agree that this is unacceptable and we request that all mātua give this policy their full support.

Other Services

The kura provides a number of other services and all payments for chargeable services should be made in advance using the options available and the online system or at the kura tari.

Payments of Services

Mātua are required to pay for all services provided by the kura in advance by making an online payment, or arrangement with the tari, to their child's account.

Mātua can choose how frequently they make payments to the accounts. This could be weekly, monthly or termly. If you have any difficulty accessing the system please contact the kura tari immediately.

Tūkanga whakaea Nama /Debt Recovery.

Where payment for services is not received in advance and arrears accumulate longer than one week, the following procedures apply:

- Informal reminders – Mātua will be informally reminded in person, by text or note home that monies are owed and that their account needs updating.
- First formal reminder letter and designated iwi/hapū delegate visit – If the debt remains unpaid despite

informal reminders, a formal letter will be sent by the kura reminding the parent of previous communication and requesting immediate payment. Mātua are able to set up a payment plan to bring the arrears up-to-date by contacting our kura financial manager or kura secretary. A designated hapū, or delegated rep will also make contact with the whānau to ascertain what is the situation and report back to the tumuaki, financial manager and chairperson.

- Payment Plan – if payments agreed in the Payment Plan (sufficient enough to cover the ongoing weekly costs and pay off past debts) are made on time, the service provision will continue. If regular payments are not made, the place will be withdrawn.
- Second reminder letter – If no payment or arrangement has been set up and debt is still outstanding one week after a first formal reminder, the kura will make contact again and send a letter to the matua advising them that the kura may take legal action to recover the incurred debt. **Please note that the Mana Whakahaere o Te Kura ā Iwi o Whakatupuranga Rua Mano reserves the right to take legal action to recover debts.**

Waiving of Debts

The waiving of debts is at the discretion of the Mana Whakahaere o Te Kura ā Iwi o Whakatupuranga Rua Mano. A debt may be waived when it is believed the debtor is experiencing serious financial hardship. Please contact the school if you feel this applies to you.

Kura Support

We hope that by implementing this policy, we are able to help you, as parents, manage your payments better and, at the same time, ensure that our available budget is used to enhance your children's learning. The chasing of debts is also extremely time-consuming for our staff. Time spent checking debts and sending out letters takes our staff away from other duties at school that would benefit all children. We request that all parents and carers work with us to avoid unnecessary time spent chasing debts by making regular payments, in advance, for our services.

This policy will be kept in the Policy file in the school office and parents will be informed of the policy in occasional newsletters and on the school website. Hard copies of the policy will be available on request.

This policy will be reviewed bi-annually by the Mana Whakahaere o Te Kura ā Iwi o Whakatupuranga Rua Mano.