

# TasCOSS Community Voice Partner Payment Information

## PAYMENT PROCESS

Community Voice Partners will be awarded an honorarium for their time. The amount of this honorarium will be calculated at an hourly rate based on the number of hours of the engagement, including preparation and debriefing time. The honorarium will be paid in a lump sum at the end of the engagement or distributed at intervals if the engagement occurs across a longer period.

Payment will occur by bank transfer into a nominated bank account unless otherwise discussed. Please see payment form over page. It is the responsibility of Community Voice Partners to seek advice on whether this payment needs to be declared for tax, Centrelink, or other purposes. TasCOSS cannot provide advice on this and does not take responsibility for any aspect of this declaration following payment of the honorarium.

## PAYMENT RATES

The below payment schedule outlines the hourly rates of pay which are used to calculate honorariums for Community Voice Partner engagements. The levels of engagement and associated activities are aligned with the TasCOSS Spectrum of Community Voice Partner engagement – on page 3 below, adapted from the IAP2 Spectrum of Public Participation. Hourly rates are informed by the Social, Community, Home Care and Disability Services Industry payment rates, and good practice in this space in Australia.

## OUT OF POCKET COSTS

No Community Voice Partner should have to pay out of their own pocket to engage. A flat rate of \$5 per hour will be added to the hourly rate of payment (in the schedule below) intended to cover minor out of pocket costs for Community Voice Partners' engagements. Reimbursement for additional larger out-of-pocket expenses may be approved for expenses reasonably incurred by the Community Voice Partner to engage but must be discussed with TasCOSS *prior* to incurring the expense. Additional expenses like travel of longer distances or overnight accommodation will be paid by the organisation engaging the Community Voice Partner. Community Voice Partner are also paid a travel fee for engagements which require travel times of more than one hour each way.

## OVERHEADS

Running the Community Voices Program takes time and resources. To allow TasCOSS to make the program sustainable, TasCOSS charges organisations a percentage on top of the Community Voice Partner hourly rate to cover these overheads as well as a flat rate initial engagement fee of \$200 for the first time the organisation engages with the program. These costs help TasCOSS cover things like staffing for the program and training and professional development opportunities for Community Voice Partners.

## PAYMENT SCHEDULE

Level of Engagement	Possible Role and Responsibilities	Example activities	Hourly Rate (paid to Community Voice Partners)	Hourly Rate (paid by organisations, including overheads)
Travel fees	<ul style="list-style-type: none"> <li>Hourly pay for engagements which require travel times of more than one hour each way.</li> </ul>		\$15	\$15
Consult / Involve	<ul style="list-style-type: none"> <li>Provide input and/or feedback involving substantial time or effort</li> <li>This may require prior knowledge and/or substantial preparation</li> <li>Share insights based on lived experience</li> <li>Work directly with service providers and/or decision makers to ensure the lived experience perspectives are integrated in outcome/output</li> </ul>	Providing detailed feedback on services, documents, resources, etc., speak about lived experience, sitting on advisory committees, providing input into the enhancement of existing services	\$40/hour including \$5 out-of-pocket flat rate	\$54/hour
Collaborate	<ul style="list-style-type: none"> <li>Work at approximately the same/similar level as service providers and/or decision makers to ensure lived experience is integrated in outcome/output AND</li> <li>Take part in developing new ideas, alternatives, and preferred solutions</li> <li>Take an active role in engaging other community members/stakeholders</li> <li>Prepare or deliver documents or sessions for meetings e.g., summaries, findings, reports</li> </ul>	(Co-)presenting at forums/workshops, facilitating engagement such as interviews or focus groups, co-designing outputs, co-producing outputs	\$50/hour including \$5 out-of-pocket flat rate	\$67.5/hour
Empower / Lead	<ul style="list-style-type: none"> <li>Take a leading role in the engagement</li> <li>Have decision-making power at a high level</li> <li>Manage other people</li> <li>Activities at this level require significant skill and input of time, energy, responsibility, and innovation</li> </ul>	Leading a project, teaching or leading (part of) a workshop, delivering a service	\$60/hour including \$5 out-of-pocket flat rate	\$81/hour

*This payment schedule was adapted from the Health Consumers Tasmania 'Consumer and Community Representative Remuneration Schedule'.*

# TasCOSS Spectrum of Community Voice Partner Engagement

## CONSULT/INVOLVE

**Engagement goal:** To obtain feedback or input from Community Voice Partner(s), ensuring their perspectives are understood & considered

**Role of organisation:** Invite, ask, & facilitate.

**Role of Community Voice Partner(s):** Answer & participate.

**Organisation expectation:** To lead a process which enables Community Voice Partner(s) to contribute their lived experiences & inform them of the outcome.

**Community Voice Partner(s) expectation:** Provide input that will be listened to. Be informed of the outcome.

**Primary decision-making power:** Organisation.

**Appropriate when:** Community Voice Partner(s) have expertise which is relevant to Organisation & Organisation is seeking input but has limited scope for collaboration or shared decision-making.

**Example practice:** Community Voice Partner(s) review an Organisation's service & provides feedback on how to improve; Community Voice Partner(s) sit on an interview panel & contributes to which applicant should be hired.

## COLLABORATE

**Engagement goal:** Partner with Community Voice Partner(s) including in decision-making, problem definition, & production of outcomes/outputs.

**Role of organisation:** Partner.

**Role of Community Voice Partner(s):** Partner.

**Organisation expectation:** Actively partner through the process, creating conditions where Community Voice Partner(s) can authentically contribute to all or most aspects of the engagement.

**Community Voice Partner(s) expectation:** Actively partner through the process.

**Primary decision-making power:** Negotiated & shared.

**Appropriate when:** Issues are complex & multiple perspectives are required; Community Voice Partner(s) has expertise beyond Organisation's & a stake in the issue.

**Example practice:** Community Voice Partner(s) becomes a member of an Organisation's project team & collaborates to co-design, implement, evaluate, &/or produce outputs from the project; Community Voice Partner(s) sit on governance groups.

## EMPOWER/LEAD

**Engagement goal:** Enable Community Voice Partner(s) to lead.

**Role of organisation:** Follow, enable, & support.

**Role of Community Voice Partner(s):** Lead.

**Organisation expectation:** To enable & support Community Voice Partner(s).

**Community Voice Partner(s) expectation:** To be supported & enabled by Organisation.

**Primary decision-making power:** Community Voice Partner(s).

**Appropriate when:** It is more appropriate for Community Voice Partner(s) with high stakes & experience in an issue to lead.

**Example practice:** Community Voice Partner(s) leads a consultation process with their community on behalf of an Organisation, including to identify participants, questions, & scope of consultation with enabling support from the Organisation.