

Conflict of Interest Policy

The policy sets out the process for the management of Conflicts of Interest with regards to the placement of families with In Home Care Service Providers across NSW and SA.

The In Home Care Support Agency's role is to determine suitability of the family against the In Home Care (IHC) criteria, request supporting evidence to validate the family's needs and refer the family on to a Service Provider that best meets the needs of the family.

The Governing body, NSW Family Day Care Association, is also the operator of an In Home Child Care Service with brokerage services positioned throughout NSW. The Support Agency has developed strategies to manage the placement of families in an equitable way.

Strategies for the placement of families

The IHC Support Agency assesses the suitability of families against three criteria for In Home Care

- The family is **geographically isolated** from early education and care services
- The family works **nonstandard hours** outside of the operating hours of early education and care services
- The family has **complex needs** and is seeking In Home Care as a temporary education care service in the family home.

The IHC Support Agency reviews the number of place allocations for Service Providers on a quarter basis to ensure the number of places being used don't exceed the number of places allocated.

How families are referred

- The In Home Care Support Agency refers families based on geographical location.
- Where possible, families are referred to the two (2) closest In Home Care Service Providers operating in their geographical area.
- If two (2) Service Providers are not available, the family will be referred to the Service Provider geographically closest with an educator available.
- If a Service Provider is not available the family will go on a waiting until a place becomes available.
- If an educator is not available with the families preferred Service Provider, the family will remain on a waiting list with that Service Provider until an educator becomes available.



- It is the family’s choice of which Service Provider they will sign up with.
- The family has the right to request a new Service Provider. The family is to contact the IHC Support Agency to request a new Service Provider. The IHC Support Agency will work with the family to locate another Service Provider in the same geographical area.
- Families will be contacted by the IHC Support Agency once a quarter to update their Family Management Plan.
- When a Service Provider ceases providing In Home Care, the IHC Support Agency will work closely with the outgoing Service Provider and the families to provide, where geographically available, a choice of two (2) new Service Providers for families to choose from.
- It is a condition of ongoing approval that an approved provider of an In Home Care Service must undertake to only enrol a child for In Home Care after receiving a referral from the IHC Support Agency. Any families referred to the IHC Support Agency by a Service Provider or Community Support Service will be provided with the option of referral to the Service Provider who provided the referral.

If there are any disputes regarding the way the IHC Support Agency has assessed a family against the criteria for IHC and referred a family to a Service Provider, families and Service Providers can raise their concern directly with the IHC Support Agency.

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The IHC Support Agency will follow the complaints and feedback policy with regards to any concerns or feedback raised regarding the placement of a family with a Service Provider.