



**DD's Compassionate  
Support Pty Ltd.**

**NDIS**

## **Client Money and Property Procedure**

Policy area	Service Delivery
Document type	Procedure
Applicable to	DD's Compassionate Support Pty Ltd
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Policy Sponsor	Director
Related policies	Client Money and Property Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Client Feedback and Complaints Management Policy Duty of Care Policy Privacy Policy Client Advocacy Policy Consent Policy Incident Management Policy Conflict of Interest Policy Risk Management Policy
Authority	Privacy Act 1988 Australian Privacy Principles Privacy Amendment (Notifiable Data Breaches) Act 2017 Australian state and territory privacy legislation NDIS Act 2013 NDIS Practice Standards and Quality Indicators UN Convention of the Rights of Persons with Disabilities NDIS Code of Conduct Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct

### **PURPOSE**

The purpose of this procedure is to explain how our organisation protects client money and property.

### **SCOPE**

This policy applies to all our workers (employees, contractors and volunteers).

## DEFINITIONS

Term	Definition
<b>Financial Abuse</b>	This includes illegal and unethical activities such as withholding money, limiting access to money, controlling the way money is used, or refusing to include someone in their own financial decision-making. It also includes using someone's money without their consent and manipulating someone's financial decisions.

## CONTEXT

Our organisation is committed to:

- supporting clients to exercise choice, control and self-determination, as much as possible, in relation to their own money and property;
- providing information to clients about the costs and payment process for services in a language, mode and method they are most likely to understand;
- encouraging and supporting clients to spend their money the way they choose, within their means;
- ensuring client privacy and confidentiality in relation to their money and property;
- preventing and protecting against any form of financial abuse or exploitation;
- assisting clients to engage an advocate to speak on their behalf, if requested or required.
- assisting clients to seek financial information or assistance, if requested.

## PROCEDURES

### 1. Use of Client Money and Property

- 1.1 Document all client property that is being used in the Support Plan (e.g. vacuum cleaner, cleaning equipment).
- 1.2 If a client requests the purchase of an item, or the payment of a bill on their behalf, notify the manager and keep detailed client notes.
- 1.3 Ensure the Service Agreement identifies details of any money handling tasks and activities that are part of services and support required.
- 1.4 Never use the client's personal identification number (PIN) or an automatic teller machine (ATM) with the client's card — even if the client says it is OK to.
- 1.5 Obtain transaction receipts for all purchases and give to the client. Provide the client with a detailed breakdown of money received, money spent and money returned.
- 1.6 Count the money that is being returned in change in front of the client.

1.7 Record financial transactions in the Financial Transaction Register and in the client notes. Detail information clearly and accurately. Sign the entry confirming all details are correct.

## **2. Financial Assistance**

2.1 Consider a request to approve financial assistance for a client by taking into account the relative need or urgency; client safety and wellbeing; and the time available.

2.2 Approve financial assistance by completing and signing the Service Agreement and Consent Form. The client or their family/alternate decision-maker/advocate must also sign.

## **3. Financial Abuse and Exploitation**

3.1 Be aware of any signs of financial abuse when supporting your client.

3.2 Encourage the client to have networks beyond their family, if possible.

3.3 Encourage the client to keep control of their own money and property, as much as possible.

3.4 Discuss with the client the risks of making financial and property decisions following a major life event (e.g. loss of a partner or other family member).

3.5 Ensure the client is aware of their right to refuse family members or other people access to their money and property.

3.6 Remind the client of their right to an advocate to speak on their behalf.

3.7 Encourage and support the client to make plans in relation to their money and property while they have capacity and are independent.

3.8 Encourage the client to ask for help if they are overwhelmed or confused and assist them to access any help or information they need.

3.9 If you suspect or know that financial abuse or exploitation is occurring:

- Gather and record any evidence you have in the client notes;
- Notify your manager, if relevant.
- Notify a trusted family or other person/advocate, if that person is not implicated in the alleged financial abuse.
- Report to relevant authorities (e.g. Police, National Disability Abuse and Neglect Hotline, Australian Human Rights Commission, Aged Care Quality and Safety Commission).
- Provide any required support to keep the client safe while any reporting or investigating is occurring.

## **4. Payments and Pricing**

- 4.1 Make sure relevant prices, notice periods and cancellation terms are in the Service Agreement and understood by the client before delivering services.
- 4.2 Do not add any additional charges to the services and support costs (including credit card charges, late payment fees, or cancellation fees unless this is permitted in the regulator's pricing guide.
- 4.3 The Service Agreement is binding unless there is a signed amendment to the Schedule of Support. If there is an increase in the costs of services indicated in the NDIS Price Guide, ensure the client has provided consent for this and has signed the amended Schedule of Support.
- 4.4 If the client requests assistance to obtain quotes for other services, pass on information to the client and seek their approval before assisting them to engage a service.

## **SUPPORTING DOCUMENTS**

Related procedures and forms include:

- Participant Money and Property – Financial Transaction Register
- Participant Money and Property – Consent Form
- NDIS Price Guide
- Service Agreement
- Privacy Procedure
- Client Feedback and Complaints Management Procedure
- Risk Management Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Client Advocacy Procedure

## **RESPONSIBILITIES**

<Defined Role(s)> are responsible for:

- maintaining this procedure and associated documents;
- ensuring the procedure is effectively implemented across the service;
- monitoring workers compliance with the requirements of this procedure; and
- ensuring training and information is provided to workers to carry out this procedure.

All workers are responsible for complying with the requirements of this procedure.

## **COMPLIANCE**

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the <Code of Conduct/Other document>.