

20.1 Participant Money and Property Policy and Procedure

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Drafted by:	ML, BV	Endorsed by Board on:	June 2021
Responsible person:	EO	Scheduled review date:	June 2021
Related document:	Participant Transaction Form		

PURPOSE

The purpose of this policy is to:

- maximise each participant's control of their funding and finances
- support participants to access and spend their own money as they determine, within their available budget
- ensure that our staff do not give financial advice or information other than that would be required under a participant's plan

SCOPE

This policy applies to all staff involved in interactions with participants utilizing their own money, equipment or belongings during Interchange IE support.

If Interchange IE staff are involved with handling a participant's money or transaction cards, strict procedures contained in this policy will always be followed to protect the participant from financial exploitation.

POLICY

Interchange IE will ensure that all financial transactions and procedures are implemented in a manner that meets the requirements of all legislation and contracts. To safeguard all participants and our staff, the procedures outlined in this policy will be strictly followed.

The participant's money, or other property, is only used with the consent of the participant and for the purpose intended by the participant. Staff must not give financial advice or information.

All participants requiring financial assistance must approve the arrangement and sign a Service Agreement and Consent Form. The participant's family/carer or advocate must also sign the agreement. All documents will be kept in the participant's electronic file and directions or guidelines for support required will be outlined in the Participant Support Plan.

PROCEDURE

Home visits

Staff must only use and touch the participant's property to deliver a service, i.e. the use of equipment in completion of tasks, e.g. assisting to dress, use of a communication aid.

Staff must not access the participant's money without their consent. If the participant requests the purchase of an item, then the support worker must document the expenditure by keeping a copy of the receipt and completing a Participant Transaction Form.

Financial management guidelines

At times, participants may require assistance with their finances, e.g. paying bills, banking or shopping. Staff must follow guidelines and procedures outlined below when financially assisting a participant.

- Staff are at **no time** allowed access to a participant's personal identification number (PIN) or use an automatic teller machine (ATM) on the participant's behalf.
- Transaction receipts must be documented and recorded using the Participant Transaction Form for the following:

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- money received
- money spent
- money returned
- The staff member must be sure to count the money in front of the participant on receipt and return.
- Staff must record all financial transactions carried out for a participant on a Participant Transaction Form. Records must be documented clearly, accurately and immediately.
- Staff **must not** give financial advice to participants or their companions, or act as a witness for any legal documents.
- Staff **must not** accept money from participants.
- Staff are discouraged from accepting gifts from individual participants or families. Any gifts received must be reported to the staff member's manager. Gifts should be shared with the wider team.

Staff procedure – handling participant money

1. The staff member is to immediately record the amount of money received from the participant (cash, cheque, voucher) on the Participant Transaction Form
2. The staff member must count any cash carefully in front of the participant.
3. Both the staff member and participant are to sign the entry where possible; confirming the correct details have been recorded. In some circumstance a family member/carer may sign the record on behalf of the participant.
4. The staff member is to complete the transaction and obtain transaction receipts.
5. Staff must carefully count out and return any money to the participant and provide all transaction receipts to the participant/family member/carer or their advocate.

Suspected financial abuse

Staff must be aware of signs of financial exploitation when working with participants.

If any staff member suspects that a participant is being financially exploited, they must follow the Interchange IE Incident Reporting procedure.

Monitoring, evaluating and reporting

Interchange IE prioritises a continuous improvement culture to facilitate the refinement of our services and processes. Stakeholder's input is encouraged.

All Interchange IE's policies are reviewed annually. Policy reviews also consider the results attained through monitoring and evaluation and changes in legislation.

RELEVANT DOCUMENTS

Consent Form
Participant Transaction Form

REFERENCES

Australian Securities Industry Council (financial abuse)
Corporations Act 2001
NDIS Practice Standards and Quality Indicators 2018
Privacy Act (1988)
Provider Registration Guide to Sustainability
Terms of Business for Registered Providers NDIS
Work Health and Safety Act 201