

WINZ F.A.Q

Bizzy Bodz is here to support and facilitate the submitting and completing of WINZ applications and declarations. It does remain the caregiver's full responsibility to stay on top of all WINZ requirements and billing.

TYPES OF WINZ FORMS

Childcare Assistance Application Form

This form is 28 pages long, this is used for first time WINZ families and any families who have not had WINZ within the last year.

OSCAR Subsidy Declaration or Pre-Printed OSCAR Subsidy Declaration

This form is to be completed every term and/or holiday programme that your child/ren will attend. This form can be either white or green. The white ones are sent out by WINZ every term period to those families currently receiving a subsidy.

Childcare Assistance Payment Verification & Review Form

The first page is a review form for caregivers to confirm their eligibility status. The back page is a verification form for Bizzy Bodz to fill in to confirm your attended hours for the previous period.

Change of Circumstances

For any caregivers who currently have an existing WINZ subsidy being provided, this form is applicable if something has changed e.g., your hours, provider, or a change in fees.

ALL FORMS CAN BE FOUND ON THE WINZ OSCAR SUBSIDY WEBSITE OR FROM BIZZY BODZ DIRECTLY

WHAT DO I DO WITH MY FORMS?

- For those caregivers who have filled in a "Childcare Assistance Application Form" you will need to submit the form and documentation by either dropping to your local WINZ office, applying online through your MSD Portal, or emailing directly to; childcare_forms@msd.govt.nz.
- For all other forms OSCAR Subsidy Declaration, Pre-Printed OSCAR Subsidy Declaration, Childcare Assistance Payment Verification & Review Form and Change of Circumstances, we ask that you please fill in and sign your section of the forms and email it through to admin@bizzybodz.co.nz and Bizzy Bodz will submit your paperwork on your behalf.

Any and all correspondence or requested information regarding your application or declaration will be sent to you directly and Bizzy Bodz will not be notified.

Bizzy Bodz is here to support and assist you with the process however we cannot request information on your behalf.

WHO CAN COMPLETE MY FORMS?

Unfortunately, our Team Leaders are not authorised to complete WINZ paperwork. All WINZ paperwork is to be requested and completed by our head office. If you require your paperwork in hard copy, we can give the programme your forms or you can complete them at our head office between the hours of 9am & 4.30pm.

HOW DO THE WINZ PAYMENTS WORK?

Each parent is provided with a WINZ hourly rate based on their current situation. The price WINZ pays is determined using this rate but also aligns with the childcare fee structure. WINZ may choose to pay all of your bill if it fits inside your hourly rate, or they will pay based on the hours enrolled multiplied by your hourly rate. **Any left-over balance from the bill will be the responsibility of the caregiver.** If your hourly rate and enrolled hours is equal to more than the weekly fee, WINZ will only pay the weekly fee. Bizzy Bodz is not responsible for determining WINZ hourly rates, and any questions regarding these are to be directed to WINZ.

With regards to your portion of the bill after the WINZ contribution, we are happy to inform you what your weekly amount will be if you call our head office. Bizzy Bodz will be unable to confirm your portion of the bill until after WINZ has made their first payment.

WINZ payments are paid each week directly to Bizzy Bodz AFTER your child/ren's booking. The WINZ payments are paid as per the back of your outcome letter. On the back of this letter will be your approved hours and weekly rate.

Bizzy Bodz invoices parents a week in advance therefore your account will always read as overdue because WINZ is after attendance. When you get your statement/invoice please make sure to check that all your WINZ payments are showing on the account. If you are missing a payment, before calling please make sure that the week of attendance has passed.

HOW OFTER DO I HAVE TO FILL IN A WINZ FORM?

Every term and holiday programme WINZ requires you to complete a new OSCAR Subsidy Declaration Form; this is applicable even if your hours are not changing. Pre-printed forms are sent via email and or post (depending on your preferred choice) to current subsidy families 3-4 weeks prior to the end of the school term.

It is not a requirement for you to have these forms, they are provided by WINZ to make your declaration process easier. If WINZ does not provide you with a pre-printed form, you can fill in an OSCAR Subsidy Declaration form from the WINZ website or request one from Bizzy Bodz.

WHY DO I HAVE TO PAY A HOLIDAY DEPOSIT?

A 25% deposit is required to secure a place in the programme as holiday bookings are to be paid in advance and WINZ does not pay until the end of the holiday period. Bizzy Bodz is unable to work out all WINZ caregivers' individual deposits based on hourly rates therefore your booking will not be confirmed unless this payment has been received. Should WINZ pay your full bill or most of your bill Bizzy Bodz can leave the credit on your account for your after care booking or you can request a refund.

IF I AM RECEIVING A WINZ SUBSIDY AND WISH TO CANCEL MY AFTERCARE OR HOLIDAY BOOKING, WHAT DO I NEED TO DO?

- For Aftercare bookings you are required to provide 5 business days' notice in writing to our head office, we will cancel your WINZ subsidy based on your last day with us.
- Any holiday bookings that are cancelled prior to the first day of the start of the holiday period NOT the start of your booking, may be cancelled and a refund processed.
- Once the holidays have started Bizzy Bodz does not allow cancellations for Holiday Care and caregivers are still liable for any remaining balance at the end.

Please ensure that cancellations are notified to head office so that your account and booking are fully up to date otherwise you may be liable for WINZ and billing errors.

WHY DOES WINZ ASK FOR A REFUND?

If WINZ has overpaid, you have been absent for a period of three weeks or your WINZ has been processed in error they will request a refund for this balance to Bizzy Bodz. Bizzy Bodz will refund this balance to WINZ directly if you have no credit available on your account Bizzy Bodz will repay WINZ and bill you accordingly.

WHY HAS MY WINZ STOPPED?

This may be for a variety of reasons; you are due for a review which has not been submitted to WINZ, your WINZ form states specific end days and this date has arrived or because your circumstances have changed. Bizzy Bodz is unable to ask why on your behalf as this is a privacy issue. You will need to call WINZ directly and Bizzy Bodz can support with any documentation you may need to submit

WHAT DO I DO IF I HAVENT SUBMITTED MY PAPERWORK ON TIME?

You may still be eligible for a WINZ subsidy however this is at the discretion of WINZ. We are happy to help you submit your forms and try to get an arrears payment. WINZ does request that if you are in this situation, you provide all details and that your information is up to date. We cannot guarantee that you will receive this payment, but you are still liable for this bill should WINZ not pay.

For any more assistance or queries please visit; <https://www.workandincome.govt.nz/products/a-z-benefits/oscar-subsidy.html#null> or call WINZ on 0800 559 009.