



**WAAMH**

Western Australian Association  
for Mental Health

## **POLICY**

# **Lived Experience Partnership Payments**

### **1. Purpose**

The Western Australian Association for Mental Health (WAAMH) acknowledges the unique expertise of people with lived experience and is committed to their active participation in development, planning, delivery and evaluation of WAAMH services.

This policy outlines WAAMH's commitment to offer remuneration and/or reimbursement of expenses to people with lived experience who participate in WAAMH activities in recognition of the value that this participation provides. It also implements WAAMH's commitment to the value of working with people with lived experience in equal partnership.

The policy applies to all WAAMH operations. Lived Experience Partnership matters for WAAMH Board Directors with Lived Experience are detailed in the Governance Lived Experience Partnership Policy, excepting Directors remuneration which is included in this policy.

### **2. Definitions**

In-kind payment is the provision of alternatives to cash payment. It does not include gift vouchers which are monetary payments for income purposes. It should be equivalent to the cash value of the activity.

Lived experience, in the context of this policy, refers to people with a lived experience of mental health recovery and/or mental illness, which may include co-occurring alcohol and other drug use, and people who self-identify as experiencing or having experienced emotional distress, including children. It includes lived experience of a cultural nature for Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse (CALD) backgrounds. Families and support people with lived experience include those who identify as family members, carers or key supporters.

Remuneration is the compensation received in exchange for work or services performed. It can be monetary or in-kind.

Reimbursement is the repayment received for pre-approved expenses incurred to undertake participation activities.

### **3. Policy**

People with lived experience who contribute their experience to WAAMH will be offered remuneration and/or reimbursement of expenses in recognition of the value that their participation provides.

The partnership role to be undertaken will be established by prior agreement, and set out in a document along with any required competencies.

WAAMH will ensure a budget is established to enable effective lived experience partnership and the implementation of WAAMH policy.

#### **Remuneration**

Remuneration will be offered to people with lived experience who are invited to participate in particular activities or selected to undertake specific roles.

The hourly rate of remuneration offered will be determined by WAAMH based upon the competencies required to effectively participate in an activity or undertake a role as detailed in Appendix A - Remuneration.



**WAAMH**

Western Australian Association  
for Mental Health

A rate of \$35 per hour of participation (with a minimum payment of three hours) will be offered when a person with lived experience is required to offer an individual perspective of their lived experience and/or where no or a low-medium level of experience in lived experience participation is required to participate in the activity or undertake a role.

A rate of \$65 per hour of participation (with a minimum payment of three hours) will be offered when people with lived experience are required to provide higher-level advice, wider perspectives or mass publicly available information on lived experience participation, and/or to possess specific, additional technical competencies required for the role.

Designated Consumer and Carer Board Directors are elected in accordance with WAAMH's Constitution. Designated Consumer and Carer Board Directors will be offered a sitting fee of \$200 for meetings of less than four hours, and \$300 for meetings of more than four hours.

Preparation time, including any related consultation, is built into the hourly rate and will not be additionally reimbursed. The time taken to travel to and from an activity, is unpaid.

An equity and inclusion supplement is available on a case-by-case basis (refer Appendix A.3).

People with lived experience appointed to higher-level consultancy roles to lead projects that deliver specified outcomes within agreed timeframes will be offered remuneration at the market rate by negotiation.

People with lived experience who are staff members or paid representatives of any organisation, and who are participating in an activity as part of their employment/agreement with that organisation, will not be further remunerated by WAAMH.

#### **Reimbursement of expenses**

Expenses incurred to participate in a lived experience participation activity with WAAMH are included in the hourly rate. However, reimbursement of participation related expenses may be offered by prior arrangement on a case-by-case basis in keeping with Appendix B.

#### **Approvals**

The manager of the relevant WAAMH department will approve all offers of remuneration and the expenses eligible for reimbursement prior to an offer being made.

As with all budgetary costs, the budget for lived experience participation payments is subject to WAAMH budgetary processes.

## **4. Procedure**

The manager of the relevant WAAMH department will determine the amount of remuneration to be offered on a case-by case basis with reference to:

- Appendix A - Remuneration;
- the purpose of the role/activity;
- the competencies and level of experience required to undertake the role/activity;
- the budget available

WAAMH will determine the type of remuneration offered (monetary or in-kind) in partnership with the participant and based upon their preference where possible.

WAAMH will determine the expenses eligible for reimbursement with reference to Appendix B - Eligible expenses.

WAAMH administration will provide the appropriate paperwork to lived experience participants, signed by the relevant WAAMH manager, for remuneration to be paid and expenses claimed. The relevant WAAMH Manager will ensure the participation activity, payment rate and any pre-approved expenses are provided on the forms.

WAAMH administration will process the payments within three weeks of receiving the claim forms from participants.

In order to receive payment, people with lived experience who have been offered remuneration are required to submit the following within four weeks:

- remuneration and expenses claim form; and
- bank account details (this only needs to be submitted once); and
- an invoice, if the participant has an ABN; or
- a current ATO Statement by Supplier form if the participant does not have an ABN

In order to receive reimbursement, people with lived experience who have been offered reimbursement of expenses are required to submit the following within four weeks:

- remuneration and expenses claim form; and
- bank account details (this only needs to be submitted once).

## **5. Reference and Related Documents**

- WAAMH Governance Lived Experience Partnership Policy (in draft)
- WAAMH Media Policy
- WAAMH Lived Experience Partnership Operational Policy (to be developed and finalised)
- WAAMH Travel Policy
- National Mental Health Service Standards 2010 Standard 3 Consumer and Carer Participation

## **6. Forms**

- WAAMH Lived Experience Participation payment & reimbursement of out-of-pocket expenses



**WAAMH**

Western Australian Association  
for Mental Health

## Appendix A: Remuneration

### A.1 Remuneration Rates

#### Unpaid participation activities

The following participation activities are unpaid:

- WAAMH sector, policy or advocacy forums and other face-to-face consultation and engagement activities (a contribution to out of pocket expenses may be offered. See Appendix B).
- Ad hoc consultations that require minimal time e.g. brief phone and email communications, surveys, providing input into a WAAMH submission.
- Information sessions, presentations, events, training or development provided by WAAMH but which the individual attends voluntarily and does not have a specific task or role.

#### Paid participation activities/roles

These rates are per hour of participation. Preparation time, including any related consultation is built into the hourly rate and will not be additionally reimbursed. The time taken to travel time to and from an activity is unpaid. As with all budgetary costs, the budget for lived experience participation payments is subject to WAAMH budgetary processes.



**WAAMH**

Western Australian Association  
for Mental Health

<b>LEVEL</b>	<b>RATE</b>	<b>COMPETENCIES REQUIRED/LEVEL OF EXPERIENCE</b>	<b>EXAMPLES</b>
Participant	\$35 per hour of participation (min three hours).	Participant is required to offer individual perspectives of their lived experience (of recovery and/or mental illness and/or of a cultural nature for Aboriginal peoples and people from CALD backgrounds). May have no to low-medium level of experience of lived experience participation in the specific activity or role.	<ul style="list-style-type: none"><li>• Participation in paid consultation events, research or other similar activities.</li><li>• Participation in meetings e.g. advisory groups and committees.</li><li>• Project work e.g. undertaking research and writing.</li><li>• Member of a recruitment and selection panel.</li><li>• Design, facilitate or deliver a presentation of up to one hour.</li></ul>
Advisor	\$65 per hour or participation (min three hours).	Participant is required to provide higher-level advice, wider perspectives or mass publicly available information on lived experience participation (lived experience of recovery and/or mental illness and/or of a cultural nature for Aboriginal peoples and people from CALD backgrounds) and/or to possess specific technical competencies required for the role in addition to their own lived experience.	<p>Participation in meetings e.g. advisory groups and committees.</p> <p>Project work e.g. policy development, policy evaluation, undertaking research and writing, facilitation of focus groups, project lead.</p> <p>Contribution to WAAMH's publicity and media work or involvement in media activity e.g. provision of written or verbal personal story for press, website, social media or other.</p> <p>Member or co-chair of a selection panel.</p> <p>Contribution to the work of WAAMH as an Aboriginal Elder or community ambassador.</p>



**WAAMH**

Western Australian Association  
for Mental Health

Designated Consumer or Carer Board Director	<p>A sitting fee of \$200 for meetings of less than 4 hours.</p> <p>A sitting fee of \$300 for meetings of more than 4 hours.</p>	<p>As with all Directors, this is a leadership role. Directors are required to fulfil their responsibilities as set out in legislative requirements governing Not for Profits, WAAMH's Constitution, Governance policies, and any other requirements as determined by the Board from time to time.</p>	Designated Consumer or Carer Board Director.
Consultant	Market rate by negotiation	<p>Participant is required to lead projects that deliver specified outcomes within agreed timeframes, to possess a demonstrated ability to provide high-level expert and specialist advice on lived experience participation (lived experience of recovery and/or mental illness and/or of a cultural nature for Aboriginal peoples and people from CALD backgrounds), and/or to possess specific high-level technical competencies required for the role in addition to their own lived experience.</p>	<p>Project management.</p> <p>Policy development and evaluation.</p> <p>Chair of a selection panel.</p> <p>Contribution to the work of WAAMH as an Aboriginal Elder or community ambassador.</p>