



# In Home Care

SUPPORT AGENCY TASMANIA



## CONTACT DETAILS

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# Newsletter

October 2021

*Dear In Home Care Families,*

Welcome to Spring! This edition of our newsletter focuses on some of the guidelines that underpin the In Home Care Program. It is important to revisit these guidelines from time to time to remind us of the eligibility and compliance requirements of the program; therefore, contributing to the ongoing quality and integrity of the program.

## **Guidelines, Policies and Procedures**

**IHC sessions must occur at the family home listed on the Family Management Plan.** We understand that there are occasions when care cannot occur at the listed family address – especially in the current COVID climate where family members may be required to self-isolate in the family home. When care is required at an alternative address for a period of time, approval must be sought in advance from the Australian Government by your In Home Care Service Provider - currently Wanslea In Home Care. 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 i.e. safety assessment check

Therefore, families must advise both Wanslea IHC and IHC Support Agency

before IHC sessions can be approved at any residence other than the family home listed on Family Management Plan.

**Parenting Support is not eligible for IHC sessions.** We understand that at times your child may be unwell with a cold or similar and unable to attend school or an education and care centre however, caring for a child who is unwell while a parent works does not fit within IHC Guidelines and therefore you will need to enter into a private arrangement should you wish your IHC educator to care for your unwell child. Within the IHC guidelines this would be viewed as parenting support unless of course your child's health is connected to an ongoing medical condition or disability. The IHC Support Agency can support you with contact details of other support services that may be able to assist.

**Respite Care** We understand that at times you may have appointments and prefer to attend these child free however, IHC **cannot be approved for respite purposes.** You may discuss this with your IHC educator and enter into a private arrangement to care for your children for purposes that are not work related. The IHC Support Agency can support you with contact details of other support services that may be able to assist.

**If you require an additional IHC booking to undertake an extra shift at work,** please send us an email or give us a call so we are aware and can ensure that we can accommodate any additional shifts within our approved allocation of In Home Care places for Tasmania. All extra shifts (not detailed within your FMP) need to be approved by In Home Care Support Agency Tasmania. Once we approve an additional IHC shift, we will email the

relevant IHC Service Provider to advise them of the additional IHC shift for your family. This ensures that IHC educators are paid for shifts which are additional to what is detailed within your Family Management Plan.

**The majority of each IHC session needs to take place within the family home listed on the Family Management Plan.** Excursions can only be incidental to the overall delivery of a child's educational development program. While IHC educators are encouraged to plan excursions based on the children's current interests and for educational purposes, these excursions cannot take up the entirety of IHC sessions.

If you have any queries, please do not hesitate to contact the In Home Care Support Agency.

Please also remember to keep us updated with any changes to your IHC needs or family circumstances. This will help us ensure that your Family Management Plan (FMP) is up to date and is reflective of the correct days and times of IHC sessions. Ensuring you keep your FMP updated also ensures IHC educators are being correctly paid for the hours they work. This can be done either by phoning 1300 052 057 or emailing either;

[ihc.admin@ihcsupportagencytas.com.au](mailto:ihc.admin@ihcsupportagencytas.com.au).  
Or [info@ihcsupportagency.com.au](mailto:info@ihcsupportagency.com.au)

We look forward to continuing to support your In Home education and care needs across Tasmania.

*Roxanne, and Natalie.*

*In Home Care Support Agency Tasmania*