



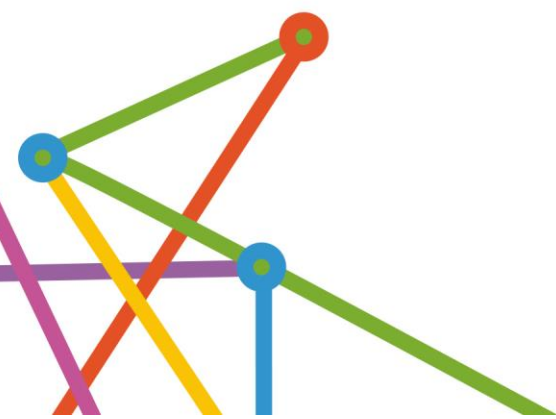
Paid Participation Policy

August 2022



**WA Primary
Health Alliance**
Better health, together

phn
PERTH NORTH, PERTH SOUTH,
COUNTRY WA
An Australian Government Initiative



Contents

1. Purpose	3
2. Applicability	3
3. Relevant legislation	3
4. Referenced documents	3
5. Abbreviations	3
6. Definitions	4
7. Background.....	5
8. Supporting engagement.....	5
9. Policy statement.....	6
10. In scope.....	6
11. Out of scope	6
12. Approvals	7
13. Payment procedures	7
14. Payment rates	8
15. Other costs	9
16. Declining payment	9
17. Feedback and contacts.....	10
18. Breach of policy	10
19. Variation	10
20. Document management	10

1. Purpose

The Paid Participation Policy affirms WA Primary Health Alliance's (WAPHA) commitment to working with individual community members, consumers, carers, family members, and individual health professionals (including general practitioners, specialists and allied health professionals), and outlines the circumstances payments can be offered for participation in WAPHA led engagement activities.

The Policy also supports WAPHA employees to plan and budget appropriately for the involvement of participants, including those who relinquish session payments to participate, and to ensure timely payment is made.

2. Applicability

This policy applies to all stakeholders invited to contribute to the work of WAPHA.

All WAPHA employees are expected to adhere to the requirements of this policy.

3. Relevant legislation

Nil applicable

4. Referenced documents

<u>Stakeholder Engagement Framework</u>
<u>Health Consumers' Council Consumer Representation Policy</u>
<u>Mental Health Commission Consumer, Family, Carer and Community Paid Participation Policy</u>

5. Abbreviations

AIB	Activity Initiation Brief
PHN	Primary Health Network
PIB	Project Initiation Brief
WAPHA	WA Primary Health Alliance

6. Definitions

Attendee (payment tier)	Refers to individual who attend open invitation or public events and activities hosted by WAPHA.
Advisor (payment tier)	Refers to an individual specifically invited to bring an informed and objective community, consumer, family or carer perspective to discussion and decision-making as relevant to the topic at hand (Enable). They present the views and concerns of others at a systemic and strategic level. An Advisor is required to bring an in-depth level of knowledge and skills that extends beyond a lived experience. Skills may include, but are not limited to, facilitation, presentation, report writing researching, project management, objective decision-making, etc.
Allied health professional	There is no universally agreed definition of allied health, however it usually captures physiotherapy, occupational therapy, social work, exercise physiology, optometry and more. For the purposes of this policy it is inclusive of nursing professionals, however they are usually excluded in other contexts.
Carers	Refers to (unpaid) family, friends, and others, who have experience of providing ongoing care and support (currently or formerly) to someone living with a health condition and / or with experience of using health services in WA.
Community members	Refers to people who live and / or work within a geographically or culturally defined community and have experience of life in that community.
Consultant (payment tier)	Refers to an individual who is engaged to undertake projects that require a specific output and draw on expertise and / or objectivity from an external source. They must have their own ABN and payment is made to them by invoice, rather than through the Health Consumers' Council.
Consumers	Refers to people with a lived experience of a health condition and / or who have experience of receiving service from the WA health system. Inclusive of (but not limited to) care from general practice, not-for-profit services, private providers, pharmacies, in-patients, and out-patient hospital care.
Engagement Activity	Refers to the specific instance or event through which stakeholders have been engaged – e.g., a particular workshop; a specific survey, a phone call.
Family members	Refers to people who may or may not be related to a consumer but who identify as taking a significant part in a health consumer's life.
GP	Refers to a general practitioner who practices as an individual and receives income as a result of providing session times.
HealthPathways working groups	Refers to a structured and facilitated session at which invited specialists, GPs and allied health professionals provide feedback and input to the pathway development of an identified clinical stream.
Participant (payment tier)	Refers to the named stakeholder specifically invited by WAPHA to bring their own knowledge or experience, or to represent the interests of others on their behalf, to discussions and decision-making activities hosted by WAPHA.
Professional in private practice	Refers to any other professional who runs a private practice and receives income as a result of providing session times.

Specialist	Refers to a health care professional who specialises in a particular area and is certified by a specialty board and receives income as a result of providing session times.
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7. Background

WAPHA engages with a wide range of stakeholders through our day-to-day work. Many stakeholders engage through their paid role within an organisation, others through their unpaid position as a community member, consumer, family member or carer, and others relinquish fee for service or session payments to participate in WAPHA activities.

In Western Australia, there are varying rates and methods of paying stakeholders for their active participation in health planning and quality improvement.

WAPHA has five overarching principles that guide our approach to engagement:

- Respectful
- Authentic
- Pragmatic
- Purposeful
- Transparent

To deliver on these principles we have adopted an approach that aligns with other organisation in the WA health sector, particularly those organisations with which WAPHA co-commissions and considers as partners. This policy has been guided by the Mental Health Commission, WA Association for Mental Health, Health Consumers' Council, Government of Western Australia Department of Health, and other organisations that make payments to health professionals, including Royal Australian College of General Practice.

WAPHA particularly acknowledges the work of the Mental Health Commission and the 'In Community' project in developing the tiered approach and payment levels for community, consumers, family and carers.

This policy will continue to be reviewed annually to ensure it continues to align with comparable policies.

8. Supporting engagement

WAPHA uses a diverse range of engagement methods and supports to enable participation in engagement activities. Offering to host video conferences, teleconferences, and online activities is a way of facilitating the involvement of stakeholders who are unable to physically attend. This is as relevant in Metro areas as it is in Country. Online participation is remunerated at the same rates as attendance in person.

The use of interpreters during engagement activities is supported. Associated costs must be planned and approved in advance by WAPHA.

WAPHA understands individuals have responsibilities and commitments that may limit their participation in engagement activities. Reimbursement for childcare and carer respite costs that directly relate to an individual's participation in a WAPHA led engagement activity will be considered on a case by case basis.

All additional supports must be planned and approved in advance.

9. Policy statement

WAPHA greatly values the specific knowledge, understanding and experience people with lived experience as community members, consumers, family, carers, general practitioners (GPs), specialist and allied health professionals contribute to the commissioning of primary care in WA. In recognition of this contribution, WAPHA offers payments to individuals when they are personally invited to contribute to engagement activities and to health professionals who choose to relinquish session fees to participate.

10. In scope

Payment of community members, consumers, family members and carers will be made when:

- individuals are invited personally by WAPHA to contribute to the work of WAPHA (this includes when individuals are selected from an initial open expression of interest process),
- individuals are invited to participate in an engagement activity, where payment is offered as an incentive to support their engagement,
- individuals engaged in stakeholder reference groups, and
- organisations are invited to send an individual to represent their organisation, and that individual is not funded by that organisation to attend (e.g. a volunteer or Board member)

Payment to GPs, specialists, nursing and allied health professionals will be made when:

- individuals are personally invited by WAPHA to contribute to the work of WAPHA, and
- when they choose to relinquish session fees to participate in the WAPHA activity.

Payment may be extended, on a case-by-case basis and at the discretion of the General Manager, to other health professionals in private practice who choose to relinquish session fees.

Specific activities that fall within the scope of this policy include (but are not limited to):

- HealthPathways Working Groups
- Participation in Evaluation Panels

11. Out of scope

Out of the scope of this policy are:

- individuals who are invited to participate in their paid role as a Consumer or Family/Carer/Lived Experience Peer Worker,
- individuals who are invited to participate as a representative of an organisation or group, and the individual is funded by that organisation (e.g. a Health Service Provider employee, Hospital Liaison GP),
- individuals who engage with WAPHA in response to an open, public invitation for which there is no further selection or invitation,
- any individual invited to attend breakfast, lunch, or dinner events where attendance is optional,
- individuals who attend training programs delivered by WAPHA (unless otherwise agreed),
- engagement activities that include overnight accommodation and or intra or interstate travel (a sitting fee or honorarium will usually apply in these circumstances),
- employees of WAPHA,
- engagement with GPs through the WA GP Advisory Panel or associated Special Interest Panels, and
- Aboriginal Elders and/or Aboriginal Performers who are engaged by WAPHA to conduct a Welcome to Country, Smoking Ceremony or music/dance performance (as per WAPHA's Welcome to Country and Acknowledgement of Country Policy).

<insert document number>

Individuals and organisations that are personally invited to participate are not paid for travel time or travel costs. Up to a maximum of 1 hour preparation and reading time is usually added on top of attendance time, at the discretion of the Activity Lead

Any uncertainty as to whether this policy applies should be clarified with the Stakeholder Engagement Team before the engagement activity takes place.

12. Approvals

All stakeholder engagement should be planned well in advance and anticipated expenditure on external facilitation, paid participation and engagement supports must be budgeted for in the overall project budget.

WAPHA teams should consult with the stakeholder engagement team when planning for activities that may attract a paid participation payment.

The Stakeholder Engagement Manager and relevant Executive Sponsor must approve all stakeholder engagement budgets as part of the planning stage in all projects.

13. Payment procedures

Community, Consumers, Carers and Family Payments at the agreed payment rate (refer to section 14 of this policy) are made directly to participants through the Health Consumers Council following a concluded engagement.

GPs, Specialists and Allied Health Professionals will receive payment through WAPHA, by invoicing WAPHA for the agreed payment rate (refer to section 14 of this policy), following a concluded engagement. All invoices must be addressed to WA Primary Health Alliance, attention to STAFF MEMBER NAME and include the following information:

- Supplier legal name
- Supplier ABN number
- Supplier GST registration status
- Superannuation standard choice form
- Supplier banking details
- Supplier physical address,
- Supplier contact details (i.e., account manager, phone, email etc)
- ASPIRE Purchase order number
- Name, date, start time and finish time of the engagement activity
- Total number of hours requesting payment.

*NB: If it is the first time the health professional has worked with WAPHA, the Engagement Lead must email the new supplier details (as per the above information) to accounts@wapha.org.au to fulfill a new supplier setup in ASPIRE in order to raise a purchase requisition.

Invoices received with no ABN - Subjected to a withholding tax of 47% known as the 'no ABN withholding', in accordance with Australian Tax Office legislation. In these cases, the health professional would submit a no ABN invoice along with a completed Statement by a supplier (ATO) form. This link will download a file to justify the payer not withholding from the payment to the supplier.

Payment is inclusive of:

- any time spent preparing in advance of the engagement event or activity
- any time spent reviewing pathways or documents and providing feedback post-activity, if required

<insert document number>

- all travel time, and
- all travel expenses associated with attending the engagement event or activity

14. Payment rates

WAPHA uses a tiered payment approach, in line with that offered by the Mental Health Commission. A tiered payment approach acknowledges the variety of the knowledge, skills, and experience required for genuine and meaningful participation within these levels.

The below table provides an overview of each payment tier and the paperwork required to process the payment:

Paid Participation Payment Tiers						
Tier	Attendee	Participant	Advisor	Allied Health Professional	GP or Specialist	Consultant
Examples of WAPHA engagement activities	No payment	\$37.50 per hour*	\$75 per hour*	\$90 per hour*	\$120 per hour*	Determined by written quote in advance from consultant
Public / community forums, consultations, workshops, focus groups, advisory committees, procurement panels	General attendance at an open or public event or activity	Invited by name to participate	Invited by name to collaborate on the design or delivery of an activity and/or to provide specific insight	Invited by name to participate	Invited by name to participate	Engaged as a co-facilitator and / or consulted as an individual for specific expertise
Payment Requirements	Not Applicable	Community, Consumers, Carers and Family Payment Form	Community, Consumers, Carers and Family Payment Form	Invoice	Invoice	Invoice

**Payment is offered to the nearest hour. Payment is offered for a minimum of two hours and to a maximum of 8 hours, in any one day.*

All occasions of paid participation invoicing must be processed in WAPHA's accounting system, ASPIRE. The responsibility for providing information of participants to enable payments lies with the person who has initiated the engagement. All invoices are to be emailed to accounts@wapha.org.au and must include a valid Purchase Order number. Invoices received with no Purchase Order numbers will be put on hold and sent back to the supplier.

Superannuation Payments - Effective 1 July 2022 all full-time, part-time and casual employees are eligible for superannuation* guarantee regardless of how much they earn, including paid participants for stakeholder engagement who are deemed contractors to WAPHA. The superannuation guarantee has increased to 10.5% from 1 July 2022.

*To be eligible for superannuation, paid participants must meet eligibility criteria outlined by the Australian Taxation Office: Superannuation Payments. If a contractor has an Australian business number (ABN) ie.GP, Specialist and Allied Health Professional participants, they will still be paid super for their participation in any engagement. If a participant does not provide a completed Superannuation standard choice form, WAPHA will pay superannuation to the organisations default

<insert document number>

choice super fund.

WAPHA' Finance team will act on the payment to the contractors chosen super fund, provided all paperwork has been completed and provided. This is the labour component of the written engagement contract and does not include:

- any contract payments that are for material and equipment
- overtime for which the worker was paid overtime rates
- GST

WAPHA does not pay for time spent for the following (unless advised and agreed in advance):

- travelling or for any travel expenses associated with attending the engagement activity.
- time for preparation or review of materials after an engagement activity. If preparation or review time is agreed in advance, this will not exceed 1 hour.

Payments are generally made within 30 days of the invoice being received by Finance.

All paid participants are to be provided a copy of the external document, Paid Participation Guide, in advance of any engagement by the program/project coordinator. The document outlines the participants responsibility and due process as follows:

- **Community, Consumers, Carers and Family participants** responsibility to provide a completed copy of the required paperwork (i.e Community, Consumers, Carers and Family Payment Form or Invoice) to receive their paid participation payment.
- **GP, Specialist and Allied Health Professional participants** responsibility to Invoice WAPHA according to the agreed rate and hour(s) as stipulated in their invitation.

If the required paperwork is not received by WAPHA from the participant within 6 months of the engagement activity all payments will be surrendered, unless otherwise approved by a General Manager.

WAPHA is not able to make paid participation payments as gift cards or vouchers directly to engaged stakeholders. These may be used on occasions where delivery of the engagement activity has been subcontracted to a third party.

15. Other costs

Approval of different payment rates or other costs to support an invited individual's participation in a WAPHA led engagement activity, will be considered on a case by case basis where:

- it is identified as having an influence on levels of participation, or
- it will encourage contributions from groups that are often not well represented.

16. Declining payment

A participant may choose to decline the offer of payment by advising WAPHA in writing that they do not wish to receive payment.

17. Feedback and contacts

WAPHA welcomes feedback on this policy. Feedback can be provided to:

Email: feedback@wapha.org.au

Phone: (08) 6272 4948

18. Breach of policy

Failure by WAPHA staff to follow this policy may result in staff disciplinary action.

19. Variation

WAPHA reserves the right to vary, replace or terminate this Policy from time to time.

20. Document management

Document custodian	Document review date
Stakeholder Engagement Manager	August 2022