

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

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<b>FUNCTIONAL GROUP(S)</b>	Community Partnerships
<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 within South Eastern Sydney Local Health District (SESLHD)</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 South Eastern Sydney Local Health District (SESLHD)

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### 1. POLICY STATEMENT

This procedure sets out SESLHD's 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 Consumer Partnership Framework 2021-2024](#)
- [SESLHDBR/030 - Consumer and Carer Representation for Mental Health Services](#)
- [SESLHDGL/041 - Guideline for claiming Out of Pocket expenses for Community members and Community Committee Members](#)
- [NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees \(Level C-1\)](#)
- [NSW Ministry of Health Guideline GL2023\\_016 - Consumer, carer and community member remuneration](#)

### 2. BACKGROUND

This procedure sets out South Eastern Sydney Local Health District's (SESLHD) commitment to supporting paid participation for community members, consumers and carer representatives. 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 invited to participate in an activity from which SESLHD will receive a benefit. Activities may be initiated by SESLHD through invitation or via formal recruitment processes. The types of activities (but not limited to) eligible for payment may include the following:

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- 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 participate in Consumer Advisory Committees/Groups (CACs/CAGs) or in ad hoc consultations and workshops.
- Recruited via formal recruitment process to be a community member of district committees, including but not limited to the Board Strategic Community Partnerships Committee (BSCPC), Clinical and Quality Council (CQC) and Quality and Safety Board Committee (QSBC).

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; or
- 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:

- Orientating the representatives to SESLHD policies, procedures and provision of 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
- Issuing 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, contacting the representative to confirm any further details and arrange any required travel
- Provision of assistance to representatives for claiming out of pocket expenses
- Collection of data on the numbers of community members, consumers and carer representatives who participate in paid participation activities for submission to the Planning and Partnerships team 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 - Guideline for claiming Out of Pocket expenses for Community members and Community Committee Members](#).

Any disputes over payment of paid participation fees are to be discussed with the person directly 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 The Planning & Partnerships team of the Strategy, Innovation & Improvement Directorate will:

Routinely establish, monitor and evaluate mechanisms that facilitate community member, consumer and carer representative participation in line with the [Consumer Partnership Framework 2021-2024](#).

### 4. PAYMENT SCHEDULE

Paid participation rates are consistent with the [NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees \(2021\) \(Level C-1\)](#). Daily rates may be subject to change in accordance with the Framework. Payments are calculated on an hourly (less than 5 hours) and full day rate (5 hours or more). Payment rates are set out below.

<b>Remuneration Rates</b> (Based on the NSW Public Service Commission's Classification and Remuneration Framework for NSW Boards and Committees (Level C-1))		
<b>Activity Type</b>	<b>Description</b>	<b>Payment Rate</b>
Meeting or consultation	Committee member or invitee	Hourly rate (if less than 5 hours) – \$40.00*
	Consumer involvement in ad hoc consultations or workshops	Full Day (5 hours or more) - \$220.00*
Meeting - chairperson	Appointed chairperson of a SESLHD committee	Hourly rate (if less than 5 hours) – \$60.00*
		Full Day (5 hours or more) - \$350.00*
Attendance at open public forum, meeting or consultation		No payment
Ad-hoc discussions with SESLHD staff		No payment

\*Where appropriate, remuneration can be paid at 30 minute increments after the first hour (e.g 1.5 hours)

SESLHD will endeavour to meet all reasonable travel costs associated with agreed paid participation activities. SESLHD staff are to comply with [SESLHDGL/041 - Guideline for claiming Out of Pocket expenses for Community members and Community Committee Members](#).

The minimum amount of remuneration payable for an activity is one hour, however consumers can be paid in half hour increments after the first hour. The hourly rate is to be paid for each *scheduled* hour of activity independent of whether the activity finishes earlier or slightly later (up to 15 minutes). If the meeting runs significantly past the scheduled time and is extended on the request of NSW Health staff, then remuneration can be provided for this additional time in 30-minute increments.

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The remuneration rate assumes coverage of some **preparation time** for meetings or activities, such as arranging travel or support. Therefore, for most activities, payment for additional preparation time is not required.

#### 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 1](#)):

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 (noting payment should be as per Payment schedule (section 4))
- 5.1.3 Community and Consumer Advisory Committee secretariats are now responsible for requesting (ordering) and distributing vouchers if this is the preferred method of payment.
- 5.1.4 Complete [SESLHD District Form F351 - Community Advisory Committee/Group Voucher Request](#)
- 5.1.5 Issue representatives with their gift vouchers. Purchase of vouchers for paid participation must be recorded for Audit purpose.

##### 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).
- 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 SESLHD Oracle Application Form. Within the template there are drop down boxes to select – *HA and Patient/Non-Employee reimbursement*. This form with the relevant ABN statement needs to be submitted to HealthShare at [HSNSW-AccountsPayable@health.nsw.gov.au](mailto:HSNSW-AccountsPayable@health.nsw.gov.au) (this is only completed for the first claim). Payment will be paid directly into the nominated bank account. All forms are located on the intranet.

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If there are any out of pocket expenses, Committee Chair and/or Secretariats are to adhere to [SESLHDGL/041 - Guideline for claiming Out of Pocket expenses for Community members and Community Committee Members.](#)

#### 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 1988* (NSW).

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

#### 7. AUDIT

Each unit/ department will be responsible for ensuring compliance with this procedure against expenses incurred in cost centre reports.

#### 8. REFERENCES

- [NSW Ministry of Health Guideline GL2023\\_016 - Consumer, carer and community member remuneration](#)
- [SESLHDGL/041 - Guideline for claiming Out of Pocket expenses for Community members and Community Committee Members.](#)
- [SESLHDBR/030 - Consumer and Carer Representation for Mental Health Services](#)
- [SESLHD Consumer Partnership Framework 2021-2024](#)
- [National-Safety-and-Quality-Health-Service-Standards](#)
- [Australian Tax Office - Statement by a Supplier not quoting an ABN](#)
- [NSW Public Service Commission \(2021\) - Classification and Remuneration Framework for NSW Boards and Committees](#)

**Consumers and Carer Representatives – Paid participation in South Eastern Sydney Local Health District (SESLHD)****SESLHDPR/523****9. VERSION AND APPROVAL HISTORY**

<b>Date</b>	<b>Version</b>	<b>Version and approval notes</b>
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.
21 July 2023	2	Major review to align with NSW Health GL2023_016: updated links, responsibilities and refinement of wording under payment schedule. Approved by Executive Council.



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### APPENDIX 1

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

