



In Home Care

SUPPORT AGENCY TASMANIA



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Newsletter

May 2019

Dear Families,

The In Home Care Support Agency would like to thank for your cooperation in letting us know of changes in family circumstances and responding to our email correspondence.

Important Information

Should you require more hours from your In Home Care (IHC) educator to meet work commitments, please make sure you get in contact with the IHC Support Agency as soon as possible, to confirm we are able to approve these for you and your family. This is important as in the case the extra hours have not been approved by the IHC Support Agency, the additional hours will not be subsidised, and therefore you will be charged the full hourly rate.

If you have any questions about this, please contact us via phone or email; these details can be found on the first page of this newsletter.

Also, if your family circumstances have changed and you are no longer requiring In Home Care, we ask that you give your educator a minimum of 2 weeks notice. This is part of your signed agreement with the IHC educator.

Quarterly Family Management Plan (FMP) Reviews

In line with Australian Government IHC guidelines, Family Management Plans are reviewed quarterly. This is an important process that ensures the IHC Support Agency have the correct information for your family and children's needs. We will usually contact you via email each 3 months to check in and confirm whether or not there have been any changes to your family circumstance.

As with all of us, a lot can change within a 3 month period, such as moving house or schools, expecting a new family member, changes to your roster or workload, or even a change in mobile number or email address.

We are also aware that sometimes no changes have occurred within the family. In these instances, if you could simply respond to our email stating this and we will simply note your file and re-diarise your families next quarterly review.

The In Home Care Support Agency needs to have up to date information and family circumstances within FMP's so that families can be allocated the correct amount of IHC hours and/or support from external agencies where needed etc. Quarterly reviews of FMP's also feed into our reporting requirements with the Australian Government.

Updated FMP's are sent to the In Home Care Service Provider (Mission Australia Children's Services). It is a requirement of the In Home Care Support Agency that the updated FMP's are then distributed to the relevant educator within one week.

Resources for Families

Within our monthly newsletters, the IHC Support Agency will be sharing articles and information on topics linked to all areas of child development. Our intention is to further increase knowledge and understanding around the importance of the early years for children's lifelong learning and development. The topic of our May information sheet is [Brain Development from Birth- 3 years](#).

Operating Hours

Throughout 2019, the IHC Support agency will continue to operate from 8am and 6pm Monday to Friday. We

do not operate on weekends or Public Holidays. Please contact us during our operating hours should you have any questions or require support.

We will be sending out regular Newsletters in 2019. Are there any topics you would like more information about? Let us know via [e-mail](#).

*Annette, Roxanne and Amrita
In Home Care Support Agency Tasmania*