



Management of Client Money and Property Policy

Purpose

The purpose of this policy is to provide a framework to ensure the secure management of a client's property during their admission, stay, transfer and discharge from Abilifly Support Services Abilifly Support Services and while being supported in the community by Abilifly Support Services.

This policy supports compliance with the National Standards for Disability Services, and Abilifly Support Service Management Policy.

Scope

This Policy applies to all staff and volunteers engaged in any aspect of the management of Abilifly Support Services Client Money and Property.

Responsibilities

- It is the responsibility of the Managers to ensure implementation and compliance of the policy within their areas of responsibility. Managers will be accountable for ensuring the policy is communicated to staff, clients and the guardians.
- It is the responsibility of the Managers to ensure all employees responsible for handling Individuals' property are aware and comply with the policy. Managers will conduct an investigation into any lost or damaged property.
- It is the responsibility of the Support Workers and Volunteers to ensure that they comply with Abilifly Support Services policy at all times and have the appropriate knowledge to answer any queries from clients and/or their parent/guardian.
- It is the responsibility of the Manager to investigate any loss/damage of client property/valuables that remains unresolved or is escalated.

Definition

- Valuables: The term Valuables includes, but is not limited to the following: cash, credit/debit cards, jewellery, watches, glasses, mobile phones, laptops, CD, MP3 players or portable televisual equipment.
- Property: The term property includes clothing, toiletries, drink containers and all other items not included above.
- Property of sentimental value: Any item belonging to a client, which may be classed as a "valuable" due to the child's attachment to the item. The item may not have any significant monetary value but may be treated as a valuable and stored in safe keeping at the parent/guardian's request.

- Essential client equipment: The term Essential Client Equipment refers to any equipment that accompanies the client which is essential to their care. e.g.: wheelchairs, speech aids, splints.

Application

- The application of this policy will facilitate:
- The existence of an adequate information base to deliver a quality, person centred approach regarding a client's belongings.
- Records that are current and accurate and reflect accountability.
- The client's right to have all belongings protected and returned.
- Acceptable standards of information of outcomes if belongings are damaged, lost or needed to be disposed of.
- The protection of belongings from access and use by any unauthorised person/s.

Policy

- Parents/guardians (and Clients where appropriate) will be provided with detailed information on how their property and valuables will be managed when they are in the process of engaging Abilifly Support services.
- All client property/valuables are to be labelled with the client's name where possible.
- Parents/guardians are advised to minimise the amount of property they keep on Abilifly Support Services premises and wherever possible and practicable, avoid items of value accompanying the child and/or remaining in their possession when not in use during their stay.
- All Client property/valuables received at Abilifly Support Services premises will be recorded and signed for by the parent/guardian and a Abilifly Support Services staff member, at the commencement of a clients support program upon return to the parent/guardian.
- Where items of value remain within Abilifly Support Services, these will be recorded at Check In, with the parent/guardian's record of instruction regarding safekeeping of these items.
- Valuables for safe keeping will be stored in a secure area when not in use.
- When documenting valuables, items of jewellery will be described by the colour of the metal and number and colour of stones (if applicable).
- Abilifly Support Services cannot accept liability for loss or damage to property, valuables or essential client equipment, but will take all reasonable care in the management of client belongings.
- In cases of lost or damaged property, the client's parent/guardian will be notified as soon as practicable and an investigation into the loss/damage will be initiated by the Manager.
- Lost or damaged property identified and reported by the parent/guardian, will be investigated by the Manager.
- In the event of a client's property or valuables being damaged beyond repair or contaminated requiring destruction, no property will be destroyed without obtaining the parent or guardian's consent.
- Where the client has been discharged and has left items of property within Abilifly Support Services, a Manager (or delegate) will notify the client's parent/guardian

- advising them of the items which require collection at the client's next stay or sooner.
- Abilify Support Services reserves the right to dispose of any property which remains unclaimed for a period of 6 weeks or more.
- All Abilify staff and volunteers must ensure that participants money and property are managed, protected and accounted for. Participants' money or other property is only used with the consent of the participant and for the purposes intended by the participant.
- If required, each participant is supported to access and spend their own money as the participant determines.
- Participants are not given financial advice or information other than that which would reasonably be required under the participant's plan.

Related Policies

- Charter of Human Rights and Responsibility, 2006
- Financial Management Act 1994
- Guardianship and Administration Act 1986
- National Disability Insurance Scheme Act 2013
- NDIS Practice Standard 2018
- Trustee Act 1958
- Undue Financial Hardship Guidelines
- Disability Services Planning Policy
- Disability Services Division Policy and Funding Plan

Approvals

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Approved By: Iyke Fredericks-Ifeajika