



**IN HOME
CARE**
Support Agency

**Information for NSW
families wanting to
access In Home Care**



Supporting Families accessing
In Home Care and the Services
and Educators providing it.

1800 442 273

info@ihcsupportagency.org.au

www.ihcsupportagency.org.au

What is In Home Care

The objective of In Home Care (IHC) is to provide high quality, flexible early childhood education and care option to families for whom other approved child care options are not available or appropriate due to their unique circumstances.

IHC is designed to support the provision of early childhood education and care in the home particularly for families

- Working nonstandard or variable hours; or are
- Geographically isolated from other approved child care services; or
- Families with complex and challenging needs other than, medical, health or disability care.

Who is the IHC Support Agency?

The IHC Support Agency's role is to advocate for families and ensure they have access to high quality IHC.

IHC Service Providers are required to divert all families to the IHC Support Agency to assess their suitability for the program and to complete a Family Management Plan (FMP).

What is a Family Management Plan?

The FMP captures all relevant information relating to the family's early childhood education and care needs for each of the children requiring IHC.

This information is complementary to the Complying Written Agreement created for the family by the IHC Service Provider and is used to help the IHC Support Agency and Service Provider to determine what support the family needs.

The FMP is a shared resource for use by the family, IHC Support Agency, Service Provider and the IHC educator to foster a common understanding of the family's

www.ihcsupportagency.org.au

requirements. All parties have a shared responsibility to exchange on any changes in the family's current circumstances, subject to privacy requirements.

The IHC Support Agency will contact the family every three months to review the FMP, the family circumstances and continued suitability for IHC. The IHC Support Agency works with families to identify requirements for additional support and to develop a strategy to transition the family to other approved child care service types over time and where available and appropriate.

Changes to a Family Circumstance

If there is any change to family circumstances, the family must notify the IHC Support Agency, the IHC Service Provider and update their Department on the Child Care Subsidy System, if necessary.

Complaints and Feedback

From time to time concerns and questions may be raised on the conduct of an educator, Service Provider or the IHC Support Agency. To resolve a concern or to provide feedback the following options are available:

- If a family has a complaint about their IHC educator, they should contact the IHC Service Provider to resolve their concerns.
- If the family has a complaint about the IHC Service or the Service Provider, they are to try and resolve it first with the Service Provider. If there is no resolution, the family can contact the IHC Support Agency who will contact the Service Provider to work to resolve the concerns. In the event the concerns cannot be resolved the family may be referred to the Department.
- If a family is raising a concern about the conduct of the IHC Support Agency they should contact the Department directly by emailing inhomecare@education.gov.au

Further information on IHC can be found at the IHC Support Agency website www.ihcsupportagency.org.au

Want to know more?

- **Call us on** 1800 IHCARE (1800 442273)
- **Email us on** info@ihcsupportagency.org.au
- **Read the new IHC resources.** You can find them on our website at: www.ihcsupportagency.org.au/resources
- **Read about the new Child Care Subsidy.**
Go to www.education.gov.au/child-care-subsidy-0

We have been appointed by the Department of Education and Training to be the **In Home Care Support Agency** for NSW.