

Dear parent,

We are heading toward the end of 2022; the end of an eventful year. As such, we look forward to the new year ahead. With this letter, I would like to introduce to you our offerings as of January 1, 2023.

### **Rates**

The central government is increasing the maximum hourly rate for which you get a childcare allowance by 5.6% as of January 1. We were able to apply the same indexation to our rates for many years. Unfortunately, due to the current extreme inflation rates, this indexation does not appear to be sufficient anymore. We face substantially increased personnel costs, in part because we strive to reward our employees for their extra efforts. We have also taken workload-reducing measures by, for example, allocating more non-group hours and hiring group helpers. In addition, it is very likely that wages will increase under the new collective labour agreement. Furthermore, energy, housing and other procurement costs have also increased. This applies to many child care organizations. Accordingly, the trade associations and Boink have jointly requested the minister to further increase the maximum hourly rate. For now, unfortunately, it does not look like this will happen.

### ***Indexing 7.5%***

The aforementioned reasons force us to increase hourly rates by 7.5%. This means that as of January 1, all of our packages will have a rate above the maximum hourly rate. We regret this, but this indexing is necessary for the quality and stability of the care we provide. These are two focal points that we consider essential as an organization. This is a sharp increase but it leaves us at the bottom. We have done this intentionally as we are committed to making child care financially accessible to the widest possible range of parents. If, due to changing market conditions in the coming year, it appears that we have to adjust the rates on an interim basis, we will submit a new request for advice to the Central Parents' Committee. But we are going to make every effort to keep our rates unchanged until the end of 2023.

At [www.nummereen.com/aanbod2023](http://www.nummereen.com/aanbod2023) you will find an overview of the new rates and the 2023 cost calculator. This will provide you with quick and easy insight into your monthly net childcare costs for the coming year.

### **Packages**

The packages remain largely the same in 2023. For the bso and toddler program, nothing will change. The only adjustment will be in our daycare package; we will stop offering flexible care. We have reduced our flexible care offerings significantly before, meaning the number of users is currently very low. We have informed the few families affected by this some time ago.

### ***Deployment of absence credit***

We would like to create realistic expectations and also encourage timely cancellation of a care day. Therefore, as of January 1, absence credit is valid for 90 days instead of 365 days. In addition, at the bso, credit accumulated during school weeks can only be used during school weeks and no longer during vacations. Accruing absence credit is an additional service if you cancel a contracted care day

yourself. You will pay childcare for your contracted days, any accumulated credit can only be used based on availability.

In the Konnect message, you will find the aforementioned and other changes as of January 1 conveniently listed in a separate document (Appendix 2).

### **Changes**

I already mentioned it above, last year was tumultuous. Last May, we had to take far-reaching measures for the sake of the long-term stability and quality of our services. That was not an easy decision. But as a result, we have been able to minimize the number of ad hoc closures. That is what we will fight for in 2023 as well.

Our care would be nothing without our educational professionals. Retaining, training and recruiting employees will therefore be our top priority in the coming year. We are currently training two BBL classes of aspiring educational professionals internally. By announcing the aforementioned measures, we had hoped to move back to supply expansions in early 2023. But given current circumstances, caution and care are once again proving necessary. We utilize an increase in staffing levels primarily to reduce the workload of our educational professionals. Once we can responsibly continue to sustainably expand the numbers of children we can care for at a particular location, we will do so very carefully and cautiously. This is a matter of customized care and decisions about it are made in close consultation with the team coaches and OR. We also stay in close contact with the elementary schools to make use of their input.

### **Information**

I would like to refer you to [www.nummereen.com/aanbod2023](http://www.nummereen.com/aanbod2023) for a complete overview of all our packages and associated hourly rates as of January 1. Here, you will also find the "House Rules & How to" document with all additional information and the cost calculator. Do you have any questions about our 2023 offerings? Please feel free to contact us via [info@nummereen.com](mailto:info@nummereen.com).

### **Last but not least**

For completeness, you will receive an overview at the beginning of December with the hours and associated amounts as you will be billed monthly in 2023. You can use this to pass on changes to your childcare allowance at the Belastingdienst. You will receive this overview via the parent portal.

As it should be, the offer for 2023 was submitted to the members of the central parents committee. The central parent committee issued a positive advice, stating that this advice was not unanimous; Unfortunately, 2 of the 9 local parents' committees advised negatively.

Thank you so much for your confidence in and support of our organization over the previous year. Within the capacity we have, we will again provide the very best care for your child(ren) next year. Here's to a year full of fun, play and development!

Kind regards,

Veronique Lommers  
Director Nummereen Kinderopvang