



pathways
southwest

Towards better mental health

Patron

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Consumer and Carer Payment Reimbursement Policy & Procedure

APPROVED BY: Pathways SouthWest Board of Management

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THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

Consumer and Carer Payment Reimbursement Policy & Procedure

Policy

This policy is to ensure that a clear and equitable process exists for providing remuneration to both consumer and carer representatives who are involved in committees, working parties or other special forums. It also provides guidance for representatives about their rights and responsibilities and staff responsibilities in relation to these payments.

Procedure

1. Consumer and carer representatives' rights and responsibilities:

- Have the right to be offered payment when participating as members of committees, working groups or special forums in the form of a sitting fee or reimbursement of expenses.
- Have the right to refuse to accept payment of sitting fees or reimbursement of expenses. He/she may request the amount offered be donated to a specific charity.
- Has the responsibility to provide an Australian Business Number (ABN) if he/she has one and state whether he/she is registered for GST or not.
- Has the responsibility to complete "Statement by a Supplier" declaration form from the Australian Tax Office (ATO) when making their initial claim for payment if unable to provide an ABN (on intranet in client forms). On this declaration there is a requirement to provide a reason for not quoting an ABN.
- Has the responsibility to complete a "Pathways Request for Payment" form provided by the Pathways SouthWest staff member, if he/she does not have an ABN or has an ABN but is not registered for GST. If he/she has an ABN and is registered for GST, he/she must submit a Tax Invoice for the agreed sitting fee (see section 3 Payment and Reimbursement).
- The Tax Invoice will typically display:
 - the title Tax Invoice
 - name and address of the consumer
 - ABN
 - description of reason for seeking payment
 - date, time and hourly rate

- subtotal
 - GST of 10%
 - total for payment (including GST)
 - signature of consumer and date of signing
- Is responsible for providing original receipts/tax invoices when seeking reimbursement for expenses e.g. car parking (Note: Card transaction slips are not accepted).

2. Staff responsibilities

At the time of negotiating participation on the committee, working party or special forum:

- Are responsible to raise the issue with the consumer/carer as to whether payment is required for sitting fees or reimbursement of expenses
- Are responsible to clarify the range of the expenses which will be reimbursed and how this will be done.
- Are responsible to check with consumers if any 'upfront' assistance with costs are required to enable them to attend.

To process the payment Pathways SouthWest Business staff:

- Are responsible to determine if the consumer/carer has an ABN or not and if the consumer/carer is registered for GST before processing forms for payment (see section 3 Payment and Reimbursement).
- Has the responsibility of maintaining records of payments to consumers/carers along with a copy of the ATO declaration form (if relevant).
- If the money offered by staff is not accepted by the consumer /carer representative and not donated towards a specified charity, staff may provide a gift instead of payment to the same value.
- It is the responsibility of the person(s) writing project proposals to include the cost of consumer/carer participation in all budget proposals.

3. Payment and Reimbursement

Rates:

- Standard amounts to be offered for payment of sitting fees is:

Meeting duration	Payment
Minimum rate for first hour (or part thereof)	\$35.00
Minimum rate for two (2) hours (or part thereof)	\$70.00
Hourly rate after first two hours	\$35.00

This is the recommended payment guide from Health Consumers' Council WA (HCC) policy "Consumer Participation Program Policies and Supporting Documents".

Recipients of Benefits

- If the consumer is receiving a pension it is important to determine the amount that he/she is able to earn without compromising their benefits or attracting tax. It may be preferable for people in this situation to receive reimbursement of expenses. This however, is to be negotiated between the Pathways SouthWest staff member and the consumer.

Reimbursement

- Reimbursement of expenses is to be negotiated between the parties involved, and can include:
 - Taxi fares
 - Public transport
 - Petrol costs (standard government rates apply for car travel per kilometer)
 - Parking costs
 - Refreshment/meal costs
 - Phone calls
 - Photocopying
 - Stationery (paper, overheads etc)
 - Postage
 - Carer respite or child care costs
 - Accommodation

- Receipts/tax invoice must be provided when seeking reimbursement for expenses e.g. car parking.

4. Exceptions

Board members' attendances at Pathways SouthWest Board of Management Meetings, Sub-Committees, Annual General Meetings and Special General Meetings are not eligible for payments or reimbursement under this policy.

Related Policies / Documents:

Consumer and Carer Participation Policy & Procedure

Pathways SouthWest Request for payment /reimbursement form

ATO Fact sheet and form – Statement by a supplier (reason for not quoting an ABN to an enterprise)