

## **OPERATING PROCEDURES (For Support Fund – Policy No. 1)**

The following guidelines are issued to assist in ensuring that all actions that are initiated are undertaken taking into consideration the principles of fairness, equity and good conscience.

In accordance with the Policy the following will be initially undertaken.

No request will be made from persons to make a contribution until the Management Committee has resolved the following:

- There is a clearly defined need;
- Those who will receive a direct benefit have been identified;
- That all practicable avenues of other possible funding sources have been pursued;
- That a specific individual Trust Account is established; and
- That all actions have clearly defined management and audit trails.

Once resolved the following will be undertaken.

### **1. Consultation**

In accordance with the Group's Constitution the consultative process is paramount in any process that is undertaken because it is considered that the most acceptable outcome can be achieved.

The consultative process can take different forms for various reasons such as meetings, discussion groups, one on one either face to face or over the telephone, questionnaire etc. As such the most appropriate form to meet the specific set of circumstances should be chosen.

### **2. Residents' Advocate**

When an issue needs to be resolved the Group through its Constitution has appointed an independent Residents' Advocate who can be asked to assist in reaching an early and acceptable resolution. It is recommended that the support of the appointed person be sought to assist in the process as and when required.

### **3. Change of Residency – Recognition of Contribution/s Made**

Prior to a person leaving a residence and going to another residence as well as a new person taking up residence a determination should be made as to the following.

When a person changes residency recognition will be given to the amount of contribution (\$) and the length of time that a direct benefit has been received. The matter is then discussed with the family, guardian/administrator or carer as to the extent of making a refund, if requested. Where appropriate the determination should be based upon the expected life and that remaining. Please also see the comment at 4.

#### **4. New Resident - Recognition of Contribution/s Made by Others**

Prior to a person taking up residency discussion will be held with the family, guardian/administrator or carer regarding the Support Fund. In addition all will be informed of the previous acquisitions and the direct benefits that have accrued and that to be expected in the future for the new resident.

If those concerned consider the suggested contribution is reasonable then this should assist the person who has changed residence.

#### **5. Activity Participation – Recognition of Contribution/s Made**

When a person leaves or just prior to a person leaving an activity for which they have made a contribution and if a new person takes their place a determination should be made as to the following.

When a person leaves or just prior to a person leaving an activity recognition will, where practicable, be given to the amount of contribution (\$) and the length of time that a direct benefit has been received. The matter is then discussed with the family, guardian/administrator or carer as to the extent of making a refund, if requested. Where appropriate the determination should be based upon the expected life and that remaining. Please also see the comment at 6.

#### **6. New Participant - Recognition of Contribution/s Made by Others**

Prior to a person taking up an activity discussion will be held with the family, guardian/administrator or carer regarding the Support Fund. In addition all will be informed of the previous acquisitions and the direct benefits that have accrued and that to be expected in the future for the new participant.

If those concerned consider the suggested contribution is reasonable then the agreed amount should be paid to the initial participant.

#### **7. Other**

As other determinations are made the principles will be added to enable those involved to have more informed detail and therefore allow the most appropriate decision to be made.

#### **8. Amendment to Policy and Operating Procedures**

The Group welcomes at any time suggestions that will improve any policy and or the operating procedures. These should be sent to the Secretary to enable the Management Committee to consider and then make recommendation to a General Meeting.