

CASH HANDLING POLICY®

DOCUMENT SUMMARY/KEY POINTS

- The purpose of this policy is to establish consistent and transparent procedures for handling of cash and cash equivalents across the Network to minimise the risks associated with cash handling.
- This policy applies to all staff, including volunteers, who are involved in the receipt, handling or disbursement of cash or cash equivalents.
- This policy includes:
 - Cash Handling
 - Cash Float Management

CHANGE SUMMARY

- Document due for mandatory review. Updated links.
- Amended and added information in line with MoH Cash Transformation.
- Recommend re-reading the entire document.

READ ACKNOWLEDGEMENT

- All staff and their Managers/Supervisors involved with receiving, collection, receipting, recording, transporting and banking of cash and cash equivalents for, and on behalf of, the Network. This includes cash handling and cash float management

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st May 2025	Review Period: 3 years
Team Leader:	Deputy Manager - Transactional Services	Area/Dept: Finance

TABLE OF CONTENTS

1	Definitions	3
2	Policy Statements.....	3
3	Procedures	3
3.1	Receipting.....	3
3.2	Process Overview.....	4
3.3	Custody and Security	4
3.4	Transportation and banking of cash	5
3.5	Theft and losses	5
3.6	Administration.....	5
4	Cash Float Return.....	6
5	Related Information	6

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1 Definitions

For the purposes of this document:

Cash includes currency notes, coin, cheques, electronic funds transfer (EFT), credit/debit card payments, money/postal orders.

Cash Collection Points are departments, that are authorized by the Director of Finance and Corporate Services or delegate for the purpose of cash collections.

2 Policy Statements

- All cash received must be receipted immediately using only the Network's official receipts.
- Amounts receipted must be stored in a secure location until the takings are appropriately banked.
- All Cash Collection Points must bank their takings by close of business or latest by the next working day with the Network Cashier at respective site
- All collections received by the Network Cashiers must be banked latest by the next working day
- Payments must not be offset against expenses before deposit.
- Payments by post-dated cheques are not accepted.
- Cash handling accounts are for business transactions and should not be used as a cheque cashing fund.
- Cash floats, if any, issued to cashiers are only to facilitate return change to patients over the counter.
- No cash reimbursements will be issued by the cashiers.

3 Procedures

The following procedures are required to be followed in relation to cash handling activities.

3.1 Receipting

The Network receives cash and cash equivalents as payments for goods and services and as donations. The payments may be received over the counter, via postal remittances, direct deposits and electronic fund transfers specifically approved by the SCHN Director of Finance and Corporate Services.

Over the counter cash collections:

Over-the-counter cash collections are only permitted through the following:

1. Network Cashiers – Located at the Children's Hospital at Westmead and the Sydney Children's Hospital at Randwick.
2. Departmental Cash Collection Points – Permitted only with approval from the Director of Finance and Corporate Services or an authorized delegate.

Approval from the Director of Finance and Corporate is required before establishing any cash collection points.

3.2 Process Overview

- Cash and cash equivalents must never be left unattended.
- All payments are to be receipted immediately upon receipt.
- Receipting must be completed using NSW Health Accounts Receivable module on Oracle FMIS during business hours. However, official Network manual receipts can be issued out of hours or where Oracle FMIS is down.
- Where manual receipts are issued, where a receipt is voided, the original receipt must be attached to the receipt book.
- Correction of errors by erasures, overwriting or the use of correction fluid is not permitted on any receipt or record whether manual or system generated.
- Duplicate receipts must not be issued. Where a customer requests a proof of payment, Finance can issue a lost receipt letter in lieu of a replacement receipt indicating the original receipt number, date and relevant details and clearly indicating therein that this is not a receipt.
- All postal remittances, including cash, cheques, or money orders received through the mail, should never be opened by any department other than the designated Revenue Department. Unopened mail containing remittances should be forwarded intact to the Revenue Supervisor. The Revenue Supervisor will ensure that all postal remittances, including those received by other departments, are opened in the presence of two authorised officers from the Revenue Department. All remittances should be recorded in the Mail Remittances Register, and both officers present during the opening should sign as witnesses.
- Unidentifiable or surplus funds received shall be receipted by the Cashier and credited to a suspense account pending further investigation with a limit of sixty days for resolution. Any unidentifiable funds remaining after reasonable efforts are recommended by the SCHN Revenue Manager to the Deputy Director, Finance for transfer to Miscellaneous Income, General Fund. Once approved by the Deputy Director of Finance, the SCHN Revenue Manager would ensure that such funds are receipted as Miscellaneous Income under General Fund including sufficient information in the transaction record for easy identification or reference in the future.

3.3 Custody and Security

- Cash handling duties, including cash handling supervision, must be included on position descriptions.
- The Officers responsible for handling cash or required to handle cash must read, understand and acknowledge these procedures by signing the [Memo, Mandatory Cash Handling Policies and Procedures](#) issued by the SCHN Chief Executive.
- Department Heads must ensure staff rotation where practicable.

- Cash received that is yet to be banked, must be stored in a safe which must be locked and located in a secure place, until banked.
- The Network Cashiers and Cash Collect Points should be located in a safe and secure location limiting access only via a secure window and be appropriately security alarmed.
- The SCHN Revenue Supervisor or Department Heads/Cost Centre Managers shall maintain a key register to record the identity and position of the Officer responsible for every cash storage facility in their respective areas with the instances (date and time) each Officer had access to the cash storage facility.
- Unused receipts/receipt books must be stored in a secure location. Used receipt books and receipts/receipt books no longer required must be returned to the Finance Department within five days of the last receipt issued.

3.4 Transportation and banking of cash

All cash takings or equivalents must be banked intact the next business day except for the takings of Cash Collection Points. A Cash Collection Point must bank its aggregate takings intact with the Network Cashier at their respective site latest by the next business day.

- **Cash Collection Points** - where manual receipt books are used; these must accompany the takings to the Network Cashier for reconciliation purposes and for issuing of an official Network receipt.
- **Transporting of Cash** – two Officers including, if possible, a Security Officer, are to transport cash within a facility. This includes transporting cash from Cash Collections Points to the Cashier. Times and routes should be varied where possible.
- **Reconciling cash balances** - Cashiers must complete a full reconciliation of daily cash balances with discrepancies investigated and corrected before finalising. The Revenue Supervisor must sign the daily banking each day.

3.5 Theft and losses

In the event of loss or disappearance of cash or suspected theft:

- Report loss or theft immediately to Security. Network approval is required if the matter is to be reported to the Police.
- Report the matter promptly to the Deputy Director of Finance and the Internal Auditor.
- Report the matter to the Manager, Risk, Insurance & Governance to determine if an insurance claim can be made.

3.6 Administration

- Network Finance Department maintains a Receipt Books Register for manual receipts to record receipt books issued and returned, including details of the officer approving request for receipt books as well as of the staff collecting and returning the receipt books.
- All receipt books and individual receipts, are pre-numbered

- Cashiers and Cash Collections Points can obtain new manual receipt books from the Finance Department as follows:
 - [Receipt Book Request](#)
 - [Memo, Mandatory Cash Handling Policies and Procedures](#)
- All used/completed receipt books must be returned to the Finance Department when requesting new receipt books.

4 Cash Float Return

When a cash float is no longer required, the whole amount of the float must be returned as soon as possible to return the balance to zero. Partial return of the float is not permitted.

- From the Intranet download the [Cash Float Return Form](#)
- After completion, take a copy of the signed form and unspent balance to the Network Cashier in return for an official receipt.
- Submit the following to the Finance Administration Officer:
 - i. signed Cash Float Return form
 - ii. the official cash receipt issued by the Network Cashier

5 Related Information

Network Policies (available on the Intranet and amended/updated from time to time)

- [Delegations Manual](#)
- [Procurement of Goods & Services Policy](#)
- [Security - CHW](#)
- Randwick Campus - Refer to the relevant [SESLHD Security policy](#)

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