MONEY AND PROPERTY FACT SHEET

REF No. SP-DOC-008

Fairhaven recognises the rights of a participant or resident to:

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

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

We will only use your property, with your consent, to deliver a service. For example, using equipment to complete tasks in your support plan.

Fairhaven operates as a cashless service and all participants are encouraged to use a debit card for expenditure. Cash can be accepted from participants in limited circumstances, and only if necessary.

What we can do

Community Participants

When you need assistance with paying bills or shopping, your support worker will:

- help you with your purchases and spending
- ensure that receipts are obtained for all items purchased
- count the money in front of you and provide you with receipts and change if they buy something on your behalf
- record any support provided in your Flowlogic client record.

Residential Participants

- debit cards will be kept in a safe at each home and provided to the allocated support worker working with the participant on shifts where daily expenditure is required
- when you start with Fairhaven, we will create a ‘float’ in your Flowlogic client record to keep a record of your spending
- we will record all money that is received from your family or guardian in your ‘float’
- we will record all money that is spent in your ‘float’
- participants (or their authorised representative) should use bank statements and transaction records accessed from online banking to review and monitor transactions and expenditure.

- your ‘float’ transactions will be checked each week to make sure receipts are uploaded by support worker.

What we can’t do

- we can’t give you or your family financial advice
- we can’t act as a witness sign any of your legal documents
- use an ATM on your behalf
- know your PIN number
- accept money or gifts from you.

Suspected financial abuse

- our staff are trained to be aware of the signs of financial abuse
- if a staff member suspects that a participant is being financially abused they must follow Fairhaven’s Incident Identification and 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 and Procedure. It also contains references to Fairhaven’s Incident Identification and Reporting Procedure. If you would like a copy of either policy, please contact the People and Culture Manager Phone: (02) 4349 5500 Email: AskHR@fairhaven.org.au