

Flying Start Family Daycare

SERVICE AGREEMENT

Registered with Kentish Family Day Care

PURPOSE

This Service Agreement outlines the terms, conditions and expectations for families accessing care through Flying Start Family Daycare and ensures compliance with the National Quality Framework and Kentish Family Day Care policies.

DOCUMENT CONTROL

Document Title	Flying Start Family Daycare Service Agreement
Document Version	FS-SA-2026-03-v1
Approved By	Ladawan Khunsri – Lead Educator
Service	Flying Start Family Daycare
Registration	Kentish Family Day Care
Next Review Due	March 2027

This document will be reviewed annually or earlier if regulatory, policy, or operational changes occur.

RATES SCHEDULE

	Rate Type	Fee
<input type="checkbox"/>	Standard Hours (7:30am–5:30pm)	\$16.50/hr
<input type="checkbox"/>	Non-Standard Hours (5:30pm–7:30am)	\$24.50/hr
<input type="checkbox"/>	Casual Rate	\$24.50/hr
<input type="checkbox"/>	Before & After School Care	\$16.50/hr
<input type="checkbox"/>	Public Holidays	\$33.00/hr

CLAUSE 1 – ENROLMENT AND PROBATION

<input type="checkbox"/>	I / We wish to enrol my / our child(ren) at Flying Start Family Daycare.
<input type="checkbox"/>	The service operates independently while registered with Kentish Family Day Care.
<input type="checkbox"/>	I / We have received, read and agree to follow the Kentish Parent Handbook.
<input type="checkbox"/>	A four-week probation period applies during which the child's adjustment will be observed.

CLAUSE 2 – HOURS OF CARE AND RATES

<input type="checkbox"/>	Care may occur across standard and non-standard hours subject to prior arrangement.
<input type="checkbox"/>	I / We agree to the rates listed in this agreement.
<input type="checkbox"/>	The minimum booking is 8 hours per day.
<input type="checkbox"/>	Full fees apply on public holidays and absences.

CLAUSE 3 – PAYMENT TERMS

<input type="checkbox"/>	Payment will be via weekly direct debit using RedPAY.
<input type="checkbox"/>	Two weeks fees are required in advance before enrolment begins.
<input type="checkbox"/>	A \$200 holding fee may apply and will be applied to the final week of care.
<input type="checkbox"/>	RedPAY may apply a dishonour fee for failed transactions.

CLAUSE 4 – CHANGES AND WITHDRAWALS

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|--------------------------|---|
| <input type="checkbox"/> | Two weeks written notice is required for changes to contracted hours. |
| <input type="checkbox"/> | Two weeks written notice is required to withdraw from care. |

CLAUSE 5 – HEALTH AND WELLBEING

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|--------------------------|---|
| <input type="checkbox"/> | Children must not attend care when sick or showing infectious symptoms. |
| <input type="checkbox"/> | Medical clearance may be required before returning to care. |

CLAUSE 6 – DAILY NEEDS AND SUPPLIES

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|--------------------------|--|
| <input type="checkbox"/> | Families provide nappies, formula or milk where required. |
| <input type="checkbox"/> | Families provide meals, snacks, water bottle and spare clothing. |

CLAUSE 7 – EXCURSIONS AND ACTIVITIES

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|--------------------------|---|
| <input type="checkbox"/> | Excursions may occur and may change daily routines. |
| <input type="checkbox"/> | Additional costs may apply for excursions. |
| <input type="checkbox"/> | Consent is provided for children to travel in the educator vehicle. |

CLAUSE 8 – COMMUNICATION AND COMPLAINTS

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|--------------------------|---|
| <input type="checkbox"/> | Families must inform the educator of behavioural or medical considerations. |
| <input type="checkbox"/> | Concerns should first be raised directly with the educator. |

CLAUSE 9 – ADDITIONAL TERMS

<input type="checkbox"/>	Failure to follow policies may result in termination of care.
<input type="checkbox"/>	Contracts may be reviewed periodically.

AGREEMENT DETAILS AND SIGNATURES

Parent / Guardian Full Name	
Child Full Name	
Agreement Date	
Agreement / Submission Reference	
Parent / Guardian Signature	
Educator Signature (Ladawan Khunsri)	
Educator Date	

Agreement confirmation: By signing this agreement, the parent / guardian confirms that they have read, understood and agree to comply with the terms outlined in this document.