



## Standard Operating Procedure

### Consumer, Carer and Community Representative Reimbursement SOP

**Note:** This Standard Operating Procedure should be read in conjunction with the “definition of terms” at the end of the document.

#### Purpose

This Standard Operating Procedure (SOP) describes 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 SOP 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.

#### Procedures

##### 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 SOP;
  - “Representative Details” form; and
  - “Statement by a supplier” form (Australian Tax Office).
- A 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.

##### Prior to meeting

- Meeting papers to be delivered/posted to Consumer, Carer and Community Representative in hard copy.
- Cab Charge vouchers, if required, are to be included with meeting papers.

##### At meeting

- Attendance of Consumer, Carer and Community Representative noted by Secretariat.

##### After meeting

- The “Accounts Payable Invoice Cover Sheet” for the Consumer, Carer and Community Representative’s payment, is actioned by the Secretariat and Delegate within 48 hours of the meeting.

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- 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.
- Within 48 hours of the meeting, the Consumer, Carer and Community Representative is notified that the forms for payment have been forwarded to Shared Services.

#### Reimbursement schedule

Meetings: \$30 per hour.

Out-of-session/pre-reading: \$15 per hour, up to a maximum of two hours.

Travel: Cab voucher OR travel and parking allowance of \$15.

#### **Notes**

##### Reimbursement

It is the Consumer, Carer and/or Community Representative’s choice to receive reimbursement.

##### When the Representative is an apology

If the Representative submits an apology to the meeting, they do not receive a reimbursement.

##### 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.

##### “Representative Details” form

This form is completed *once only* every 12 months for each appointed meeting/activity. Payment is made per meeting attendance as outlined above.

##### “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.

When completing question 3, it is suggested that the following box(es) are ticked:

*The payment does not exceed \$75, excluding any goods and services tax (GST).*

**And/or**

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

##### “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 is sent to the Red Team, Accounts Payable, Eclipse House, London Circuit.

##### Centrelink

Centrelink has advised that if a Representative receives a payment from them, the reimbursement covered by this SOP is considered income and therefore must be declared as income to Centrelink.

##### Australian Tax Office

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The Australian Tax Office has advised that the Representative's reimbursement is considered as an honorarium and therefore is not declarable for income tax purposes.

### Related Legislation and Policies

- ACT Health Consumer and Carer Participation Framework
- Consumer and Carer Participation Across Mental Health ACT
- Remuneration of Consumers and Carers for Participation in Approved Committees and Working Groups (Mental Health ACT)

### 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

Consumer and Carer Reimbursement Policy

"Representative Details" form

"Statement by a supplier" form <http://www.ato.gov.au/content/downloads/nat3346.pdf>

"Accounts Payable Invoice Cover Sheet" (Shared Services)

<http://sharedservices/ACTgovt/FinanceForms/AP Invoice CoverSheet.pdf>

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