

## 36. Management of Client Property Policy and Procedure

---

<b>Approval Date:</b> 16 Dec 2020	<b>Review date:</b> 16 Dec 2021	<b>Version:</b> 1.0
-----------------------------------	---------------------------------	---------------------

### Purpose

The purpose of this policy is to provide a framework to ensure the secure management of a client's property while being supported by Australian Quality Care support workers at our premises, and in particular, out in the community. This policy was developed in line with the *NDIS Practice Standards and Quality Indicators* and the *National Disability Insurance Scheme Act 2013*.

### Scope

This Policy applies to all staff engaged in any aspect of the management of AQCare clients' property. It is the responsibility of Management to ensure implementation and compliance of the policy within their areas of responsibility. Management will be accountable for ensuring the policy is communicated to staff and clients. It is the responsibility of the Service Delivery Manager to investigate any loss/damage of client property/valuables that remains unresolved or is escalated.

### Definitions

**Valuables:** The term Valuables includes, but is not limited to the following: cash, credit/debit cards, jewellery, watches, glasses, mobile phones, laptops, CD, MP3 players or portable televisual equipment.

**Property:** The term Property includes clothing, toiletries, drink containers and all other items not included above.

**Property of sentimental value:** Any item belonging to a client, which may be classed as a "valuable" due to the person's attachment to the item. The item may not have any significant monetary value but may be treated as a valuable and stored in safe keeping at the client's request.

**Essential client equipment:** The term Essential Client Equipment refers to any equipment that accompanies the client, which is essential to their care, for example, wheelchairs, walkers, hearing aids.

## Policy

The application of this policy will facilitate:

- The existence of an adequate information base to deliver a quality, person-centred approach regarding a client's belongings.
- Records that are current and accurate and reflect accountability.
- The client's right to have all belongings protected and returned.
- Acceptable standards of information of outcomes if belongings are damaged, lost or needed to be disposed of.
- The protection of belongings from access and use by any unauthorised person/s.

## Procedure

### Our Premises

Clients are encouraged to minimise the amount of valuable property they keep on AQCare's premises. If a client wishes or needs to have valuable property on AQCare's premises, they must take all reasonable care to safeguard and store it safely when not in use.

A client may wish to have AQCare securely store small valuable items for them, however, this **MUST** be documented on a Client Property List, and noted each time the item is deposited or removed.

When documenting valuables, items will be described in a way so that they can be reasonably distinguished from other similar valuable items stored in the same location.

Where transfer of care to an alternative facility is required, all property transferred with the client will be documented on the Client Property List and receipt of same evidenced by the signature of the agent of transfer.

### Community Access

AQCare encourages independence in all our clients. Where a client is being supported in a community access activity, they are encouraged to carry their own cash, credit/debit cards, jewellery, watches, glasses and mobile phones.

Support Workers will only carry valuables on behalf of the client where:

- the client consents
- the client does not have reasonable capacity to carry valuables themselves
- items being carried are documented at the beginning and end of the support session

In cases where Support Workers carry valuables on behalf of a client, and the item is lost, stolen, or otherwise goes missing, the incident will be investigated by Management immediately, and it may be deemed that the client will be reasonably compensated for the loss.

## General

In cases of lost or damaged property, the client or their guardian will be notified as soon as practicable and an investigation into the loss/damage will be initiated by the Manager.

Lost or damaged property identified and reported by the client will be investigated by Management.

Where a client has been negligent in safeguarding, AQCare cannot accept liability for loss of, or damage to, property, valuables or essential client equipment, but will take all reasonable care to assist the client in the management of their belongings.

In cases where Support Workers carry valuables on behalf of a client, and the item is lost, stolen, or otherwise goes missing, the incident will be investigated immediately, and it may be deemed that the client will be reasonably compensated for the loss.

In the event of a client's property or valuables being damaged beyond repair or contaminated requiring destruction, no property will be destroyed without obtaining the client's consent.

Where the client has vacated and has left items of property on AQCare's premises, a Team Leader (or delegate) will notify the client or their representative advising them of the items which require collection at the client's next stay or sooner.

AQCare reserves the right to dispose of any property which remains unclaimed for a period of 6 weeks or more, and efforts have been made to advise the client in this time.

## Related documents

- Client Property List

## References

- [National Disability Insurance Scheme Act 2013](#)
- [NDIS Practice Standards and Quality Indicators](#)