



Australian Government

Department of Education and Training

# In Home Care Handbook

Last revised December 2018

## Version control

Date of change (Published)	Version	Description of Changes
June 2018	1.0	Creation of In Home Care Handbook
December 2018	2.0	<ul style="list-style-type: none"><li data-bbox="671 409 1385 483">• Incorporated the increase to the hourly rate cap to \$32.00 and IHC places to 3200</li><li data-bbox="671 488 1326 562">• References to pre-implementation updated to reflect post implementation</li><li data-bbox="671 566 1034 600">• Contact details updated</li></ul>



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## Glossary

The [Child Care Provider Handbook](#) and the [In Home Care National Guidelines](#) provide lists of terms referred to in the IHC Handbook.

These are some additional terms used in the IHC Handbook.

*Table 1: Glossary of additional terms used in the IHC Handbook*

Term	Definition
ARIA+	<i>Accessibility/Remoteness Index of Australia</i> (ARIA+) is an index of the accessibility of places to service centres or remoteness of places. For detailed information see: <a href="https://www.adelaide.edu.au/hugo-centre/spatial_data/aria/">https://www.adelaide.edu.au/hugo-centre/spatial_data/aria/</a>
Department	Refers to the Australian Government Department of Education and Training, in its role in administering the IHC program and acting on behalf of the Secretary of the Department of Education and Training.
IHC place	A place allocated to an approved child care service under section 198B of the <i>A New Tax System (Family Assistance) (Administration) Act 1999</i> . One place is equivalent to 35 hours of subsidised care per week per child.
Distribution of places	The Department reviews the allocation of IHC places at state and territory level annually and determines a distribution of places across all jurisdictions based on the existing allocation, the unmet demand in each jurisdiction represented by waiting lists, and the target distribution of demand derived from census data.
Family	For an IHC session of care, a family is composed of a Child Care Subsidy (CCS) eligible individual, possibly the individual's partner, and children who are Family Tax Benefit (FTB) children of the eligible individual or individual's partner, or a former partner who all reside in the same domestic residence at the time the care is provided.
Nominated child	One CCS eligible child must be selected as the nominated child for each session of care for services to claim the Child Care Subsidy or Additional Child Care Subsidy for IHC. The eligible individual nominates any one of the children in each session of care eligible for the Child Care Subsidy or Additional Child Care Subsidy.

# 1 Introduction

## 1.1 About the Handbook

The In Home Care (IHC) Handbook complements the [IHC National Guidelines](#) and the [Child Care Provider Handbook](#). The IHC Handbook outlines the operational policy for the IHC program delivered through a network of IHC Support Agencies.

The Australian Government has engaged IHC Support Agencies to service each state and territory. The IHC Support Agencies play a key role in program delivery by advocating for families, brokering care arrangements and matching families to suitable IHC Services. They interact with the IHC services to ensure national consistency in the approach to service delivery.

Table 2: Contact details for IHC Support Agencies

State/Territory	IHC Support Agency	Email address	Phone number
ACT	Marymead Child and Family Centre	<a href="mailto:IHCsupportAgencyACT@marymead.org.au">IHCsupportAgencyACT@marymead.org.au</a>	(02) 6162 5846
NSW	NSW Family Day Care Association Inc.	<a href="mailto:info@ihcsupportagency.org.au">info@ihcsupportagency.org.au</a>	1800 IHCARE (1800 442 273)
SA	NSW Family Day Care Association Inc.	<a href="mailto:info@ihcsupportagency.org.au">info@ihcsupportagency.org.au</a>	1800 IHCARE (1800 442 273)
VIC	Family Day Care Association Queensland Ltd	<a href="mailto:Info@Inhomecaresupportagencyvic.org.au">Info@Inhomecaresupportagencyvic.org.au</a>	1800 993 737
QLD	Family Day Care Association Queensland Ltd	<a href="mailto:Info@Inhomecaresupportagencyqld.org.au">Info@Inhomecaresupportagencyqld.org.au</a>	1800 993 737
WA	Wanslea Family Services Inc.	<a href="mailto:Inhomecaresupportagencywa@wanslea.asn.au">Inhomecaresupportagencywa@wanslea.asn.au</a>	1300 164 202
NT	Wanslea Family Services Inc.	<a href="mailto:Inhomecaresupportagencynt@wanslea.asn.au">Inhomecaresupportagencynt@wanslea.asn.au</a>	1300 164 202
TAS	Lady Gowrie Tasmania Inc.	<a href="mailto:info@ihcsupportagencytas.com.au">info@ihcsupportagencytas.com.au</a>	1300 052 057

The IHC Handbook is a guide to the requirements and responsibilities of IHC Support Agencies in their role to ensure the integrity of the care type and to support the Department of Education and Training (the department) in monitoring quality and compliance. The IHC Handbook also provides guidance on how the IHC Support Agencies will work with Approved Providers, IHC Services, IHC educators and families. The IHC Handbook provides interpretation of the broader context and policy intent underpinning the IHC service type and program delivery arrangements.

Approved Providers, IHC Services, and IHC educators should consult the [Child Care Provider Handbook](#) for detailed guidance on the delivery of the new child care package.

The IHC Handbook will be updated as required. The IHC Handbook as it appears on the website of the department will be the most recent version, with the date of the version stipulated on the landing page. Care should be used in referring to printed copies of the IHC Handbook, as there is always a risk that a printed copy may be out of date. It is recommended that you regularly check the website for updates.

The IHC Handbook can be found at [www.education.gov.au/in-home-care](http://www.education.gov.au/in-home-care). For further information about the IHC service type and program delivery arrangements please contact [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au)

## 1.2 Legislative framework

IHC Support Agencies and Approved Providers of IHC Services must comply with all relevant Commonwealth, state and territory legislation. IHC Support Agencies must comply with all requirements and obligations in their contracts and any other Commonwealth, state or territory laws that affect their business operations. If there is a conflict between the material in the IHC Handbook and the legislation, legislative instruments and regulations, or IHC Support Agency contracts, those instruments or contracts will always prevail.

The key legislation of the Family Assistance Law includes:

- *A New Tax System (Family Assistance) Act 1999* ([www.legislation.gov.au/Details/C2017C00139](http://www.legislation.gov.au/Details/C2017C00139))
- *A New Tax System (Family Assistance) (Administration) Act 1999* ([www.legislation.gov.au/Details/C2017C00132](http://www.legislation.gov.au/Details/C2017C00132))
- *Family Assistance Legislation (Jobs for Families Child Care Package) Act 2017* ([www.legislation.gov.au/Series/C2017A00022](http://www.legislation.gov.au/Series/C2017A00022)).

The following instruments are also relevant to users of the IHC Handbook:

- Child Care Subsidy Minister's Rules 2017 ([www.legislation.gov.au/Details/F2017L01464](http://www.legislation.gov.au/Details/F2017L01464))
- Child Care Subsidy Secretary's Rules 2017 ([www.legislation.gov.au/Details/F2017L01463](http://www.legislation.gov.au/Details/F2017L01463))

These Acts and legislative instruments are collectively known as 'Family Assistance Law'.

For a full list of legislative instruments that are part of the Family Assistance Law, see [www.education.gov.au/family-assistance-law-0](http://www.education.gov.au/family-assistance-law-0).

The *Education and Care Services National Law Act 2010* (the National Law) and the Education and Care Services National Regulations govern the operation, and monitor the quality of, education and care services in all states. South Australia and Tasmania have additional laws governing In Home Care:

- Tasmania: *Child Care Act 2001* ([www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2001-062](http://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2001-062))
- South Australia: *Education and Early Childhood Services (Registration and Standards) Act 2011* ([www.legislation.sa.gov.au/LZ/C/A/EDUCATION%20AND%20EARLY%20CHILDHOOD%20SERVICES%20\(REGISTRATION%20AND%20STANDARDS\)%20ACT%202011.aspx](http://www.legislation.sa.gov.au/LZ/C/A/EDUCATION%20AND%20EARLY%20CHILDHOOD%20SERVICES%20(REGISTRATION%20AND%20STANDARDS)%20ACT%202011.aspx))

In Home Care is out of scope for the National Law. Approved providers of IHC Services are not obliged to meet the requirements under the National Law. However, relevant provisions and requirements of the National Law and Regulations have been incorporated into the Child Care Subsidy Minister's Rules and the [IHC National Guidelines](#). Approved Providers of IHC must comply with the [Child Care Subsidy Minister's Rules](#) and the [IHC National Guidelines](#). Further detail on these requirements is included in this handbook.



## 2 In Home Care (IHC)

### 2.1 What is In Home Care?

IHC is an approved child care service type created under the Australian Government's new child care package that commenced on 2 July 2018. IHC is aligned to the key elements of the package aimed at improved access to flexible, affordable and quality early childhood education and care.

Families unable to access Centre-based Day Care (CBC), Family Day Care (FDC) and Outside School Hours Care (OSHC) because of their unique circumstances may be able to access education and care provided in the family home through IHC to support their workforce participation.

IHC is designed to support the provision of early childhood education and care in the home particularly for families working non-standard or variable hours, geographically isolated from other approved child care services or those with complex and challenging needs but not to subsidise medical, health or disability care.

IHC is targeted to those families that need this service type the most, provided at the time they need it. IHC Support Agencies will advocate primarily for the needs of the family to support them to access affordable early childhood education and care, acting as a conduit between the family and IHC services to ensure quality early childhood education and care is provided which meets the needs of the family.

Research shows that children benefit from access to mainstream child care where they can interact with their peers. IHC Support Agencies will ensure families are aware of the range of approved child care, government funded and community-based support services available to meet their needs and support them to transition to mainstream child care services, when available and appropriate.

For more information on the IHC program, see the [IHC National Guidelines](#) and 'In Home Care' references in the [Child Care Provider Handbook](#).

### 2.2 In Home Care Criteria

IHC Services will be required to provide subsidised care only for:

- children of individuals eligible for CCS
- families that demonstrate that the other types of approved child care are not suitable or available at the times required by the child(ren) AND where one or more of the following criteria apply:<sup>1</sup>
  - The parents or carers are working non-standard or variable hours, outside normal child care service hours
  - The family is geographically isolated from other types of approved child care, particularly in rural or remote locations

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<sup>1</sup> IHC may be used in combination with other types of care, including other child care service types or government funded or community-based services. However, IHC must not be used as a substitute option for other types of care.

- The family has challenging or complex needs, including where families are experiencing challenging situations, and other approved child care services are not able to meet the needs of the children or the family

For more information on eligibility for the CCS and ACCS, see “Child Care Subsidy” and “Additional Child Care Subsidy” references in the [Child Care Provider Handbook](#).

### 2.3 Child Care Subsidy (CCS) for In Home Care

The CCS family hourly rate cap for In Home Care increased from \$25.48 to \$32.00 per hour from 1 January 2019.

Families may also be eligible for the Additional Child Care Subsidy (ACCS), which provides additional fee assistance to support vulnerable or disadvantaged families and children. The amount of ACCS entitlement for eligible families will be equal to the actual fee charged, up to 120 per cent of the hourly rate cap, (or 95 per cent of the fee charged up to 95 per cent of the hourly rate cap for parents transitioning to work). The ACCS family hourly rate cap for IHC increased from \$30.58 to \$38.40 from 1 January 2019.

The hourly rate caps for CCS and ACCS for IHC are subject to annual indexation in alignment with other child care subsidy hourly rate caps. For more information on CCS and ACCS for IHC, see “Child Care Subsidy” and “Additional Child Care Subsidy” in the [Child Care Provider Handbook](#) and the [Guide to ACCS \(child wellbeing\)](#).

### 2.4 IHC places

From 1 January 2019, the number of IHC capped places increased from 3000 to 3200 places nationally. An IHC Service must be allocated a place or places for a family to receive the CCS for IHC. It is important for IHC Support Agencies and services to understand how places are distributed, recommended, allocated or reduced in order to operate successfully.

An IHC place is equivalent to 35 hours of subsidised care per week per child. A family may access more than one place or part thereof, up to the total number of hours per fortnight of subsidised care for each child as determined by family’s Activity Test Result. Where there are multiple children in the family receiving IHC, the places required by the family will be the cumulative number of places for each of the children receiving IHC in the family. For example, a family with two children accessing 35 hours each, per week, of IHC will be provided with two places.

The department allocates or reduces places to services under the Family Assistance Law, and notifies IHC services of any changes to their allocation of places.

Distributed	IHC places are distributed to each jurisdiction by the department. Places will be distributed on an annual basis, or as required.
Recommended	IHC Support Agencies recommend to the department the number of places to be allocated to an IHC service.
Allocated	IHC places are allocated by the department to an IHC Service, taking into account the recommendation of the IHC Support Agency.
Reduced	IHC places are reduced by the department from an IHC Service, taking into account the recommendation of the IHC Support Agency.

### Example 1

Family 1 has three children, each receiving the same number of hours of care per week

#### Assumptions:

- An individual is eligible for CCS
- The Activity Test result entitles the family for up to 36 hours of subsidised care per fortnight
- The family receives 28 hours of subsidised care per fortnight i.e. 14 hours of IHC in four sessions of 3.5 hours each per week
- The service is allocated 1.2 places

Child	IHC places (per week)
1 (4 days a week)	$(4 \times 3.5) / 35 = 0.4$
2 (4 days a week)	$(4 \times 3.5) / 35 = 0.4$
3 (4 days a week)	$(4 \times 3.5) / 35 = 0.4$
Family Total	1.2 places

### Example 2

Family 2 has two children, each receiving different hours of care per week.

#### Assumptions:

- An individual is eligible for CCS
- The Activity Test result entitles the family for up to 36 hours of subsidised care per fortnight
- The family receives IHC for a cumulative total of 45.5 hours per week
- The service is allocated 1.3 places

Child	IHC places (per week)
1 (3.5 hours, 5 days a week)	$(5 \times 3.5) / 35 = 0.5$
2 (7 hours, 4 days a week)	$(4 \times 7) / 35 = 0.8$
Family Total	1.3 places

#### 2.4.1 Distribution of IHC places to Jurisdictions

From 1 January 2019, the number of places available under the IHC program is capped at 3200 places nationally. The department initially distributed places to states and territories based on utilisation as at 1 July 2018, with the aim to moving towards a target distribution within two years to enable an equitable distribution across states and territories. The target distribution will be reviewed annually, or as required.

The department will determine the annual distribution of IHC places taking into account at least the following factors:

- The population of children in each jurisdiction.

- the utilisation of IHC places by IHC Services
- the number of IHC places allocated to IHC Services with ongoing enrolments in each jurisdiction
- the number of IHC places that can be distributed to each jurisdiction to meet demand in jurisdictions with a waiting list or to promote further engagement with the program in those jurisdictions without a waiting list.

Table 3: Target distribution of IHC places

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	TOTAL
Target distribution	950	700	900	180	310	80	40	40	3200

The department will review the distribution of IHC places as required with the aim to reach to the target distribution of IHC places, to ensure an equitable national distribution of places within two years, or as determined by the department.

As families stop using IHC places in jurisdictions where utilisation exceeds the target distribution, places may be re-distributed to other jurisdictions with the aim of achieving the target distribution. A jurisdiction over their target number may be able to retain some places where other jurisdictions are unable to utilise the additional places. Any re-distribution of places will be determined based on the quarterly review of places with the aim of moving to the target distribution, along with consideration of families on waiting lists.

#### 2.4.2 Distribution of IHC places for the 2018-19 year

To ensure continuity of care arrangements, the department distributed IHC places across jurisdictions based on utilisation of families transitioning into the refined IHC program, refer Table 4.

Table 4: Initial distribution of IHC places as at 2 July 2018

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	TOTAL
Initial distribution of IHC places for 2018-19	926	650	847	155	293	57	33	39	3000

#### 2.4.3 Recommendations and reporting by IHC Support Agency

IHC Support Agencies will assess whether a family meets the IHC criteria, match the family to a suitable service and recommend the allocation of the required places to each service. The department will consider the recommendations made by the IHC Support Agency when allocating or reducing places to IHC services.

If IHC services require additional places, they will need to apply for the additional places to the IHC Support Agency. The department may allocate the service additional places, as recommended by the IHC Support Agency.

The IHC Support Agency will submit a schedule of recommended changes to the department, on a quarterly basis or as required. The schedule will recommend any increases or decreases needed in the number of IHC places allocated to IHC Services providing care in a jurisdiction. The overall allocation of places to service must not exceed the distribution of places to the jurisdiction. The schedule must be submitted in the format at [Attachment B](#).

Reasons for changing the allocation of IHC places to an IHC Service could include:

- a family leaving the program or the hours of IHC for a family changing
- an IHC Service ceasing to provide IHC and the families it was servicing still needing IHC

- a new family requiring IHC
- places not utilised by a service may need to be reallocated to accommodate other IHC services

Changes to utilisation within an IHC service's allocation must be reported to the department by the IHC Support Agency by the end of each quarter in the year. For practical purposes, an IHC Support Agency does not need to reallocate places each time a family is referred to, or leaves, a service as long as the service allocation is not exceeded or the place does not remain vacant for more than a month, refer [section 2.4.6](#).

In recommending the allocation of places to services, the IHC Support Agencies are required to consider the following matters:

- A place is based on the number of hours of care provided per child, and not per family. If there are multiple children in a family receiving IHC, then the number of places allocated to the service will reflect this. For example, if there are two children receiving IHC for 35 hours each per week (i.e. a cumulative total of 70 hours), then the service providing care will need to be allocated two places
- the Support Agency may recommend that a service retains places that are not utilised when a family leaves a service to allow for growth
- the Support Agency may at any time recommend a reduction in the allocation of places to reduce or remove unutilised places
- additional places may be required by services to accommodate ad hoc emergency situations.

Service delivery to families (and consequent utilisation of these additional places) must only commence once the Family Management Plans have been developed for the new families. It is a requirement under the *Child Care Subsidy Minister's Rules 2017* that an IHC Service can only enrol a child for care after receiving a referral from the relevant IHC Support Agency.

#### **2.4.4 Allocation of IHC places to IHC Services**


Recommendation for places should accommodate services' current and future requirements. This may include any expected week-to-week volatility (i.e. school holidays) in the numbers of places required by existing families or may include places to allow the service to take on additional families as needed. It is a condition of approval under the Family Assistance Law that IHC Services do not submit attendances for more hours than exceed their allocated places.

#### **2.4.5 Request to increase allocation of places**

An IHC service may request places above the number allocated, the IHC service must submit a business case to the IHC Support Agency that identifies the number of additional places sought along with a justification. The IHC Support Agency would seek the department's approval if the business case is supported. Services can apply directly to the department for additional places however; the request will be reviewed with the Support Agency to ensure it fits within the jurisdictional distribution.

#### **2.4.6 Utilisation of allocated places**

Utilisation will vary depending a number of changes to family's circumstances such as varying hours of care, ceasing and commencing care. When a family exits IHC, the IHC service will need to advise the IHC Support Agency, **within seven calendar days**. The service will continue to retain its allocated number of places until the allocation is reduced.



Unutilised (i.e. vacant) places may be used to match families waiting to access IHC, once the IHC Support Agency has developed a Family Management Plan for the family and agrees that the service is suitable and that this is the most appropriate arrangement.

In this situation, the IHC Support Agency can match the new family to the service without needing to seek (re)allocation of places to that particular service. The IHC Support Agency will need to report this adjustment as part of its quarterly reporting arrangements.

If one or more places remain vacant at an IHC service for more than a month, as part of the IHC Support Agency's quarterly place allocation reporting requirements, an IHC Support Agency **must** recommend a reduction in places to the IHC service or services where this situation arises.

#### **2.4.7 *Ad hoc emergency allocation***

Places may need to be allocated to services to accommodate families in emergency situations, such where a family in crisis has been referred to IHC.

If the IHC service has vacant places, then service delivery can commence immediately and there is no need for the allocation of additional places.

If additional allocated places to a service are required to accommodate the family in such circumstances, the IHC Support Agency must contact the department as soon as practical and indicate the need for an urgent allocation of places. The department will prioritise the allocation of necessary places to meet crisis situations. The IHC team in the department may take up to two business days in allocating the required places to the relevant service.

The IHC team can be contacted at [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au)

#### **2.4.8 *An IHC service ceases to provide IHC***

When an IHC service ceases to provide IHC, the IHC Support Agency must recommend to the department the number of IHC places held by the closing IHC Service to be reduced, and at the same time recommend to the department the allocation of places to a service or a number of services which have the capacity to meet the family's needs.

More information on when a service ceases to provide IHC can be found in [section 4.1.10](#).

#### **2.4.9 *A family relocates to another jurisdiction***

When a family using IHC relocates to another jurisdiction, they will not automatically be suitable for IHC place in the new jurisdiction. IHC Support Agencies may share the Family Management Plan to assist in determining ongoing suitability for IHC.

## 3 IHC Operating Model

### 3.1 In Home Care Process Overview Description

This section provides an overview of the IHC operating model and the roles of families, IHC Support Agencies, IHC Service Providers and the department during transition to the new Child Care package on 2 July 2018 and from commencement of the package. More detail on the operations of the IHC Support Agency and its interactions with families, service providers and the department is in [Section 4](#) of this document.

A graphic process overview is provided at [Attachment D](#).

### 3.2 Transition processes

#### 3.2.1 Families

- Priority to IHC places will be given to existing families using IHC who meet the criteria for IHC and are eligible for the CCS
- Families will need to complete their Child Care Subsidy assessment or claim and be assessed as being eligible for the CCS to be transitioned to the new IHC service type
- Families will need to provide and/or confirm circumstances to IHC Support Agencies to determine IHC suitability and to develop a Family Management Plan.

#### 3.2.2 IHC Support Agencies

The IHC Support Agencies will:

- prioritise existing families in terms of preparing Family Management Plans (either from information provided from IHC services or from PricewaterhouseCoopers) and matching these families to suitable IHC services
- consider family's wishes to retain their current service/educator
- work with families to **develop Family Management Plans for transitioning families**
- establish referral pathways to assist families in accessing other child care and support services (IHC may be provided in combination with other types of child care but not as a substitute)
- recommend allocation of places to services
- where a service ceases to provide IHC, recommend the allocation of places to other services able to meet the care needs of the families at the service to provide IHC.

#### 3.2.3 Approved Providers of IHC Services

Approved Providers of IHC Services will:

- **register IHC Services with the IHC Support Agency** in the relevant jurisdiction.
- **engage qualified IHC educators** to deliver IHC to families  
ensure existing educators have registered through PRODA
- provide details of families on waiting lists to IHC Support Agencies.

#### 3.2.4 Department of Education and Training

The department will:

- publish the initial distribution of IHC places to each jurisdiction for service delivery in 2018-19 – this will reflect the expected utilisation as at 2 July 2018
- **advise IHC Support Agencies of their initial and target distribution of IHC places.**

### 3.3 Operation of the IHC Program

#### 3.3.1 Families

Families wishing to test suitability for IHC will need to **contact an IHC Support Agency to discuss their needs**. Discussions can be held over the phone. The purpose of the discussion will ascertain the family's suitability for IHC.

Families will need to:


- lodge a CCS claim (if they have not already completed this step) to test their eligibility as this is a pre-requisite to accessing IHC
- share all relevant information with the IHC Support Agency to assist them in preparing a Family Management Plan to determine whether the family meets the criteria for IHC
- provide the documentary evidence required by the IHC Support Agency
- consider the suitability of the IHC services recommended to them by the IHC Support Agency (the IHC Support Agency will endeavour to ensure the family has a choice of services)
- review the Complying Written Arrangement (CWA) prepared by the IHC service
- indicate to the IHC service their preference for the nominated child for IHC sessions of care (the IHC Service will **enrol children in IHC and nominate an eligible child** for each session of care)
- notify the IHC Support Agency (and the Department of Human Services through MyGov) of any change of their circumstances that will affect their suitability for IHC.

#### 3.3.2 IHC Support Agencies

The processes that IHC Support Agencies undertake to support families are to:


1. **assess whether a family meets the criteria for IHC** – the IHC Support Agency will work with the family to verify evidence of specific needs that make the family suitable for IHC support, including identifying other support programs that may assist the family.
2. **develop a Family Management Plan** – the IHC Support Agency will work with the family to develop a Family Management Plan that documents the agreed approach to addressing the needs of the family including IHC, other approved child care services where appropriate and other support programs that are applicable. Each Family Management Plan will have a review period for the plan documented when it is created.
3. **match family with IHC Service** – the IHC Support Agency will match the family with an appropriate IHC Service to deliver care; service delivery arrangements will take into account the family's requirements outlined in the Family Management Plan. Where possible, the IHC Support Agency will ensure the family has a choice of IHC Services, and negotiate with the services to ensure a preferred educator is engaged to provide care. The IHC Support Agency will maintain a register of IHC Services providing care in their state/territory and publish their contact details on its website to assist families.
4. **recommend allocation of places to IHC Services for families** – the IHC Support Agency will make recommendations to the department to allocate IHC places to services to meet the families' early childhood development and education and care requirements. The IHC Support Agencies must take into account the maximum number of hours of subsidised care a family is entitled to in recommending the allocation of places to a service with respect to that particular family.
5. **review Family Management Plans** – on a quarterly basis, the IHC Support Agency will review all Family Management Plans to ensure that the IHC arrangements are still appropriate for the families' current needs.



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6. **advocate for families** – the IHC Support Agency will primarily advocate for the needs of families, to help them find care arrangements that are appropriate for their circumstances. This includes identifying other support services required for the family to access mainstream child care, wherever possible.

IHC Support Agencies also carry out processes on behalf of the department to ensure the proper management of the IHC program, including:

1. **monitoring the integrity of the care type** – IHC Support Agencies will regularly review the IHC arrangements within their jurisdiction to ensure that IHC is being delivered within the policy framework. The policy framework for the IHC program and service delivery is outlined in the [IHC National Guidelines](#). The key principles for IHC are to:
  - focus service delivery primarily on early childhood education and care – by establishing referral pathways to support services, the IHC Support Agencies will ensure the subsidised care provided through the IHC program has a clear focus on early childhood development and meets the education and care needs of families.
  - ensure consistency in the assessment of families’ suitability for IHC – consistent interpretation of the eligibility criteria across jurisdictions/families will help ensure IHC is targeted at those who most need it. It is expected discussions at the Community of Practice amongst the IHC Support Agencies will help ensure consistency in the interpretation of the eligibility criteria.
  - support families to transition to other approved child care services where appropriate – IHC may be offered in combination with the other approved child care service types. Where one of the children requires IHC due to complex needs, it may be possible for the other children in the family to access other types of child care. Where appropriate, the Support Agencies must assist families in accessing other types of child care services by brokering the best outcomes for the family and each of the children in the family receiving IHC
  - improve consistency in service delivery at a national level – by developing good working relationships with the IHC services and through the community of practice for educators, IHC Support Agencies could help ensure consistency in the approach to service delivery and the quality of service delivery. While service delivery arrangements will be tailored to meet the requirements of individual families, the IHC Support Agencies have a key role in promoting the quality of service delivery, and support the department in monitoring quality.
  - promote good practices through their interaction with IHC Services and the Community of Practice of IHC educators will help enhance the quality of care.
  - establish referral pathways to support services, where required.
2. **complaints handling** – the IHC Support Agency will be the first point-of-call for families, IHC Services, and IHC educators about the IHC program, particularly for complaints. IHC Support Agencies are responsible for developing a complaints handling process for their jurisdiction. Complaints in relation to an IHC Support Agency will need to be sent directly to the department by emailing to [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au).
3. **incident reporting** – in all instances, Providers of IHC Services are responsible for reporting serious incidents to the department, refer [section 4.2.2](#). The IHC Support Agencies will report to the Department any serious incidents that they become aware of, and support the department in investigating serious incidents. The IHC Support Agencies are required to maintain a record of incidents reported to them and provide a report to the department,



which includes the number and nature of incidents of accidents and/or injuries and the action taken by the relevant educator and/or IHC service. IHC Support Agencies must comply with state-based Child Protection Laws and mandatory reporting requirements under the Commonwealth, state and territory legislation.

4. **report quarterly on allocation of places** – the IHC Support Agencies will report the number of IHC places allocated in their jurisdiction each quarter through their quarterly reporting processes, including changes in the quarter.
5. **report identified matters of potential non-compliance** –The IHC Support Agency must report any non-compliance issues that they become aware of to their corresponding department state network office

### **3.3.3 Approved Providers of IHC Services**

Approved Providers need to remain aware of and adhere with their obligations under the Family Assistance Law. This section outlines IHC program matters only. Providers can also refer to the [Child Care Provider Handbook](#) for more information.

Approved Providers of IHC Services are required to register with the IHC Support Agency servicing their state or territory before they are able to be allocated IHC places and provide service delivery.

When a provider wants to cease delivering IHC, they need to advise both the department and the IHC Support Agency before they advise families. Refer to section 7, Record Keeping and Notifications of the Child Care Provider Handbook.

The processes that Approved Providers of IHC Services undertake specifically for IHC that would supplement the processes they are undertaking as part of meeting their requirements and obligations for administering Child Care Subsidy and Additional Child Care Subsidy are to:

- **direct families in need of IHC to their IHC Support Agency** in their jurisdiction – All families inquiring about IHC should be directed to the IHC Support Agency so that their suitability for the program can be determined
- **work out early childhood education and care requirements with the individual / family in the home** –IHC Services will need to make a thorough risk assessment of the family home when they are negotiating arrangements for care.

### **3.3.4 Engagement with IHC Support Agencies**

It is a condition of ongoing approval that an approved provider of an IHC service must undertake to:

- only enrol a child for IHC after receiving a referral from an IHC Support Agency
- only provide care within the allocation of places given to an IHC service
- inform IHC Support Agencies when a child ceases to be enrolled at the service
- provide reasonable assistance to and cooperate with IHC Support Agencies consistently with furthering the purpose of their role as set out in the [IHC National Guidelines](#)
- Report serious incidents to the department within 24 hours (noting they should also comply with relevant state law).

### **3.3.5 Incident Reporting**

Providers of IHC services must implement appropriate arrangements to manage serious incidents. They must comply with state-based Child Protection Laws and mandatory reporting requirements under the Commonwealth, state and territory legislation. This includes (without limitation) notifying the department in writing within 24 hours after any of the following:

- a serious incident occurs

- a circumstance occurs that could have resulted in the occurrence of a serious incident.

The following incidents are serious incidents:

- the death of a child while being cared for by the service or as a result of an incident that occurred while being cared for by the service
- any incident involving injury, harm, trauma to, or illness of, a child while being cared for by the service for which:
  - the attention of a medical practitioner was sought, or ought reasonably to have been sought; or the child attended, or ought reasonably to have attended, a hospital
  - any incident for which the attendance of emergency services at premises where care is usually provided is sought, or ought reasonably to have been sought
- a child being cared for:
  - is missing
  - appears to have been taken or removed from the premises where the service provides the care in a manner that would contravene the Education and Care Services National Regulations, regardless of whether the regulations apply
  - is accidentally locked in or locked out of the premises where the care is being provided or any part of those premises
- any other incident that would be required to be reported to a regulator under any applicable Work Health and Safety laws.

IHC services must report any of the above serious incidents to the department through the Compliance inbox for the relevant jurisdiction, providing

- full name and age of child
- date, time and circumstances of the incident
- nature of any injury sustained
- names of persons on the premises when the incident occurred
- action taken; including administration of first aid.

### **3.3.6 Location of care**

IHC must be provided only at the family home of the individual who is eligible for CCS, except in exceptional circumstances. For example, where the family relocates temporarily to another location and IHC is still required.

The Approved Provider for an IHC Service must seek approval from the department in writing prior to providing care at an alternate location. A request for approval must detail:

- the reason why the family home is not an acceptable location
- the alternate location
- the exceptional circumstance which requires care to be provided at the alternate location
- the timeframe that the care will be provided in this location
- confirmation that the alternate location is appropriate.

### **3.3.7 Insurance**

An Approved Provider for an IHC Service must, at all times, have in place the following:

- workers compensation insurance in relation to the relevant IHC service as required by law
- a current policy of insurance providing adequate cover for the relevant IHC service against public liability with a minimum cover of \$10,000,000.

### **3.3.8 In Home Care sessions of care**

All children reported by an IHC provider in an IHC session of care must meet the requirements for IHC. This includes an individual's requirement to be eligible for CCS and for the children to meet the requirements for CCS. If one child in the session does not meet the CCS requirements then it is not a valid session of care, and no subsidy will be paid on behalf of the family.

For example, if one child is attending schooling for part of the day or is an older child (and therefore not meeting the requirements for CCS), this child should not be recorded in the session of care. Services may need to consider reporting separate sessions to ensure only children meeting the CCS requirements are included in each session, refer example 3 below.

### **3.3.9 Nominated child**

As IHC has a family CCS hourly rate cap, rather than a per child CCS hourly rate cap, for reporting purposes only, one child in a family must be identified as the 'nominated child' for each session of care. The nominated child can be any child that meets the suitability criteria for IHC in the session of care.

The nominated child is the only child in the session of care against which the fee is recorded. When a service submits a session of care report, the fee charged by the service for the session of care must be reported in full against the nominated child and a \$0 rate must be reported against the other children receiving care in that session.

The family should inform the IHC Service which child is to be the nominated child for each session of care when agreeing on IHC enrolments with the IHC Service. Generally, this would be the same child for each session unless the child is nearing the annual subsidy cap (refer [section 3.3.10](#)).

### **3.3.10 The annual subsidy cap in relation to the nominated child**

The annual subsidy cap for CCS applies to all approved child care service types. Only families on incomes \$186,958 or more are subject to the annual subsidy cap. The subsidy cap is income dependent and does not apply to all families.

ACCS is not included in the calculation of the annual subsidy cap. Therefore, if one of the children in a session of care is eligible for ACCS, this child should be selected as the nominated child.

When there are multiple children in the family receiving IHC and the nominated child reaches or nears the annual cap, the family should request the IHC Service to nominate another CCS eligible child for future sessions of care. The IHC service should seek the family's preference when enrolling a child as the nominated child for each sessions of care.

Care should be taken when nominating a child for sessions of care throughout the year particularly as the CCS will be reported in full against this child.

For example, a child accessing IHC after hours and Family Day Care during the day will reach the annual cap faster than a school-age child accessing IHC only before and after school hours. In this circumstance, the school-age child should be selected as the nominated child for the sessions of care they are attending.

When developing the Family Management Plan the nomination child process should be explained to families so that they are aware of impact of the nomination process on reaching the annual subsidy cap.

### **Example 3**

Family 3 uses In Home Care from 8am to 6pm for their two children:

- Child 1 requires IHC from 8am to 6pm
- Child 2 attends school from 9am to 3pm and requires IHC before and after school.

#### *Assumptions:*

- An individual is eligible for CCS
- The combined family income is \$200,000 which means the family is subject to the annual subsidy cap of \$10,190 per child

If the family asks the IHC Service to select Child 1 as the nominated child for all sessions of care, Child 1 may reach the annual cap before the end of the year.

To maximise the amount of Child Care Subsidy the family can claim over the year, the family should ask the IHC Service to select Child 2 as the nominated child during the times that this child is in care, before and after school. For the remaining hours during the day, Child 1 is selected as the nominated child.

The IHC Service enters three sessions of care for each day:

Session 1: 8am to 9am – Child 2 is the nominated child

Session 2: 9am to 3pm – Child 1 is the nominated child

Session 3: 3pm to 6pm – Child 2 is the nominated child

### **3.3.11 IHC educators**

Educator to child ratios for IHC are detailed in section 2.5.4 of the [IHC National Guidelines](#).


#### Qualification requirements for educators

IHC educators will be required to have a minimum Certificate III level qualification in a relevant course, or be working towards a Certificate III qualification, to ensure consistency in the quality of care being provided.

Acceptable qualifications for IHC educators are detailed in section 3.6 of the [IHC National Guidelines](#).

IHC providers are required to maintain records of educator qualifications and evidence of whether an educator is working towards an acceptable qualification. Providers must produce records of educator qualifications upon request by the department. Providers should assist educators in attaining the required qualifications including gaining recognition of prior learning.

IHC Support Agencies, who are also Registered Training Organisations, may be able to support IHC educators across the various jurisdictions in acquiring the required qualifications.



There are transitional provisions that apply until 1 January 2020 for IHC educators in remote or very remote localities that permit an IHC educator to provide care without meeting these requirements. The following illustrates how the provision for an unqualified educator to be supported by a qualified educator may work in practice:

- Staff employed by the IHC service will need to have the required qualification (a Certificate III in a relevant course, at a minimum) and work with the unqualified IHC educator to develop an educational program that meets the early childhood development and education and care needs of the children receiving family. The qualified staff also review the progress of each of these children with respect to the educational program.
- These activities may involve interacting with the educator and the children. If a family receives IHC for five days a week, this interaction would need to occur for one day a week on average (however, any such interaction must occur at least on a monthly basis). The interaction may be face-to-face or via skype. As the IHC educator has access to a qualified staff who is involved in the education and care of the children receiving IHC, the educator would have met the qualification requirements for IHC.
- Educators are required to keep a record of the interactions with qualified educators.

#### Providing care for a family member

The IHC educator must not be a family member, except in limited circumstances. There is no entitlement to the CCS or ACCS where an IHC educator cares for:

- their, or their partner's, child, including a foster care child, adopted child, kinship child or child for which they otherwise have legal responsibility, or
- their, or their partner's: brother, sister, half-brother or half-sister, step-brother or step-sister
- their, or their partner's: niece, nephew, cousin, grandchild or great grandchild

The IHC Program is designed to support the provision of early childhood education and care only to members of the one (including blended) family in their home. IHC educators are not allowed to bring their own children to the care environment while they are providing child care for other children.

For families that live in very remote areas and are unable to find an IHC educator, in certain circumstances a suitable relative can be an IHC educator. The children can be the IHC educator's (or their partner's) niece, nephew, cousin, grandchild or great grandchild. Where these circumstances exist, the family needs to contact the IHC Support Agency servicing their jurisdiction and put forward their case. The IHC Support Agency's recommendation supporting this case is required before the IHC educator can be engaged by an IHC service and care commences. The IHC Support Agency must keep a record of the case made by the family and their recommendation to support or not.

#### **3.3.12 The Department of Education and Training**

The department will administer the IHC Program through:

- setting and managing the distribution of IHC places nationally, reviewing distribution of places annually, or as required
- allocation of places to services, taking into account the recommendations made by the IHC Support Agencies
- performance management of IHC Support Agencies
- monitoring compliance of Approved Providers of IHC Services in accordance with the Family Assistance Law – should a service have a history of non-compliance with the Family Assistance Law, the department will advise the relevant IHC Support Agency

- investigating incidents in IHC that are reported by the IHC Providers, IHC Support Agencies or other sources
- evaluating the IHC Program after two years' operation to determine the extent to which the program is meeting its objectives.

The department will support a community of practice amongst the IHC Support Agencies. This will help to:

- foster a nationally consistent approach to program delivery, including the interpretation of IHC criteria
- promote collaboration amongst IHC Support Agencies and support a peer review process
- hold IHC program-related meetings with IHC Support Agencies (expected to be twice a year, either face-to-face or via teleconference).
- 

The department will carry out processes specific to IHC, including the following:

- **allocate/reduce IHC places to IHC Services** –the department will determine the allocation or reduction of IHC places in each jurisdiction
- **monitor equitable allocation of places in IHC** – using the quarterly reports from IHC Support Agencies and data drawn from the Child Care Subsidy System, the department will monitor that the investment in the IHC program is meeting the policy objectives of the program
- **review allocation of IHC places** – using the quarterly reports from IHC Support Agencies and data drawn from the Child Care Subsidy System, the department will review allocation of IHC places across the nation annually and as required
- **advise IHC Support Agencies of annual distribution of places** – each year or as required, the department will review the distribution of IHC places nationally and advise the IHC Support Agencies a revised distribution of IHC places to each jurisdiction.

The department may investigate incidents notified by the IHC services and complaints received from the various parties exercising its powers under the Family Assistance Law and the *Regulatory Powers (Standard Provisions) Act 2014*.

The Department of Human Services (DHS) will assess eligibility for CCS and ACCS and administer payments through the Child Care Subsidy System.

### 3.3.13 Quality

As a condition of continued approval, the approved providers of IHC services are required, under the [Child Care Minister's Rules 2017](#), to have a commitment to high quality of child care. (<https://www.legislation.gov.au/Details/F2018C00472>)


Approved Providers of IHC services must be equipped to provide high quality child care appropriate to the needs of families and the community having regard to the provider's ability and commitment to:

- provide a tailored, individual education program based on each child's knowledge, ideas, culture, abilities and interests
  - the Family Management Plan will capture the early childhood education and care requirements of each of the children receiving IHC in the family
  - the Family Management Plan will also capture any requirements for additional support services by the family and/or children
  - the Family Management Plan should inform the development of a tailored, individual education programs including any supervision of distance education (which is not subsidised under IHC)
  - a review of the educational program by the IHC service/educator will inform the educational development of children and will support discussion with the family
- develop a program that acknowledges and strengthens the cultural identity of children to whom care is provided
  - the Family Management Plan will seek to capture details pertaining to the cultural identity of the family/children
- ensure children are adequately supervised at all times
  - the IHC educator to child ratio is set out with the intent that children are adequately supervised at all times. In discussing their expectations of the IHC educator to assist with the development of the Family Management Plan, the family will be asked to provide sufficient details about the extent of supervision required by each of the children receiving IHC
- ensure reasonable precautions are taken to protect children from harm or injury and any hazard likely to cause harm or injury
- the IHC service must ensure that the IHC educator has a current first aid qualification; where there are more than one educator providing IHC in the family home, the service must ensure that at least one IHC educator who is caring for children at residential premises holds a current first aid qualification.

The IHC Services are also required to:

- provide the family with the Service's written policies, procedures and standard practices
- ensure the safety of children receiving IHC and that educators and other staff who have regular contact with these children are fit and proper persons
- maintain medication schedules for children prescribed by a medical practitioner and written authorisation by the parent where the educator is required to administer the medication
- ensure the IHC educator has a list of relevant state/territory authorities who should be notified under the state/territory legislation
- maintain a record of illnesses or injury which have been notified to the relevant authorities
- seek appropriate permissions from the family and retain these permissions
- ensure the IHC educator has the latest Family Management Plan following quarterly reviews by the IHC Support Agency



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- ensure the IHC educator has access to service staff during business hours and in the case of an emergency (by providing an after-hours contact detail)

The IHC educators are required to:

- meet the IHC qualification requirements, and have a sound understanding of early childhood development and the child's education and care and other support needs; and participate in professional development activities offered by the IHC service and the IHC Support Agency
- nurture children's health and safety; IHC educators must be aware of each child's symptoms, allergies and medical issues and procedures to be followed in these circumstances
- hold a current First Aid Certificate, and store medications and the First Aid Kit appropriately
- administer medications as prescribed in the medication schedule authorised by a medical practitioner, and maintain a record of the administration of the medication
- develop a suitable learning program for each of the children receiving IHC, and record each child's progress against the program and discuss the progress with the family
  - the written program should reflect the education and care requirements outlined in the Family Management Plan;
  - the educational program should be designed to help develop the child's social, emotional, physical and creative abilities, and should promote each child's engagement in self-directed learning/play and independence
- follow safety procedures during excursions and travel.

#### Notification of incidents

- The IHC educator must notify the relevant state or territory authorities and the IHC service of any notifiable incident within 24 hours.
- The IHC service must notify the department of any notifiable incident within 24 hours of the incident occurring.

## 4 IHC Support Agencies

The IHC Support Agencies will work closely with Approved Providers of IHC Services to facilitate high quality care for families who meet the suitability criteria using a consistent approach to assessing suitability nationally.

### 4.1 Support for families

#### 4.1.1 Assess families against the IHC criteria

IHC Support Agencies assess families against the IHC criteria to determine if they are suitable for IHC. Support Agencies should endeavour to ensure that criteria are applied consistently across all families in their jurisdiction and work with other Support Agencies to ensure the criteria are applied consistently at a national level. Support Agencies must ensure that sufficient evidence is gathered to support their assessment of a family and is retained by the Support Agency.


Table 5: Examples of appropriate documentary evidence to establish suitability

Criteria	Examples of documentary evidence
Other approved child care services not available or appropriate	<ul style="list-style-type: none"> <li>Written statements or emails from approved child care services expressing the unavailability of places, or the inability to provide service at the time needed by the family, or the inability to provide services that meet the child care needs of the family.</li> </ul>
Parents or carers are working non-standard or variable hours	<ul style="list-style-type: none"> <li>Statement from parents' or carers' employer of employment conditions and typical working hours; or a statement from the employer indicating the nature of the work and variability in working hours.</li> <li>Copy of rosters (weekly, fortnightly, monthly or quarterly).</li> </ul>
Parents or carers are geographically isolated from other types of approved child care	<ul style="list-style-type: none"> <li>Indication of distance to the closest approved child care service that might otherwise have met the family's requirements; for example, advice from a FDC Coordination Unit or a Centre-based Day Care service to this effect.</li> <li>Statutory declaration indicating distance to the closest approved child care service prohibits attendance at the service.</li> </ul>
The family has challenging or complex needs	<ul style="list-style-type: none"> <li>Certification from relevant authorities/professionals. This could include medical certifications for serious illnesses or disabilities that create challenging needs.</li> <li>Statutory declaration of family circumstances that outline complex and/or challenging needs.</li> <li>Directives from courts or other authorities that create challenging needs.</li> </ul>

#### 4.1.2 Families geographically isolated from other types of child care

Families accessing IHC because of the remoteness of their location must be able to provide documentary evidence that their location prevents them from accessing other approved child care services.

IHC Support Agencies will use the Accessibility and Remoteness Index of Australia (ARIA+) (2016) as a measure to guide the consideration of remoteness and isolation from approved child care services. Families that live in a location designated as Very Remote, Remote, or Moderately Accessible (Outer



Regional) in the ARIA+ (2016) measure may be able to demonstrate that they are isolated from approved child care services primarily based on the distance from their home to the nearest available, appropriate approved child care service.

#### **4.1.3 Families with complex or challenging needs**

IHC Support Agencies have a role in ensuring the integrity of the care type by ensuring IHC supports the provision of early childhood education and care in the home and is not provided to subsidise medical care, health care or disability support.

IHC has a focus on early childhood development and education and care, and may complement health or disability support received through other government funded and community-based programs. For example, a child with additional needs may receive disability support through the National Disability Insurance Scheme (NDIS) or a parent may receive parental support through a community based program. The family, if they are eligible for the CCS and meet the criteria for IHC, may also be able to receive IHC. It is the role of the IHC Support Agencies to establish referral pathways to support the family in accessing other support services where required.

Families with circumstances that include one or more of the following may meet the criteria for IHC because of complex and/or challenging needs. Families may experience ongoing or temporary, situations, for example:

- a child with additional needs whose early childhood education and care requirements cannot be catered for in another approved child care setting
- a parent is undergoing treatment for a serious illness, which prohibits the children from accessing other approved child care types due to the likelihood of the parent being immunocompromised
- the child and/or siblings have a serious illness and other types of approved child care are not appropriate due to the risk of transmitting illness
- the whole family is experiencing the challenging situation; e.g. their house has burnt down in a bushfire, the family relocates to temporary accommodation and there are no child care places available in that area.

A family may have complex needs that are not related to medical or disability needs.


Complex needs depend on the individual and their situation and may appear as ‘multiple unmet needs’ for example, families experiencing a combination of issues including professional, medical, social issues that render the other types of approved child care inappropriate. These families may also require other support services in addition to early childhood education and care. IHC Support Agencies have a key role in brokering appropriate care arrangements for the family including child care and other support services.

It is important that the family is asked to consider whether mainstream child care service types may become appropriate should the family be able to access the necessary support services.

#### **4.1.4 Family Management Plan**

The purpose of a Family Management Plan is to:

- record the family’s unique circumstances and child care requirements
- identify and record if a family requires additional support through other relevant programs
- develop a strategy to transition the family to other approved child care service types over time, where available and appropriate



The Family Management Plan will capture all relevant information relating to the family's early childhood education and care needs including education and care needs of each of the children requiring IHC. This information is complementary to the Complying Written Arrangement created for the family by the Approved Provider, and is used to help the IHC Support Agency and IHC Services to determine what support the family needs.

The Family Management Plan will include:

- the age of the children and relevant information about the care required
- the sessions/hours of care required per fortnight including education and care to be provided in the family home and where relevant, hours of other types of approved child care accessed
- any special needs of the children, and additional support services being accessed/needed from other appropriate sources such as disability support and allied health services
- for families that require assistance with the provision of distance education - hours of formal schooling for each of the children in the family receiving IHC, where applicable (noting that these hours cannot be claimed for the Child Care Subsidy or Additional Child Care Subsidy, refer section 2.5.2 of the [IHC National Guidelines](#)) and hours of supervised homework
- the family's expectations of the IHC educator
- confirmation that the Support Agency has explained the nominated child process to the family
- period of IHC needed

The Family Management Plan will be a shared resource for use by the family, IHC Support Agency, Approved Provider of IHC Services, and IHC educator to foster a common understanding of the family's requirements. All these parties have a shared responsibility to exchange information about any changes in family's current circumstances, subject to privacy requirements.

Personal details contained in the Family Management Plan will be protected under the *Privacy Act 1988* ("the Privacy Act"). The department, IHC Services, and the IHC Support Agency will be required to secure that information and only use it for the purpose of providing IHC.

See the Family Management Plan template at [Attachment A](#).


#### **4.1.5 Matching families with services**

IHC Support Agencies must match families meeting the IHC criteria with IHC Services that have the capacity to meet their needs. If required, IHC Support Agencies will then recommend the allocation for IHC places to the matched IHC Services.

IHC Support Agencies should match families to IHC Services on the basis of:

- IHC educators available through the IHC Service
- proximity to the family, particularly of the IHC educator to be assigned to the work (it may be necessary for the educator to board with the family, however, this must be through private arrangement between the family and the educator)

Preference should be given to IHC services that are aware of the characteristics of other services that the family might also be receiving. Where more than one IHC Service and/or IHC educator is available to meet the needs of the family, the family should be given a choice of service/educator.



Where more than one agreeable option for IHC Service exists, IHC Support Agencies should take into account the equitable distribution of places among IHC Services.

If the family wishes to be matched to another service, the IHC Support Agency will take into consideration, the issues raised by the family and match the family to another service providing care in that location. If there are no other services available that meet the family's needs, then the family will be placed on the waiting list.

Families who wish to nominate their own educator, or retain an existing educator, may be able to do so, provided the educator meets the requirements for IHC and is engaged by an approved IHC service.

#### **4.1.6 Quarterly Review of Family Management Plans**

The IHC Support Agency must review all Family Management Plans that are due for a review each quarter. Family Management Plans are reviewed to establish that the care arrangements outlined in the plans are still appropriate. This review can be face-to-face or conducted via an email or phone. The IHC Support Agency may talk to the family and/or the service/educator depending on the family's circumstances. When creating or revising a Family Management Plan, the IHC Support Agency must identify a date when the plan is reviewed. Any changes to the allocated places arising from these reviews must be included in the Quarterly Report that the IHC Support Agency delivers to the department.

Family Management Plans should be revised whenever a family identifies a change in its circumstances, or when an IHC Service indicates that it cannot continue the arrangements that are in place, or if the family and its IHC Service are in dispute about the services that are to be provided.

#### **4.1.7 Change in family circumstance**

If there is any change in the family's circumstances, the family must notify the IHC Support Agency and update their details with the Department of Human Services (DHS) on the Child Care Subsidy System, if necessary.

A change in the family's circumstances could affect:

- the child care assistance the family receives, and/or
- their suitability for IHC.


Where a change in family circumstances affects the family's suitability for IHC, the IHC Support Agency should review the change and determine the effect of the change on the family's IHC arrangements.

#### **4.1.8 Family waiting list**

Families will be matched to services on a 'first come first served' principle. Families will be placed on a waiting list managed by the IHC Support Agency if there are:

- no IHC places available in the jurisdiction, or
- no IHC Services or educators available that have the capacity to provide quality education and care.

IHC Support Agencies must review their waiting list whenever IHC places are reduced or newly distributed in their jurisdiction. Families on the waiting list should be matched with IHC Services on a



first-come, first-served basis, taking into account the location of the family and the location of service delivery by available IHC Services.

IHC Support Agencies are required to review the Family Management Plans of the families on the waiting list every quarter. This may be to verify if they still meet the criteria for IHC and their care needs. The review can be undertaken via telephone or email.

The IHC Support Agency must canvass possible strategies if the family is expected to be on the waiting list for longer than three months. A delay in the provision of IHC must not deter the IHC Support Agency in referring families to other support services.

#### **4.1.9 Families exiting the program**

There are several likely circumstances when a family will exit the IHC program:

- Other approved child care service types becoming available (Centre-based Day Care, FDC or OSHC or a combination of these that meet the family's requirements)
- The circumstances for which the family was provided IHC change, and the family no longer meets the IHC criteria
- The family's circumstances change because:
  - the family may move location that allows them to find available child care,
  - income or activity levels may change that impacts their entitlement to the CCS,
  - the children are no longer 13 years or under, now attend secondary school,
  - the family's needs change in a way that other mainstream child care arrangements are now appropriate,
  - child care options in the locality of the family change – mainstream child care options that were previously unavailable (i.e. fully-booked), or new child care options become available and these service(s) could meet the needs of the family.


These circumstances may be identified through the family volunteering the information, the IHC Service reporting the changes, or the IHC Support Agency reviewing the Family Management Plan. The IHC Service must advise the department and the IHC Support Agency, of the cessation of the IHC enrolment in the Child Care Subsidy System, within seven days of the family ceasing to access care.

#### **4.1.10 IHC services ceasing to provide IHC**

If a service ceases to provide IHC, families accessing IHC through the service will be prioritised to receive care through another IHC service. The IHC Support Agency must work to match the family, and where required and possible, the IHC Educator with another IHC Service or other approved child care service as if that family was the first family on the IHC Support Agency's waiting list.

The IHC Support Agency will recommend to the department that places allocated to the service ceasing to provide IHC be allocated to other another IHC service(s) which can provide care for those families, if required. These places will not be reallocated in jurisdictions where utilisation exceeds the target distribution.

The IHC Support Agency should ensure there is a fair and equitable process for the reallocation of places from the ceasing service to other services. This may involve inviting all other services to apply for the additional places. In recommending the re-allocation of the places to other service(s), the IHC Support Agency should consider the capacity of services to provide a seamless transition with minimal disruption for the families and educators.



If no suitable arrangement can be made for the family, the family is placed on the IHC Support Agency waiting list. If the family is placed on the waiting list, the places reduced from the closing IHC service may be recommended for further allocation.

#### **4.1.11 Support to access other types of approved child care**

IHC Support Agencies should, wherever possible, support families to find appropriate and available places in a mainstream approved child care centre. To enable this, IHC Support Agencies must have an awareness of other approved child care services operating in their jurisdiction. [Child Care Finder](https://www.childcarefinder.gov.au/) (<https://www.childcarefinder.gov.au/>) can be used as a tool in finding child care services with available places for each service.

In developing the Family Management Plan, IHC Support Agencies must identify all appropriate child care options within an attainable distance from the family home. Families unable to access other child care options because of place availability must be on a waiting list for each of these child care services or provide a case as to why they cannot access these services.

Where a Centre-based Day Care service is not appropriate because of the additional needs of a child, the IHC Support Agency could canvass with the Centre-based Day Care service the Inclusion Support Programme (ISP) as an option. The ISP assists early childhood and child care services to include children with additional needs by providing tailored inclusion advice and support from Inclusion Agencies. The ISP also provides specialist equipment and funding to address inclusion barriers where required, so that all children are able to participate meaningfully and experience a true sense of belonging within the program.

For more information on ISP, see “Inclusion Support Program” in the [Child Care Provider Handbook](#).


#### **4.1.12 Referral to other government funded or community support services**

IHC Support Agencies should ensure that families are aware of the range of services available to them. The IHC Support Agencies will establish referral pathways to support families in accessing additional support needs. This may include disability support, maternal and child health services, and support services provided through other government funded or community based programs. For example, a shift-working family may require transport services for children attending schools in addition to IHC for part of the day or a family with complex needs may require health care services or disability support in addition to IHC.

For example, if the National Disability Insurance Scheme (NDIS) is one of the pathways identified, the IHC Support Agency will refer the family to an NDIS provider that can meet their needs. The family will be able to continue to receive the support for early childhood education and care in the home from the IHC service while those other supports are planned and mobilised.

The IHC Support Agencies will be required to establish a comprehensive suite of referral pathways to assist families in accessing additional support services as required. Services other than early childhood education and care will not be subsidised through CCS or ACCS.

The IHC Support Agency may broker additional support as private arrangements which are not subsidised through CCS or ACCS between the families and IHC services, where the IHC service/educator has the capacity to provide these additional services.



By referring families to other programs that do not include child care, the family may be able to receive a combination of support services that enables them to access mainstream child care services.

## **4.2 Working with IHC services**

The IHC Support Agency will support IHC services by:

- impartially and consistently applying the IHC criteria so that IHC services are helping those families that are genuinely in need of the service
- providing Family Management Plans to enable suitable matching to educators.

### **4.2.1 Monitoring adherence to guidelines**

An approved provider of an IHC service must undertake to operate in a manner consistent with the [IHC National Guidelines](#). The regular review of Family Management Plans should include inquiries into the standard of care that the IHC service is delivering.

### **4.2.2 Serious incidents**

Where an IHC Support Agency becomes aware of a serious incident that has not been reported by the IHC service to the department, the IHC Support Agency should report the incident to the department as soon as possible, and support the department in any investigation.

## **4.3 Supporting educators**

The IHC Support Agency is expected to establish a Community of Practice among IHC educators employed by IHC services providing care within their jurisdiction. A facilitated online forum for IHC educators could serve as a central element of the Community of Practice.

Through the Community of Practice for IHC educators, IHC Support Agencies might:

- make available resources for providing education and care in the family home and tips for working with families that have complex needs,
- share examples of best practice in meeting education and care needs from IHC educators within the community, and
- provide guidance on educational and professional development opportunities for IHC educators.


## **4.4 Other program requirements**

### **4.4.1 Recommend IHC places to the Department**

The IHC Support Agency will recommend to the department, on a fortnightly basis, the allocation of places to services. The department will take into consideration the recommendations made by the IHC Support Agency. When making recommendations for place allocation to the department, the IHC Support Agency should consider the following:

- current utilisation
- equitable allocation of places across services
- the distribution of places to their jurisdiction
- waitlists





Recommendations by Support Agencies should only specify adjustments to be made to the number of IHC places. Where there is no adjustment to the number of places to be allocated to a service, this service should not be included in the recommendation. The recommendation should include:

- the name and ID of the provider and service
- the number of places to be allocated or reduced
- the date of effect of the arrangement
- a reason for the change in allocation, including whether it is to accommodate a new family or an existing family

Where there is a need to adjust the allocation of IHC places to IHC services in the jurisdiction, the IHC Support Agency must submit a schedule of recommended changes to the allocation of IHC places to the department for approval.

See also Recommendation of Allocation of IHC places template at [Attachment B](#).

#### **4.4.2 Program monitoring**

IHC Support Agencies will be responsible for maintaining accurate records relating to the delivery of the IHC program, in particular:

- a register of approved IHC services in their jurisdiction,
- a register of the IHC arrangements for which they have recommended IHC places to the department, including how conflict of interests are handled
- the current allocation of IHC places in their jurisdiction and which arrangements those places support,
- the timing of arrangements, particularly the commencement and finalisation dates for the IHC arrangements for which IHC places have been allocated,
- a register of complaints received about the operation of IHC in their jurisdiction, including complaints about the IHC Support Agency
- a register of incidents reported to them from the operation of IHC in their jurisdiction.

They will report the details of these records to the department quarterly, and as significant changes occur, to allow the department to monitor the correct administration of the IHC subsidy in the Child Care Subsidy System.

IHC Agencies have a role also in supporting the department in monitoring compliance and quality. IHC Support Agencies are required to report to the department any behaviour by IHC services that they know or believe to be non-compliant within three business days and should report instances of behaviour that may be non-compliant. IHC Support Agencies are also required to support the department in monitoring the quality of service delivery.

#### **4.4.3 Promoting the IHC program**

IHC Support Agencies must promote IHC to families and relevant support services across their jurisdiction to ensure that families who cannot access other approved child care service types are aware that IHC may be an option for them.

Channels of promotion of the IHC program could include the IHC Support Agency website, word of mouth, social media, brochures or information flyers.

Examples of services to which IHC could be promoted include:

- Peak bodies for shift working families

- Rural and remote agencies/bodies
- Social worker services including those based in hospitals
- Child safety services
- Disability services
- Community support services,
- Domestic violence support services
- Rehabilitation services
- Other approved child care services.

IHC Support Agencies have a key role in promoting the IHC program to support market development for IHC provision, particularly in areas with limited IHC service coverage. IHC Support Agencies should promote the program to existing Approved Providers that do not offer IHC as an option for expanding the child care service types they provide. For example, a provider of a FDC service or OSHC may be interested in offering the IHC service type.

IHC Support Agency contact information is available on the department's website. (<https://docs.education.gov.au/node/50536>)

#### What IHC Support Agencies should have on their website

The IHC Support Agency website should include the following information in relation to IHC:

- overview of the IHC program, including suitability criteria and links to the department's website for the program
- IHC services operating in the jurisdiction, including contact information and fees
- the process for accessing IHC
- resources for families and services
- verified contact details of support services
- any other resources as directed by the department.

#### **4.4.4 Working with other IHC Support Agencies**

All IHC Support Agencies are part of a Community of Practice. IHC Support Agencies are expected to share their experiences, best practice techniques, and other insights from managing the IHC program in their jurisdiction with their peers in other jurisdictions.

#### **4.4.5 Handling complaints**

IHC Support Agencies are the first point of contact for families and IHC services, over time, for queries and complaints relating to the delivery of the IHC program. IHC policy complaints should be referred to the department. IHC Support Agencies have complaints-handling procedures and need to report both resolved and unresolved complaints to the department. Actions required would vary depending on who makes the complaint and the type of complaint. IHC Support Agencies must be able to handle complaints of the following nature:

- direct any complaint that indicates that a child or children are at risk to the relevant State Regulatory Authority and the Department's state or territory office immediately
- families complaining about their IHC educator – IHC Support Agencies should refer the complaint to the IHC service to resolve their concerns
- families complaining about their IHC service – IHC Support Agencies should refer the complaint to the Approved Provider, and if unresolved refer the complaint to the department

- IHC educator complaining about a family – IHC Support Agencies should refer the complaint to the IHC service, and monitor further developments in terms of resolution. The IHC Support Agency should act as an intermediary in this situation as the agency is the conduit between the family and the service
- IHC educator complaining about an IHC service – IHC Support Agencies should act as an intermediary where appropriate however noting this is a matter to be resolved by the employer and the employee
- a family, an educator, an IHC service or a Provider of IHC service, referral services or the public making complaints about an IHC Support Agency. These complaints should be initially referred to the relevant Support Agency, through their formal complaints processes. If the complaint has not been address to the complainant’s satisfaction, then it can be referred to the department by emailing [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au)

A key step in these procedures should be to filter complaints that should be handled by the department or the Department of Human Services (concerning Families) and guide them to the contact channels in Table 6.

Table 6: Complaints contact details for Child Care Payments and ICT

Families	Department of Human Services 1800 132 468 <a href="http://www.humanservices.gov.au/individuals/contact-us/complaints-and-feedback">www.humanservices.gov.au/individuals/contact-us/complaints-and-feedback</a>
Providers and Services (and Educators)	Department of Education and Training 1300 667 276 <a href="mailto:CCSHelpdesk@education.gov.au">CCSHelpdesk@education.gov.au</a>

IHC Support Agencies must report any signs of fraud or non-compliance detected in a complaint to the relevant departmental state or territory office immediately.

#### 4.4.6 Service travel reimbursement for family home visits

IHC services are able to seek reimbursement for reasonable travel costs to visit the family home. The IHC Support Agency will process claims and administer payment for this travel reimbursement.

#### Capped Annual Budget by Jurisdiction

The amount of travel reimbursement claimed must not exceed the jurisdictional cap per financial year stated in the individual IHC Support Agency contracts, unless otherwise approved in writing, by the department.

#### Mandatory Requirements

- Travel must be undertaken for sole purpose of IHC and monitoring families and IHC educators. Examples of acceptable reasons for a service to visit the family home include:
  - assessment of environment if safe for children and educator,
  - validation of family’s suitability for IHC, and
  - identification of resources required by educator,
- The family home must be located in *Outer Regional, Remote and/or Very Remote* ARIA+ (2016) locations,
- Each person who drives during course of travel must hold a current driver’s licence,
- Current comprehensive and third party insurance is held in relation to every vehicle driven during the time the travel takes place, and
- All travel is undertaken by the shortest practicable route.

### ARIA+ Classifications

ARIA+ (2016) is used by the Australian Government to measure geographical remoteness with purpose of assisting with policy development. The five categories of ARIA+ are Major Cities, Inner Regional, Outer Regional, Remote and Very Remote.

To assist with determining if region visited is classified as Outer Regional, Remote or Very Remote, please refer to map available on the Australia Bureau of Statistics (ABS) website: <http://stat.abs.gov.au/itt/r.jsp?ABSMaps> and filter using the following boundaries:

Boundary type 1:	2016 State Suburb (SSC)
Boundary type 2:	2016 Remoteness Area (RA)

If there is still uncertainty, please contact the IHC team for advice.

### Exclusions

Travel reimbursement does not include:

- travel to visit family homes located in *Major Cities* and *Inner Regional* ARIA+ (2016) locations,
- accommodation, meal allowance and/or other travel incidentals,
- IHC educator travel to provide IHC in the family home.

### Claiming

The amount a service may claim each quarter is determined using following formula:

*Travel reimbursement rate* multiplied by the number of kilometres travelled

The travel reimbursement rate is the current rate published by the Australian Taxation Office (ATO) using the 'cents per kilometre' method.<sup>2</sup>

Travel by air, rail or ferry is permitted but only if it is the most cost-effective and convenient method of travel. The reimbursement amount is the lesser of:

- the amount equal to cost of economy ticket (excluding GST), or
- application of the formula above, as if travel had been undertaken by road, using estimates of distance(s).

See Travel Reimbursement Claim Form at [Attachment C](#).

### Supporting Documentation

All claims must be supported by evidence to be retained by the IHC Support Agency and available as required. The required supporting documentation is dependent on the mode of transport.

#### *If travel is by car*

A logbook with trip details including:

- name of driver(s) and position in the IHC service
- registration, make, model, engine capacity of the vehicle
- date of each journey

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<sup>2</sup> See: <https://www.ato.gov.au/Business/Income-and-deductions-for-business/Deductions/Motor-vehicle-expenses/Claiming-motor-vehicle-expenses-as-a-sole-trader/Cents-per-kilometre-method/>

- start point and destination of each journey
- odometer state and finish figures, and kilometres travelled, and
- purpose of each journey, including the name and address of family.

*If travel is by air, rail or ferry*

A Tax Invoice for economy flight or ticket for the other modes of transport and proof of payment (i.e. bank statement, supplier receipt).

Timing

IHC services are to submit the *Service Travel Reimbursement form* ([Attachment C](#)) to their jurisdiction's Support Agency within 10 business days. No backdating is permitted.

*Table 7: Cut off dates for travel reimbursement claims*

Quarter	Due date for submitting claim
2 July - 30 September 2018	15 October 2018
1 October - 31 December 2018	15 January 2019
1 January- 31 March 2019	15 April 2019
1 April - 30 June 2019	15 July 2019
1 July - 30 September 2019	15 October 2019
1 October - 31 December 2019	15 January 2020
1 January- 31 March 2020	15 April 2020
1 April - 30 June 2020	15 July 2020
1 July - 30 September 2020	15 October 2020
1 October - 31 December 2020	15 January 2021
1 January- 31 March 2021	15 April 2021
1 April - 30 June 2021	15 July 2021
1 July - 30 September 2021	15 October 2021
1 October - 31 December 2021	17 January 2022
1 January- 31 March 2022	15 April 2022
1 April - 30 June 2022	15 July 2022

## 5 Useful Contacts

### 5.1 Department state/territory offices

Table 8: IHC contact details for department state and territory offices

State/ territory	E-mail Contact	Phone
ACT & NSW	NSWHomeBasedCare@education.gov.au	(02) 9297 9324
NT	<a href="mailto:ChildcareNT@education.gov.au">ChildcareNT@education.gov.au</a>	(08) 8942 8020
Qld.	CCSAssessments-QLD@education.gov.au	(07) 4753 2650
SA	ChildcareSA@education.gov.au	(08) 8306 8728
Tas.	ChildcareTasmania@education.gov.au	(03) 6222 9622
Vic.	CCSAssessments-VIC@education.gov.au	1800 112 812
WA	ChildcareWA@education.gov.au	

### 5.2 Contact details for the department's compliance teams

E-mail Contact
CCPCompliance@education.gov.au

### 5.3 Child Protection Agencies

Refer to the [Guide to ACCS \(child wellbeing\)](https://www.education.gov.au/accs-child-wellbeing-guide) to find your local child protection agency (<https://www.education.gov.au/accs-child-wellbeing-guide>)

IHC Support Agencies will be required to develop a comprehensive contact list for other referral services and agencies/organisations providing government or community funded programs in their jurisdiction.

## 6 Attachments

### 6.1 Attachment A – Family Management Plan template

In Home Care Support Agency for [State/Territory]

# Family Management Plan

#### **Encl. IHC Support Agency Privacy Notice**

Please ensure you provide the relevant individual with a copy of the Privacy Notice before completing this document. If there is more than one parent/guardian's personal information included in this form, ensure both are provided with the Privacy Notice.

#### **Snapshot**

Family: .....

IHC service: .....

Places allocated: .....

Date of next quarterly review: ...../...../.....

Comments:

Status:

Currently receiving

IHC

Waiting list





## Parent/Guardian Details

### Parent/Guardian 1

Name:

Relationship to children:

Email:

Phone:

### Parent/Guardian 2 (optional)

Name:

Relationship to children:

Email:

Phone:

Address of family home where care will be provided

Street address:

Suburb:

State/territory:

Postcode:

Is a translator required for communication with the Parent/Guardian? Yes  No

*If yes, language:*

Are there any specific cultural requirements to be aware of? Yes  No

*If yes, details:*

Are there any AVOs, custody arrangements or court orders in place? Yes  No

*If yes, details:*

## Child Care Subsidy

Is the individual/family eligible for the Child Care Subsidy or Additional Child Care Subsidy?<sup>3</sup>

Yes  No

Number of hours of subsidised care: ..... per fortnight

Support Agency has explained the nominated child process to the Parent/Guardian, including how the selection of the nominated child relates to the annual subsidy cap.

## In Home Care suitability

Overview of family situation:

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<sup>3</sup> To be CCS eligible, an individual must meet Australian residency and immunisation requirements, and the child(ren) must be 13 or under and not attending secondary school (unless in a prescribed class).



**No other available or appropriate approved child care**

Reason there is no other available or appropriate child care:

Has evidence been provided or sighted that there are no available places in local child care services, or services are unable to cater to the education and care needs of the child(ren).

Yes  No  *Details:*

**In Home Care criteria**

parents or carers working non-standard or variable hours, outside normal child care service hours

Evidence provided

- Copy of working roster.
- Statement or evidence from the employer that parent(s) are required to work non-standard and/or variable hours.
- Other: .....

parents or carers are geographically isolated from other types of approved child care<sup>4</sup>

- Very Remote
- Remote
- Outer Regional

- Evidence of the hours of operation of other approved child care services in the area, including Family Day Care.
- Statutory declaration indicating distance to the closest approved child care service prohibits attendance at the service.
- Other: .....

Distance or estimated travel time to the nearest available approved child care service:

.....

Family has complex or challenging needs

- Certification from relevant authorities/professionals.
- Statutory declaration of family circumstances that create challenging needs.
- Directives from courts or other authorities that create challenging needs.
- Other: .....

**Other support**

Does the family currently access other family support services (e.g. NDIS, allied health, social worker)?

Yes  No

*If yes, details:*

Does the family require other support services?

Yes  No  *If yes, details including when the family will be supported to access these services:*

When and how will the family transition from In Home Care?

<sup>4</sup> ARIA+ Remoteness classifications can be found on the ABS website at:

<http://stat.abs.gov.au/itt/r.jsp?ABSMaPs>

## Education and Care

Description of the education and care required:

Times that In Home Care is required:

	No. of children	Times	Total hrs
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Total hours:			

Variable hours of care each week: Yes  No  Educator to live with family: Yes  No   
Flexible with days: Yes  No  Educator required to have car: Yes  No   
Flexible with times: Yes  No  Does a parent work from home: Yes  No

*If yes to any of above, details:*

Does the family currently have an IHC educator? Yes  No

*If yes, details including name of service:*

Are there other services the family requires from the educator which are outside the scope of In Home Care or the Child Care Subsidy? E.g. supervision of distance education

Yes  No  *If yes, details:*

Will the educator be required to supervise homework? Yes  No

*If yes, estimated number of hours:*

Anticipated breaks in care (e.g. holidays): Yes  No  *If yes, dates:*

## Children Details

If there are more than 2 children, please print off additional pages and attach

### Child 1

Name:	Date of Birth:	Gender: M / F
Education and care needs of the child:		
Allergies, special dietary requirements, medical conditions: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, details:		
Other care <input type="checkbox"/> Secondary school <input type="checkbox"/> Primary school <input type="checkbox"/> Distance education	<input type="checkbox"/> Home schooling <input type="checkbox"/> Pre-school <input type="checkbox"/> Other approved child care	Hours when other care is provided ..... hours per fortnight  Hours when CCS is claimed by another service ..... hours per fortnight
Hours of IHC required: <sup>5</sup> .....hours per fortnight		

### Child 2

Name:	Date of Birth:	Gender: M / F
Education and care needs of the child:		
Allergies, special dietary requirements, medical conditions: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, details:		
Other care <input type="checkbox"/> Secondary school <input type="checkbox"/> Primary school <input type="checkbox"/> Distance education	<input type="checkbox"/> Home schooling <input type="checkbox"/> Pre-school <input type="checkbox"/> Other approved child care	Hours when other care is provided ..... hours per fortnight  Hours when CCS is claimed by another service ..... hours per fortnight

<sup>5</sup> The number of hours required for In Home Care (plus any hours claimed for other service types) for each child must not exceed the number of CCS hours as determined by the activity test result.

Hours of IHC required: .....hours per fortnight

### Places

Sum of the number of hours of care required for all children: ..... hrs per week<sup>6</sup>

Total IHC places required for the family: ..... places per week<sup>7</sup>

### Signature of Parent/Guardian

*Where information has been collected by telephone, the assessing officer must record the parent or guardian's responses to the below.*

Your personal information is protected by law, including the Privacy Act 1988. Important information about the collection, use and disclosure of your and your child's/ren's personal information is contained in our Privacy Notice. You should have been given a copy of the notice with this form. You should ensure that you read and understand this notice.

- I declare that all the information provided by me in this form is true and correct.
- I have read and understood the attached Privacy Notice and consent to the use and disclosure of my personal information, which may include sensitive information.
- I hereby declare that I have the legal responsibility for the minor/s described above and am legally `competent to provide consent to the use and disclosure of information on behalf of the minor/s.

Name of Parent/Guardian: .....

Signature of Parent/Guardian: .....

Or response provided by phone:

Date: ...../...../.....

Name of Parent/Guardian: .....

Signature of Parent/Guardian: .....

Or response provided by phone:

Date: ...../...../.....

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<sup>6</sup> Sum of the number of hours that each child individually receives. E.g. If three children attend the same three-hour session of care, this would be nine hours.

<sup>7</sup> Sum of the number of hours of care per week divided by 35 (the hours of care per place). Rounded up to 2 decimal places.

## Agreed In Home Care arrangements

Additional comments from Assessing Officer

IHC services able to provide care to this family (tick the recommended service):

- .....
- .....
- .....

Reason for recommending this IHC service

IHC places to be recommended to be allocated to this service: ..... places

Name of IHC educator assigned (optional): .....

Estimated fee charged by this service: \$.....per hour

Start date of In Home Care:

End date of In Home Care (optional):

...../...../.....

...../...../.....

### Waitlist

Family to be placed on waiting list:      Yes  No

*If yes, reason*

- no IHC places available in the jurisdiction
- no IHC services available that have an educator with the capacity to provide the required care
- other: .....

Estimated time the family will be on the waitlist: .....

### IHC Support Agency Assessing Officer

Name of Assessing Officer: .....

Signature of Assessing Officer: .....

Date: ...../...../.....

Date of next Family Management Plan review: ...../...../.....

## Review of Family Management plan

*For each review, please print off this page and attach*

Review completed: Face-to-face  Phone  Email

Date of review: ...../...../.....

Is the family still suitable for IHC? Yes  No

Have the number of places/hours required for IHC changed? Yes  No

Have the family's circumstances changed since their last review? Yes  No

Details of review

Name of Assessing Officer: .....

Signature of Assessing officer: .....

Date: ...../...../.....

Date of next Family Management Plan review: ...../...../.....



## 6.2 Attachment B - Recommendation for allocation of IHC places

This schedule of recommendations is to be submitted to the department at [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au)

Date of request	
IHC Support Agency	
Jurisdiction	

1 place = 35 hours of IHC per child per week. A place may be represented by decimal number e.g. 0.5.

Please include only IHC services for which you are recommending a change to their place allocation. For each IHC service place recommendation, whether it be a reduction and/or request for additional places to be allocated, a *Place Allocation Recommendation Form* must be completed.

### Places to be reduced

Ref	Name of service	Total places allocated	Average places actually utilised	No. places to be reduced	Recommendation form attached?
R1					
R2					
R3					
R4					
R5					

### Places to be allocated (additional)

Ref	Name of Service	Total places allocated	No. places currently utilised	No. additional places	Recommendation form attached?
N1					
N2					
N3					
N4					
N5					

### Place distribution and allocation summary

Places currently distributed to jurisdiction	0
Opening: places allocated to IHC services	0
- Places to be reduced	0
+ Additional places to be allocated	0
Closing: places allocated to IHC services	0
Unallocated places	0

Target distribution for jurisdiction	0
Aim to increase by	0

### 6.3 Attachment C - Travel Reimbursement Claim Form

#### PART A – Service details

1. Name of your service:
2. Physical address of the service:
3. Name of Director/Coordinator:
4. Contact phone number:


#### PART B – Travel detail

Travel by car		
Vehicle registration:	Kilometres travelled:	<i>Office use only</i> Kms travelled X ATO rate cents per km:

Air travel			
From:	To:	Economy fare Paid (GST excl):	Equivalent road kilometres (estimate):

NB: Do not include GST. GST is claimed separately in the monthly or quarterly BAS lodgement to the ATO.

### PART C – Applicant declaration

- I declare that the information given in this application is complete and correct;
- I declare that all drivers have valid licence and current comprehensive and third party insurance is held for every vehicle driven;
- I authorise the IHC Support Agency to verify any information provided in this application; and
- I am authorised to act on behalf of the child care service.

Signature of authorised officer:	
Date:	

Name (please print):	
Position:	

**NB:** Giving false or misleading information is a serious offence

### PART D – Supporting documentation

All claims must be evidenced with supporting documentation.

*If by car:*

Logbook with trip details including:

- name of driver(s) and position in the IHC service
- registration, make, model, engine capacity of the vehicle
- date of each journey
- start point and destination of each journey
- odometer state and finish figures, and kilometres travelled; and
- purpose of each journey, including the name and address of each home visited.

*If by air, rail or ferry:*

Tax Invoice for economy flight or ticket for the other modes of transport and proof of payment (i.e. bank statement, supplier receipt)

### PART E – Returning the application

Applications should be submitted to the IHC Support Agency in your State or Territory.

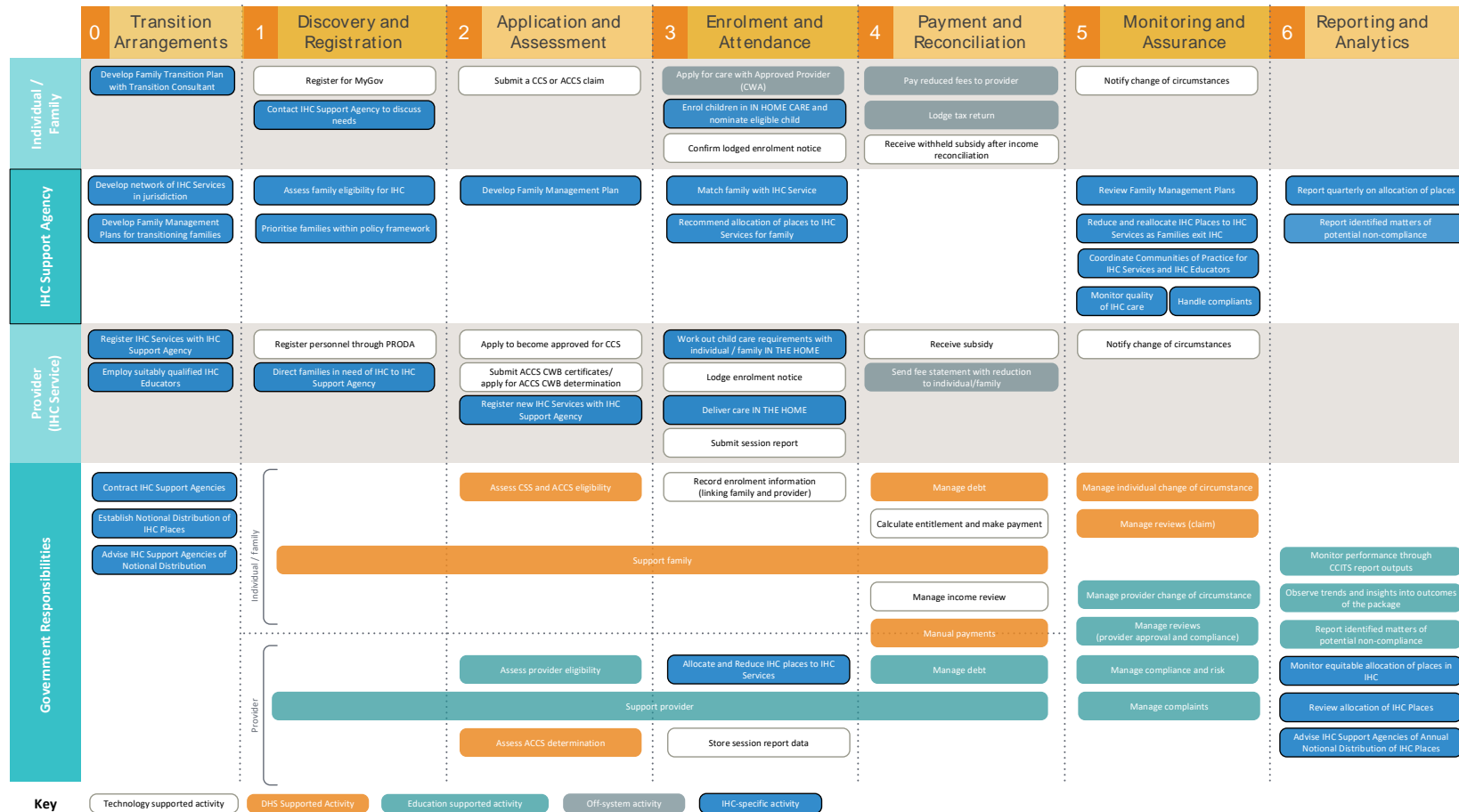
Claims are made on quarterly basis and must be submitted by cut-off dates which is 10 business days after the end of an applicable quarter. No backdating is permitted. Please refer to due dates on the IHC Support Agency website.

Reimbursement will be made by Electronic Funds Transfer (EFT) to your nominated bank account.



## 6.4 Attachment D - In Home Care Process Overview

# New Child Care Package: In Home Care Process Overview





*Figure 1: In Home Care Process Overview, in the context of the New Child Care Package Process*