



Participant Money Management Policy

(Simple English)

1. Purpose

This policy explains how Soaring Sparrows helps participants with money safely. We **do not handle participant money**, but we **support participants to manage their finances safely**, either on their own or with help from family, friends, or formal supports.

2. Who This Policy Applies To

- All **staff, contractors, and representatives** of Soaring Sparrows
 - All **participants using Support Coordination services**
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3. Key Terms

- **Financial Administrator:** A person appointed by SACAT to manage a participant's money if they cannot do it safely.
 - **Informal Financial Supports:** Family, friends, or carers helping with money without a formal appointment.
 - **Plan Manager:** An NDIS provider who manages NDIS funds for a participant.
 - **SACAT:** Tribunal that can appoint administrators or guardians for participants who need support.
 - **Financial Abuse:** Using a participant's money or property without permission, or pressuring them into poor financial decisions.
 - **Splose:** The system we use to record case notes, risks, and actions.
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4. Policy Rules

No Access to Money

- Staff **cannot handle participant money**, bank accounts, or NDIS funds.
- Staff must **not accept cash** or manage accounts.

No Financial Advice

- Staff **cannot give financial advice**, including:
 - Investments, savings, or tax advice
 - Superannuation or insurance
 - Financial planning or debt management
 - Participants will be referred to **qualified professionals** for advice.
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5. Responsibilities

Director / Management

- Make sure staff know the rules about money.
- Train staff to spot and report financial risks.
- Respond to breaches and report as required.

Staff / Contractors

- Never handle participant money or give financial advice.
- Report any **suspected financial abuse** immediately.
- Help participants access Plan Managers, administrators, or advocates.
- Record financial concerns in **Splose**.

Participants and Families

- Can involve informal supports in money decisions.
 - Will be supported to access formal safeguards if risks are found.
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6. Procedures

Helping Participants Manage Money

- Encourage the use of safeguards (Plan Managers, family, or SACAT Administrators).
- Work with families, advocates, and other professionals.
- Record all actions in Splose.

Responding to Financial Vulnerability

- Identify concerns of financial exploitation.
- Help participants understand options (e.g., SACAT applications).
- Refer to Public Advocate or legal advocates if needed.
- Escalate concerns to management.

Managing Financial Risks

- Record all financial risks and actions in Splose.
- Keep supervisors informed.
- Monitor risks during support planning.

Steps for Suspected Financial Abuse

1. **Identify & Document:** Record what is seen or reported in Splose. Stick to **facts only**.
2. **Report to Management:** Notify supervisor or Director within 24 hours.
3. **Risk Assessment & Action:** Director assesses the risk and decides urgent actions. Prioritise participant safety and rights.
4. **Escalate to Authorities:** Notify NDIS Commission, Public Advocate, SACAT, Police, or other relevant agencies as needed.
5. **Follow-Up & Monitoring:** Document actions, review, and monitor ongoing support.
6. **Feedback to Participant:** Inform the participant (or representative) of actions and support their understanding of rights.

7. Staff Training

Staff are trained at induction and regularly on:

- Rules about participant money.
- Reporting suspected financial abuse.
- Referral pathways for advocacy and administration.

8. Breaches

Breaking this policy (handling money, giving financial advice, or not reporting abuse) may result in:

- Internal investigation.
 - Disciplinary action, including termination.
 - Reporting to NDIS Commission or other authorities.
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9. Review

This policy will be reviewed:

- Every year, or sooner if:
 - Laws or NDIS rules change.
 - An incident, audit, or complaint shows gaps.
 - Feedback suggests improvements.