

## POLICY FOR CONSUMER REMUNERATION



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## Policy for Consumer Remuneration

The Spinal Research Institute (SRI) has identified that to successfully develop and deliver our programs, to improve the health and quality of life of people with spinal cord injury (SCI), it requires engagement with members of the SCI community – people living with SCI, their family members and carers. The SRI acknowledges and values the lived experience of these individuals who will contribute and share their knowledge with the SRI. Therefore, the skills, expertise and knowledge brought to the SRI through these engagements must be supported with resources, including sitting fees and reimbursement of expenses.

This policy provides guidelines in relation to the payment of consumer remuneration and out-of-pocket expenses.

### 1. Consumer Remuneration

Remuneration can take the form of sitting fees for committee membership or an hourly rate, dependent on level of participation. Remuneration is different to reimbursement of out-of-pocket expenses requiring a receipt.

Consumer remuneration is not mandatory in Australia. Remuneration is made at the discretion of the SRI and is not legally required or expected.

Remuneration to consumers in the form of an honorarium is considered financial recognition for consumer time and contribution and is not a salary. Consumers are classified as volunteers for remuneration and tax purposes.

Remuneration may be offered to those involved with SRI programs and associated activities from 1 February 2021.

Responsibilities of consumer committees and advisory groups are set out in the relevant Terms of Reference documents.

### 2. Paying Remuneration

The amount of consumer remuneration depends on the level of engagement and associated activity (consumer-led, partnership, involving, consulting). The **SRI Model of Consumer Engagement (Appendix 1)** has a defined cost schedule for each tier of participation to maintain consistency across projects and programs.

Consumers receive payment by honorariums. An honorarium is given for services that are offered nominally without charge, an honorary reward for voluntary services. The process is initiated by submitting an Australian Tax Office Statement of Supplier Form to the SRI. Honorariums are scheduled throughout the calendar year.

### 3. Consumer Remuneration and Tax Assessable Income

When a completed Australian Tax Office Statement of Supplier Form is submitted to the SRI as part of the process, remuneration made as an honorarium is not considered assessable income. The completed Statement of Supplier form is used when services are provided without quoting an ABN and needs to state that the supply of services is made during *an activity done as a private recreational pursuit or hobby*.

Where a consumer's involvement in SRI activities is connected to their income-producing activities, they are not eligible for consumer remuneration.

## 4. Recording Consumer Participation

Consumers are responsible for keeping a record of their engagement activities with the SRI. The **Consumer Remuneration Form (Appendix 2)** is used for this purpose and includes the following:

- Program and activity date, level of engagement, hours of participation.
- Signature of SRI staff to confirm activity, and completion of activity. All activity is agreed with the SRI prior to commencement and signed-off once completed by an SRI staff member.
- Option available for the consumer to accept or decline remuneration.

People may prefer not to receive financial recognition for involvement and there is a way to acknowledge this right to choose on the Consumer Remuneration Form. This form should be submitted throughout the year regardless of choice. Once the claim form has been lodged for processing, the decision to accept or decline cannot be reversed.

Consumer remuneration payments are scheduled throughout the calendar year. The SRI Consumer Engagement Lead will notify consumers via email to submit a completed Consumer Remuneration Form.

## 5. Expense Reimbursement

The SRI views sitting fees and remuneration as financial recognition for consumer time and contribution. Costs for out-of-pocket expenses are a separate aspect of participation and cover **travel and car parking**.

The type of travel arranged (e.g. private car, taxi/rideshare, public transport) will depend on the availability of transport in the consumer's normal place of residence.

Consumers must submit an **Expense Claim Form for Consumer Reimbursement (Appendix 3)** with relevant receipts as proof of purchase. Claims will be calculated as follows:

- i Petrol allowance will be paid for those members who utilise their own vehicle for travel. The rate will be based on 81 cents per kilometre (or whatever rate is applicable as determined by the ATO at the time of the expense claim).
- ii Public transport expenses will be based on the amount shown in the receipt/ticket provided.
- iii Taxi/rideshare expenses will be based on the amount shown on the receipt provided.
- iv Car-parking expenses will be based on the amount shown on the receipt provided.

Other out-of-pocket expenses may be reimbursed by negotiation with the SRI.

The SRI will not reimburse out-of-pocket expenses associated with the attendance of a consumer's personal carer.

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## Authorisation

The following people have been involved in the preparation of this Policy:

Kristine Hendry, Chief Executive Officer

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**Version:** 3

Originally adapted from the VCCC *Factsheet Consumer Remuneration (staff) v1 dated 01/05/2020*

## POLICY FOR CONSUMER REMUNERATION – APPENDIX 1



### SRI Model of Consumer Engagement

<sup>1</sup> SRI model for consumer sitting fees and hourly rate remuneration

Level of engagement	Remuneration type	Mechanisms of engagement	Committee Chair*	Committee Member	Participation
Consumer-led	Sitting fee <sup>‡</sup>	<ul style="list-style-type: none"> <li>Consumer engagement in SRI governance, strategy, policy and evaluation.</li> <li>Advocacy, leadership, evaluation and continuous improvement of consumer engagement practice.</li> <li>Provision of strategic advice on consumer engagement and consumer-led education and research priorities/initiatives to SRI leadership team.</li> <li>Drive a program of consumer-led consultation processes to build relationships and the knowledge base of SRI.</li> </ul>	\$294/day (≥ 4h) \$147 (< 4h)	\$250/day (≥4 h) <sup>2</sup> \$125 (< 4h)	
Partnership	Sitting fee <sup>‡</sup>	<ul style="list-style-type: none"> <li>Represent the consumer perspective on Advisory Committees, Working Groups and interview panels.</li> <li>Program and project involvement – liaison, advisor, team member, project governance.</li> </ul>	\$250/day (≥ 4h) <sup>3</sup> \$125 (< 4h)	\$212/day (≥ 4h) <sup>3</sup> \$106 (< 4h)	
Involving	Hourly rate	<ul style="list-style-type: none"> <li>Speaking engagements/panel member at SRI events.</li> <li>Reviewer roles in research, education, training and communications.</li> </ul>			\$55/h
Consulting	Hourly rate	<ul style="list-style-type: none"> <li>Participate in consultation activities such as focus groups, consultative workshops and interviews+.</li> <li>Storytelling to support communications, program development or delivery: interviews, writing, video-based.</li> </ul>			\$44/h
Informing	N/A	<ul style="list-style-type: none"> <li>Consumers who receive SRI communications and may participate as an audience member in SRI symposia and other events.</li> </ul>			\$0

<sup>1</sup> Based on the VCCC cost model, part of the VCCC Consumer Engagement Toolkit at [viccompncancerctr.org/consumer-engagement](http://viccompncancerctr.org/consumer-engagement)

<sup>2</sup> The committee member rate is 85% of the Chair rate.

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<sup>3</sup> Amounts apportioned for comparative complexity of consumer contribution to align with VCCC model of consumer engagement. The Chair rate is the same as the member rate for *Consumer-led* activities, and the member rate is 85% of the Chair rate.

\*There is no separate sitting fee for a Deputy Chair. If a Deputy Chair is appointed, payment will be at the member's rate. If the Deputy Chair assumes the role of the Chair the Chair's fee will be payable for the period the Deputy Chair acts as Chair.

<sup>‡</sup>Sitting fees have been segmented into 4 hour blocks, with maximum payment capped at the full day rate.

\*No hourly rate remuneration for participation in surveys.

# POLICY FOR CONSUMER REMUNERATION – APPENDIX 2 CONSUMER REMUNERATION FORM



Claimant Name: \_\_\_\_\_

Date	Program and activity	Level of engagement <i>(consulting, involving, partnership, consumer-led)</i>	Hours	SRI sign (pre)	SRI sign (post)	* Accept payment (Y/N)?	Amount
							\$
							\$
							\$
							\$
							\$
<b>TOTAL</b>							\$

Claimant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approver Signature: \_\_\_\_\_

Approver Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Reimbursement Payment Details

Account Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Bank: \_\_\_\_\_

BSB: \_\_\_\_\_

*\* Consumers may prefer not to receive payment for an activity. This option is to acknowledge and record the right to choose.*

Form last updated: 14 January 2021

Adapted from: *Consumer Remuneration Form*, VCCC Consumer Engagement Toolkit

# POLICY FOR CONSUMER REMUNERATION – APPENDIX 3 EXPENSE CLAIM FORM



## Expense Claim Form

Claimant Name: \_\_\_\_\_

Date	Expense Details	Project/Program	Amount
			\$
			\$
			\$
			\$
			\$
<b>TOTAL</b>			<b>\$</b>

Claimant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approver Signature: \_\_\_\_\_

Approver Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Reimbursement Payment Details

Account Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Bank: \_\_\_\_\_

BSB: \_\_\_\_\_