

Subject:	Stakeholder Reimbursement and Remuneration Procedure	Doc No.:	CORP-PR26	Version:	2
Category:	Corporate/ CORP	Owner:	Executive Director Business Services	Authoriser:	CEO

1. Purpose

This procedure has been developed to outline and articulate an applicable fee structure and process in relation to the reimbursement and remuneration for stakeholders who provide their expertise and time toward Northern Queensland Primary Health Network (NQPHN) activity.

2. Terms and definitions

Term	Definition
ABN	Australian Business Number
Consumers	People who use, or are potential users, of health services. Consumers may participate as individuals, groups, or representatives of community organisations
GST	Goods and Services Tax
NQPHN	Northern Queensland Primary Health Network
Remuneration	A payment or compensation
Stakeholders	All individuals who are external to NQPHN but has the skills, experience, knowledge, and expertise to influence a decision or outcome
Worker	All NQPHN employees, agency workers, contractors, volunteers, and anyone employed in any other capacity
Lived Experience	A broad term that refers to a person's firsthand life experiences with something

3. Scope

This procedure applies to the following stakeholder classifications:

- Primary Health Care Professionals including:
- General Practitioners
- Allied Health (primary care clinicians from all disciplines)



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



- Nurses (all cohorts)
- Aboriginal Health Workers
- Health Consumers including:
 - Community members from organisations representing health concerns or interests
 - Aboriginal and/or Torres Strait Islander peoples who use health services
 - Australian South Sea Islander peoples who use health services
 - Consumers from Culturally and Linguistically Diverse backgrounds who use health services
 - Vulnerable groups who use health services
 - Consumers/ Carers with Lived/Living experience who use or may use health services

4. Procedure

4.1 Stakeholders selected and engaged

Stakeholders can be engaged through various channels, and this is planned as part of commissioning project planning.

The budget for engagement is included in the project plan and approved by the relevant Executive, as part of project approval.

Stakeholders formally engaged complete the agreed activity/activities according to arranged timeframes.

Remuneration rates are determined and communicated at the outset of the commencement of the process.


4.2 Processing of payment with an ABN

Where stakeholders hold an Australian business number (ABN), they are to provide a valid tax invoice to NQPHN with the following details included:

- name, ABN, date, address, invoice number
- brief description of activity undertaken
- time taken to complete
- applicable fee
- email and bank account details.

Participants should complete the *CORP-FOR16 Paid Participation Form* providing details of the event and attendance.

- The Form with an invoice should then be forwarded to the relevant NQPHN contact and checked against the approved commissioning budget. They are then forwarded the relevant manager and/or Executive for approval and then to NQPHN's Finance and Accounts department for processing.



Stakeholders must reference the attached Fee Structure to determine the amount of remuneration applicable and negotiate this with the stakeholder prior to formal engagement.

4.3 Processing of payment without an ABN

Where stakeholders do not hold an ABN, NQPHN will issue an invoice template and a Statement by Supplier form to complete.

Upon completion, both forms are forwarded to NQPHN's Finance and Accounts department for processing.

Stakeholders may reference the attached Fee Structure to determine the amount of remuneration applicable.

Regardless of whether stakeholders hold an ABN or not, *CORP-FOR16 Paid Participation Form* must be completed. This is attached as an Appendix inclusion to this procedure. And is available on the NQPHN SharePoint site under 'Resources'.

4.4 Fee Schedule

Applying Fees

At the outset of activity, Project Leads should determine if stakeholders are to be remunerated on a per hour basis or per day, depending on the nature of the engagement (see tables below).

The application of remuneration fees will need to be determined and built into initial Project Plans to allow for budgetary considerations for the life of the project or body of work to be completed. This ensures sound financial management of the project.

The Fee Schedule applies to external, non-salaried evaluation stakeholders, as approved by an Executive Director.

It is at the discretion of the Chief Executive Officer to make any other decisions in relation to reimbursement and remuneration should any further determination be required.

Details of the Fee Schedules are outlined on the next page

Category: PROCUREMENT	Fee per hour	Fee per day	Applicable Cohort	
Reviewing and reading tender documents (dependent on number of pages and complexity of submission)	\$83.60	\$418	Primary Health Care Professionals	Health Care Consumers
Tender review panel meetings	\$83.60	\$418	Primary Health Care Professionals	Health Care Consumers
Clinical or specialist knowledge input and/or feedback	\$120	n/a	Primary Health Care Professionals	Health Care Consumers
Category: MEETINGS	Fee per hour	Fee per day	Applicable Cohort	
Formal meeting contribution: <ul style="list-style-type: none"> strategic advisory, governance committees, consortium focus groups, reference groups, working groups, committees, collaboratives (as requested by NQPHN) 	\$83.60	\$418	Primary Health Care Professionals	Health Care Consumers
Informal meeting contribution (as requested by NQPHN)	\$40	\$180	Primary Health Care Professionals	Health Care Consumers
Co-design activity (systems, service offerings, workshops, projects)	\$83.60	\$418	Primary Health Care Professionals	Health Care Consumers
Clinical input or feedback	\$120	n/a	Primary Health Care Professionals	Health Care Consumers
Delivery/facilitate a presentation or event (includes preparation time)	\$83.60	\$418	Primary Health Care Professionals	Health Care Consumers
NQPHN Chairperson/s <ul style="list-style-type: none"> Meeting prep Meeting attendance 	\$100 \$120	n/a	Clinical Council Chair	Community Advisory Group Chair
Category: MISCELLANEOUS ACTIVITY (Primary Health Care Professionals and Health Care Consumers)			Per activity up to 2 hours	Flat Fee (3-6 hours) excl. GST
Attendance at mandatory training or other training sessions			\$40.00	\$180.00
Conference attendance			\$40.00	\$230.00
Recruitment processes or activity			\$40.00	\$180.00



4.5 Additional information

4.5.1 Vehicle and other transport expenses

NQPHN may consider reimbursement of expenses for mileage incurred, public transport, taxi fares, and air travel at rates prescribed by the ATO.

Costs associated with parking may also be considered, these will be considered on a case-by-case basis and may be approved at the discretion of the Chief Executive Officer (or Executive Director Business Services).

4.5.2 Meals

If face to face meetings run over a lunch period or after 6.30pm, NQPHN will provide meals for all attendees of the meeting, in lieu of meal allowance provisions. In the event of stakeholders purchasing meals, this may be reimbursed in line with ATO reasonable meal allowance stated for breakfast, lunch, and dinner. This must have prior approval by the Executive Director Business Services. The reimbursement process is via issuing NQPHN with a tax invoice.

4.5.3 Gifts

Gifts and/or gift vouchers are prohibited as a form of reimbursement or remuneration for stakeholders as stated in the Department of Health's Terms and Conditions.

4.5.4 Accommodation

If travel and accommodation is approved as part of the engagement process, NQPHN will arrange all travel and accommodation on behalf of stakeholders engaged. As such no reimbursement or remuneration is required.

4.5.5 Childcare

NQPHN may consider reimbursement of expenses in relation to childcare or babysitting services for those external stakeholders who are required to find alternative arrangements for dependent children in order to participate in NQPHN engagement activities.

4.5.6 Ineligible reimbursements

No allowances, remuneration, or reimbursements will be provided for the following:

- printing costs
- telephone, mobile, or internet data costs
- parking fines.

5. Related Documents

- CORP-PLY26 Stakeholder Reimbursement and Remunerations Policy

- CORP-PLY08 Fraud and Corruption Policy
- Health Consumers Queensland Position Statement
- COR-FOR16 Paid Partnerships Form

6. Management approval

Authorised by:	Chief Executive Officer	Signed:	
Date:	31/1/2024	Review Date:	31/1/2026

7. ISO 9001:2015 requirements

<p>Clause: 7 Support</p> <p>7.5 Documented information</p> <p>7.5.1 General</p> <p>7.5.2 Creating and updating</p> <p>7.5.3 Control of documented information</p> <p>Clause: 9 Performance evaluation</p> <p>9.3 Management review</p> <p>9.3.1 General</p>	<p>9.3.2 Management review inputs</p> <p>9.3.3 Management review outputs</p> <p>Clause: 10 Improvement</p> <p>10.1 General</p> <p>10.2 Nonconformity and corrective action</p> <p>10.3 Continual improvement</p>
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