



CONSUMER REMUNERATION

Factsheet for consumers

Consumer engagement reflects an approach that involves the development of meaningful relationships with a shared focus. This is underpinned by trust and mutual respect, a commitment by all involved and active two-way dialogue. The term consumer engagement indicates action that is more than simply taking part.

What is consumer remuneration?

Financial recognition for your valuable input is acknowledged by health consumer organisations across Australia. Referred to as *remuneration*, this can take the form of sitting fees for committee membership or hourly rate dependent on level of participation. Remuneration is not compulsory, legally required or expected, it is made at the discretion of VCCC.

Remuneration is different to reimbursement of out-of-pocket expenses that require a receipt or invoice. You can claim reimbursement for out-of-pocket expenses in addition to remuneration.

What is covered by consumer remuneration?

Remuneration will be offered from 1 January 2020 when you are involved with VCCC programs and associated activities. Always check with VCCC staff before participating to what is required and what remuneration is offered.

The amount of consumer remuneration depends on the level of engagement and associated activity outlined in the VCCC Model of Consumer Engagement. Each tier of participation has a defined cost schedule to maintain consistency.

How will you be paid?

An honorarium is given for services that are offered nominally without charge. It is an honorary reward for voluntary services. Honorariums are initiated by completing an Australian Tax Office Statement of Supplier Form and submitting to the VCCC. Once processed, money is transferred directly into your bank account.

Is this part of your tax assessable income?

When you submit a completed Australian Tax Office Statement of Supplier Form to VCCC as part of claiming remuneration, an honorarium is not considered assessable income.

The completed Statement of Supplier form is used when services are provided without quoting an ABN and needs to state that the supply of services is made during an activity done as a private recreational pursuit or hobby.

For further Australian Tax Office definitions and form, go to <https://www.ato.gov.au/Forms/Statement-by-a-supplier-not-quoting-an-ABN/>.

How will your participation be recorded?

You are responsible for keeping a record of your engagement activities with VCCC. The Consumer Remuneration Form is used for this purpose and includes the following:

- Program and activity date, level of engagement, hours of participation.
- A VCCC staff member signature for agreed activity and completion of activity.
- Option available for you to accept or decline remuneration. Once you have submitted your claim form the decision to accept or decline cannot be reversed.

What records do you need to keep?

Use the Consumer Remuneration Form to record your participation. It is recommended you keep a copy of the completed form for your personal records. The form has a dual purpose of recording all consumer-related activity. You will receive notification from the Consumer Engagement Manager to submit the completed form throughout the year.

What kind of induction do you need to participate?

Induction is a multistep process to help you understand the structure and goals of VCCC, introduce key people and receive project specific information. The induction process allows time for questions and involves meetings with the Consumer Engagement Manager and project team. Process is finalised with completion of Introduction Pack documentation.

Do you need a Police Check or Working With Children Check?

A Police Check is required if you are participating in governance activities (Consumer-led and Partnership levels, VCCC Model of Consumer Engagement). The project team will determine if it is necessary for you to apply for a Working With Children Check.

Are you covered for workplace injury?

The VCCC public liability and personal indemnity policies cover your participation in VCCC-related activity approved by VCCC staff.

What happens if you do not want the remuneration?

You may prefer not to receive the remuneration and there is a way to acknowledge this right to choose on the Consumer Remuneration Form. The form has a dual purpose of recording all your activity with VCCC, and when notified, we request that you submit the completed form regardless of choice.

Who do you contact for information?

Dr Joanne Britto
Consumer Engagement Manager
Victorian Comprehensive Cancer Centre
Tel: 03 8559-9055
Email: joanne.britto@unimelb.edu.au

The VCCC Model of Consumer Engagement, Cost model and other resources are available from the Toolkit

<https://www.viccompcancerctr.org/consumer-engagement/>

