

## Customer Managed Funds Policy

### 1.1 Policy Statement

This policy governs the management of Customer Managed Funds in a consistent manner within the National Disability Insurance Scheme (NDIS) Practice Standards.

### 1.2 Policy Principles

Activ will:

- Meet its obligations to the customer by using reasonable care in recruiting appropriately trained staff to deal with Customer Managed Funds.
- Save Customer Managed Funds receipts in a confidential and secure location as specified in the Customer Managed Funds Procedure (AQuA 455)
- Meet its obligations under the NDIS Practice Standards through:
  - Developing and applying processes to ensure that Customer Managed Funds are managed, protected and accounted for;
  - Ensuring said processes are reviewed and communicated appropriately;
  - Ensuring that Customer Managed Funds are only used with the consent of the customer or customer representative (as defined in AQuA 455) and for the purposes intended by the customer;
  - Ensuring that each customer is supported to access and spend their own money as the customer determines; and
  - Ensuring that customers are not given financial advice or information other than that which would reasonably be required under the customer's plan.
- Respond to and resolve complaints regarding the management of Customer Managed Funds in a timely and respectful manner and ensure customers are not penalised in any way as a result of raising a complaint.
- Recommend referral to appropriate authorities, as outlined in AQuA 455 section 1.4, should there be concerns that funds held are not being managed in line with its policies (including conflicts of interest that cannot be managed).
- Not offer the Customer Managed Funds service to any new customers or open any new Customer Managed Funds accounts.
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### 1.3 Policy Scope and Responsibilities

#### Scope

This policy applies to all staff who have access to Customer Managed Funds, including permanent full-time, part-time and casual employees, directors, contract workers, temporary agency workers and volunteers.

## Activ Policy

### Controlled Document

### Responsibilities

Each line manager is responsible for, and will be held accountable for, ensuring that their employees are familiar with this policy and have the sufficient skills, knowledge and ability to meet the requirements.

All employees will be held accountable for complying with the requirements of this policy.

### Consultation

- Head of Finance and Reporting
- Customer Operations Managers
- Team Leaders
- Senior Complaints Officer
- Governance and Risk Manager
- Finance Manager
- Financial Accountant
- Customer Managed Funds Officer
- Head of QSHE
- Quality Improvement Business Partner
- Project Manager
- Business Manager

### Policy Context

#### Relevant standards

- Disability Services Act (National Standards for Disability Services) Determination 2014, Standard 6 Service Management
- NDIS Practice Standards, 4. Provision of Supports Environment, Participant Money and Property

#### Legislation

- *Guardianship and Administration Act 1990*
- *National Disability Insurance Scheme Act 2013*
- *Privacy Act 1988*
- *Unclaimed Money Act 1990*

#### Related policies and procedures

- Code of Conduct and Ethics (AQuA 1867)
- Complaints Policy (AQuA 1588)

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