



## IN HOME CARE roles and responsibilities

This information is to help you understand the different roles between your In Home Care (IHC) Support Agency and your IHC Service in supporting you to access early childhood education and care.

### What does your In Home Care Support Agency do?

- Assess your application to see if you are eligible for IHC
- Work with you to understand your family's education and care needs to see if they are in scope for IHC
- Provide you with the outcome of your IHC eligibility assessment for a given period
- If appropriate, offer you a place in the IHC program
- Develop a Family Management Plan
- Help you find a suitable approved IHC Service
- Conduct reviews every three months of your IHC arrangements
- Reassess IHC eligibility at end of approved IHC eligibility period

### What does your In Home Care Service do?

- Engage suitably qualified IHC educators
- Undertake home safety checks to make sure the physical environment is safe
- Provide care in accordance with the Family Management Plan
- Support educators by providing resources and guidance for working in a family environment
- Monitor the quality of care provided by educators
- Administer your Child Care Subsidy (CCS) payments on behalf of the government

### What does your In Home Care educator do?

- Prepare a quality early learning program with consideration to the Family Management Plan
- Provide education and care as per the early learning program prepared by the educator
- Maintain relevant qualifications i.e., current first aid qualifications

### What do you have to do?

- Confirm you meet the eligibility criteria and obtain current evidence of each
- Complete and submit IHC eligibility form

- Work with your IHC Support Agency to discuss your family's education and care requirements and develop a Family Management Plan
- If you are offered a place in the program, choose an IHC Service
- Ensure your home meets the home safety requirements
- Report any changes to your circumstances to the IHC Support Agency and Services Australia.

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

More information on IHC can be found in the In Home Care National Guidelines and the In Home Care Handbook on the [department's website](#) or contact IHC Support Agency in your jurisdiction.