

RICHMOND VALLEY COUNCIL POLICY REGISTER

Policy No: 1.3.9

Reference: Customer Service - Policy, Reporting

POLICY:	CASH HANDLING
FUNCTION:	Customer Service
OBJECTIVE:	To ensure the responsibilities of Council staff and the procedures applicable for the safe and secure handling of cash
DIRECTORATE:	ENVIRONMENTAL DEVELOPMENT SERVICES

POLICY

This policy outlines guidelines and responsibilities for cash handling procedures and should be followed by all employees who handle cash. The procedures put in place for cash handling should be followed at all times by Council cashiers; this will ensure that cash for which they are given care and control over is under their scrutiny at all times to ensure that misappropriations by other parties cannot occur. Similarly, care and diligence must be applied at all times when dealing with cash transactions to ensure a high standard of accuracy. Cashiers have a duty of care towards Council to ensure they do not give incorrect change.

Cashiers are not required to reimburse shortfalls. However, the occurrence of both or either "short falls" or "overs" could give cause for suitable disciplinary action upon the extent in the continual occurrence of such discrepancies. All "overs" shall be paid into the appropriate revenue account.

Alternatively or additionally, where an employee's work performance or conduct is considered unsatisfactory, disciplinary action in accordance with the provisions of the Local Government (State) Award will occur.

Note

This policy is supported by, and should be read (by employees) in conjunction with the following relevant documents and legislation:

- Richmond Valley Council Code of Conduct
- Richmond Valley Council's Safe Work Method Statement - Customer Counter Service and Cash Handling 2005
- Customer Service - Performance Management Plan 2009
- Customer Service - Procedure for Cash Handling 2009

VARIATION

Council reserves the right to review, vary and/or revoke this Policy from time to time.