

Policy: Personal Property

Purpose

This document sets out the overall principles and guidelines for the management, purchase, and disposal of personal property on behalf of customers of NSW Trustee & Guardian. It is to ensure effectiveness, efficiency, transparency, and accountability for managing Personal Property.

These are standards for the management of personal property by NSW Trustee & Guardian. This will ensure effective management of personal property with accountability and transparency. Personal property is to be managed appropriately to ensure security and continuity.

There are risks involved in securing and obtaining an inventory and valuation of assets such as furniture and effects. Disputes often arise as to ownership, how assets are dealt with, etc. Conforming to this document will reduce these risks.

Customers may request purchase of items that may or may not be included in their budget.

The creation and retention of process documentation will provide an audit trail for any personal property. No individual staff member is to have full authority for all aspects of the management of personal property. The separation of function allows for transparency and accountability of the processes.

Policy statement

- Trustee Services manages the purchase of personal use items such as electrical goods, clothing and furniture.
- Due care and diligence are required in returning personal property stored by NSW Trustee & Guardian. Appropriate record keeping, and receipting is required.
- The purchase of personal property is to be transparent in all aspects. Purchases must be subject to the Financial Management Order, Will, Deed, Legislation, Court Order or other Trust document. Other than in exceptional circumstances, the customer and other stakeholders are consulted. The approval to purchase must be made in accordance with NSW Trustee & Guardian guidelines relating to the specific asset, including affordability.
- There are occasions where NSW Trustee & Guardian is required to safely secure personal property. Personal property is to be appropriately recorded and stored in a locked safe or a security cupboard or room designed for the purpose. Consideration is to be given as to whether NSW Trustee & Guardian needs to obtain valuation and/or secure the item. Where appropriate, items can be entrusted to the care of a guardian or key stakeholder with them signing an agreement to not sell, destroy or otherwise dispose of the item without approval from NSW Trustee & Guardian.
- A customer or key stakeholder may request return of personal property held in security, by NSW Trustee & Guardian, for direct managed or power of attorney customers. A decision may also be made to have a guardian, family member or key stakeholder take possession of personal property.
- There is to be separation of duties for disposal or return of personal property items.

Disposal of personal property should only be arranged with approved service providers. Where the approved service providers do not provide the required service such as prohibited weapons and licensed firearms dealers or regional coverage, staff must seek direction from a Principal Property Officer or Principal Client Service Officer, in line with the provisions for alternate arrangements.

Scope

All Trustee Services staff

Definitions

The term '**customer**' refers to all NSW Trustee & Guardian customers and stakeholders. Customer is broadly defined and should be considered in the relevant context. The term customer refers to:

- Person under a financial management order.
- Person who makes a Will, Power of Attorney or Trust Deed appointing NSW Trustee & Guardian to act in the appropriate capacity.
- Beneficiaries of estates and trusts – where the customer is a beneficiary of an estate or trust, decision makers must ask does the request support the administration of the estate or trust according to law.
- Stakeholders such as key contacts, family, social workers, support persons or organisations

Personal Property means physical items of value collected and held in secure storage by NSW TG. This can be items belonging to trusts, deceased estates, direct managed customers and power of attorney customers

Document information

Title:	Personal Property Policy
Owner:	Manager Property Service Centre
Approver:	Director Trustee Services
Date of Effect:	15 July 2020