

CONSUMER ADVISOR REMUNERATION BEST CARE AND NATIONAL STANDARD COMMITTEES

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QRG OVERVIEW

This is an overview for processing remuneration for consumer advisor who sit on Best Care and National Standard committees

PROCESS DETAILS:

Fee Structure

The remuneration amount offered to Consumer Advisor is based on hours per engagement.

- Less than 2 hours \$100 honorarium payment
- Between 2-4 hours \$200 honorarium payment
- Greater than 5 hours - additional \$50 per hour

Please note: payments are not an accumulative total (i.e., 2 hours over 3 days = \$100). Payments are calculated per engagement request (i.e., 3 engagements, each engagement is less than 1 hour = \$300).

Consumer advisors who sit on Best Care and National Standard committees will be remunerated through the Diversity and Inclusion cost Centre

The following process will occur when consumer advisors become members of the committee

Process for committee chairs/secretaries

- Step 1 Committee Chair/Secretary invite Consumer Administration (consumers@wh.org.au) email address to all meetings.
**Consumer Administration will not attend meetings; invites will allow for easy tracking of when meetings occur. **
- Step 2 Committee Chair/Secretary will confirm the attendance/absence of Consumer Advisors via email to Consumers Administration within 24hours of meeting.
Prompt notification of attendance allows for timely processing of remuneration

Process for consumer administration

- Step 1 Confirm attendance/absence by:
 - a. Email confirmation by Committee Chair/Secretary within 24hours of meeting
 - b. Consumer administration to follow up with Committee Chair/Secretary thereafter.
- Step 2 Consumer administration to confirm correct completion of Remuneration Form (including the automatic payment consent form signed – if applicable) by respective Consumer Advisors
- Step 3 Consumer administration to auto populate the committee names and meetings and send to Consumer Partnerships Manager to review and sign.
- Step 4 Process payment to AP Finance within 48hours of confirmation of attendance. BCC Consumer Advisor into email.
- Step 5 Document invoices paid.