

POLICY:-	
Policy Title:	Cash Handling Policy
File Reference:	TRIM F10/618-05
Date Policy was adopted by Council initially:	24 March 2005
Resolution Number:	67/05
Other Review Dates:	20 August 2009, 21 June 2012, 19 March 2015, 21 June 2018 and 21 October 2021
Resolution Number:	329/09, 186/12, 56/15, 169/18 and 181/21
Current Policy adopted by Council:	20 February 2025
Resolution Number:	21/25
Next Policy Review Date:	2028

PROCEDURES/GUIDELINES:-	
Date procedure/guideline was developed:	N/A
Procedure/guideline reference number:	N/A

RESPONSIBILITY:-	
Draft Policy developed by:	Director of Finance and Administration
Committee/s (if any) consulted in the development of this Policy:	N/A
Responsibility for implementation:	Director of Finance and Administration
Responsibility for review of Policy:	Director of Finance and Administration

OBJECTIVE

The aim of this policy is to define the responsibilities of Council customer service staff and outline the procedures applicable for the safe and secure handling of cash and cash equivalent transactions.

RECORD KEEPING AND RISK MINIMISATION

Council will ensure record keeping and risk minimisation measures are utilised as follows:-

- Implementation of procedures for tracking, receipting, securing, transferring and banking cash.
- Identifying whether each transaction was for cash or other means of payment.
- Issuing and recording receipts for all payments received, which include date and time of payment and payment amount.
- Limiting the number of employees able to handle cash to minimise risk for misappropriation of funds.
- Using secure cash storage facilities and security systems.
- Implementation of internal control systems to minimise the risk of fraud.
- Before undertaking any new cash handling operation authorisation to collect money must be approved by the Chief Financial Officer.
- Utilisation of electronic forms of payment by Council are encouraged, such as MOTO, BPAY, eServices and credit cards, use of these payment types will diminish the number of cash transactions and quantity of cash held on-site and hence lowers the potential risk of fraud.

FRAUD AND CORRUPTION RISKS

A risk assessment of cash handling is designed to identify and address fraud and corruption risks, these include:-

- An employee failing to record purchases properly in order to misappropriate cash.
- An employee misappropriating cash whilst in transit to the bank to deposit funds.
- An employee accepting or soliciting money or a benefit.
- An employee being bullied or threatened to misappropriate cash or avoid proper payment for a good/service by a third party.
- An employee artificially inflating the value of a good/service to misappropriate cash.

PROCEDURES

1. Individual cash floats are to be operated at the Crookwell and Gunning offices customer service areas. A cash float is the responsibility of the individual Customer Service Officer to maintain and balance. There are to be separate cash drawers and floats for each individual cashier to establish accountability for monies.
2. At the end of each day the Customer Service Officers are to count their respective daily takings and balance to the computer printouts / records (which are to be signed by each Customer Service Officer) and then counter signed, checked and verified by the relevant delegated officer of Council. This process includes ensuring that respective floats are maintained. Reference is to be made to Council's Daily Closure Procedures documentation as outlined in the Internal Control and Procedures Manual.
3. On completion of individual balancing the cash takings are to be combined and prepared for banking each working day. The Officer carrying out the daily takings must, where practical, be independent of the Customer Service staff. Should there be a discrepancy with the daily balancing the matter is to be investigated and if unresolved reported to the Chief Financial Officer for further investigation and remedial action if necessary.
4. Floats and banking monies are then to be deposited in a security safe (in separate bags). Each Customer Service Officer will have access to their own individual lockable compartment within the security safe where they will secure their own cash float and any other floats under their care (for petty cash, waste disposal centres, swimming pools, etc.). There is access to a separate lockable compartment within the security safe where they will secure the combined daily banking. The security safe will be either combination or key type and the setting of the combination or the issue of keys will be the responsibility of the Chief Financial Officer or the Director of Finance and Administration. Master keys allowing access to all safe compartments will be held by the Chief Financial Officer and Director of Finance and Administration.
5. On the next working day the cash floats required will be removed from the security safe by the individual Customer Service Officers. Immediately prior to being delivered to the bank, the daily banking is to be removed from the security safe by the Finance Officer or a delegate given access to the same by the Chief Financial Officer. The daily banking must immediately be counted and the correct amount verified by the Officer responsible for transporting it to the bank. Any discrepancy must be reported to the Chief Financial Officer. The Officer carrying out the daily banking must, where practical, be independent of the Customer Service staff.
6. All instances of suspected theft / break-ins are to be reported to the Chief Financial Officer and Director of Finance and Administration immediately.
7. The level of cash maintained at Council's offices is to be kept to a minimum, that is, the opportunity should be taken during days of "higher" takings to transfer amounts to the bank. This should be done at irregular intervals and with due regard to security and safety.
8. Training refreshers to all relevant employees will be provided by Council to ensure they are aware of their responsibilities.

RELEVANT LEGISLATION AND COUNCIL POLICY AND PROCEDURES

The following Legislation and Council Policies and documents that are relevant to this Policy include:-

- Local Government Act 1993;
- Local Government (General) Regulation 2021;
- Independent Commission against Corruption Act 1988;
- Work Health and Safety Act 2011;
- Government Information (Public Access) Act 2009;
- Privacy and Personal Information Protection Act 1998;
- Crimes Act 1900;
- State Records Act 1998;
- Council Code of Conduct;
- Council Government Information (Public Access) Policy;
- Council Records Management Policy;
- Council Privacy and Personal Information Management Plan;
- Council Internal Control and Procedures Manual;
- Council Bribes, Gifts and Benefits Policy;
- Council Complaints Management Policy;
- Council Customer Service Charter;
- Council Fraud and Corruption Prevention Policy.

VARIATION

Council reserves the right to vary or revoke this policy.