

Policy

Consumer, Carer and Community Representative Reimbursement

Policy Statement

Consumer, Carer and Community Representatives provide an important balance to the views of health care professionals, service providers and industry, contributing to a health system that better reflects the needs of all stakeholders.

The Health Directorate values the contribution that Consumer, Carer and Community Representatives make and is committed to adequately reimbursing Representatives.

Reasonable costs associated with attendance at Health Directorate meetings, or other activities, will be reimbursed to Consumer, Carer and Community Representatives.

The reasonable costs included in the reimbursement are:

- Travel costs including parking fees and public transport.
- Child care.
- Paper, toner/ink and photocopying.
- Phone calls, Internet Service Provider (ISP) charges.

Purpose

Consumer, Carer and Community Representatives are vital in program, service and policy development and delivery. They provide a consumer's perspective using the consumer experience and expertise to guide decision makers. Consumer, Carer and Community Representatives are trained in advocacy and representation, and are appointed by the Representative's organisation based on their interest, experience and availability.

This policy defines the processes by which the Health Directorate will manage reimbursement to Consumer, Carer and Community Representatives engaged to participate in Health Directorate related meetings or other formal activities.

Scope

This policy applies to all Health Directorate staff who are involved in the management of meetings and activities which employ the services of Consumer, Carer and Community Representatives.

The associated Standard Operating Procedure (SOP) and forms attached to the SOP ensure consistent application across the Health Directorate.

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Roles & Responsibilities

Reimbursement

The meeting's Chair/Organiser and Secretariat are responsible for ensuring that the Consumer, Carer and Community Representative is reimbursed appropriately and efficiently.

Confidentiality

Where necessary, a "Declaration of Confidentiality" form should be completed by the Consumer, Carer and Community Representative. In addition, it is appropriate for the Chair of a meeting to identify confidential matters as they arise during the meeting. Meeting papers which are confidential/not for distribution should also be clearly marked as such.

Exemptions

Where a Chair/Committee/meeting organiser would like to provide reimbursement which differs from this Policy, an exemption is to be sought from the Director-General by way of a written Minute, authorised by the relevant Executive Director.

Evaluation

Outcome Measures

- Reasonable costs associated with attendance at Health Directorate meetings, or other activities, are reimbursed to Consumer, Carer and Community Representatives.

Method

- Performance measures:
 - A copy of the Policy and SOP is supplied to all new Representatives.
 - Upon acceptance of the offer to receive reimbursement, appropriate levels of reimbursement are paid to the Representative.
- Service/program managers are responsible for monitoring compliance to these two performance measures through an annual audit and will report audit results to the Head of their Division within one month of the audit's completion.

Related Legislation, Policies and Standards

Policies

Consumer, Carer and Community Representative Standard Operating Procedure
Health Directorate Consumer and Carer Participation Framework

Definition of Terms

Consumer, Carer and Community Representative

Consumer, Carer and Community Representatives are trained in advocacy and/or representation, and are selected and endorsed by an advocacy or community agency to represent the views and interests of health consumers. For the purpose of this policy,

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Consumer, Carer and Community Representatives also include “independent community members” who are either consumers or carers and have been invited to a meeting or other formal activity.

Meeting

For the purpose of this policy, a meeting is defined as an activity where a person is formally engaged by the Health Directorate to provide advice in their capacity as a Consumer, Carer and Community Representative. Examples include, but are not limited to, committee meetings, selection panels, and meetings convened by organisations contracted by the Health Directorate. However, this policy does not include high-level committees such as ministerially appointed councils and committees.

References

Position Statement, Consumer representatives shape health in Australia. 2007
<https://www.chf.org.au/pdfs/pos/pos-consumer-representatives-shape-health-in-Australia.pdf> Accessed July 2010.

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