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1. Purpose

Paid Participation recognises the valuable, specialised contributions made by people who have a lived experience of mental ill health, or who are a family member or support person of someone with mental ill health. (Lived Experience)

This policy sets out InnoWell’s commitment to supporting paid participation by people with a lived experience by offering:

- a daily or pro rata payment for an individual’s time when they are personally nominated or invited to give expert advice and share their experiences and skills to inform InnoWell’s work;
- to pay for travel and accommodation costs to allow these individuals to give their time; and
- to reimburse any reasonable out of pocket expenses associated with the individual’s approved participation

This policy sets out how much an individual will be remunerated, when they will receive payment and for what activities. The purpose of this policy is to ensure clarity for all parties in relation to the remuneration of those engaged by InnoWell in a lived experience capacity as well as any out of pocket costs associated with their engagement. It also commits InnoWell to plan and budget for people’s participation.

2. Scope of this Policy

Definition of Paid Participation

Paid Participation is defined as an activity whereby a person with a lived experience is personally asked to participate in an activity from which InnoWell will receive a benefit that will assist its work.

Activities may be initiated through an invitation from InnoWell, which will make clear whether the activity requires paid participation, and which describes the format and outcomes required of the individual and the expected time required and period of the activity.

An example of a paid participation activity is involvement in a structured and facilitated workshop that is designed to elicit views on, say, the experience associated with using an online counselling service. An example of an unpaid participation activity is voluntarily and informally sharing feedback on a brief document, such as a brochure or poster.

Participation activities may take a number of formats depending on the purpose and outcome sought, such as:

- individual or group consultations
- roundtables
- teleconferences
- face to face meetings
- written correspondence seeking significant input on a piece of work
- representational activities where an individual presents, speaks or appears in an event or forum (either in person or online) on behalf of InnoWell
- training or development activities

Who is eligible for Participation Payments?

InnoWell will provide participation payments to individuals where it is seeking particular advice based on the lived experience, to contribute to the work of InnoWell.

Where payment for participation is intended to be made by InnoWell, it will be discussed with the participant in advance of any activity that may be considered eligible for payment.

Payment of participation fees will be made when individuals:

- are invited by InnoWell to make a significant contribution to its work;
- do not already hold a formal InnoWell leadership role (i.e., the Chair of the Lived Experience Advisory Board; and
- are not funded by another organisation, group or council to represent it in engagements with the InnoWell

Payment for participation and reimbursement of travel costs will not apply where activities do not meet the definition of Paid Participation. This includes:

- invitations to attend an open forum or presentation by InnoWell;
- ad hoc communication and discussions with InnoWell;
- where an individual represents another organisation, group or council and are funded as part of their recognised duties to engage with InnoWell; and
- where an individual is a professional consultant, contracted to advise on and/or facilitate other mental health or suicide prevention activities or matters at InnoWell, as they fall within standard procurement guidelines for engaging consultants and contract terms

For this policy therefore, this definition is not a reference to a person's job title, but to the way in which they are engaged to provide services to InnoWell.

Recruitment Process

The InnoWell officer with responsibility for arranging the paid participation activity will:

- Select individuals for participation using appropriate means; examples of these at Appendix A
- Issue invitations that include:
 - detail on the scope and nature of the participation activity
 - an estimate of the time and effort required
 - a claim form for logging participation and travel hours, any out-of-pocket costs and bank details for reimbursement

InnoWell recognises that many people with a lived experience of mental health difficulties, their families, friends and other support people, along with young people, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander peoples and many others, may not identify either with the term 'Lived Experience' or be linked in with an established network. On this basis InnoWell reserves the right to recruit according to purpose through alternative means, ensuring representation across the many diverse populations with an interest in, and personal experience of, mental health issues. Information on the selection criteria can be found in Appendix B.

3. Payment Rates

Rates

Individuals will be remunerated for their contribution based on the role they are invited to perform. From time to time, the type of activity performed may vary and the payment rate will be applied based on the type of services performed. Payments will be made on a daily rate or an hourly basis where less than eight hours is worked. This will be based on the following payment rates.

Activity	Daily Rate (8 hours or more)	Hourly rate
Lived Experience Advisory Board Activities	\$393.00	\$49.00
Core Design Activities	\$300.00	\$37.00
Other Special Projects	\$300.00	\$37.00

Unless agreed in advance with InnoWell, specific payment for preparation time is not included, and should not be included in the number of hours submitted for payment.

The maximum time for working that may be remunerated in one day is eight hours. Any travel time spent by a participant to attend an engagement by InnoWell will be a time cost to the participant and will not be paid by InnoWell.

Children and young people's parents and/or guardians are required to give consent for their participation. Participation activities for children will be specifically designed with the participants' wellbeing as a priority. Children and young people will receive the same remuneration as adult participants.

4. Out of Pocket Costs

Travel Costs

InnoWell will endeavour to meet all reasonable travel costs associated with participation activities.

InnoWell will aim to ensure that optimal travel arrangements are provided within the constraints of InnoWell financial budget to limit out of pocket expenses. InnoWell is committed to responsible fiscal management with our government funds, and as such will choose the most cost effective choices in booking travel. The members are asked to do the same, and choose options that are conservative in order to stretch the funds we have to accomplish more.

Out of pocket costs for meals, taxis and parking

Out of pocket travel costs will be agreed to by InnoWell prior to any travel. This will include taxi fares and reasonable costs for meals, where an overnight absence from home is required and a company sponsored meal is not available for reasons such as flight times. Meals arranged are not compulsory, but done in a manner to be reasonable in cost and convenient for all members to participate. Should you need to purchase meals whilst traveling the maximum allowances are:



- Breakfast \$25.00
- Lunch \$25.00
- Dinner \$50.00

Any alcoholic beverages purchased and consumed by participants will not be reimbursed by InnoWell.

Receipts must be kept for all expenditure and provided to InnoWell for reimbursement within two weeks of the expenditure being incurred. InnoWell will provide catering at events where appropriate. When meals are provided participants will not be able to claim reimbursement for meal costs. All dietary restrictions will be accommodated for in the best way possible.

Cabcharge vouchers are available upon request, and once used a copy, photo or the original receipt along with the tear off stub must be returned to InnoWell for accounting verification. One (1) Cabcharge voucher will be provided to get you to the airport from home or office and one (1) will be provided for your return to get you from your home airport to your home or office. Transportation during your stay in Sydney will be organised by InnoWell.

Uber links are also available in place of Cabcharge vouchers and can be sent with a pre-set pick up time and location or a flexible link good for 12 hours. Uber is typically less expensive and the preferred method of transport if it is available in your area.

Parking at the airport is often less expensive than the cab fares both ways. If this is an option for you, prepaid parking can be organised by InnoWell when available or claimed as part of the expense claim process to minimise out of pocket expenses.

Airfares and accommodation

Flights and accommodation (where an overnight absence from home is necessary) for people to participate will be booked by InnoWell. InnoWell will purchase the most efficient and economical bookings for participants.

All airfares will be booked economy class, at the best available rate. InnoWell cannot guarantee a seat on your preferred airline but will consider your preference when booking. Any changes made to your original booking must be made by yourself and any fees incurred as a result of the changes are your personal responsibility. InnoWell must be notified of any changes once confirmed.

Accommodation will be arranged for the night prior to a meeting at a hotel chosen by InnoWell where a group rate can be organised. Any additional nights will be at your own expense unless deemed necessary due to travel / flight restrictions.

Printing

InnoWell will offer to provide hard copies of electronic documents to representatives, leaving adequate time to read the material. Where a representative chooses to receive information by email and prints this material, no reimbursement for printing expenses will be provided.

Taxation, Centrelink and Veterans Affairs Payments

All paid participants are responsible for ensuring that they are aware of their legal obligations to inform relevant government departments such as Centrelink, the Department of Veterans Affairs and the Australian Tax Office of any income received.



If a paid participant is receiving a Centrelink or Department of Veterans Affairs payment there will be obligations to inform those departments of any income received, including payments from InnoWell for paid participation.

It is the responsibility of the paid participant to enquire and keep up-to-date with the relevant departments as to how the amount of fees paid as a paid participant may affect their entitlement or benefit.

5. Process

The process for managing Paid Participation is as follows:

1. InnoWell will issue an invitation to an individual personally or through an organisation nomination for Paid Participation which includes:
 - detail on the scope of the invitation and outcome sought;
 - an estimate of the time and effort required;
 - a reimbursement form for logging hours and out of pocket costs, and a bank details form; and
 - an 'Australian Tax Office Statement by Supplier' form (this form does not apply if the individual has their own ABN)
2. Once the invitation has been accepted, InnoWell will contact the individual to arrange any travel required.
3. Following the conclusion of activities, all forms for reimbursement need to be submitted to InnoWell within two weeks. See Appendix C – Claim form

Disputes

Any disputes over payments are to be discussed with the nominated contact in the first instance, and then if not resolved presented to the InnoWell Chief Financial Officer (CFO) for their determination.

Right to review payment rates

InnoWell reserves the right to review remuneration rates at any time.

Ad Hoc Requests

Any requests for financial support for participation outside of these guidelines, including on financial hardship grounds, will be considered at the discretion of InnoWell on an ad hoc basis. Should an individual wish to make such a request they should do so by emailing their nominated contact in the first instance outlining their request.



Person responsible and Review

The person responsible for engagement, recruitment, performance and first point of contact is the Chair of the Lived Experience Advisory Board.

Revision and approval history

Version	Date	Revised by	Revision Type
1.0	10/06/2017	s 47F	First Draft
1.1	19/06/2017		Comments incorporated
1.2	21/06/2017		Comments incorporated
1.3	22/11/2017		Comments incorporated
1.4	13/12/2017		Comments incorporated

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Appendix A – Supporting documents

National Mental Health Commission's Paid Participation Policy,
<http://www.mentalhealthcommission.gov.au/about-us/our-documents.aspx>

NSW Mental Health Commission's Paid Participation Policy,
<https://nswmentalhealthcommission.com.au/sites/default/files/Consumer%20and%20Carer%20Paid%20Participation.pdf>

Consumer and Carer Participation Policy: A Framework for the Mental Health Sector (2004) National Consumer and Carer Forum, <http://nmhccf.org.au/documents/ConsumerandCarerParticipationPolicy.pdf>

National Mental Health Consumer and Carer Forum Operating Guidelines, <http://www.nmhccf.org.au/nmhccf-operating-guidelines>

Australian Government Remuneration Tribunal determination on Official Travel by Office Holders for holders of Part time public office, <http://www.remtribunal.gov.au/partTimeOffices/currentDetermination/>

COPMI - Involving people with lived experience of mental illness <http://www.copmi.net.au/professionals-organisations/how-can-i-help/lived-experience-partnerships>

Queensland Mental Health Commission Paid Participation Policy <https://www.qmhc.qld.gov.au/wp-content/uploads/2013/11/QMHC-Paid-Participation-Policy-for-peoplmental-health-andor-substance-m-.pdf>

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Appendix B – Example of Selection criteria

Selection criteria for people with a lived experience

The key criteria applied when recruiting people with a lived experience, is a demonstrated ability to provide expert and specialist advice and perspectives.

For example, such perspectives could include:

- Strong community networks and linkages;
- An ability to constructively participate;
- An ability to represent a broad range of views that reflect the diversity of the community;
- Good knowledge and understanding of the issues that are relevant to wellness, mental health, mental ill health, suicide prevention and service provision;
- A willingness to contribute positively to meetings/workshops or other work in a fair and unbiased manner;
- An ability to look beyond personal interests;
- Exemplify mutual respect for different knowledge and expertise ;
- A capacity to commit to the Activity for the required duration;
- People are appointed on the basis of their expertise and as individuals not as representatives of any organisation or group.

The above perspectives are not mandatory and are provided as guidance only as they may not be appropriate in all circumstances, such as when InnoWell wishes to recruit individuals to tell their own personal story.

INNOWELL will advertise nominations for membership of Committees and other participation in diverse media and social media

Applicants must submit their applications in writing.


Recommendations will be put to INNOWELL management for endorsement

Statement of obligations


The Chair of the Brains Trust Lived Experience Advisory Committee is the public voice on behalf of Project Synergy and InnoWell to represent the Lived Experience views. No individuals recruited for Lived Experience engagement have authority to formally or officially represent InnoWell, Project Synergy or speak on behalf of InnoWell or Project Synergy in any public forum or influential platform, such as via social or traditional media

InnoWell may immediately, without notice, terminate the role of individuals' engagement in InnoWell's Lived Experience participation activities if the individual is guilty of serious misconduct, such as (but not limited to) engaging in conduct that causes imminent and serious risk to the health or safety of a person; the reputation, viability or profitability of InnoWell; or being found by InnoWell not to hold all necessary statutory authorisations that were represented to InnoWell.

Appendix C – Lived Experience Advisory Board Meeting Attendance Claim Form


		Tax Invoice/Claim Form	
Claim made by (name)			
Address			
ABN (if you have one)			
Bank:	BSB:	Account:	
Attending meeting of			
Held in (city)		on (date)	
Expenses			Rate
(Note: if you only want to claim out of pocket expenses just complete part 3)			(\$)
Total			Total
(Note: if you only want to claim out of pocket expenses just complete part 3)			(\$)
(1)	Daily Fee* [] day(s), calculated based on \$393 per day. This is inclusive of travel time.	\$393.00	
(2)	Hourly Fee [] hour(s) @ \$49 per hour for General Participant up to 8 hours per day.	\$49.00	
(3)	Other – e.g. Travel expenses incurred in accordance with this policy. (attach tax invoice/receipts) (Note: for use of private motor vehicles, you are not entitled to claim mileage using the cent per km rates – please submit fuel receipts)		
Total	TOTAL		
<p>Please select one of the following options below:</p> <p><input type="checkbox"/> I have an ABN and provide InnoWell with this form as my Tax Invoice to cover reimbursement for meeting attendance.</p> <p><input type="checkbox"/> I have an ABN but am not registered for GST. I will receive payment based on this claim without GST.</p> <p><input type="checkbox"/> I do not have an ABN and have supplied an Australian Taxation Office <i>Statement by a supplier</i> reason for not quoting an ABN with InnoWell.)</p>			
I confirm that I am not entitled to any other payment or wage for the time spent doing these activities. I submit that the details contained in this claim are correct and relate solely to expenses incurred in respect of activities undertaken to contribute to the work of InnoWell.			
Signature.....		Date / /	
OFFICE USE ONLY			
AUTHORISATION OF PAYMENT		APPROVED:	DATE...../...../.....
		Cost code:	\$ _____

Appendix C – Core Design Group Activities Claim Form

		Tax Invoice/Claim Form	
Claim made by (name)			
Address			
ABN (if you have one)			
Bank:	BSB:	Account:	
Attending meeting of			
Held in (city)		on (date)	
Expenses		Rate (\$)	Total (\$)
(Note: if you only want to claim out of pocket expenses just complete part 3)			
(1)	Daily Fee* [] day(s), calculated based on \$300 per day. This is inclusive of travel time.	\$300.00	
(2)	Hourly Fee [] hour(s) @ \$37.00 per hour for a General Participant up to 8 hours per day.	\$37.00	
(3)	Other – e.g. Travel expenses incurred in accordance with this policy. (attach tax invoice/receipts) (Note: for use of private motor vehicles, you are not entitled to claim mileage using the cent per km rates – please submit fuel receipts)		
Total	TOTAL		
<p>Please select one of the following options below:</p> <p><input type="checkbox"/> I have an ABN and provide InnoWell with this form as my Tax Invoice to cover reimbursement for meeting attendance.</p> <p><input type="checkbox"/> I have an ABN but am not registered for GST. I will receive payment based on this claim without GST.</p> <p><input type="checkbox"/> I do not have an ABN and have supplied an Australian Taxation Office <i>Statement by a supplier</i> reason for not quoting an ABN with InnoWell.)</p>			
<p>I confirm that I am not entitled to any other payment or wage for the time spent doing these activities.</p> <p>I submit that the details contained in this claim are correct and relate solely to expenses incurred in respect of activities undertaken to contribute to the work of InnoWell.</p>			
Signature.....		Date / /	
OFFICE USE ONLY			
AUTHORISATION OF PAYMENT		APPROVED:	DATE...../...../.....
		Cost code:	\$ _____



Appendix C – Other Special Projects Claim Form

		<h3>Tax Invoice/Claim Form</h3>	
Claim made by (name)			
Address			
ABN (if you have one)			
Bank:	BSB:	Account:	
Attending meeting of			
Held in (city)		on (date)	
Expenses		Rate	Total
(Note: if you only want to claim out of pocket expenses just complete part 3)		(\$)	(\$)
(1)	Daily Fee* [] day(s), calculated at \$300 per day. This is inclusive of travel time.	\$300.00	
(2)	Hourly Fee [] hour(s) @ \$37.00 per hour for General Participant up to eight hours per day	\$37.00	
(3)	Other – e.g. Travel expenses incurred in accordance with this policy. (attach tax invoice/receipts) (Note: for use of private motor vehicles, you are not entitled to claim mileage using the cent per km rates – please submit fuel receipts)		
Total	TOTAL		
<p>Please select one of the following options below:</p> <p><input type="checkbox"/> I have an ABN and provide InnoWell with this form as my Tax Invoice to cover reimbursement for meeting attendance.</p> <p><input type="checkbox"/> I have an ABN but am not registered for GST. I will receive payment based on this claim without GST.</p> <p><input type="checkbox"/> I do not have an ABN and have supplied an Australian Taxation Office <i>Statement by a supplier</i> reason for not quoting an ABN with InnoWell.)</p>			
<p>I confirm that I am not entitled to any other payment or wage for the time spent doing these activities.</p> <p>I submit that the details contained in this claim are correct and relate solely to expenses incurred in respect of activities undertaken to contribute to the work of InnoWell.</p>			
Signature.....		Date / /	
OFFICE USE ONLY			
AUTHORISATION OF PAYMENT		APPROVED:	DATE...../...../.....
		Cost code:	\$ _____

Appendix D – Statement by supplier



Australian Government
Australian Taxation Office

Statement by a supplier

Complete this statement if you:

- are an individual or a business
- have supplied goods or services to an other enterprise (the payer), and
- are not required to quote an Australia business number (ABN).

Payers must withhold 46.5% of the total payment it makes to you for a supply that you make as part of your enterprise you carry on in Australia, unless an ABN has been quoted or there is no need to quote an ABN.

HOW TO COMPLETE THE STATEMENT

- Print clearly in **BLOCK LETTERS** using a black pen only.
- Use **BLOCK LETTERS** and print one character in each box.
- Place **X** in ALL applicable boxes.

S	A	/	T	#		S	T									
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Section A: Supplier details

1 Your name?

2 Your address?

Suburb/town

State/territory

Postcode

3 Your reason/s for not quoting an ABN? Place **X** in the appropriate box/es.

- The payer is not making the payment in the course of carrying on an enterprise in Australia.
- The supplier is an individual aged under 18 years and the payment does not exceed \$120 a week.
- The payment does not exceed \$75, excluding any goods and services tax (GST).
- The supply that the payment relates to is wholly input taxed.
- The supplier is an individual and has given the payer a written statement to the effect that the supply:
 - is made in the course or furtherance of an activity done as a private recreational pursuit or hobby, or
 - is wholly of a private or domestic nature (from the supplier's perspective).
- The supply is made by an individual or partnership without a reasonable expectation of profit or gain.
- The supplier is not entitled to an ABN as they are not carrying on an enterprise in Australia.
- The whole of the payment is exempt income for the supplier.

Section B: Declaration

Under pay as you go (PAYG) legislation and guidelines administered by the Tax Office, the named supplier is not quoting an ABN for the current and future supply of goods or services for the reason or reasons indicated.

Name of supplier (or authorised person)

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Signature of supplier (or authorised person)

Daytime phone number

--	--	--	--	--	--	--	--	--	--

Date

Day	Month	Year
/		

Penalties apply for deliberately making a false or misleading statement.

Do not send this statement to the Tax Office. Give the completed statement to any payer that you are supplying goods or services to. The payer must keep this document with other records relating to the supply for 5 years.

Payers can check ABN records of suppliers by visiting www.abr.business.gov.au or phoning 13 72 26 24 hours a day, 7 days a week.