



What is consumer engagement?

Consumer engagement is used to reflect 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?

Remuneration can take the form of sitting fees for committee membership or hourly rate dependent on level of participation. Remuneration is different to reimbursement of out-of-pocket expenses requiring a receipt or invoice. Consumer remuneration is not mandatory in Australia. Remuneration is made at the discretion of VCCC and is not legally required or expected.

What will be covered by consumer remuneration?

Remuneration will be offered to those involved with VCCC programs and associated activities from 1 January 2020.

How much is paid?

The amount of consumer remuneration depends on the level of engagement and associated activity (Consumer-led, Partnership, Involving, Consulting, Informing). The VCCC cost model has a defined cost schedule for each tier of participation to maintain consistency across projects and programs. (<https://www.viccompccancerctr.org/about-vccc/consumer-engagement/resources/pages/consumer-remuneration/>)

What is the maximum amount that can be paid?

The maximum daily amount is capped at the Chair rate for Consumer-led activities (see VCCC cost model). It is unlikely other activities will be more than this, if it does happen then remuneration will be made accordingly.

How is remuneration made?

Consumers receive payment by honorariums. An honorarium is given for services that are offered nominally without charge, an honorary reward for voluntary services. The process is initiated by submitting an Australian Tax Office Statement of Supplier Form to the VCCC. Honorariums are scheduled throughout the calendar year.

Is it part of tax assessable income?

When a completed Australian Tax Office Statement of Supplier Form is submitted to VCCC as part of the process, remuneration made as 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 Australian Tax Office definitions and form, go to <https://www.ato.gov.au/Forms/Statement-by-a-supplier-not-quoting-an-ABN/>.

How will participation be recorded?

Consumers are responsible for keeping a record of their 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.
- Signature of VCCC staff to confirm activity, and completion of activity.
- Option available for the consumer to accept or decline remuneration. Once the claim form has been lodged for processing, the decision to accept or decline cannot be reversed.

All activity is agreed prior to commencement and signed once completed by a VCCC staff member. This form has a dual purpose of recording consumer activity across VCCC.

How often will remuneration be made?

Consumer remuneration payments are scheduled throughout the calendar year. The VCCC Consumer Engagement Manager will notify consumers via email to submit a completed Consumer Remuneration Form.

Does remuneration mean a consumer is like a staff member?

Remuneration to consumers in the form of an honorarium is considered financial recognition for consumer time and contribution and is not a salary. Consumers are classified as volunteers for remuneration and tax purposes.

What kind of induction is required for consumers to participate?

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

Is a Police Check or Working With Children Check required?

A Police Check is required when participating in Consumer-led and Partnership levels of engagement. The project team will determine if it is necessary to obtain A Working With Children Check.

Are consumers covered for workplace injury?

The VCCC public liability and personal indemnity policies cover consumers who are participating in an activity approved by VCCC staff.

Is it possible to claim reimbursement for out-of-pocket expenses in addition to remuneration?

The VCCC views sitting fees and remuneration as financial recognition for consumer time and contribution. Costs for out-of-pocket expenses is a separate aspect of participation and covers such things as travel, carparking and accommodation (if required).

Can consumers decline the remuneration if they chose?

People may prefer not to receive financial recognition for involvement and there is a way to acknowledge this right to choose on the Consumer Remuneration Form. This form has a dual purpose of recording all activity with VCCC and should be submitted throughout the year regardless of choice.

For more information:

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

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