



Women's Health in the South East

Finance Manual Policies and Procedures

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1. Introduction

1.1 Purpose of the Finance Manual

The financial management and accounting practices of Women's Health in the South East (WHISE) are designed to ensure that the financial operations of WHISE are conducted within WHISE requirements, relevant legislation, and industry best practice.

The policy and procedures outlined in this Manual are implemented in accordance with:

- The Australian Accounting Standards which includes Australian Equivalents to International Financial Reporting Standards (AIFRS)
- The Associations Incorporation Act and regulations
- Legislation and regulations imposed on WHISE by government from time to time, and
- The Constitution of WHISE.

This Manual must be used in conjunction with the Delegations of Authority Manual, and the Policy and Procedures Manual of WHISE.

All staff must conform to the policy and procedures outlined below, and ensure systems are in place for their proper execution.

This Manual will be reviewed on an annual basis. All amendments, additions and deletions must be approved by the Chief Executive Officer (the CEO).

1.2 Guiding Principles

The following guiding principles apply in relation to the financial performance of WHISE:

- An annual financial year budget will be prepared for the Council of WHISE, based on Council's Strategic Plan, with the first draft of the budget presented at the June Council meeting for discussion, amendment and approval
- Annual budget will include a priority listing of equipment and infrastructure for maintenance and updating
- Monthly financial reports will be presented to the Finance Committee of Council, including:
 - Profit and Loss: Budget vs. Actual (annual basis and monthly basis)
 - Balance Sheet
 - Exceptions and explanatory notes as required
- Management will ensure that the annual reporting requirements of the WHISE are met in every aspect
- Management will undertake a random internal audit of financial operations, in preparation for the external financial audit of WHISE
- Management will ensure that a minimum of two months' operating cash is maintained in investments
- Management will work to build investments in line with Council delegations and investment directions
- The funds of WHISE shall be lodged in investment entities in accordance with relevant legislation, or as approved by Council
- Surplus funds are to be managed with a view to maximising interest earning capacity without exposing funds to undue risk.

The current bank accounts of WHISE are:

- A general operating account (with electronic operation)
- An on-call cash management account (electronic only)
- A donations account
- An investment account.

Internal controls and procedures have been developed to minimise risk and enable good accounting control of the organisation's assets and financial transactions. The types of internal controls include:

- Segregation of duties (preparation of payments from final approval of payments)
- Physical controls (security of cheque books, bank details, payroll details)
- Authorisation and approval controls (as set out in the Delegations Manual)
- Management controls (through the Delegations Manual, random audits, and monthly reporting to Council)
- Appropriate electronic accounting system only accessible by the CEO and approved staff of WHISE.

2. Accounts Payable

Policy

The Finance section is responsible for the timely and accurate processing of Accounts Payable, in accordance with creditor terms and Council policy.

No account will be paid unless properly authorised, with appropriate accompanying documentation (e.g. purchase order, delivery docket, invoice, statement).

All expenditure will be appropriately approved in accordance with the Delegations Manual, and under no circumstances will a staff member be able to approve personal expenditure.

As the preparation of accounts for payment is done by the Finance and Business Development Manager (the FM), the following controls have been established to authorise accounts for payment:

- the FM to prepare accounts for payment
- the Services and Systems Coordinator or Senior Health Advocate (initial signature or authorisation)
- the CEO (for final authority).

Only in the event of urgent payments, and the unavailability of an alternative signatory, would the FM provide the initial signature for accounts payable. In any event the final signatory is the CEO.

Procedures

Approval of Account for Payment

Accounts will be matched to purchase orders and delivery dockets where applicable.

The receiving officer will sign that the goods or services have been provided in accordance with the account, and will include the cost code or Class for payment of the account, and forward the account and accompanying documentation to the FM.

The FM will:

- check the account against purchase order or delivery docket
- confirm the appropriate cost code or Class
- prepare the account for payment
- arrange for the Services and Systems Coordinator or Senior Health Advocate to sign as initial signatory in accordance with the approved delegation
- forward to the CEO for final authorisation.

Accounts above the FM's delegation will be forwarded to the CEO for authorisation, and, as required, to the Council for authorisation.

Accounts without supporting documentation or signature, and without Australian Business Number (ABN) will not be paid until properly reviewed by the FM and/or the CEO.

Accounts approved for payment will generally be processed on a fortnightly basis in accordance with creditor terms.

All accounts will be filed in month of payment order, and will be retained in accordance with Australian Tax office requirements.

Payment Methods

The preferred method of payment of accounts will be electronic payment where possible.

Where payment is made by cheque, the signatories to cheques will be the CEO (as final authorising signature), and one other signatory as approved from time to time by the CEO.

Cheque stationery will be kept in a secure location and removed only for cheque processing.

Cancelled Cheques will be authorised by the Finance section.

Cheques more than six months old will be deemed as stale and the value of the stale cheque will be credited to the Cheque account and removed from the un-presented cheque list. In the rare circumstances that a stale cheque is finally presented, the value of the presented cheque will be debited against the same Cheque account.

3. Accounts Receivable

Policy

The Finance section is responsible for the issuing of Tax Invoices and the timely collection and accurate processing of income, in accordance with debtor terms and Council policy.

Accounts Receivable include:

- grants (State and Federal)
- grants (local government)
- program grants (from external funding bodies)
- fee for service arrangements (with other providers)
- education and training contracts (with tertiary providers)
- fees for activities (from clients)
- rental of premises.

It is the responsibility of the CEO and relevant staff member to ensure that all funding arrangements (with the exception of fees for activities) are on a proper contract basis, and that Finance section has been provided with a copy of the contract, including billing arrangements. No invoice will be issued unless properly authorised, with appropriate accompanying documentation, or contract.

No staff member may approve the issuing of an invoice in relation to their own contract or personal expenses.

All income will be appropriately receipted and recorded to the correct bank account.

As the preparation of accounts for payment is done by the Finance and Business Development Manager (the FM), the following controls have been established to authorise accounts for payment:

- the FM to prepare accounts for payment
- the Services and Systems Coordinator or Senior Health Advocate (initial signature or authorisation)
- the CEO (for final authority).

Only in the event of urgent payments, and the unavailability of an alternative signatory, would the FM provide the initial signature for accounts payable. In any event the final signatory is the CEO.

Procedures

Issuing of Invoices

Invoices will be issued by the Finance section on receipt of appropriately authorised documentation (e.g. contract), which will include details of service or goods provided, debtor details, invoice amount, and cost code or Class against which the income should be recorded.

Payment Methods

The preferred method of payment of debtor invoices will be electronic payment where possible. All monies received will be verified against invoice, and credited to the correct bank account and cost code by the Finance section.

Accounts Receivable will be reconciled on a weekly basis against bank statements by the Finance section, and reported to the Council as part of the monthly finance reports. The Finance section will be responsible for pursuit of outstanding debtor payments and will report outstanding debts to the Council as part of the monthly financial reports.

4. Assets

Policy

Fixed Assets Register

Assets to be capitalised include office plant, furniture and equipment, software applications and leasehold improvements, with a value of \$1,000 or greater.

A Register of Assets will be maintained by the Finance Section, and will be monitored on an annual basis.

The CEO is responsible for ensuring:

- the recognising and recording of all assets with a value of \$1,000 or greater
- the securing of all assets (through internal physical and/or electronic controls)
- the reporting to the Council of any unauthorised use of assets or unauthorised copying of WHISE documents.

Procedure

The Finance section will maintain a register of all assets, in consultation with the IT section as required, including:

- Asset description
- Asset number
- Registration number i.e.; license, patent, copyright number
- Number of licenses, if applicable
- Asset value
- Location of hard copy asset files/ documents
- Expiry date
- Useful Life

This Register will include all software purchased by WHISE.

The CEO will report immediately to Council any unauthorised use of an asset.

The CEO will provide to the Council annually a copy of the Asset Register, for review in accordance with this policy.

5. Bank Accounts

Policy

Council requires that WHISE funds are managed in an on-call cash management account where feasible, in order to earn a good rate of interest, while maintaining access to such funds as required.

Council is responsible for authorising the creation, amendment and closing of WHISE bank accounts.

Each bank account requires two signatories, in accordance with the Delegations Manual and this Manual, and is operated in accordance with those Manuals. The record of authorised signatories to all accounts will be held securely by the Finance section.

The immediate withdrawal of bank account signatory authority must only be undertaken by the Council or the CEO.

All bank account transactions will be reported to the Finance Committee on a monthly basis.

It is the responsibility of the Finance section to ensure that bank account transactions are made to the correct bank account, based on the advice of the CEO or other authorising signatory.

Procedure

Bank Accounts

WHISE operates the following bank accounts:

- Premium Cheque Account
- Online Cash Management Account
- Donation/Gift Fund
- Investment Account (Signatories currently being updated)

Two signatures are required for cheques, Internet Banking and other financial instruments and are drawn from the following:

- Chairperson
- Treasurer
- CEO
- FM
- Services and Systems Coordinator
- Senior Health Advocate

In everyday operations:

- the CEO and Services and Systems Coordinator sign cheques (in their absence the Senior Health Advocate or the FM)
- the CEO and FM authorise electronic payments

Authorised signatories must register their signatures with WHISE's bank. Similarly, WHISE's bank will be notified immediately of signatories removed from bank authority.

Bank Accounts will be reconciled on a weekly basis by the Finance section and reported monthly to the Finance Committee. Any discrepancies in Bank Accounts will be immediately reported by the Finance section to the CEO for further investigation.

Overdraft

There is currently a \$500 overdraft provision on the Cheque Account for WHISE.

The establishment or increase of an overdraft provision will only be approved by the Council on the recommendation of the CEO.

Credit Card Provision

There is currently no credit card provision for WHISE.

A credit card provision will only be approved by the Council on the recommendation of the CEO.

6. Cash Handling

Policy

It is the responsibility of the FM to:

- Control all cash, cheques, and electronic remittances
- Collect all cash, cheques and incoming monies
- Secure cash and cheques adequately
- Establish the petty cash float, upon the approval of the CEO, and manage the float in a secure manner, in cooperation with the administrative team
- Ensure that the cash management function is performed in accordance with the Delegations Manual and this manual, and reported to the Council on a monthly basis.

Procedures

Cash and monies received will be promptly recorded in the general ledger.

Incoming cheques are recorded in the bank deposit book on receipt by the Administrative Officer, and the remittance advice is passed onto the FM for recording.

The Administrative Officer records the invoice number relating to all monies received for banking in the WHISE Bank deposit Book. Money received during the week is deposited into bank on a weekly basis.

The FM monitors banking of deposits, notes Date Banked on Cheques Received listing and performs Bank Reconciliations monthly. Any unreconciled variances will be reported to the CEO for further investigation.

The FM provides Council with copy of Bank Reconciliations monthly.

Petty cash will be used for minor, urgent items of expenditure. It should not be used in situations where a purchase order may be raised.

Petty cash will be stored in a secure manner, and only be accessed by authorised personnel.

When petty cash has been depleted by approximately 75%, an amount sufficient to reimburse the petty cash to the float amount will be requested by the FM, with supporting documentation, and approved by the CEO.

The value of the petty cash float will be no more than \$500.

For reimbursement of expenses, an original receipt must be provided by the staff member before payment can be made.

In general reimbursement of personal expenses will be done through Accounts Payable. The FM may, at her discretion, reimburse expenses through petty cash up to \$50.

7. Cash Flow Forecasting

Policy

Cash flow forecasting will be completed on a monthly basis by the Finance section, as part of the monthly financial reports to the Council.

A copy of the monthly forecast cash flow will be filed with the actual cash flow results for that month. Any queries in relation to cash flow maintenance and forecasting will be directed to the CEO.

Accounts Payable payments will only be released with the approval of the CEO.

All known cash inflows and outflows of a significant value will be reported to the CEO for consideration in the cash flow forecasts, and any significant variances between actual and forecast results will be immediately reported to the CEO.

Procedures

The cash flow forecasting report will be prepared on an annual basis, as part of the annual budget preparation.

The Finance section will update the cash flow forecasting report, on a monthly basis, and will reconcile the report with the monthly bank statement, monthly budget, and monthly actual income and expenditure.

The monthly cash flow forecasting report will be forwarded to the Council, as part of the monthly financial reports.

Any variations to the cash flow forecasting report will be approved by the CEO, and reported to the Council accordingly.

8. Corporate Governance of Financial Matters

Policy

The FM reports to CEO and assists the Council in fulfilling its corporate governance and oversight responsibilities in relation to financial reporting, internal control structure, risk management systems, and the internal and external audit functions.

The CEO with the FM have two functions, in assisting Council in its Corporate Governance of Financial Matters: Finance and Audit.

In the Finance function, Management advises Council on matters relating to financial strategies and policies, and the financial performance, viability and sustainability of WHISE. The CEO ensures, on behalf of the Council, that the financial reports present a true picture of the financial state of WHISE. The Council ratifies such financial transactions as are carried out in accordance with the Delegations Manual and this manual.

In the Audit function, Management ensures that the financial management reporting systems produce timely, accurate and relevant reports to the Council, on the financial operations of WHISE. Most importantly, they ensure that the financial operations of WHISE are compliant with relevant State and Federal legislation and with Council delegations and policies.

The Council is authorised to investigate any matter brought to its attention with full access to all books, records, facilities, and personnel of WHISE (through the CEO), and has the authority to engage independent, expert advisers as it determines necessary to carry out its duties. The Council has the right to seek explanations and additional information from WHISE Management.

Procedures

Finance Function

The CEO will:

- Promote financial and asset management strategies and policies that enhance the productivity and performance of WHISE in line with Council's policies and directives.
- Monitor the financial performance, viability and sustainability of WHISE.
- Examine monthly financial reports prepared by the FM, to ensure that these are prepared in accordance with WHISE's accounting requirements and current accounting principles and standards.

These reports will include:

- Performance against budget
- Income and expenditure for all accounts
- Operating cash position and projections
- Balance sheet
- Profit and Loss statement
- An analysis of outstanding debtors and creditors

The CEO will:

- Make any necessary recommendations arising from these reports to the Council
- Periodically review the reports for relevance, integration, perspective, timeliness, reliability and clarity, and ensure that Council members fully understand them
- Examine and approve all financial information prepared for external bodies (including the annual financial statements).
- Decide action regarding outstanding accounts, including the writing-off of uncollected accounts.

- Make recommendations to Council about WHISE's investment policy, so that all funds and investments are held to the best advantage and in a secure form
- Develop and monitor appropriate financial key performance indicators in collaboration with Council
- Review the use of IT for financial management at least annually.

Audit Function

The CEO will:

- Review the quality of internal reporting to the Council
- Assist all Council members to exercise due care, diligence and skill in relation to:
 - Selection and application of accounting policies
 - Financial reporting
 - Management and internal controls and procedures
 - Operating policies and practices.
- Apply risk management processes that will identify opportunities, mitigate loss and contribute to improving the risk management culture within WHISE.
- Improve the effectiveness of the internal and external audit functions.
- Safeguard and maintain the independence of both the external and internal auditors.
- Satisfy the statutory requirements of the legislation under which WHISE operates
- Ensure that all external audit reports are forwarded to Council.

During the external audit:

- Council will have direct access to external auditors without the presence of management, as it sees fit
- Council will have access, via the CEO, to other staff of WHISE, as it sees fit
- Council will consult other independent, expert advice where the Council members consider that action is necessary to carry out their duties
- The CEO will recommend to Council on the appointment of external auditors, and will ensure that an external audit is carried out annually, in accordance with relevant legislation and Council policy
- Council will ensure that the external auditors have access, via the CEO, to all relevant records, systems and staff of WHISE, in undertaking the external audit.

9. Fraud Minimisation

Policy

WHISE has a strong commitment to continuous improvement of internal controls and management practices, to ensure the effective and timely operation of WHISE within existing legislation and Council directions and policy.

The area of fraudulent activity is a growing risk in both public and private sector operations, and has wide-reaching effects internally (particularly in terms of economic loss and staff morale), as well as externally (in terms of reputation).

Fraud is extremely difficult to detect and prove as it typically involves covert activities of deception and corruption. However, where internal controls are strong and there is a strong culture of proactive management, the opportunities for acts of fraud are greatly reduced.

Fraudulent activities may include deliberate misuse of financial and non-financial data for personal benefit, fraudulent use of electronic banking and credit card operations, and unauthorised access to computer systems (such as email intercepts or directly hacking into databases). Fraud may also include unauthorised use of WHISE purchasing systems, for personal benefit, or unauthorised removal or use of WHISE equipment, information and intellectual property.

With increased use of technology for finance operations, the scope of fraud is increasing, and the CEO and staff of WHISE must ensure that internal controls are regularly monitored and upgraded, to minimise opportunities for fraud.

Integrity and security of financial data and information must be regularly monitored by the CEO, FM, and Service and Systems Coordinator, and any suspected unauthorised access or use of the Finance system must be immediately reported to the CEO for further investigation.

Procedures

The CEO has established to minimise fraudulent activities:

- Ensure that all staff are familiar with the WHISE Finance Code of Practice, which includes the requirement for staff to maintain a high degree of integrity and ethical behaviour at all times, whether acting alone or in business relationships with other staff, clients and service providers
- Report immediately to the CEO and/or Council any suspected fraudulent activity
- Cooperate as required in internal and external audits, particularly where fraud may be suspected
- Adopt the following fraud prevention strategies, as part of the routine operation of the Finance section:
 - periodically review all Finance functions and operations and assess WHISE's exposure to the risk of fraud
 - ensure all staff and external contractors are aware of the organisation's attitude to fraud and their consequences
 - train Finance and other staff in fraud awareness and prevention
- Maintain strict recruitment practices and confirm that staff details and references are thoroughly checked.

The CEO must also ensure that staff are aware of those functions traditionally more susceptible to the risk of fraud, including:

- reimbursement of expenses
- the use of credit cards
- travel and other allowances
- purchasing
- outsourced activities
- computer security
- salaries
- property and other physical assets.

All staff, volunteers and students must have a Police Check before employment or involvement with WHISE can be offered.

WHISE reserves the right to dismiss instantly any staff member found to have committed or conspired to commit fraud or is reasonably suspected of committing or conspiring to commit fraud. Where adequate evidence has been obtained, the case will also be referred to the Police for further criminal investigation.

10. Insurance

Policy

The CEO, in consultation with the FM, will ensure appropriate insurance cover for all WHISE operations, assets, staff and Council.

The Finance section is responsible for ensuring that insurance policies are current, and that insurance levels are appropriate for WHISE operations.

Insurances include:

- contents
- public liability
- professional indemnity for Council and the CEO
- personal accident insurance for Council
- volunteer insurance
- Workcover
- Motor vehicle, where appropriate.

Procedures

The FM will arrange appropriate insurance cover in the areas listed above, and will monitor the level of cover, in accordance with development or change of WHISE operations, and will advise the CEO accordingly.

The FM will:

- ensure appropriate Workcover insurance for all staff
- ensure appropriate and timely Workcover returns for staff
- ensure timely payment of all other insurance cover
- In consultation with the CEO, manage any insurance claim and liaise with the appropriate insurance authority accordingly.

In the event of a Workcover claim, the CEO, in consultation with the FM, will ensure correct documentation of claim, liaise with the Workcover Authority, and develop and monitor any return-to-work or rehabilitation program as required.

11. Investment

Policy

The CEO is responsible to Council for the maximisation of return on investments, while maintaining an acceptable level of risk.

Investments will be made in accordance with the following principles:

- Existence of guarantee and security of investment
- Credit rating of institution
- Interest rate
- Ease of access to funds
- Use of both short term/at call investments and longer term investments, in accordance with Council business imperatives and strategic directions.

Procedures

The CEO will advise the Finance and Employment Committee and Council:

- At least annually on investment strategy and return on investment
- Immediately in the event of potential risk to investment (including change to interest rates or investment institution)
- Immediately in the event of potential call on funds for unexpected events.

The Finance and Employment Committee and Council will:

- Approve the level of investment funds on an annual basis
- Approve the kinds of funding institutions to be utilised
- Authorise the CEO to maintain investments in accordance with short term and longer term options.

The CEO will ensure a minimum of two months' operating funds to be securely held and routinely available to the WHISE.

12. Payroll

Policy

Council requires that staff are paid in accordance with relevant industrial award or agreement, and in a timely and efficient fashion.

Council has approved the following terms to be available to staff:

- salary packaging (arranged through an external organisation, upon completion of probationary period)
- electronic payment of salary to designated bank account of staff
- payment on a fortnightly basis
- provision of time-in-lieu (TIL) for extra hours worked.

The CEO will ensure the efficiency, integrity and security of the payroll system.

Procedure:

The CEO in consultation with the FM will:

- Provide timesheets to each staff member for the entire financial year
- Ensure that staff understand that it is their responsibility to complete their time sheets accurately and to submit it for verification and approval by the end of each fortnightly cycle
- Ensure that payslips are emailed to each staff member for each pay period
- Ensure that any leave is correctly approved and recorded within the payroll and leave systems
- Ensure that time-in-lieu accrued does not exceed 36 hours, through regular monitoring of hours accrued, and advice to staff to reduce the hours accrued
- Ensure that pay rates and leave accumulation are regularly review, particularly at each anniversary of employment and when hours or rate of pay are varied.

The Services and Systems Coordinator will:

- Verify the accuracy of time sheets submitted, against diary entries, and in terms of correct entry format
- Follow up any discrepancies with the staff member concerned and correct the timesheet where required
- Forward verified timesheets to Finance for checking and processing.

The Finance Manager will:

- Check the entry format
- Check that the TIL balance from previous timesheet matches the carry forward balance on current time sheet
- Note the staff time spent on other than dedicated project
- Check any Allowance claims

In processing Payroll the Finance Manager will:

- Enter relevant times for each employee – ensuring that leave, allowances and time spent on other projects are entered and allocated correctly
- Print report for CEO to check and approve payment
- Process payment electronically from cheque account
- Complete Salpac spread sheet and email to Salpac Administration for salary packaging
- Update the TIL balance for each staff member as per timesheets before emailing payslips to them
- File reports, payment receipt and payslips in Staff Folder according to month processed

In terms of Payroll Compliance, the Finance Manager will:

- Complete, lodge and pay Instalment Activity Statements on a monthly basis
- Complete, lodge and pay Business Activity Statements every Quarter for periods ending September 30th, December 31st, March 31st and June 30th
- Make superannuation (Superannuation Guarantee Liability) payments for the month ended, according to the Superannuation report, by the 15th of the following month.

13. Purchasing and Supply

Policy

In accordance with the Delegations Manual, the CEO will authorise designated staff of WHISE to undertake purchasing operations on behalf of WHISE, in accordance with the following principles:

- ensuring value for expenditure (including researching options for purchase and obtaining competitive quotes)
- maintaining professional integrity and confidentiality, in purchasing operations, in accordance with the Finance Code of Practice (including not accepting gifts or benefits which may compromise purchasing operations)
- advising the CEO immediately of any conflict of interest in relation to purchasing
- providing timely and reliable advice to the CEO and/or other sections of WHISE, in relation to purchasing options
- monitoring potential risks to purchasing and supply (e.g. likely failure of supplier to meet timelines; inability of supplier to service acquisitions in accordance with service contract)
- ensuring that all purchasing and supply documentation is checked, confirmed and authorised before being forwarded to Finance section for payment
- ensuring that any contract with WHISE is managed and monitored regularly, and exceptions or variations are reported to the CEO.

Procedures

The FM will liaise with the CEO to ensure that the following procedures are implemented in respect of purchasing:

- obtaining of three written quotes for purchase of goods or services over \$2,000
- recording of verbal quotes for purchase of goods and services below \$2,000
- use of approved forms in relation to purchasing
- provision of required documentation (purchase order, delivery docket, and where appropriate, invoice) to the Finance section, appropriately certified for payment
- for minor petty cash purchases, appropriate recording of such purchases, and forwarding of receipts to the FM for reconciliation.

In the event of any major purchasing project, an appropriate tender process will be developed and managed by the CEO in consultation with the FM.

14. Reimbursement of Expenses

Policy

WHISE will reimburse its staff and volunteers any reasonable and authorised expenses incurred by them on behalf of WHISE or in the course of WHISE's business.

The preferred method of payment of reimbursements over \$20.00 will be electronic payment where possible.

Procedure

General Expenses

WHISE will not reimburse staff for :

- Expenses claimed by a staff member as a tax deduction.
- Expenses normally recoverable from a third party
- Claims for purchases that are required to be made under a purchase requisition
- Expenses that are not incurred for business purposes.
- Late payment interest on credit cards.
- Parking, traffic, or other fines and penalties.

Travel Expense

Staff will be reimbursed for the most direct and economical mode of travel available, when travelling on WHISE business.

Use of a staff member's own vehicle for work-related travel will be reimbursed by way of an all-inclusive mileage allowance at the standard public service rate.

Accommodation

Staff will be reimbursed for moderate accommodation expenses, when required to stay overnight on WHISE business.

Staff will not be reimbursed for items of a personal nature charged to a hotel account.

Other Expenses

Staff will be reimbursed for appropriate meal expenses incurred while on WHISE business.

Staff will be reimbursed for hospitality expenses incurred in the course of WHISE business, as appropriate. Appropriate hospitality charges include events hosted or sponsored for the purpose of promoting WHISE work or enhancing its image, and include meals that are related to the transaction of WHISE business.

When WHISE staff dine together while on WHISE business, it is appropriate for the senior person (if any) to arrange payment and submit the claim for reimbursement.

Reimbursement of reasonable but unauthorised expenses may be made on an ex gratia basis.

Advance payments may be authorised where appropriate. Such payments will be subtracted from the amount of any later reimbursements. If expenditure is not for whatever reason incurred then any advance payments made, or any unspent portion of such payments, must be returned.

Staff incurring authorised expenditure must wherever possible receive and retain receipts, invoices, vouchers, tickets, or other evidence of such expenditure.

Staff incurring authorised expenditure must submit requests for reimbursement to the FM on the approved form, describing the nature and purpose of the expenses. The completed form must be signed by the applicant, and must be approved by the CEO for payment.

The FM is responsible for determining if the expenses being claimed are reasonable given the circumstances, and for ensuring they are charged against the appropriate account, and that any requirements under the Fringe Benefits Tax legislation have been met.

Claims that have not been properly prepared, authorised, or supported by adequate documentation will be returned to the claimant together with advice for not processing the claim.

15. Reporting to Funding Authorities

Policy

WHISE receives funding grants from government departments and other funding agencies, which require a full accounting of income and expenditure.

The CEO, in consultation with the FM, will ensure that all reporting requirements of the funding bodies are met in a timely and accurate manner, and in the format required.

The CEO will approve all financial reports for forwarding to the funding bodies, and will report accordingly to the Finance and Employment Committee and Council.

Procedures

The FM will:

- establish each externally funded project as a separate reporting entity with the financial management system
- report monthly on each externally funded project, as part of the regular financial reports to the Finance and Employment Committee and Council
- prepare all financial reports, in the required format, for external funding authorities
- provide a report to the CEO on any variation to the funding requirements (including funding purpose) of the funding authority
- reconcile all reports to external funding authorities, to ensure that the financial report is correlated with the general ledger.

The CEO will:

- approve the financial reports before these are forwarded to the funding bodies
- report to the Finance and Employment Committee and Council, as part of the monthly financial monitoring, on any variations or amendments to externally funded projects
- ensure that each project is separately monitored and managed in the financial management system
- advise the Finance and Employment Committee and Council on potential project funding for which submission has been made
- review the extent and cost to WHISE of all projects, and report accordingly to the Finance and Employment Committee and Council, to ensure that projects remain in line with the core business of WHISE.

Appendix 1 Finance Code of Practice

Policy

The Finance Code of Practice sets the minimum set of standards of conduct expected from all WHISE staff. These standards include the professional and ethical conduct required in all personal and business relationships in relation to WHISE.

The Code of Practice applies to all staff of WHISE; and forms part of the terms and conditions of employment. If any of the provisions contained within this Finance Code of Practice are not fully understood, staff should seek clarification from the CEO

Procedures

Confidentiality

Staff are expected to maintain and respect the confidentiality and privacy of financial information and other matters of a financial nature.

Staff may not disclose or report any WHISE financial information to a third party, without the approval of the CEO.

Staff are not to use confidential information for personal use or to benefit another third party.

Integrity

Staff are expected to act at all times with integrity in the best interest of WHISE, its members, clients, service partners and the community.

WHISE may apply its disciplinary procedures against staff who are in breach of this code. Staff are encouraged to report any instances of unlawful or unethical behaviour to the CEO or Council.

Declaration of Financial and Other Interests:

The CEO and staff must declare any personal interests, which may affect or be affected by a financial transaction of WHISE. Staff must not influence the awarding of any contract in which they have an interest.

Staff who act as panel members in the interview and selection process must also declare any knowledge they have of candidates. Any such knowledge must be disclosed to the CEO (for any such matter) and the Services and Systems Coordinator (for any employment matter), at the earliest opportunity.

Financial Inducements, Gifts and Hospitality:

Staff may not accept gifts that may be rewards or inducements for directing business towards WHISE.

Any monetary gifts or gifts in kind provided to staff must be advised to the CEO for further consideration.

This rule is waived in respect of small items that have a value not exceeding \$50. In areas of doubt advice should be sought from the CEO.

Personal Relationships with WHISE members, clients and providers

Council requires that the following standards are adhered to by staff when interacting with members, clients, service partners and the community:

- Professional Behaviour, using their knowledge and skills to perform their duties to the best of their ability
- Collaborative Working Environment, fostering collaboration by working together
- Communicating with respect and tolerance
- Resolving Conflict, working constructively to resolve conflict in a timely manner.

As a general principle, staff need to ensure that any personal relationship with WHISE members, clients, or service partners does not compromise the operations of WHISE. Where there is the likelihood of such compromise, the staff member concerned should immediately advise the CEO, who will then minimise the likelihood of such compromise.

Tendering

The management of the tendering process for WHISE will be conducted by the CEO in accordance with Council policies and directions. Those staff involved with the tendering process and contract management will maintain independence and integrity and ensure the transparency of the process.

All contracts are to be scrutinised in order to identify and minimise commercial risk and liabilities and to ensure that contract deliverables are met.

Use of Property, Facilities or Equipment

Staff of WHISE often have access to facilities, including office equipment such as computers, telephones, photocopiers and fax machines, in carrying out their official duties. Excessive personal use of any equipment or removal of any property from the work place for any purpose is not permitted without approval of the CEO. Any use for personal gain is not permitted under any circumstances (Refer also to the Policy and Procedures Manual).

Integrity of Finance Operations

Finance staff must possess the appropriate levels of qualifications and experience in order to fulfil the requirements of their position.

They must also demonstrate a commitment to professional development and remaining up-to-date with current financial and economic issues.

The CEO will ensure that the recruitment process adequately addresses the qualifications of new staff.

The Finance section and CEO will ensure that there is compliance with the relevant State and Federal laws, regulations and accounting standards. This will be achieved by adherence to internal Finance policies and procedures that adopt statutory requirements.

The Finance section and CEO will ensure the completeness and accuracy of financial reports, and the integrity of the data and information provided. It is essential that there is adequate maintenance of the information management systems to ensure data integrity.

The Finance section will ensure that there are appropriate controls and monitoring of the systems, including sub-ledgers, to enhance data integrity.

Systems recovery procedures and disaster plans will be established and monitored on a regular basis.

Action in response to Breaches of the Code of Practices

Attempt should be made to informally resolve any conflicts arising as a result of a perceived or actual breach of this Code.

Staff should be given an opportunity to provide an explanation for the breach and should be offered remedial training and counselling where appropriate

For serious breaches of the Code, in particular a breach of confidentiality, WHISE reserves the right to institute appropriate disciplinary procedures, including dismissal.

Appendix 2 Forms

Finance operations involve the use of a number of forms.

These forms may change from time to time, in accordance with legislative requirements, Council directions, and best practice.

Forms are stored electronically, as shown below. To open the form click the hyperlink shown as underlined and in blue.

It is the responsibility of each staff member to ensure that they use the latest version of the form, which will be found in the location listed below.

| <i>Form</i> | <i>Location</i> |
|----------------------------------|---|
| Purchase Requisition | \\Sbserver\shared\WHISE central files\New Folder Structure\Governance and Planning\Policy and Procedure Manual\Forms\Purchase Requisition.xls Forms\Purchase Requisition.xls |
| Application for Travel Allowance | \\Sbserver\shared\WHISE central files\New Folder Structure\Governance and Planning\Policy and Procedure Manual\Forms\Application for Travel Allowance.doc Forms\Application for Travel Allowance.doc |

(Forms section to be completed).