

9.25	MANAGEMENT OF CLIENT MONEY AND PROPERTY
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Applies to: All Staff
Specific responsibility:

Version: 1
Date approved: 25/9/2018
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	NDIS Provider Terms of Business for Registered Providers'

POLICY STATEMENT

HECIS is committed to ensuring client money and property is secure and each client uses their own money and property as they determine.

PROCEDURES

HECIS NDIS participant clients must sign a service agreement before NDIS supports can be provided to them. The Service Agreement sets out how payment for NDIS supports are to be paid.

NDIS portal managed clients agree to HECIS claiming for a support after delivery from the clients NDIS plan using the NDIS Portal.

NDIS Self-managed clients agree to pay HECIS for a support after delivery upon receipt of a tax invoice via email delivery (or other method as pre-agreed).

HECIS will not claim payment for a support prior to delivery.

HECIS may claim a cancellation fee for situations that constitute a cancellation. The cancellation fee is explained/stated in the NDIS service Agreement and also in the HECIS Fee policy. The cancellation fee must be paid by the client directly, upon issuance of a tax invoice (the cancellation fee will not be paid by the NDIS).

HECIS does not have any direct access to a client's money or other property.

IMPLEMENTATION

HECIS will be guided by the NDIS Provider 'Terms of Business for Registered Providers' and will not claim for any supports not delivered.

HECIS will seek consent from a client prior to using any of the client's property in deliverance of a support or service.

HECIS will support a client's choices for spending their NDIS plan budget.

HECIS will not give financial advice or information other than which would reasonably be required under the client's participant plan.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	NDIS Service Agreement

HECIS: Management of Client Money and Property

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS CoOrdinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17.9.19	HECIS CoOrdinator	Aug 2020
2	15.9.20	HECIS CoOrdinator	Aug 2021
3			