



## QUICK GUIDE to

# In Home Care Evidence

### Why is evidence required?

Evidence is required to support the family's application for In Home Care.

The IHC Support Agency must be satisfied that the family is:

- Eligible for Child Care Subsidy (CCS)
- Able to prove that no other types of approved child care are suitable or available, and
- Can meet one or more of the following criteria:
  - The parents or carers of the child are working non-standard or variable hours, outside normal child care service hours
  - The parents or carers of the child are geographically isolated from other types of approved child care, including because they reside in a rural or remote location
  - The family has challenging or complex needs.

### When is evidence required?

- Upon application and following the phone-based eligibility assessment
- Depending on the family situation, evidence may need to be renewed every 6-12 months, or as required
- When a family's circumstances change

### What evidence is required?

The In Home Care Support Agency will assess a family's eligibility based on a phone interview, as well as reviewing supporting evidence provided by the family.

The evidence required will depend on the applicable eligibility criteria and the family situation.

Examples of documentary evidence the In Home Care Support Agency may request, are:

- Certified advice from a registered health professional that the family or child has complex or challenging needs
- Evidence from medical experts or other authorities outlining the reasons why other kinds of approved child care are not suitable
- Certification from relevant authorities/professionals, including medical certifications for serious illnesses or disabilities that create challenging needs
- Directives from courts or other authorities that create challenging needs
- Advice from the employer that parent(s) are required to work non-standard and/or variable hours
- Advice from approved child care service(s) that they are not able to meet the family's requirements
- Distance and estimated travel time to the nearest available approved child care service

*Please note: This list is not exhaustive and other evidence may be required depending on the individual family circumstances*

When providing documentation from a registered health professional or other professionals the documentation will need to state:

- What prevents the child/ren from attending mainstream childcare, and
- If the parent/guardian will be present in the home during care provision the reason that this person is unable to provide adequate care for the child/children

### ADDITIONAL INFORMATION:

See also the [In Home Care National Guidelines](#) and the National [In Home Care Handbook](#)