

## Money management for clients requiring assistance

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One of the areas in which people with disability and elderly clients are particularly vulnerable to exploitation is with respect to the management of their financial affairs. This policy intends to ensure that where Headway Gippsland is responsible for providing a client with assistance in managing their money or making a purchase, that this is done in an honest and accountable manner, and in the best interests of the client.

This policy is made in accordance with the **NDIS Practice Standards Module 4 - Provision of Supports, Participant Money and Property**: 'participant money and property are secure, and each participant uses their own money and property as they determine'

### Definitions

**Financial abuse:** any act which involves misusing the money or property of a vulnerable person without their full knowledge and consent. This includes theft of money, pension cheques or property as well as misuse of a power of attorney.

### Procedures

#### Scope

This policy applies to all staff and volunteers of Headway Gippsland who are directly or indirectly responsible for assisting clients to manage their personal finances. e.g., assisting clients to make cash purchases, Life Skill Officers assisting the client when the client is unable to leave their premises, for a valid reason.

#### Promoting autonomy

Clients should manage their own funds wherever possible. Staff should not manage or make decisions regarding clients' funds where clients are capable of doing so themselves.

Responsibility for assisting a client with money handling should only be assumed by staff when the client or their authorised representative has requested and consented to receiving this assistance from Headway Gippsland [An authorised representative may be a legal guardian or an appointed nominee, under the client's NDIS plan]

Assistance, where required, should promote autonomy and choice, and enhance the client's independence.

#### Client cash

When making purchases for a client, staff members must keep all receipts as proof of purchase. On completion of shopping, details of the purchase made and the change received are to be recorded in a money handling policy form.

Receipts will be shown to the client, and once satisfied, you are to take a photo of the receipts and the money handling form and upload it to your shift notes on the CRM

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### **Operating rules for staff**

Staff must:

- ensure that receipts are obtained for all items purchased when purchasing products while client is not present
- encourage clients to plan for purchases and discourage clients from carrying large amounts of cash;
- maintain a money handling form to record all cash issued and spent; and
- retain an invoice or receipt for all transactions involving client cash;
- report any discrepancies to your manager

Staff must not:

- make a personal purchase with money from a client's funds;
- borrow money from any client;
- pay for a client expense with the staff member's own finances;
- give clients investment advice; or
- transfer petty cash between clients.
- Life Skill Officers are to not use clients Bank cards