

## Policy

# Consumer, Carer and Community Representative Reimbursement

### 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.

ACT Health values the contribution that consumer, carer and community representatives make and is committed to adequately reimbursing representatives.

Consumer, carer and community representatives will be reimbursed to cover reasonable costs associated with attendance at ACT Health meetings.

The reasonable costs for reimbursement include:

- Travel costs including parking fees and public transport.
- Child care.
- Paper, toner/ink and photocopying.
- Phone calls, Internet Service Provider (ISP) charges.

### Purpose

Consumer, carer and community representatives are vital in program, service and policy development and delivery. They provide a consumer's perspective using the consumer 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. Additionally independent community members provide a consumer or carer perspective based on their area of interest.

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 engage the services of consumer, carer and community representatives.

The associated procedure and forms attached to the procedure ensure consistent application across ACT Health.

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## 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 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.

Where a representative has access to information of a general nature provided as a result of their engagement with ACT Health, 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 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.

### 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 Director.

## Evaluation

### Outcome Measures

- Reasonable costs associated with attendance at ACT Health meetings are reimbursed to consumer, carer and community representatives.

### Method

- Performance measures:
  - 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.

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- 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 Policies, Procedures, Guidelines and Legislation

Consumer, Carer and Community Representative Procedure  
ACT Health Consumer and Carer Participation Policy DGD15-005

## 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.

### Meeting

For the purpose of this policy, a meeting is defined as an activity where a person is formally engaged by ACT Health 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 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 June 2016.

## Search Terms

Consumer  
Carer  
Representative  
Community  
Reimbursement

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## Attachments

N/A

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| Date Amended              | Section Amended  | Approved By |
|---------------------------|------------------|-------------|
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