

# Money and Property Handling

## POLICY AND PROCEDURE

### Purpose

This policy will provide Subee Pty Ltd guideline is to assist service providers, community support workers (CSW), clients, carers, stakeholders and funders regarding their role and responsibilities in protecting client belongings, money and household items while delivering a support service and where the liability lies in instances of damage to the clients belongings or household items.

### Scope

This Policy applies to all support workers employed by Subee Pty Ltd, regardless of their position or title whereby agreement has been reached between the service provider and the client, carer or funder for a support worker to deliver services in the client's home.

### Policy Statement

Subee Pty Ltd has identified cash and electronic funds transfer at point of safety (eftpos) handling as a high-risk function, the most serious and obvious risk being that of misappropriation.

Security and safety of persons handling client's money, eftpos cards and property needs to be considered in this policy as cash, card and property handling is a high-risk function.

Restricting the role of support workers in the direction and control of money and eftpos cards ; safeguards individuals from potential conflicts of interest and perceptions of influence.

### Subee Pty Ltd requires all employees to:

Refrain from undertaking tasks that require them to use/ spend client funds on their behalf unless **documented in their care plan** and the below procedure is followed.

If it is a regular occurrence and listed on the clients care plan as shopping /Social etc CSW will fill out a **cash received form**.

#### Process for cash purchases is for CSW to:

- fill out the cash card received form
- count out the change to the client or house staff (group home etc)
- gives the client the receipt
- Client and CSW sign the form
- Forms gets sent to the office and saved under client file - financials in n drive.

#### Process for eftpos purchases is for CSW to:

- fill out the cash card received form
- gives the client the receipt
- Client and CSW sign the form
- Forms gets sent to the office and saved under client file - financials in n drive.

**Under no circumstances should the CSW be given or know the clients pin number.**

Employees of Subee Pty Ltd should have no reason to handle finances belonging to a client outside of their normal supports and care plan. Should a rare occasion occur?

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- The CSW **must** contact the Service Coordinator immediately
- The Service coordinators will look into the supports and see if the client has travel funding or happy to pay for travel etc as travel will be claimed
- A written request from the client is required indicating how much money was given and why.
- receipts must be provided to the client and change counted.
- The detail of the transaction must be written on the original request, signed by the client and CSW. Acknowledging the monies were spent according to instruction and that receipt and change are correct.
- A copy of the same must be forwarded to Head Office and retained in the client file. It is expected the above is an exception.

Subee employees must not act as financial administrators for people for whom they provide support.

It is important, however, that all parties are mindful of respecting the wishes of the individual accessing support services.

### Breakages or Damages of Clients property

If items are purchased or owned by the client/carer they remain the responsibility of that client/carer.

The service provider does NOT insure clients households against breakage or loss and does NOT accept responsibility for breakages or loss.

In the event of accidental damage to clients property/belongings by a support worker during service delivery, it is the clients responsibility to pay for repairs/replacement or any insurance excess where Home and Contents Insurance is in place.

In the event of deliberate/malicious damage caused to client property/belongings by a support worker, the support worker will be responsible for paying any costs/insurance excess for repairs or replacement.

When the support worker is liable, the service provider, the client/carer or property owner and support worker will negotiate the method and timeframe of payment.

If a support worker cannot afford the full payment at once, the service provider may elect to make the payment and set up a repayment arrangement with the support worker. Any such negotiations are at the discretion of the service provider.

Where clients/carer owned equipment used in service delivery needs to be replaced due to age or general wear and tear, e.g. a vacuum cleaner, it is the clients/carer's responsibility to pay for and organise replacement.

### Subee expects all workplace participants to:

- All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during their employment or engagement with Subee.
- Comply with all laws, policies, procedures, rules, regulations and contracts.

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- Promptly report any violations of law, ethical principles, policies, and this Code.
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Workplace participants must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise or be seen to compromise their integrity or Subee's reputation.

Non-compliance with this Policy may result in disciplinary action including the termination of employment.

### **Related Policies and Procedures**

[Conflict Of Interest Policy](#)

[Code of Conduct Policy](#)

[Complaints and Feedback Policy](#)

[Abuse and Neglect Policy](#)

[Service Delivery Policy](#)

[Service Agreement](#)

[F-Cashreceived-clientpossession-069](#)

### **Desired Outcome:**

- Client's belongings and household items are protected and remain intact
  - Service providers, client's, carers and support workers understand their responsibilities in regard to the protection of client's belongings, money and household items, and liability in the event of damage to belongings and household items
  - Services are only delivered per the agreed and documented Care Plan and relevant service agreement
  - Clients are supported to live independently in the community

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