

1 Purpose

The Consumer Advisory Committee (CAC) is a key governance committee that provides oversight and strategic direction for Southern Cross Care (WA) Inc.'s (SCC(WA)) community (resident, client, tenant, carer, family and community member) engagement in services and accommodation design, inclusive of aged care, home care, retirement living, mental health services and affordable housing.

The CAC fulfils SCC(WA)'s legislative and standards requirements for consumer participation, therefore participants of the CAC are eligible for payments to recognise the contribution of people with lived experience to our work.

This Policy aims to inform SCC(WA) employees who engage the CAC in their projects, programs and services.

2 Scope

For the purposes of this document, SCC(WA) Consumer Advisory Committee (CAC) encompasses membership and participation on services and accommodation provided by Southern Cross Care (WA), Southern Plus, and Southern Cross Housing Ltd.

This policy applies to all SCC(WA) consumers who are engaged as a member of the Consumer Advisory Committee (CAC) or by invitation by the CAC:

Consumers engaged by CAC invitation will be advised in writing that the engagement is Paid Participation, describing the format and outcomes required, estimating the time required and period of the activity. Participation activities may take several formats depending on the purpose and outcome sought, such as:

- individual or group consultations;
- focus groups;
- roundtables;
- teleconferences;
- face to face meetings;
- written correspondence seeking significant input on a piece of work;
- representational activities where an individual presents, speaks or appears in an event or forum (either in person or online) on behalf of the Commission;
- training or development activities.

3 Policy Statement of Remuneration Benefits

Consumers contribute to SCC(WA) at individual, service, system and strategic levels. A tiered payment approach acknowledges the variety of knowledge, skills and experiences required for genuine and meaningful participation within these levels.

The participation payment table shows the tier, engagement activity and hourly rate (or part thereof) offered. The minimum payment time is three (3) hours. The maximum payment time is limited to seven and half (7.5) hours in any one day.

The payment time may include a combination of the different participation types within the same engagement activity for example:

In the event of attendance at a meeting:

- *45 minutes of reading time in preparation for a 1.5 hour meeting with a 15 minute debriefing: totals 2.5 hours; payment offered is 3 hours;*
- *In the event of participation in a tender evaluation: 30 minute pre-tender evaluation briefing, 3 hour tender meeting and a final 2 hour evaluation panel meeting: total time 5.5 hours; payment offered is 6 hours.*

- *In the event of participation on a recruitment panel: 1 hour pre-reading of applications in preparation for shortlisting meeting, 1 hour shortlisting meeting and 3 hours of candidate interviews: total time 5 hours; payment offered is 5 hours.*

A three hour minimum payment acknowledges reasonable out of pocket expenses (for example travel costs) and consequently out of pocket expenses may not be offered in addition to the participation payment.

Payments will be approved by the Chief Strategy, Marketing and Experience Officer or Chief Executive Officer before a payment or expense is offered.

Employees must clarify and confirm in writing with participants what payments and out of pocket expenses are being offered **prior** to participation taking place. Payment should take place as soon as possible after the engagement activity on a Consumer Participation Remittance Request Form.

Participants should check with Centrelink regarding tax implications for payments received.

3.1 Participation Payment Table:

	Attendee No Payment*	Invited Active Participant \$37.50 per hour or part thereof**	Member of CAC \$75.00 per hour or part thereof - min of 3 hours	Chair \$75.00 per hour or part thereof - min of 4 hours	Consultant \$***
Forums, consultations, workshops or focus groups	General attendance	Specifically invited to actively participate	Co-design and co-product	Co-design and co-product	Engaged to lead forum, consultation, workshop or focus group
Committees or Groups with Terms of Reference	N/A	Member of a service level Committee or Group	Member of the Community Advisory Group	Chair of the Community Advisory Group	Engaged to provide impartial guidance, knowledge and/or expertise.
Recruitment or selection panels	N/A	N/A	Member	Member	Chair
Other projects	N/A	Special projects or duties	Special projects or duties	Special projects or duties	Engaged to lead the development of a policy, process, procedure, resource etc.

Rates are effective 16 February 2023 and are aligned to the rates in accordance with the [WA Mental Health Participation Payment Policy](#).

*A participation payment may be offered to offset out of pocket expenses. The amount of the payment should reflect reasonable out of pocket expenses and may be relevant to rural and regional engagement. This offer of payment should be confirmed before engagement takes place.

** Consideration may be given to offering payments to recognised Aboriginal and Torres Strait Islander Elders and other community leaders particularly from diverse groups, at a higher tier to reflect their standing in their community and their specific cultural knowledge e.g. cultural ceremonies such as Welcome to Country and Smoking Ceremonies.

*** The hourly rate is determined by the prospective Consultant in response to a request to quote. As a guide, accepted quotes for lived experience consultants may be between \$100 and \$250 per hour, depending on the nature, complexity and scope of the work involved.

3.2 Out of Pocket Expenses

3.2.1 Travel and Accommodation

The CAC will meet face to face at least once per quarter.

A three hour minimum payment acknowledges reasonable out of pocket expenses (for example travel costs) and consequently out of pocket expenses may not be offered in addition to the participation payment.

Out of pocket expenses include but are not limited to travel expenses including Taxi/Rideshare, privately owned vehicles. Reimbursement will be based on the most cost effective form of travel upon request.

Where CAC engagement is state wide or regionally targeted, the CAC will endeavour to facilitate face to face engagement activities and participation in partnership with local stakeholders and communities.

Where face to face engagement is not feasible, alternative methods of engagement may include:

- Video and conference calls;
- Web casting or webinars (streaming an event through the internet);
- and online platforms such as forums and surveys.

These alternative methods also attract the offer of a participation payment. Where people have specific knowledge and skills that would greatly assist the work of SCC(WA), we will meet costs associated with their participation as per out of pocket expenses outlined in this Policy.

Long distance travel may be necessary and arrangements can be made through SCC(WA) based on business requirements.

Any accommodation or travel that requires reimbursement must be approved by the Chief Strategy, Marketing and Experience Officer or the Chief Executive Officer.

Other Expenses

Printing, stationery, postage, communications, respite or child care costs will be considered on a case by case basis for approval by the Chief Strategy, Marketing and Experience Officer or the Chief Executive Officer. If approved, receipts will be required to be provided.

4 Legislation and Standards

[Aged Care Act 1997 – Section 63-1D](#)

[Aged Care Quality Standards 2019](#)

[Aged Care Provider Responsibilities Relating to Governance – Guidance for Approved Providers](#)

[Carers Recognition Act 2010](#)

[Licensing Standards Private Psychiatric Hostels Oct 2017](#)

[Mental Health Act 2014 \(WA\)](#)

[Health and Disability Services Complaints Office \(WA\)](#)

[WA Disability Health Framework Companion Resource](#)

[National Standards for Mental Health Services 2010 \(Cth\)](#)

[Mental Health Commission Consumer, Family and Carer Participation](#)

[Retirement Living Code of Conduct](#)

[Community Housing Regulatory Framework](#)

[Department of Communities - Tenants](#)

1.1 Related SCCWA Policy and Procedures

[SCC Feedback Policy](#)

[Quality and Clinical Governance Framework](#)

[Code of Conduct Policy](#)

[Participation and Inclusion Policy](#)

[Privacy Policy](#)

[Volunteers Policy](#)

1.2 Related SCCWA Forms and Tools

Consumer Participation Payments Letter Template (New)

Consumer Advisor Job Description (New)

Consumer Participation Remittance Request Form (New)

5 Definitions

Term	Meaning for the purposes of this policy document
Carer	A person who provides care to another person with whom they are in a care relationship.
Consumer/s	Are members of the public who use, or are potential users, of healthcare, aged care and community care services. When referring to consumers in this document, we are referring to residents, clients, families, carers, and other support people in our community.
Consumer Advisor	Consumer Advisors bring views based on their experience of a condition or care or their knowledge of a population group. In this case, rather than being a representative of a group, they are committee members who act as individuals or advocates (Health Issues Centre, 2014, Getting Started, Involving Consumers on Committees)
Consumer Advisor Register	A Register of Consumer Advisors that partner with SCC(WA) in a range of ways; either face to face or remotely. Consumer Advisors have had direct or indirect experiences with the care or services the organisation provides. The Register is managed by the Client Experience team.
Consumer engagement	Involves informed dialogue between an organisation and consumers, carers and the community. Consumer engagement encourages participants to share ideas or options and undertake collaborative decision making, sometimes as partners.
Community / Community Member	A group of people with something in common. For example, any individual or group of individuals that have an interest in the development of an accessible, effective and efficient health, aged care or community care service that best meets their needs.
Volunteers	A core body of people who give their time “free of charge” to assist in the day-to-day business of SCC(WA).

6 Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	Board Quality Care and Advisory Committee	New Payments Policy	February 2023	February 2024

Prepared by:	Head of Client Experience
Sponsored by:	Chief Strategy, Marketing and Experience Officer
Authorised by:	Board Quality Care and Advisory Committee
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