

Consumer reimbursement and payment - fact sheet

Information for consumers

Disclaimer

This fact sheet relates to the current Metro North Procedure Partnering with consumers – reimbursement and payment which is under review. The revised Procedure will be published November 2022, with payment information likely to change.

Introduction

Metro North Health partners with consumers in the design, delivery and evaluation of health service initiatives. For some activities, consumer involvement will be voluntary. Consumers who volunteer their time are eligible for reimbursement of reasonable out-of-pocket expenses. For other activities consumers may be offered payment in accordance with the *Metro North Procedure Partnering with consumers – reimbursement and payment*. Acceptance of reimbursement and remuneration is voluntary. To receive reimbursement and/or payment, consumers must be registered as a vendor in the Queensland Health finance system. Metro North Health takes no responsibility for the tax component of payments and cannot provide independent tax advice.

Reimbursement

Reimbursement can only be provided when original receipts are provided, except mileage which is paid to a maximum of 100km for a return journey per day.

Payment

Rates of payment are determined by Metro North Health. Consumers will be advised prior to engaging in an activity if a payment is being offered and the type of payment. All payments are inclusive of preparation time such as pre-reading for meetings. Travel time associated with participation is not covered.

There are two types of payments.

1. Standard payment
2. Special payment

Standard payment

The default payment is the standard payment. The standard payment rate is:

- \$50 for activities up to 2 hours duration
- \$100 for activities 2 to 4 hours duration (inclusive)
- \$150 for activities over 4 hours duration

Examples of activities for which a standard payment may be offered include participating in working groups, projects, committees, co-design, redesign or service improvements.

Special payment

A special payment may be offered for some activities where a significant amount of preparation, data analysis, and reading is anticipated. The special payment rate is:

- \$95 for activities up to 2 hours duration
- \$190 for activities 2 to 4 hours duration (inclusive)
- \$380 for activities over 4 hours duration

Examples of activities for which a special payment may be offered:

- Consumer lead for co-design or co-production initiative
- Presenting as a speaker at training or an event, or conference
- Staff selection and recruitment panels
- Participating in committees where there is preparation time.

Gift cards

A gift card may be offered for some activities to new consumers as an incentive to participate for the first time in Metro North Health. Gift cards can only be given once to a consumer. The maximum value for a gift card is \$50.