

## Document control table

Business area:	Insight, Performance and Digital Services - Community Participation
Document distribution:	Official_Internal

### 1. Policy purpose

NWMPHN engages members of the community (community participants) and health care professionals to achieve our goals and strategic objectives.

This policy articulates NWMPHN's intent to reimburse our key stakeholders for providing professional advice or expertise and their time.

It should be used in conjunction with the [Stakeholder Reimbursement Procedure](#).

### 2. Policy statement

NWMPHN views the participation of key stakeholders in its policy, strategy and program development as essential to its success. In recognition of the value placed upon such involvement by stakeholders, NWMPHN will reimburse stakeholders for their time and expertise.

The reimbursement provided is not intended to completely compensate participants for lost earnings.

Stakeholders engaged by NWMPHN to participate in committees and provide out of session advice if/when required will be reimbursed for their time in both instances.

### 3. Scope

The stakeholder classification for this policy is as follows:

- Community participants (including Community Council);
- Health Care Professionals (including Clinical Council and Expert Advisory Group); and
- Community members from small community-based organisations.

This policy does not apply to Directors of the Board.

## 4. Definitions

Term	Definition
<b>MPCN</b>	Melbourne Primary Care Network, trading as North Western Melbourne Primary Health Network (NWMPHN)
<b>NWMPHN</b>	North Western Melbourne Primary Health Network operated by Melbourne Primary Care Network (MPCN)
<b>Clinical Council</b>	Consists of representatives from across primary and acute health services. Their focus is to provide advice and support to MPCN to better meet the needs of our communities.
<b>Community Council</b>	Consists of community representatives from across the region. Their focus is to provide insight and direction on the unique needs of the region, and the principles and methods for engaging community participants, carers and local communities.
<b>Community organisation</b>	Any organisation engaged in charitable or other community-based activity not established for the purpose of making a profit.
<b>Community participant</b>	A community member who engages with MPCN in any capacity. A community participant can be someone who uses, or may potentially use, health services. Other terms commonly used include consumer, carer or people with lived or living experience.
<b>Expert Advisory Group</b>	Consists of experts working in the primary health care sector. Their role is to provide subject matter expertise, insights and advice to MPCN.
<b>Stakeholder</b>	A person, group, organisation or member who affects or can be affected by NWMPHN's actions
<b>Health Care Professionals</b>	A healthcare professional is a person who is qualified and allowed by regulatory bodies to provide a healthcare service to individuals

# Stakeholder Reimbursement Policy



## 5. Policy details

The following fee structure shall apply for both weekdays and weekends and will be reviewed in line with the policy review dates by Executive Management. The review shall include the appropriateness of the hourly rate and category of participant.

<b>Health Professionals or members of community organisations</b>	<b>\$/Hr</b> (excl. GST) and part thereof in increments of 30mins
Member of governance or advisory committees (e.g. Councils or Expert Advisory Groups).	\$150
Meeting sitting fees (including procurement panel meetings)	
Delivering a presentation/facilitating an event/participation on discussion panel	
Consultation (at the discretion of the Project Manager or Director)	
Reviewing Documents (including reading/preparation time for presentations and reviewing tender documents)	\$80
<b>Community participants</b>	<b>\$/Hr</b> (excl. GST) and part there of increments of 30mins
Member of governance or advisory committees (e.g. Councils or Expert Advisory Groups).	\$150
Procurement panel meetings	
Reviewing procurement documents	\$80
Other meeting sitting fees (i.e. excluding tender review panel, Council and EAG meetings)	\$75
Delivering a presentation/facilitating an event/participation on discussion panel	
Providing feedback/sharing experiences/yarning/ and sharing ideas (e.g. focus groups/interviews/workshops)	\$60
Reviewing documents (including reading/preparation time for presentations) For reviewing tender documents see above.	\$40

## 5.1. Motor Vehicle and other related expenses

MPCN may also reimburse any fees for parking incurred for participation and attendance. Reimbursement for travelling to and from a meeting (via public transport) or presentations will be considered on a case-by-case basis and must be approved by the Director (based on Delegations of Authority).

Where required and appropriate, MPCN may provide taxi reimbursement to those stakeholders who are not able to secure other means of transportation.

## 5.2. Meals

In the case where face-to-face meetings run over lunch or after 6.30pm, MPCN will provide meals for all attendees of the meeting.

## 5.3. Childcare or carer respite

MPCN understands that people have commitments and responsibilities that may limit their participation in our activities. Reimbursement for childcare or carer respite expenses that directly relate to their participation in our activities will be considered on a case-by-case basis. If approved, receipts will need to be provided.

## 5.4. Payment Options

MPCN will provide reimbursement via one of the following methods. Stakeholder preference will guide which method is selected.

- **Direct bank transfer**

Stakeholders are required to provide an invoice that includes their name, ABN (if they have one), date, address, invoice number, brief description of activity undertaken and time to complete, fee (including GST), email and bank account details. Example of an [invoice template](#).

Where a stakeholder does not have an ABN, they will also need to complete a [Statement by Supplier](#) form. GST is not applicable to stakeholders without an ABN.

- **Visa Gift Card**

*Physical gift cards:*

- The stakeholder's postal address is required.
- Physical cards need to be activated (by the recipient) before the activation end date (located on the card). Funds on the card need to be spent before the card expiry date (also located on the card).

*Digital gift cards:*

- The stakeholder's name, mobile number and email address are required.
- To use the card for in-store purchases, recipients need to download an app on their phone.

## 6. Roles and responsibilities

Role	Responsibility
<b>Director, Finance</b>	Shall ensure the timely payment of reimbursement claims by stakeholders
<b>Program Support Officers/ Program Officers/ Managers/Directors/Executive</b>	Will ensure stakeholders engaged in their program areas are done so in line with the Stakeholder Engagement Framework. For community participants, they will ensure engagement is also in line with the Community Participation Policy and Community Participation Procedures.
<b>All stakeholders</b>	Will be expected to conform to the Code of Conduct