Monash Partners Payment, Reimbursement and Recognition Guidelines for Consumer and Community Involvement Activity

Monash Partners recognises the value and important role of consumer and community involvement in health and medical research and healthcare improvement. We provide payment and reimbursement for these activities, recognising consumers' unique expertise through their lived experience and subject matter expertise. These guidelines provide general advice about payment, reimbursement and recognition, taking into account the range of contextual factors that need to be considered for each project or activity. Please note, some funders or organisations may have their own policies that differ from the advice offered in these guidelines.

Please note these are not guidelines for the reimbursement of research participants taking part in research studies.

Monash Partners Payment, Reimbursement and Recognition Guidelines

Level of engagement	Type of activity	Payment rate range	Consider your response to the following questions when setting the payment amount
Consumer lead	Involvement in Monash Partners Council or organisation governance, strategy, policy and evaluation. For example: • Leading or chairing a committee or council. • Providing strategic advice. • Providing consumer and community involvement training to health. professionals, consumers or researchers. • Managing other consumers or stakeholders. • Representing a community.	$65-75 hr	What are the responsibilities of the position and the scale of the project? For example, size of the organisation, where the committee sits within the organisation. Or, the scale and impact of the project (local, regional, national) etc. What skills, knowledge or experience does the consumer bring and what is required? Is preparation time for the activity built into the payment rate? For example, reading papers before a meeting, attending meetings with organisers before a workshop etc.

Collaborate	Partnering in a research project or in a healthcare improvement activity. For example: • Project presentations at a conference. • Part of a panel presentation at a workshop or conference. • Consumer investigator on a project as a chief investigator. • Senior author position for a manuscript. • Participating on an interview panel.	$55-65 hr	As above Is the activity online or in-person? If in person, consider other costs (i.e. travel, parking etc).
Involve	Direct engagement with a research team or healthcare improvement activity throughout a project or involved in a speaking engagement. For example: • Ongoing and regular involvement in a dedicated research project. • Standing member in an advisory group. • Standing committee member. • Workshops- Codesign, coproduction, priority setting or others. • Presentation of a consumer perspective. • Consumer researcher (e.g. data collection). • Ongoing working group. • Middle author on a manuscript. • Consumer investigator on a project as an associate investigator.	$45-55 hr	As above
Consult	Engagement in one-off, ad hoc consultation activities such as providing feedback or advice on research or healthcare improvement activities. For example: • Document reviews. • Grant appraisals (not as a chief or associate investigator).	$40-50 hr	What incentives are you offering for one-off, ad hoc activities? • Consider paying at the top of the range ($50/hr) for a short time frame such as 1 hour. Consider preparation time.

	• Providing advice.		• Consider paying at the lower end of the range ($40/hr) for longer time frames such as a half-day or all-day workshop.
Inform	Learning about engaging in consumer and community involvement activities.	Unpaid	

Recognition

Consumers involved in research and healthcare improvement should be recognised for their contribution. It is good practice to ask people about their preference for recognition. This may include:

- a letter of thanks.
- a certificate of recognition.
- a summary of the activity and how the involvement has influenced the project or outcomes.
- acknowledgement in published works.
- providing a reference.

Further considerations

Encourage consumers to seek independent financial advice

- The payments consumers receive for their engagement may affect their government benefits or taxes. Advise people to seek independent advice about the impact of additional income.

Payment options

- It is important to accommodate the consumer's preference for payment. However, this needs to be balanced with finance systems and the tax implications for organisations, as well as the tax implications for individuals. It should be noted that the Australian Taxation Office (ATO) requires notification for payments over and above $75.
- Consider offering an employment contract if consumers have an ongoing role in a project.

Travel and parking

- Consider incorporating costs for travel (public transport, taxi fare, or private transport costs) and parking into an overall payment.
- Claims for the use of private cars should be calculated using the Australian Taxation Office's 'Motor vehicle expense calculation' policy as a sole trader in cents per kilometre.

Packaging the payment

- Consider paying a half day rate or set amount for a one-off event (e.g. workshop) that includes, for example, preparation time, travel and parking costs.

Online vs in-person activities

- In-person activities often require a higher rate of payment than online activities.

What is not reimbursed

No reimbursement is provided for:

- Home office expenses such as internet costs and printing expenses.
- Parking fines or other traffic infringements.
- Generally, reimbursement or coverage of costs for meals, accommodation, technology needs (e.g. iPad) and childcare are individually negotiated with project leads.

Monash Partners advice and support on Consumer and Community Involvement

Monash Partners provides consumer and community involvement consultations and support to our member organisations. Please complete the Advice Form to register your project or if you have questions about any aspect of Consumer and Community Involvement and how it can enhance your project.

To develop these guidelines, we consulted the following consumer renumeration policies and sought stakeholder feedback:

1. Western Australian Health Translation Network, Consumer and Community Involvement Program, Honorarium Guidelines
2. Victorian Comprehensive Cancer Centre Alliance, Paying Consumers Resources
3. Health Consumers Queensland, Remuneration and Reimbursement of Consumers, Position Statement
4. South Australia Health, Sitting Fees and Reimbursement for External Individuals Policy
5. Australian Mental Health Commission, Paid Participation Policy. This document is based on the Australian Government Remuneration Tribunal Remuneration and Allowances for Holders of Part Time Public Office Determination, as "Offices not specified".
6. Victoria State Government, Department of Families, Fairness and Housing, 'Recognising the expertise of people with lived experience. Guidance on payment, reimbursement and recognition'