Fairhaven recognise the rights of a participant or resident:

* To manage their own money or to nominate someone else to manage it for them.
* To have ready access to their money.
* To be supported to use their money as they determine.
* To have their money and property secure.

We can only assist you with your money if it is included in your support plan.

Speak with your Client Relations Officer if you need support with your money.

**What we can do**

Community Participants

To support you when you need assistance with paying bills or shopping, your support worker will

* Provide receipts for any money that you give them spent and or returned
* Count the money in front of you when you give it to them and when they return
* Record any money that has been given, spent or returned in your client progress notes.

Residential Participants

* Your personal funds will be kept in a secure location and separate to any other residents
* When you start with Fairhaven, we will open an individual register for your money.
* We will record all money that is received from your family or guardian in your individual register.
* We will record all money that is spent in your individual register
* We will provide a receipt to your family or guardian for any cash that they provide for your personal spending.
* Your personal register will be checked each week to make sure the amount of money left is correct.
* You can see your individual register when you want to. Ask your Client Relations Officer.

**What we cant do**

* We can’t give you or your family financial advice.
* We can’t act as a witness or sign any of your legal documents.
* You support workers are not allowed to use an ATM on your behalf.
* Your support worker is not allowed to know your PIN number.
* We can’t accept money or gifts from participants or residents

**Suspected financial abuse**

* Our support staff are trained to be aware of the signs of financial abuse.
* If our staff member suspects that a participant is being financially abused, then they must follow Fairhaven’s Incident Reporting Procedure.
* Financial abuse is also a reportable incident under the NDIS rules

This Fact Sheet is a summary of Fairhaven’s Money and Property Policy.

It also contains reference to Fairhaven’s Incident Reporting Procedure

If you would like a copy of either document in full, contact the People & Culture Manager

Phone: **(02) 4349 5500** Email: [**AskHR@fairhaven.org.au**](mailto:AskHR@fairhaven.org.au)