

Section 5 Finance & Administration

**GOLD COAST
COMMUNITY LIFESTYLES LTD**

POLICY MANUAL

**Section 5
Finance & Administration**



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1 Financial Management

1.1 Purpose

The purpose of this policy is to detail how Gold Coast Community Lifestyles Ltd's (GCCL) accounting and financial record keeping systems allow service participants' using the services of GCCL, and other funding sources, are accurately identified and accounted for.

1.2 Scope

The policy will cover all external funding sources, fee for service and the management of internal operating funds.

1.3 Procedure

Gold Coast Community Lifestyles Ltd uses MYOB to record all financial transactions including income, expenditure and payroll.

GCCL also uses Lumary and Customer Relations Management systems to manage scheduling and plan management.

1.3.1 Chart of Accounts in MYOB

Gold Coast Community Lifestyles Ltd Chart of Accounts in MYOB follows the standard principles of accounting and includes the following:

1. Assets
2. Liabilities
3. Equity
4. Income
5. Cost of Sales
6. Expenses
7. Other income
8. Other expenses

1.3.2 Income

Income is broken down into individual funding sources and entered into MYOB's relevant income account. This would include income from brokerage, plan management and service delivery.

Reimbursements from Plan Management are placed in separate clearing account in MYOB.

Copies of invoices and receipts are filed in a lockable filing cabinet.

All other income information is contained in Dropbox, CRM and/or MYOB.

1.3.3 Expenses

A 'Request for Payment Form' (Pink Form) is completed for all invoices received by Gold Coast Community Lifestyles Ltd. Once authorized for payment, this form generates an internet payment. The form is stapled to the original invoice and filed in alphabetical order in a lockable filing cabinet.

All expenses are clearly itemised in MYOB.

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Expenses include all costs associated with employees, rent, administration costs, coordination, legal and audit fees.

Reimbursements of expenses relating to service participants NDIS funding requires a Request for Payment Form to be completed (Green Form). The steps required:

- Payments printed from email account and recorded on a green sheet
- Check if service agreement in place
- Check payment is value for money and in line with participant goals
- Record who payment is made to on the form
- Enter details into MYOB clearing account
- Payment is made in the next payment run
- Claim is made in NDIS provider portal
- Payment received from NDIS is allocated back to the clearing account
- Copies of invoices filed in locked cabinet with green form

1.3.4 Bank Reconciliation

Gold Coast Community Lifestyles Ltd has one bank account which has Internet banking.

Gold Coast Community Lifestyles Ltd prints monthly bank statements and these are reconciled against MYOB.

1.3.5 Security

There is a requirement for two signatories at the bank. Any authorised person in GCCL can enter payments into internet banking using their own individual logins. Users are authorised by the Board and screened through the Bank. The Delegations Procedure details authorisers and provides limits for individuals in terms of expenditure.

MYOB is password protected. The Executive Officer, Service Coordinator and the Finance Team are the only people who can initiate MYOB. All users have individual logins for security purposes.

1.3.6 Financial Compliance Reporting

Monthly Instalment Activity Statements detailing the PAYG activities are generated and submitted to the Australian Taxation Office with payment. Quarterly Business Activity Statements are generated and submitted to the Australian Taxation Office with payment.

Superannuation liability reports are generated monthly via MYOB and once transaction is complete payment is sent via MYOB to the relevant employee's superannuation of choice fund.

End of Year Accounting processes.

Details of all procedures are documented in Dropbox.

1.3.7 Suspicious Activity:

Employees of Gold Coast Community Lifestyles Ltd are aware of their obligations and have an understanding of what an issue of concern is including suspicious activity and how to report it and when they believe the service is not meeting an obligation under the ACNC Act, including the governance standards.

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Steps to take:

- Notify The Australian Charities and Not for Profits Commission if you believe there has been a **breach of obligations**.
- If you notice **suspicious activity** contact the Australian Federal Police.
- If you suspect **terrorism financing**, contact National Security Hotline 1800 1234 00 or email hotline@nationalsecurity.gov.au
- If you notice fraudulent activity regarding public funds, contact NDIS Fraud Hotline
- 1800 650 717 or NDIS Quality Safeguards Commission 1800 035 554
- Further information on any suspicious activity can be found here <https://www.ndis.gov.au/about-us/fraud-strategy/reporting-suspected-fraud>

1.4 Record Keeping

MYOB provides a continuous record of all financial transactions for Gold Coast Community Lifestyles Ltd.

Monthly reconciliations including bank, PAYG, Superannuation are stored in Dropbox along with compliance reporting (see 1.3.6).

Payroll records are stored in MYOB, Dropbox and hard copies in locked cabinet.

1.5 Back-Up

MYOB is a live package and is backed up to the cloud ongoing via the supplier. Dropbox, CRM and Lumary are also backed up to the cloud via the relevant supplier.

2 Purchasing

To procure the necessary products and services which satisfy the requirements of service participants and customers of Gold Coast Community Lifestyles Ltd

2.1 Scope

This procedure covers the purchase of materials, equipment, and services.

2.2 Definition

Suppliers – Individuals or organizations who supply goods and/or services

2.3 Responsibility

All staff are responsible to adhere to this procedure when purchasing.

2.4 Preferred Suppliers

Suppliers will be chosen after consideration of:

- Price
- The number of available suppliers for any given product or service
- Known performance record and quality of work

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Where there is no supplier listed on the Preferred Suppliers List for goods and services required, a supplier is identified based on price, reputation, and availability.

3. Salary Sacrifice

Salary Sacrifice is offered to any eligible staff who wish to take up this opportunity. An Information sheet is included in the Induction Pack is part of the induction process. New staff are advised to check their financial situation with their own accountant or financial adviser.

4. Telephone and Printing

Gold Coast Community Lifestyles Ltd provides relevant, up-to-date IT and telephone solutions.

The purpose for this statement is for Gold Coast Community Lifestyles Ltd to ensure that IT and telephony solutions are fit for purpose.

4.1 Printing

Gold Coast Community Lifestyles Ltd. is conscious of conservation of valuable natural resources.

Printing should only be done where necessary and, where possible, utilisation of internally recycled paper should be considered (e.g. this might be an option when printing draft documents). Recycled paper will be identified by a highlighted cross over the printed portion. All printing should be in black and white, and draft form where appropriate.

4.1.1 Duplex printing

Duplex printing should be selected for all printing jobs where practical. The procedure for duplex printing is:

- Select file icon and print option
- Select properties, page set up, duplex printing and "ok" twice.
- When one side of printing has been completed, enter back into the printer pages with the printed side face down and the header feed into printer first.
- Click ok on computer screen icon.

4.2 Telephones

All workstations have access to a landline handset. All communication by telephone will reflect a professional image of Gold Coast Community Lifestyles Ltd.

It is the responsibility of each staff to ensure that their handsets are maintained in a clean and hygienic state.

4.2.1 Incoming Calls

When staff answers an incoming call the procedure will be:

- Greeting
- Company name
- Staff will identify themselves by first name

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Therefore, when answering the phone the response will be:

“Good morning/afternoon, Gold Coast Community Lifestyles, James speaking”.

When staff answer a call that has been transferred to another person, they must answer by identifying themselves. E.g. *“James speaking”.*

Staff are to have the phone on mute when transferring to other staff.

Whilst management understands that in cases of emergency it will be necessary to receive non-work related incoming calls, personal calls are to be kept to a minimum.

4.2.2 Outgoing Calls

When employees are making contact with people external to the organization, they must first greet the person they have called, then identify themselves and the Association name. E.g. *“Good morning/afternoon, this is James from Gold Coast Community Lifestyles”*

Whilst it is understood that in cases of emergency it will be necessary to make non-work related outgoing calls, personal calls are to be kept to a minimum.

4.2.3 Problems with Phones

All phone problems should be referred to the Executive Officer
Under no circumstances should staff attempt to repair phones or change the current settings.

4.2.4 Procedure

New staff will be issued relevant logins/passwords upon commencement with Gold Coast Community Lifestyles Ltd. The Service Coordinator will also provide information relating to the Company's email usage.

5. Information Communication Technology (ICT)

5.1 Purpose

The purpose for this statement is to

- ensure the integrity of the IT systems and to prevent misuse of computers by Board members, staff, service participant and volunteers
- ensure adequate telephone systems are in place for Gold Coast Community Lifestyles Ltd
- by providing new members of Gold Coast Community Lifestyles Ltd with a comprehensive orientation and induction into their role, how our organisation operates, and the expectations we have of them. This assists them to settle into their role quickly, perform their duties competently.

5.2 Scope

This policy will apply to all new members. It is staff's responsibility for supporting and assisting the Board of Gold Coast Community Lifestyles Ltd and provides relevant, up-to-date IT and telephone solutions.

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5.3 Procedures Information Technology (IT)

5.3.1 Licensing

Gold Coast Community Lifestyles Ltd. will comply with all licensing or purchasing terms and conditions.

The numbers list holds and controls all licences for software.

The installation of software is only performed with permission from the Executive Officer.

5.3.2 Logins and Passwords

Some programs require access to systems via individual staff secure logins and passwords.

The Executive Officer will facilitate the set-up of logins and passwords.

These logins and passwords are recorded on Gold Coast Community Lifestyle's Numbers List which is stored in a lockable filing cabinet.

All Logins and passwords are revealed to the Board.

Relevant Logins and passwords that relate to administration duties are revealed to the Administration Officer.

5.3.3 Problems with IT

All IT problems should be referred to the Executive Officer

Under no circumstances should staff, service participant or volunteers attempt to:

- repair or modify computers
- tamper with cabling or settings
- move or reconfigure computers

5.3.4 Virus Protection

Virus protection and control is managed by the Executive Officer.

5.3.5 Staff use of Computers

The following are basic rules for staff use of computers in Gold Coast Community Lifestyles Ltd:

- Staff are not permitted to install any software on GCCL computers or devices.
- No games are to be downloaded and/or played on GCCL computers or devices
- No pornography or other offensive material is to be viewed on GCCL Computers or devices.
- Email usage is restricted to work related purposes.
- Web browsing is only permitted for work related purposes.
- Office staff will be allocated a computer and should only use the computer that they have been allocated unless there is mutual agreement between staff.

5.3.6 Social Media

Gold Coast Community Lifestyles informs all staff of their responsibilities when using Social Media platforms and that information shared within online communities could have implications for the organisation and those associated with it.

Therefore, staff must:

- Not engage in a discussion that includes Gold Coast Community Lifestyles and its staff.
- Not name people, families, participants and staff associated with Gold Coast Community Lifestyles when engaging in social media activity.
- Not release any confidential and private information about GCCL business, families, service participants or staff.
- These notes are relevant both when employed and beyond employment with GCCL.
- Any breach of these conditions will result in potential disciplinary action by the Service Coordinator and/or Board of the Gold Coast Community Lifestyles.
- If you become aware of unacceptable use of social media, you must notify the Service Coordinator immediately.
- Understanding of the ICT guidelines, regarding media, print, notices, brochures and handbooks

5.3.6.1 Procedure

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New staff will be issued relevant logins/passwords upon commencement with GCCL. The Service Coordinator will also provide information relating to the Association email usage. Board members and office staff will be given a copy of this policy and procedure to sign the agreement at the end of the document. The signed section will be placed in a lockable filing cabinet labelled IT and Telephone access agreement.

Any other staff, service participant and volunteers who have access will be given access under supervision and be given a copy of this policy and procedure to sign the agreement at the end of the document. The signed section will also be placed in a lockable filing cabinet labelled IT and Telephone access agreement.

6. Staff Meetings

Gold Coast Community Lifestyles Ltd staff are required to attend the following regular meetings. All meetings are recorded and minutes stored in Dropbox.

6.1 Weekly Management Meeting

This meeting requires all office staff to attend. The agenda typically includes:

- Intake
- Quality
- Staffing (support staff)
- Training, workforce management

6.2 Quarterly Board Meetings

Details are included in Section 1 of the Policy Manual

6.3 Financial Team Meetings

The meeting requires the financial team and Executive Officer to track and change service participant budgets and organisational financial position

6.4 Service Delivery Meeting

The meeting requires the Service Coordinators and Executive Officer to collaborate and exchange information to enhance quality of supports for service participants.

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✂.....

Agreement to Abide by the IT and Telecommunications Policy and Procedure

I (insert name).....acknowledge that I have read and understood the Gold Coast Community Lifestyles Ltd Information Technology (IT) and Telephone Policy and Procedure.

I understand that my usage of Gold Coast Community Lifestyles Ltd. computers and telephones is for purposes only indicated in this Policy and that inappropriate usage may be cause for disciplinary action.

(Signature)

(Date)

(Coordinator)