

Plan Management Policy

1. Policy

RenaissCare is committed to:

- a) ensuring that Participants are supported to manage, control, access and spend their own money as they determine.
- b) ensuring that where workers have access to a Participant's money or other property, that it is managed, protected and accounted for.
- c) exercising a duty of care to ensure that Participants funds are not exploited or disadvantaged.

A Participant's funds cannot be legally managed by another person unless:

- a) the Participant has competently assigned management to that person
- b) an order has been made by the Courts or the appropriate Administrative Tribunal or Guardianship Board
- c) the person has been appointed as a Centrelink nominee under the *Commonwealth Social Security (Administration) Act 1999*, which allows the person to receive social security payments on behalf of another.

RenaissCare workers will not informally manage Participant funds without the explicit consent of the Participant and authorisation from the Directors.

Participants' money or other property will only be used with the consent of the Participant and for the purposes intended for the Participant.

RenaissCare will not provide financial information, advice or information other than that which would reasonably be required under the Participant's plan.

RenaissCare will not manage, influence or advise Participants about their personal finances.

Participants should manage their own funds wherever possible. Workers should not manage or make decisions regarding Participants' funds if Participants are capable of doing so themselves, including providing financial information or advice other than that which would be reasonably required under the Participant's plan.

RenaissCare's systems will include appropriate checks and balances to ensure the safeguarding of Participants from being exploited, and to protect workers from allegations of financial mismanagement:

- a) Participants who rely on workers for managing their money must have an account with a savings institution that records all transactions.
- b) Participants' funds held onsite should be kept in a secure location.
- c) A worker's member who was not involved in the transactions must verify that Participants have received the goods and services that have been purchased.
- d) Workers cannot accrue benefits for themselves from managing Participants' funds.

- e) Family members or advocates must be involved in decisions concerning the expenditure or investment of significant amounts of Participants' funds.

All workers are expected to demonstrate a high level of ethical conduct in both their duty to the Participant and to RenaissCare. All workers are required to maintain absolute confidentiality in respect of Participant's funds and accounts.

2. Purpose

This policy provides guidelines for RenaissCare workers in relation to the handling and where appropriate, management, of Participant's NDIS funds.

3. Scope

This policy applies to all "workers" defined as: Employees, Managing Directors, Contractors, Subcontractors, Outworkers, Apprentices and Trainees, work experience students, volunteers and PCBUs who are individuals if they perform work for the business.

4. Procedure

Person-centred Principles

In general, person-centred principles govern the handling of Participant monies.

Workers should 'do with' not 'do for', supporting Participants to:

- lead and direct transactions;
- actively participate in the transaction and their community;
- take control of and responsibility for their choices;
- develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.

Roles and Responsibilities

- In providing plan management services, RenaissCare is responsible for:
 - Assisting Participants with budgeting and the purchase of goods and services.
 - Exercising a duty of care to prevent the exploitation of Participants whilst respecting the dignity of risk.
 - Monitoring any discrepancies between the Participant's NDIS Plan and invoices received.
 - Undertaking regular audits of Participants' funds.
 - Monitoring money management systems on sites and ensuring that the processes are accountable.
 - Providing families and guardians with reports about Participants' funds on an as required basis.
 - Monitoring for any discrepancies or deficiencies in the money management system.
 - Checking Participants spend against their NDIS Plan
 - Checking the appropriateness of charges levied by the organisation against Participants.
 - Checking payments made and goods and services purchased against receipts.
 - Preparing financial statements as required.

- Ensuring regular contact with Participants.

Monitoring and Review

- This policy and procedure will be reviewed at least annually by the Directors, workers, Participant and other stakeholder feedback as well as Participant file audits, to assess alignment between documented processes and actual practice.
- RenaissCare's Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and feed into the service planning and delivery processes.

5. Risk

Where Participants require workers assistance in managing their funds, there exists:

- a risk of workers mismanaging Participant funds accidentally or purposefully;
- a risk of Participants wrongfully accusing workers of mismanagement;
- a risk of misjudging the balance between duty of care and dignity of risk; and thus
- a risk to the rights of the Participant; and
- a risk to the reputation, trust and effectiveness of the service.

6. Compliance

RenaissCare expects all workers to observe the standards set out in this Policy. Compliance with this Policy is expected, and non-compliance may result in disciplinary action including the termination of employment or termination of contract for services.