



Management of Client Property Policy

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1. Purpose

The purpose of this policy is to provide a framework to ensure the secure management of a client’s property during their admission, stay, transfer and discharge from Lady Lawley Cottage (LLC) and while being supported in the community by LLC services. This policy supports compliance with the National Standards for Disability Services, the Australian Red Cross (ARC) Client Service Charter, the ARC Child Protection Policy Service and the LLC Service Management Policy.

2. Scope

This Policy applies to all staff and volunteers engaged in any aspect of the management of LLC Client property

3. Responsibilities

- It is the responsibility of the Senior Management Team to ensure implementation and compliance of the policy within their areas of responsibility. The Senior Management team will be accountable for ensuring the policy is communicated to staff, clients and the guardians.
- It is the responsibility of the Registered Nurses (RNs) and Team Leaders to ensure all employees responsible for handling Individuals’ property are aware and comply with the policy. The Team Leaders will conduct an investigation into any lost or damaged property.
- It is the responsibility of the Support Workers and Volunteers to ensure that they comply with LLC policy at all times and have the appropriate knowledge to answer any queries from clients and/or their parent/guardian.
- It is the responsibility of the Client Services Manager to investigate any loss/damage of client property/valuables that remains unresolved or is escalated.

4. Definitions

- **Valuables:** The term Valuables includes, but is not limited to the following: cash, credit/debit cards, jewelry, 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 child’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 parent/guardian’s request.
- **Essential client equipment:** The term Essential Client Equipment refers to any equipment that accompanies the client which is essential to their care.
eg: wheelchairs, speech aids, splints.

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5. Application

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.

6. Policy

- Parents/guardians (and Clients where appropriate) will be provided with detailed information on how their property and valuables will be managed when they are in the process of engaging LLC services.
- All client property/valuables are to be labelled with the client's name where possible.
- Parents/guardians are advised to minimise the amount of property they keep on LLC premises and wherever possible and practicable, avoid items of value accompanying the child and/or remaining in their possession when not in use during their stay.
- All Client property/valuables received at LLC premises will be recorded and signed for by the parent/guardian and a LLC staff member, at the commencement of a child's stay at Day or Residential Respite and upon return to the parent/guardian.
- If a client wishes or needs to keep valuables at LLC premises, parents/guardians are encouraged to entrust the items for safe-keeping when not in use during the client's stay.
- Where items of value remain within LLC, these will be recorded at Check In, with the parent/guardian's record of instruction regarding safekeeping of these items.
- Valuables for safe-keeping will be stored in a secure area when not in use.
- When documenting valuables, items of jewelry will be described by the colour of the metal and number and colour of stones (if applicable).
- 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.
- LLC cannot accept liability for loss or damage to property, valuables or essential client equipment, but will take all reasonable care in the management of client belongings.
- In cases of lost or damaged property, the client's parent/guardian will be notified as soon as practicable and an investigation into the loss/damage will be initiated by the Team Leader.



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- Lost or damaged property identified and reported by the parent/guardian, will be investigated by the Team Leader.
- 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 parent or guardian's consent.
- Where the client has been discharged and has left items of property within LLC, a Team Leader (or delegate) will notify the client's parent/guardian advising them of the items which require collection at the client's next stay or sooner.
- LLC reserves the right to dispose of any property which remains unclaimed for a period of 6 weeks or more.
- Parents/guardians of clients attending School Holiday Camps will be provided with a Camp Information Sheet outlining any additional property/property management information.

7. Links

ARC Client Service Charter	Link
ARC Child Protection Policy	Link
Service Management Policy	Link