



BEYONDLIMITS
CARE & SUPPORT SERVICES

Client Money and Property Policy

Policy area	Service Delivery
Document type	Policy
Applicable to	Beyondlimits Care & Support Services
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Approved by	Managing Director
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Related policies	Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Client Feedback and Complaints Management Policy Privacy Policy Duty of Care Policy Consent Policy Incident Management Policy Conflict of Interest Policy Client Advocacy Policy Privacy 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 policy is to explain our organisation's commitment and approach to the protection of client money and property.

SCOPE

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

DEFINITIONS

Term	Definition
Financial Abuse	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.

POLICY STATEMENT

1. Use of Client Money and Property

- We will not provide financial advice or recommendations to a client, or act as a witness for a client's legal documents.
- We will only use the client's money with their or their family/alternate decision-maker/advocate's written consent.
- We will only use the client's property as part of a support provision function or activity and for the intended purpose.
- We will not access the client's bank account using a Personal Identification Number (PIN) or use an automatic teller machine (ATM) with the client's card.

2. Financial Assistance

- We will implement fair and transparent processes to assess a client's eligibility to receive financial assistance from service charges.

3. Conflict of Interest and Financial Abuse and Exploitation

- We will not accept money or gifts from a client.
- We will implement processes to manage conflicts of interest, if they arise.
- We will seek input from the client about safeguards to put in place to protect their money and property.
- We will implement processes to identify instances of actual, potential or suspected financial abuse or exploitation.
- We will implement processes to escalate and report client money and property incidents and risks, both internally and externally, in the required timeframes and formats.

4. Payments and Pricing

- We will comply with the current NDIS Price Guide or other regulator's current pricing arrangements and guidelines.

5. Information and Record-keeping

- We will ensure information and records are accurate and up to date.
- We will ensure the client has provided us with all required written consents.
- We will store the information securely to ensure privacy, dignity and confidentiality and make sure it is accessible to the client and only other stakeholders authorised to access it.

6. Worker Training and Supervision

- We will maintain a skilled and trained workforce which is aware of clients' human and legal rights in relation to self-determination, privacy and prevention against financial abuse.
- We will maintain processes to adequately monitor and supervise workers.

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

- Client Money and Property Procedure
- Client Advocacy Procedure
- Risk Management Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Client Feedback and Complaints Management Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure

RESPONSIBILITIES

Managing Director is responsible for:

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

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

COMPLIANCE

Deliberate breaches of this policy will be dealt with under our misconduct provisions, as stated in the Code of Conduct Agreement.