



## IN HOME CARE eligibility supporting evidence requirements

This information is to help you understand the evidence required to support your In Home Care (IHC) eligibility application.

### Supporting evidence for In Home Care eligibility

Families must provide evidence to demonstrate they meet eligibility requirements. Applications are not assessable without the supporting evidence.

Evidence provided must:

- clearly identify the person it relates to
- state the name and contact details of the organisation responsible for the document, and
- state the date the evidence was given.

Where the evidence is a letter, a statement, an email or similar, it must be signed by the author and clearly state:

- the name of the person giving the evidence
- the person's title and/or position in the organisation.

All supporting evidence must be dated within 6 months of the application and is valid for 6 months.

### Child Care Subsidy eligibility

The family must provide evidence of their Child Care Subsidy (CCS) eligibility. This could include:

- a screenshot from their [Centrelink online account](#)
- a letter from Services Australia
- a statement from an approved child care service.

The evidence must show current CCS eligibility, CCS percentage, activity level, name and CRN of the eligible individual, and the name of the child.

Parents or carers on the waitlist who are affected by the rule, whereby CCS eligibility determinations cease after a period of time if no sessions of care are reported against an enrolment, are able to remain on the waitlist and will be required to put in a new CCS claim once care is about to commence. Parents or carers will be required to provide the new supporting evidence of CCS eligibility to the IHC Support Agency prior to care commencing.

### **No other care is available**

The family must provide evidence that no other approved care is available to them. That is, that there are no vacancies at the times care is required.

Evidence may include written statements, emails or screen shots from services in the area showing:

- unavailability of places
- inability to provide child care at the required time
- waitlist notification
- inability to support child's complex needs, noting the [Inclusion Support Program](#) is available to support children with additional needs.

### **No other care is suitable**

The family must provide evidence that no other approved care is suitable for them. That is, that there are no services that can reasonably meet the needs of the family.

Evidence may include signed or validated documentation by relevant professionals that confirms:

- the nature of why the child is unable to attend other types of approved care, such as due to medical reasons
- any hardship the family would suffer as a result of using the service
- any risk to the health of the family as a result of using the service
- whether using the service would cause detriment to the employment of a parent or carer of the child.

Families should also provide a screen shot of the service location compared to current address. A preference not to travel is not considered under the category of not suitable.

### **Non-standard or variable work hours**

The family must demonstrate that all adult members of the household work non-standard or variable hours when care is required. That is, hours outside standard child care opening hours.

Evidence may include:

- work roster showing days and hours worked and employer details
- letter from employer confirming employment conditions and typical working hours
- contract between employee and employer outlining the non-standard hours or variability of the work required
- calendar extract indicating rostered days and a supporting letter outlining company details
- if self-employed, documentation such as contracts, work schedules or other relevant evidence showing that work must be undertaken outside of standard business hours

- if self-employed, a signed Statutory Declaration outlining business name, address, contact details, ABN, website, nature of work, hours of variability and timeframe of variability of hours may be accepted
- if studying, an enrolment confirmation letter and course timetable showing that classes are outside of standard hours.

### **Statutory declarations**

- should only be used in conjunction with other documentation to further strengthen the eligibility for IHC
- will only be considered on its own where a parent or carer is self-employed or where the parent or carer has been unable to obtain third-party evidence for their **initial** application for IHC eligibility
- should indicate the steps the family have taken and why they have not been able to obtain third-party evidence.

### **Geographic isolation**

The family must demonstrate that they are geographically isolated from other approved child care services. This may be because they live in rural or remote locations.

Evidence may include:

- recent utility bill or rates notice showing parent/carer name and current address
- current drivers licence
- current tenancy agreements showing parent/carer name and current address
- ABS maps and/or an ARIA score indicating family home is in a rural or remote location
- maps of nearest child care service indicating distance from family home.

A significant distance is generally considered to be 30 km or more.

### **Challenging or complex needs**

The family must demonstrate that they have challenging or complex needs within the home.

Challenging or complex needs may include:

- a child with additional needs or disability whose requirements cannot be catered for in another approved setting
- a parent or carer undergoing treatment for a serious illness
- other complex family situations that prevent a family from accessing other care types.

Families that present with challenging or complex needs are assessed on an individual basis due to the unique nature of this criteria.

Supporting evidence may include letters from a relevant treating professional. Relevant treating professionals include:

- qualified medical practitioners
- registered psychologists
- allied health professionals (for example, speech pathologists, physiotherapists, and audiologists)
- social workers
- family counsellors
- registered nurses or nurse practitioners.

Evidence may also include:

- directives from courts and/or authorities that outline the challenges and/or complexities
- letter describing the family's complex and challenging circumstances and the reasons why other approved child care types are not suitable
- any relevant medical diagnosis, including date of onset, whether the condition is permanent or temporary
- the reasons why other approved child care types are not suitable, noting that research shows children benefit most when they participate in early education and care alongside their peers
- whether the condition is expected to remain unchanged, improve, or deteriorate
- where a parent or carer is immunocompromised, a medical professional must provide a letter advising:
  - the severity of the condition
  - any limitations on the family's ability to interact with others outside of the home.

### **Do you need further information?**

More information on supporting evidence for IHC eligibility can be found in the In Home Care Handbook and In Home Care eligibility assessment procedures on the [department's website](http://www.education.gov.au) (www.education.gov.au).