

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

<b>NAME OF DOCUMENT</b>	Consumers and Carer Representatives – Paid participation in South Eastern Sydney Local Health District (SESLHD) Committees
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<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Director, Strategy Innovation and Improvement
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<b>KEY TERMS</b>	Paid participation, consumer, engagement, consumer participation, partnerships, community
<b>SUMMARY</b>	<p>The procedure is to be used by all SESLHD staff who will be engaging community members, consumers and carer representatives on South Eastern Sydney Local Health District (SESLHD) Committees.</p> <p>Paid participation recognises the valuable specialised and expert contributions made by people who are using our health services, or people living in our community.</p>

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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# SESLHD PROCEDURE

Consumers and Carer Representatives – Paid participation in  
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## 1. POLICY STATEMENT

This procedure sets out SESLHDs commitment to supporting paid participation and outlines the circumstances where payments will be made for participation in SESLHD activities, the rates of payment and method of payment.

Involving community, consumers and carer representatives in decision making and accessing the expertise of service users ensures rigorous and effective decision making and as such is a key aspect of the National Safety and Quality Health Service (NSQHS) Standards.

In developing this procedure, SESLHD has considered a number of existing policies and business rules including:

- [SESLHD Community Partnerships Strategy](#)
- [SESLHDBR/030 Consumer and Carer Representation for Mental Health Services](#)
- [SESLHDGL/041 Claiming Out of Pocket Expenses for Community Members and Community Committee Members \(Contingent Workers\)](#)
- [NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees](#)

SESLHD acknowledges that this procedure adapts and builds on them to reflect our current operating environment.

## 2. BACKGROUND

This procedure sets out South Eastern Sydney Local Health Districts (SESLHD) commitment to supporting paid participation for community members, consumers and carer representatives on (SESLHD) Committees. Paid participation recognises the valuable specialised and expert contributions made by people who are using our health services.

Community members, consumers and carer representatives play a vital role in program, policy and service development and delivery. This procedure will ensure clarity and an equitable and standardised payment process is in place across the District.

### 2.1 Definitions:

**Community Member** - Is part of a Committee, Council, working/steering group or other recognised SESLHD group who will be able to provide an informed community perspective to contribute to better health outcomes and improved wellbeing of people living within SESLHD.

**Consumer** - A person that uses or is a potential user of health services together with family and carers of healthcare recipients and clients.

**Carer Representative** - Is someone who cares for a family member or friend who has an ongoing illness, disability or condition. The carer does this in an unwaged capacity. People that have been carers in the past can also bring important learnings and insights.

**Paid participation** – Defined as an activity whereby a member of the community is personally asked to participate in an activity from which SESLHD will receive a benefit. Activities may be initiated by SESLHD through invitation or via formal recruitment

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processes. The types of activities (but not limited to) eligible for payment may include the following:

- Individual or group co-production, co-design or consultation using mechanisms such as:
  - Teleconference/videoconference
  - Face-to-face meetings
  - Written correspondence seeking input on a piece of work.
- Training or development activities
- Representational activities whereby the representative presents at an event or forum on behalf of SESLHD.

### 3. RESPONSIBILITIES

Staff of SESLHD will make the level of engagement clear in their communication with members.

Within SESLHD, community member, consumer and carer representation may occur in the following ways:

- Recruited via expression of interest or formal recruitment processes to sit on Consumer Advisory Committees/Groups (CACs/CAGs)
- Recruited via formal recruitment process to be a community member of the SESLHD Board Community Partnerships Committee (BCPC)
- Recruited via formal recruitment process to be a member of the District Consumer and Community Council (DCCC).

SESLHD aims for as broad participation as possible within resource constraints. This procedure sets out how much we will pay, when and for what activities, so that individuals understand our position prior to engaging with us. This procedure will also detail the rates of payment and method for claiming payments.

The payment of participation fees will not be made under the following circumstances:

- Where the individual is funded by another organisation, group or council or the Public Service to represent it in engagements with SESLHD
- For open invitations to attend forums without the approval of SESLHD
- For ad-hoc communication and discussion with SESLHD
- For preparation or reading time (unless agreed by SESLHD in advance).

Where payment for participation is intended to be made by SESLHD, it will be discussed with the participant in advance of any activity that may be considered eligible for payment.

#### 3.1 Committee Chair and/or Secretariat:

This procedure applies to all SESLHD staff who are involved in the management of meetings and activities which recruit the services of community members, consumers and carer representatives.

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The Committee's Chair and/or Secretariat are responsible for ensuring that the community members, consumers and carer representatives are remunerated appropriately and efficiently.

Specifically they will be responsible for:

- Recruitment of community members, consumers and carer representatives in line with SESLHD standard operating procedure for recruitment
- Orientate the representatives to SESLHD policies, procedures and provide ongoing support as required
- Onsite induction to the specific facility where meetings will predominately be held, this should include local Work Health and Safety induction
- Issue invitations to representatives that include:
  - Detail on the scope and nature of the participation activity
  - An estimate of the time and effort required
  - The monetary amount they will be compensated.
- Once the invitation has been accepted, contact the representative to confirm any further details and arrange any required travel
- Provide assistance to representatives for claiming out of pocket expenses
- Collect data on the numbers of community members, consumers and carer representatives who participate in paid participation activities for submission to the Community Partnerships Unit on a financial year basis.

All SESLHD staff engaging community members, consumers and carer representatives who wish to claim for Out-of-Pocket expenses must comply with [SESLHDGL/041 Claiming Out of Pocket Expenses for Community Members and Community Committee Members \(Contingent Workers\)](#).

Any disputes over payment of paid participation fees are to be discussed with the person for the document and then if not resolved escalated to the Executive Sponsor.

### **3.2 Community members, consumers and carer representatives are:**

Responsible for ensuring they are aware of their legal obligations to inform relevant government departments such as Centrelink, the Department of Veteran Affairs and the Australian Taxation Office of any income received.

Specifically they will be responsible for:

- Attending meetings, present at forums or workshops (if required), participation in orientation and other types of representations as agreed
- Completing all recruitment paperwork
- Adhering to the committees Terms of Reference/Charter
- Identifying any conflict of interest, such as personal interests in a matter or decision. Where there is any uncertainty the Chair or Secretariat should be consulted.

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### 3.3 Community Partnerships Unit will:

Routinely establish, monitor and evaluate mechanisms that facilitate community member, consumer and carer representative participation in line with the [SESLHD Community Partnerships Strategy](#).

### 4. PAYMENT SCHEDULE

Paid participation rates are consistent with the [NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees \(Level C-1\)](#). Daily rates may be subject to change in accordance with the Framework. Payments are calculated on an hourly, half day and full day rate. Payment rates are set out below.

<b>Remuneration Rates</b> (Based on the <a href="#">NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees (Level C-1)</a> )		
<b>Activity Type</b>	<b>Description</b>	<b>Payment Rate</b>
Meeting – member	Committee member involved in formal consultation groups or meetings	1hr – \$30.00 2hr – \$55.00 Half Day* - \$110.00 Full Day* - \$220.00
Meeting - chairperson	Appointed chairperson of a SESLHD committee	1hr – \$44.00 2hr – \$88.00 Half Day* - \$175.00 Full Day* - \$350.00
Presenter at Education Programs	SESLHD will compensate preparation, travel and presentation time up to a maximum of 7.5 hours (unless otherwise negotiated) at the rate of a Part Time Health Education Officer Non Graduate as advised in <a href="#">NSW Ministry of Health Information Bulletin - IB2017 022</a>	1hr - \$37.40 Half Day* - \$130.90 Full Day* - \$280.50
Observer at Education Program	Consumer observing training prior to presenting. This is at the rate of a Part Time Health Education Officer Non Graduate as advised in <a href="#">NSW Ministry of Health Information Bulletin - IB2017 022</a>	1hr - \$37.40
Course Development	SESLHD will compensate preparation time up to a maximum of 7.5 hours (unless otherwise negotiated) at the rate of a Part Time Health Education Officer Non Graduate as advised in <a href="#">NSW Ministry of Health Information Bulletin - IB2017 022</a>	1hr - \$37.40
Participating in selection committees	Participation in selection panel meetings	\$30.00 per hour
Attendance at open public forum, meeting or consultation		No payment
Ad-hoc discussions with SESLHD staff		No payment

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SESLHD will endeavour to meet all reasonable travel costs associated with agreed paid participation activities.

SESLHD staff are to comply with [SESLHDGL/041 Claiming Out of Pocket Expenses for Community Members and Community Committee Members \(Contingent Workers\)](#).

\*The maximum for full-day is 7.5 hours, and half-day is 3.5 hours

## 5. PROCEDURE

All community members, consumers and carer representatives who are participating in an approved activity, as outlined in the payment schedule, with SESLHD must be informed prior to participation what reimbursement they will receive.

SESLHD currently offers two methods of reimbursing community members, consumers and carer representatives (**See Appendix I**):

1. Provision of gift vouchers
2. Direct deposit into their nominated bank account by SESLHD

### 5.1 Provision of gift vouchers method

Secretariat will complete the following (in consultation with the Chair):

- 5.1.1** Determine the scope of the invitation and outcome sought
- 5.1.2** An estimate of the time and effort required
- 5.1.3** On a regular basis advise the Community Partnerships Unit of next period's meetings, number of representatives attending and duration of meetings using the [SESLHD District Form F351 - Community Advisory Committee/Group Voucher Request](#)
- 5.1.4** Vouchers will be supplied and the secretariat will ensure vouchers are stored securely and are issued before expiry date
- 5.1.5** Issue representatives with their gift vouchers and complete [SESLHD District Form F352 - Stipend Voucher Payment Form](#) for all vouchers issued
- 5.1.6** Secretariat to provide Community Partnerships Unit with a completed copy of the [SESLHD District Form F352 - Stipend Voucher Payment Form](#) no later than one week after the meeting.

### 5.2 Direct deposit into their nominated bank account by Secretariat

- 5.2.1** Detail on the scope of the invitation and outcome sought
- 5.2.2** An estimate of the time and effort required
- 5.2.3** Setup community member, consumer, and carer representative as a vendor (one only), using: [NSW HealthShare Form - FM120022 - Individual/Employee Creation, Maintenance and EFT Form Oracle R12](#)
- 5.2.4** An Australian Tax Office - Statement by a Supplier not quoting an ABN form (this form does not apply if the individual has their own ABN)

Following the conclusion of activities, the Committee Chair and/or Secretariat is required to complete an [NSW HealthShare Form - Invoice Scanning Payment Requisition Form for](#)

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[Oracle R12](#). Within the template there are drop down boxes to select – *HA and Patient/Non-Employee reimbursement*. The vendor form and an [Australian Tax Office - Statement by a Supplier not quoting an ABN](#) form need to be submitted to NSW Health Support Services, Accounts Payable at mail to: [HSNSW-scn.apayable <HSNSW-scn.apayable@health.nsw.gov.au>](mailto:HSNSW-scn.apayable@health.nsw.gov.au) (this is only completed for the first claim). Payment will be paid directly into the nominated bank account.

If there are any out of pocket expenses, Committee Chair and/or Secretariats are to adhere to [SESLHDGL/041 Claiming Out of Pocket Expenses for Community Members and Community Committee Members \(Contingent Workers\)](#).

### 6. DOCUMENTATION

Appropriate records will be maintained within the District's Electronic Document and Records Management System (EDRMS) in line with SESLHD Policy and State Records Act.

- [NSW HealthShare Form - FM120022 - Individual/Employee Creation, Maintenance and EFT Form Oracle R12](#)
- [SESLHD District Form F351 - Community Advisory Committee/Group Voucher Request](#)
- [SESLHD District Form F352 - Stipend Voucher Payment Form](#)

### 7. AUDIT

On a monthly basis, the Community Partnerships Unit will monitor financial compliance with this procedure against expenses incurred in cost centre reports. The Community Partnerships Unit will monitor the use and effectiveness of this procedure, via feedback received from SESLHD Community Advisory Committees/Groups and from community members, consumers and carer representatives. This feedback will be noted and considered when the procedure is reviewed or more often if required by policy or legislation change.

### 8. REFERENCES

- [NSW Ministry of Health Information Bulletin - IB2017\\_022 Increased Rates of Pay and Allowances for Staff in the NSW Health Service - HSU and ASMOF Awards](#)
- [SESLHDGL/041 Claiming Out of Pocket Expenses for Community Members and Community Committee Members \(Contingent Workers\)](#)
- [SESLHDBR/030 Consumer and Carer Representation for Mental Health Services](#)
- [SESLHD Community Partnerships Strategy](#)
- [National Safety and Quality Health Service \(NSQHS\) Standards 2 - Partnering with Consumers](#)
- [Australian Tax Office - Statement by a Supplier not quoting an ABN](#)
- [NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees](#) (Level C-1)[NSW HealthShare Form - FM120022 - Individual/Employee Creation, Maintenance and EFT Form Oracle R12](#)

## 9. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
November 2016	Draft	Susan Busuttil, Community Partnerships Officer, Directorate Planning Population Health & Equity
November 2017	0	Susan Busuttil, Community Partnerships Officer, Directorate Planning Population Health & Equity
November 2017	0	Approved by Executive Sponsor and Director Programs and Performance for publishing.
July 2020	1	Minor Review. Executive Sponsor updated from Director Planning, Population Health and Equity to Director Strategy Innovation and Improvement. Approved by Executive Sponsor.



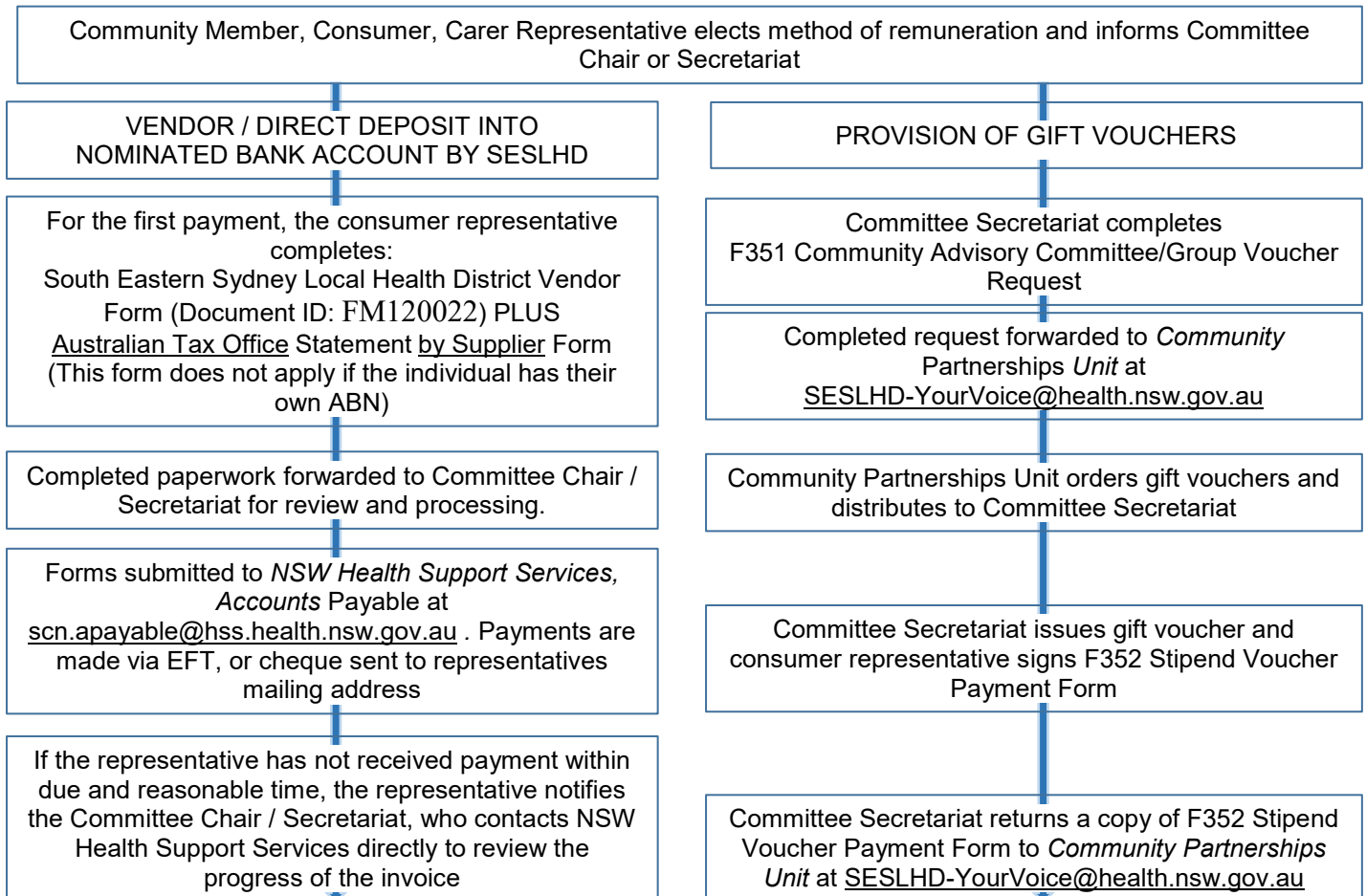
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## APPENDIX I

### Remuneration of Community Member, Consumer and Carer Representatives Flow Chart



### Voucher Cycle

Step	What	Who	With
1	Purchase eVoucher	CPU	Community Advisory Committee/Group Voucher Request
2	Dispatch eVoucher	CPU to CAC Secretariat	Register + Stipend
3	Recording eVoucher	CAC Secretariat	Stipend
4	Issue eVoucher	CAC Secretariat to Consumer	Stipend with Consumer Signature
5	Re-Order request	CAC Secretariat to CPU	Community Advisory Committee/Group Voucher Request
1	Repeat		

