



Paid Participation Policy

December 2024



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

phn

PERTH NORTH, PERTH SOUTH,
COUNTRY WA

An Australian Government Initiative



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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 engagement activities convened and led by WAPHA.

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 directly engaged by WAPHA.

The payment rates and process in this policy do not apply when organisations engage stakeholders in their delivery of a contract to WAPHA. Organisations that hold an agreement or contract with WAPHA must use their own policy and payment procedures.

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

3. Relevant legislation

Nil applicable

4. Referenced documents

[Stakeholder Engagement Framework](#)

5. Abbreviations

ABN	Australian Business Number
ATO	Australian Tax Office
PHN	Primary Health Network
PIB	Project Initiation Brief
WAPHA	WA Primary Health Alliance

6. Definitions

Advisor (payment tier)	Advisors 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 their own 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 and pharmacists, however they are usually excluded in other contexts.
Carers	(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	People who live and / or work within a geographically or culturally defined community and have experience of life in that community.
Consultant (payment tier)	An individual who is engaged to undertake projects that require a specific output and draw on expertise and / or objectivity from an external source.
Consumers	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.
Direct engagement	Engagement of stakeholder in WAPHA led and convened activities that occur more than once, ie they are over a period of time, where an ongoing commitment, or multiple meetings and paid engagements occur, for which WAPHA processes participation payments directly to the stakeholder
Engagement Activity	The specific instance or event through which stakeholders have been engaged – e.g., a particular reference group or ongoing advisory relationship
Family members	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	A general practitioner who practices as an individual and receives income as a result of providing session times.
HealthPathways working groups	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.
Indirect engagement	Engagement that is led and convened by organisations and consultants as part of their delivery of a contract/ agreement with WAPHA. WAPHA does not direct or process participation payments to stakeholders engaged in these circumstances.
Lived experience	People with lived experience are people who identify either as someone who is living with (or has lived with) a chronic health condition or someone who is caring for or otherwise supporting (or has cared for or otherwise supported) a person who is living with (or has lived with) a chronic health

	condition. Within Mental Health contexts, people with lived experience are sometimes referred to as consumers and carers.
Participant (payment tier)	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	Any other professional who runs a private practice and receives income as a result of providing session times.
Specialist	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.

7. Background

WAPHA directly engages with a wide range of stakeholders through our day-to-day work.

In Western Australia, there are varying rates and methods of paying stakeholders for their active participation in health planning and quality improvement. WAPHA has adopted an approach that aligns with other organisations 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 and Australian Tax Office obligations.

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.

In addition to paid participation WAPHA also supports stakeholders to engage by providing for services such as interpreters and reimbursement for childcare and carer respite costs that directly relate to an individual's participation in a WAPHA led engagement activity. These 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 and/or as community members, consumers, family, carers, general practitioners (GPs), specialist and allied health professionals contribute to the commissioning of primary care services in WA.

In recognition of this contribution, WAPHA offers payments to individuals when they are directly invited to contribute to engagement activities and to health professionals who choose to relinquish session fees to participate.

WAPHA does not make payments for one-off attendance at public events, workshops or focus groups where it is a one-off activity and no selection process has been required for participation. This is usually where the activity has been advertised through an open notice or general promotion.

10. In scope

This policy only applies when WAPHA is undertaking direct engagement with a stakeholder.

These are engagements that occur more than once, i.e. they are over a period of time, where an ongoing commitment, or multiple meetings and paid engagements occur.

Examples include:

1. Member of a WAPHA convened reference group or working group
2. Presenter or facilitator at a workshop
3. Member of a WAPHA Advisory Panel
4. External stakeholder acting as consultant to a project

11. Out of scope

WAPHA does not process paid participation payments to:

- individuals who are engaged by organisations as part of their delivery of a contract or agreement with WAPHA,
- 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,
- members of the WA GP Advisory Panel (these are administered by RACGP WA),
- 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; 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).

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

A maximum of 1 hour preparation and reading time may be added on top of attendance time, at the discretion of the Activity Lead and as relevant to the engagement activity.

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

12. One off engagement with stakeholders

WAPHA works with community facing organisations or consultants when seeking insight and expertise from stakeholders in a specific location or for projects and procurement that may require ad hoc or one-off engagement. In these instances, WAPHA forms an agreement with the local organisation or subject matter consultant, who may engage stakeholder through their own paid participation policies and processes to deliver on their agreement with WAPHA.

This approach enables payment arrangements to be made and managed locally, respecting any existing protocols and relationships.

Guidance on conducting one off engagement with stakeholders is available to WAPHA staff on the Stakeholder Engagement SharePoint page.

13. Approvals

All stakeholder engagement should be planned well in advance and documented in a Stakeholder Engagement and Communications Plan (depending on scale and nature of planned engagement). All anticipated expenditure on external facilitation, paid participation and engagement supports must be budgeted for in the overall project budget by discussion with the Senior Manager – Stakeholder Engagement.

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

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

14. Payment procedures

WAPHA makes payment directly to all eligible stakeholders.

14.1 Required Forms

When accepting an invitation to participate all stakeholders must return the following completed forms before payment can be made:

New Details Form

- This supplies the required details to enter the stakeholder into WAPHA's payment platform, ASPIRE

And, for completion **only where a stakeholder does not have an ABN.**

Statement by a Supplier Form

- This is the form for stakeholders to submit to WAPHA if they do not have an ABN.

- If an invoice is received without an ABN and WAPHA has not received a completed Statement by Supplier Form, an amount of 46.5% will be withheld from the payment amount

WAPHA is unable to process payments where stakeholder payment details and invoice are received more than 6 months after the engagement is complete.

14.2 Responsibilities

All paid participation must be processed in WAPHA's accounting system, Aspire.

The WAPHA Activity Lead is responsible for:

1. Ensuring the activity falls in scope for paid participation by WAPHA by discussing with the Stakeholder Engagement Team at the planning stage of the activity, before stakeholders are engaged
2. Providing stakeholders with the [required forms and paid participation guide for stakeholders](#)
3. Receiving Participation Payment documents from the stakeholder
4. Forwarding the completed forms to accounts@wapha.org.au
5. Raising the requisition in ASPIRE
6. Emailing invoices to accounts@wapha.org.au and receipting the work, in line with WAPHA finance procedures.

Invoices received without Purchase Order numbers and/or without the required forms completed will be put on hold and sent back to the Activity Lead.

The WAPHA Stakeholder Engagement Officers are responsible for:

1. Advising the activity lead on application of the policy
2. Providing support to the stakeholder if additional support is needed to complete the required forms

The external stakeholders are responsible for:

1. Completing and returning all the required forms in advance of or shortly after their first engagement with WAPHA
2. Supplying an invoice on completion of each engagement that attracts a paid participation payment

15. 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	Participant	Advisor	Allied Health Professional	GP or Specialist	Consultant
Amount	\$37.50 per hour*	\$75 per hour*	\$90 per hour*	\$120 per hour*	Determined by written quote in advance from consultant
Type of engagement	Invited by name to participate over a period of time, where an ongoing commitment, or multiple meetings and paid engagements occur	Invited by name to collaborate over a period of time on the design or delivery of an activity and/or to provide specific expert or representative insight. This rate also applies to Elders and other recognised cultural or community leaders.	Invited by name to participate	Invited by name to participate	Engaged as a co-facilitator and / or lived experience consulted.

**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.*

16. Declining payment

Any stakeholder can choose to decline the offer of payment. They must advise WAPHA in writing and that correspondence must be recorded and saved by the Activity Lead.