



ACT Health

Consumer, Carer and Community Representative Reimbursement

Procedure

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Purpose

The time and effort of consumer, carer and community representatives who partner with the ACT Health Directorate (ACTHD) is valued and respected. 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.

This procedure describes the processes by which ACTHD will manage reimbursement to consumer, carer and community representatives engaged to participate in ACTHD convened meetings, working groups, employee selection panels and the delivery of education.

Consumer, carer and community representatives will be reimbursed by way of an allowance to cover reasonable costs associated with attendance at ACTHD convened meetings.

Scope

This procedure applies to all ACTHD staff who are involved in the management of meetings, working groups, delivering education, and employee selection panels which partner with consumer, carer and community representatives. This procedure excludes external individuals who are volunteering for ACTHD.

What reimbursement covers:

Reimbursement covers reasonable out of pocket costs associated with attendance at a meeting. This is not reimbursement of consumer time. Reasonable costs include:

- Travel costs including fuel, parking fees and public transport.
- Costs involved with providing care to another dependent person, e.g. childcare.
- Paper, toner/ink and photocopying.
- Phone calls, Internet Service Provider (ISP) charges.

What is a meeting?

This procedure applies equally to an in-person meeting or an online meeting.

What is the timeframe of a 'meeting'?

For the purposes of this procedure, a meeting is considered to be up to two hours in duration. For meetings longer than two hours, a pro-rata rate of reimbursement is to be provided in half hourly increments (calculations provided in Definitions). This additional reimbursement recognises the additional costs to the representative that would usually occur with a longer meeting.

Travel costs

Reimbursement for reasonable travel costs does not include Taxi fares. If there are exceptional individual circumstances that require the representative to travel by Taxi, approval must be obtained from the relevant Executive by way of a written Minute.

Roles and Responsibilities

Position	Responsibility
ACT Health Directorate	<p><u>Reimbursement</u></p> <p>The meeting’s Chair/Organiser are responsible for ensuring that the consumer, carer, and community representative is reimbursed appropriately and efficiently.</p> <p>The meeting’s secretariat is responsible for ensuring that the necessary paperwork is completed and submitted at the beginning of a consumer representative’s tenure, and after each meeting to ensure that reimbursement is processed.</p> <p>The meeting’s secretariat is responsible for communicating with the consumer representative the requirements of the ACTHD around reimbursement.</p> <p>The meeting’s secretariat and chair are responsible for resolving any issues with reimbursement that a consumer representative has.</p> <p><u>Relevant Executive</u></p> <p>The relevant Executive is responsible for ensuring that decisions made under this policy are within their delegations and as such only an Executive with appropriate financial delegation is able to give approval under this policy.</p>
Consumer, carer and community representative	<p><u>Confidentiality</u></p> <p>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.</p> <p>The consumer representative is responsible for the completion of the initial paperwork which provides their details for reimbursement, and for keeping those details up to date should they change.</p> <p>The consumer representative is responsible for alerting the committee secretariat and chair in the event of any issues with reimbursement. They may raise these through their endorsing organisation.</p>

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.

Procedure

1. Upon engagement, or 12-month review, of a consumer, carer and community representative:

- The consumer, carer and community representative is provided with the following:
 - Consumer, Carer and Community representative Reimbursement policy;
 - Consumer, Carer and Community representative Reimbursement procedure;
 - “Declaration of Confidentiality” form;
 - “Representative Details” form; and
 - “Statement by a supplier” form (Australian Tax Office).
- An induction meeting is held between the consumer, carer and community representative and the meeting’s Chair to discuss involvement, expectations and reimbursement.
- Once returned, the “Representative Details” form is signed by the Delegate and the Secretariat stores the information securely, electronically or in hard copy, for later use.

2. At meeting:

- Attendance of consumer, carer and community representative noted by Secretariat.

3. After meeting:

- The “Accounts Payable Invoice Cover Sheet” (available at the Shared Services intranet site) for the consumer, carer and community representative’s payment, is actioned by the Secretariat and Delegate within five working days of the meeting.
- Once signed by the Delegate, the “Accounts Payable Invoice Cover Sheet” and a copy of the “Statement by a supplier” form (if required), is forwarded to Shared Services so the payment can be made. Invoices are processed each pay cycle so a representative should expect to receive payment 2-4 weeks after the meeting.
- It is important that records associated with Consumer, Carer and Community Representative Reimbursement are collectively gathered within a shared reporting mechanism. It is the responsibility of each Division/Branch of ACTHD to ensure the Project Code of **26968** is utilised correctly on the Accounts Payable Invoice Cover Sheet.

4. Reimbursement schedule

- Meetings: Reimbursement of \$75 per meeting of two hours or less, or pro-rata as specified (see 'Definition of Terms' below).

Forms

1. "Representative Details" form

This form is completed once only every 12 months for each appointed meeting/activity. It is to be kept on file and stored securely.

2. "Statement by a supplier" form

This form is a requirement of the Australian Tax Office. If the representative does not have an ABN, they will need to complete this form (available at www.ato.gov.au). When completing question 3, it is suggested that the following box is ticked:

- *The supply is made by an individual or partnership without a reasonable expectation of profit or gain.*

3. Declaration of Confidentiality form

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.

4. Accounts Payable Invoice Cover Sheet (Shared Services)

This form contains the representative's contact and banking details, the meeting details, and account and cost codes. It should be completed by the secretariat. Once signed by the delegate, this form and accompanying documents is sent to APSupport@act.gov.au.

The Project Code for Consumer Reimbursement is **26968**. This will enable cross divisional tracking of consumer reimbursement expenditure. Please use for all consumer reimbursement.

Please note that the Project Code for Consumer Reimbursement differs from the Account Code and Cost Centre on the Accounts Payable Invoice Cover Sheet. It is the responsibility of each Division/Branch of ACTHD to manage the funding of Consumer, Carer and Community representative Reimbursement.

Consumers, carers and community representatives may contact APSupport@act.gov.au for support regarding reimbursement payments.

Additional notes

1. Centrelink

The Department of Human Services has advised the following: *“this allowance falls under reimbursements of expected expenses and is therefore not assessable if the customer spends this (either each time or on average). It is therefore not notifiable income unless or until such point as a customer becomes aware they are receiving more than they need to spend.”*

2. Australian Tax Office

The Australian Tax Office has advised that the representative’s reimbursement is considered to be an allowance and therefore may be treated as assessable income.

<https://www.ato.gov.au/Non-profit/Your-workers/Volunteers/Paying-volunteers/Allowances/>

3. Receiving reimbursement

It is the Consumer, Carer and/or Community representative’s choice to receive reimbursement. Some choose not to.

4. When the representative is an apology

If the representative is an apology to the meeting, they do not receive reimbursement.

5. Representative proxies and alternate representatives

Where a proxy or alternate representative attends a meeting and that representative is not an employee of a consumer, carer and/or community organisation, they will be reimbursed according to the schedule, following completion of all relevant documentation.

6. Work undertaken for a meeting out of session

When the representative undertakes work out of session in preparation for the meeting, including but not limited to research and constituent consultation, they do not receive additional reimbursement. This out of session work is part of the representative’s role as a committee member.

7. When a meeting is cancelled or re-located and the representative is not adequately informed

Where a representative arrives at a meeting to discover that the meeting is not being held as organised, or when a meeting is cancelled or postponed with less than 24 hours’ notice, the representative will be reimbursed as if the meeting was held.

Records Management

It is the responsibility of each Division/Branch of ACTHD to ensure appropriate records are generated from the requirements of this procedure. Each Division/Branch of ACTHD is responsible for the filing and storing of the records in accordance with the *Territory Records Act 2002*.

Implementation

Changes to the policy and procedure will be communicated to Executive Officers for them to forward to staff as appropriate. Consumer and carer organisations will also be advised of the changes.

Evaluation

Outcome Measures	Method	Responsibility
What will be measured to determine achievement – has the policy purpose occurred?	How will this be done?	Who is responsible for evaluation?
Reasonable costs associated with attendance at ACTHD meetings are reimbursed to consumer, carer and community representatives.	A copy of the policy and procedure is supplied to all new representatives. Upon acceptance of the offer to receive reimbursement, appropriate levels of reimbursement are paid to the representative within the correct timeframe.	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.
Number of individuals reimbursed across ACTHD	Number of reimbursements will be tracked by the use of a collective Project Code.	This is monitored by the policy area managing the Reimbursement policy and procedure.

References and Related Documents

Legislation and Guidelines

- *Financial Management Act 1996*
- *Territory Records Act 2002*
- ACT Health Directorate Management Framework, Control Plan and Policy
- ACT Health Directorate Director-General's Financial Instructions

Supporting Documents

- [Representative Details form](#)
- [Confidentiality form](#)

- Statement by a supplier, Australian Tax Office (accessed 15/07/2021) <https://www.ato.gov.au/forms/statement-by-a-supplier-not-quoting-an-abn/>
- Accounts payable invoice cover sheet – located on the Shared Services Finance intranet site.

Definitions

Term	Definition
Consumer, Carer and Community Representative	Consumer, carer and community representatives are selected and endorsed by an advocacy or community agency to represent the views and interests of health consumers. For the purpose of this procedure, consumer, carer and community representatives also include “independent community members” who are either consumers or carers and have been invited to a meeting.
Delegate	A Delegate is an individual who holds a function or power designated to an occupant of a position providing authority to manage public monies efficiently and effectively on behalf of the Director-General.
Meeting	For the purpose of this procedure, a meeting is defined as an activity where a person is formally engaged by ACTHD in their capacity as a consumer, carer and community representative. Examples include, but are not limited to, committee meetings, selection panels, inductions, and meetings convened by organisations contracted by ACTHD. Meetings may be in person or online. However, this policy does not include high-level committees such as ministerially appointed councils and committees.
Pro-rata payment	<p>A pro-rata amount of reimbursement is provided to representatives when the duration of a meeting is longer than two hours. This pro-rata rate of reimbursement is to be provided in half hourly increments. For example:</p> <p>A meeting of two hours and fifteen minutes duration</p> <ul style="list-style-type: none"> • \$75.00 for the initial two hours + • \$18.75 for the fifteen minutes (provided in 30 minute increments) = • \$93.75 is how much reimbursement the representative will receive. <p>A meeting of three hours duration</p> <ul style="list-style-type: none"> • \$75.00 for the initial two hours + • \$37.50 for the second hour (half of \$75) = • \$112.50 is how much reimbursement the representative will receive.

A meeting of four hours and thirty minutes duration

- \$75.00 for the initial two hours +
 - \$75.00 for the second two hours +
 - \$18.75 for the thirty minutes (quarter of \$75) =
 - \$168.75 is how much reimbursement the representative will receive
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Version Control

Version	Date	Comments
1.0	1/07/2019	DGD16-019
2.0	November 2021	

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Consumer, Carer and Community Representative Details

This form is to be used when a Consumer, Carer and/or Community Representative is engaged to participate in ACT Health Directorate related meetings. It is to be completed by the Consumer, Carer and Community Representative once only (upon engagement and every subsequent 12 months if required) and returned to the Secretariat/Chair prior to the first meeting.

Consumer, Carer and/or Community Representative's contact details

Name:	
Address:	
Email:	Phone:

Consumer, Carer and/or Community Representative's payment details

Account name:	
BSB:	Account number:
If registered for GST, ABN:	
If not registered for GST: Statement by a supplier form completed? Yes <input type="checkbox"/> No <input type="checkbox"/>	

Consumer, Carer and/or Community Representative's declaration

I, _____ acknowledge that I have received a copy of the Consumer, Carer and Community Representative Reimbursement Policy and Standard Operating Procedure. I also acknowledge that if I am issued with CabCharge Voucher(s), they are to be used for travel to and from official ACT Health Directorate meetings only.	
Signature:	Date:

Details of engagement - The following sections are to be completed by ACT Health Directorate

Meeting name:	Frequency of meetings:
Date commencing:	Date expires: (if applicable)
Appointed as:	
<input type="checkbox"/>	A Consumer and Carer Representative - Name of organisation:
<input type="checkbox"/>	An Community Representative - Name of organisation:
<input type="checkbox"/>	An independent community member

Delegate approval

I approve this Consumer, Carer and/or Community Representative, who is engaged in the above meeting/formal activity to receive reimbursement consistent with the Consumer, Carer and Community Representative Reimbursement Policy and Standard Operating Procedure.	
Name of delegate:	Signature:
Date:	

This form is retained by the Secretariat.

Consumer, Carer and Community Representative

DECLARATION OF CONFIDENTIALITY

The *Health Records (Privacy and Access) Act 1997*, *Information Privacy Act 2014*, and the *Privacy Act 1988 (Cwlth)* govern the way in which ACT Health collects, stores, uses and discloses information.

Under the legislation, staff of ACT Health Directorate (including employees, contractors, volunteers) and consumer, carer and community representatives (representatives) must not disclose any information collected from an individual to any other person, body or agency except for the purposes for which it was collected unless:

- the individual has consented to the disclosure; or
- the individual would reasonably have known that the information would be disclosed; or
- the staff member or representative believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or to another person; or
- the disclosure is reasonably necessary for the enforcement of the criminal law; or
- of a law imposing a pecuniary penalty or for the protection of the public revenue.

Where a representative has access to information of a general nature provided as a result of their engagement with ACT Health Directorate, the representative may disclose that information externally if there has been no advice to them that the information is to remain confidential.

Where a representative is advised that the information to which they have access is provided in confidence, the representative is required to maintain confidentiality of the information. If, however, the representative has been engaged by ACT Health Directorate through Health Care Consumers Association ACT, Carers ACT or the ACT Mental Health Consumer Network, the representative may disclose that information within their respective organisation, including staff and other representatives, for the sole purpose of seeking input into the matter, thereby facilitating the representative to meet their representational obligations.

I, have read the above information and understand the policy on confidentiality and the release of information.

Signature

Date...../...../.....

Signature of witness.....

Date...../...../.....