

# Policy: Self-Management for Direct Management Customers (Section 71)

## Purpose

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The policy aims to enable financially managed customers to exercise autonomy in managing their own financial matters, where appropriate.

Under [section 71\(2\)](#) of the [NSW Trustee and Guardian Act 2009](#), NSW Trustee & Guardian may, *“by instrument in writing, authorise the managed person to deal with so much of the estate as the manager considers appropriate and specifies in the instrument”*.

This policy provides guidance to staff in making decisions to authorise customers under this section of the Act.

This policy does not apply to customers managing their own bank accounts. No authority is required under [section 71\(2\)](#) for a customer to manage their own savings account.

## Decision Making

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Decisions made under [section 71\(2\)](#) are deemed ‘significant decisions’ in conjunction with the NSW Trustee & Guardian’s [Decision Making Policy](#).

Once approved, the decision is communicated to the customer/key contacts and options for review are included.

The principles under [section 39](#) of the Act and the [National Standards for Financial Managers](#) are applied to decision making for [section 71\(2\)](#) authorities.

## Support for Customers

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NSW Trustee & Guardian recognises that authorising a customer to manage part of their own financial estate carries responsibilities and we provide support as required, which may include:

- an information pack on self-management
- fact sheets
- a budget checklist and information on budgeting
- response to customer requests for advice and support in self-management
- follow up and review of authorities to identify changes in risk and/or potential for increase of scope in self-management.

## Policy statement

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This policy sets out the standards for customers who have a financial management order to self-manage part of their estate and provides staff with guidelines to consider the appropriateness of an authority under [section 71\(2\)](#) of the [NSW Trustee and Guardian Act 2009](#).

When NSW Trustee & Guardian assesses that a particular customer has the ability and motivation to deal with aspects of their financial affairs independently, a Section 71 authority is approved.

The financial management customer must demonstrate their ability to manage the responsibilities granted under a Section 71 authority, which is reviewed in line with budget review.

The customer's case manager, and relevant stakeholders are informed when the authority ([section 71\(2\)](#)) is granted to the customer.

## Scope

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Direct financial management customers

## Legislative context

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[NSW Trustee and Guardian Act 2009](#)

## Document information

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<b>Title:</b>	Self-Management for Direct Management Clients (Section 71) Policy
<b>Owner:</b>	Senior Manager, Trustee Services
<b>Approver:</b>	Director, Trustee Services
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