



## Policy

### Consumer, Carer and Community Representative Reimbursement Policy

#### 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.

Consumer, Carer and Community Representatives are vital in program, service and policy development and delivery. They provide a consumer's perspective using their own 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.

ACT Health values the contribution that Consumer, Carer and Community Representatives make and is committed to adequately reimbursing Representatives for the time and expertise they deliver.

#### Purpose

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

#### Scope

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

A Standard Operating Procedure (SOP) and associated forms are attached to this policy to ensure consistent application across ACT Health.

#### 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

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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 Chief Executive by way of a written Minute, authorised by the relevant Executive Director.

### **Evaluation**

#### ▪ **Outcome Measures**

The management by ACT Health staff of reimbursement to Consumer, Carer and Community Representatives is consistent with processes outlined in the SOP.

#### ▪ **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 and Policies**

- ACT Health 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, 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 ACT Health 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 ACT Health. 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.

### **Attachments**

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Standard Operating Procedure

"Representative Details" form

"Statement by a supplier" form (Australian Tax Office)

"Accounts Payable Invoice Cover Sheet" (Shared Services)

"Declaration of Confidentiality" form

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