



# **New Mills & District Volunteer Centre**

## **Handling Clients' Money Policy**

### **1. Purpose**

Staff and volunteers regularly collect money from clients, to pay bills and shop on their behalf. In order to safeguard both clients and volunteers, standard procedures must be followed in handling this money.

### **2. Scope**

These procedures apply to any financial transaction carried out by a volunteer on behalf of a client, paying in or withdrawing money from accounts, paying bills and shopping.

### **3. Mandatory Procedures**

#### *a) General*

- i. Any money belonging to a client must be kept separately from the volunteer's personal money. It should be kept securely, not loose in a pocket.
- ii. Volunteers must not use a client's PIN number or the client's bank card(s).
- iii. If volunteers are threatened or attacked, they should not put themselves at risk by trying to hold on to the money. They should give the money up, then contact the police and the office as soon as possible. The names and addresses of any witnesses should be noted.

#### *b) Recording Transactions*

- i. When collecting money on the client's behalf, the volunteers will record the amount received, and the person issuing the money will be asked to sign or stamp the book to confirm this.
- ii. If the volunteer carries out any further financial transaction such as shopping they must return all receipts and hand these over to the client on their return to the client's home.
- iii. The balance remaining must be counted out to the client or their representative. The client will then be asked to confirm the amount spent or paid and the amount of change received.

Adopted 4<sup>th</sup> October 2006

Reviewed 12<sup>th</sup> May 2008