

Reimbursement Rates for Consumer Engagement

Consumer Engagement & Whānau Voice

8 January 2024

Te Whatu Ora has standardised payment rates and types of payment across the country for all consumers we ask to engage with us to design, develop and evaluate our systems and initiatives.

These rates take effect on 8 January 2024 and will continue until updated advice is provided. The rates and the types of consumer engagement to which they apply are set out below.

The new national approach removes wide variation in the way District Health Boards have reimbursed consumers in the past for their time, insights and expertise. It has been developed following stakeholder consultation across Te Whatu Ora and externally including Manatū Haurora, Te Aka Whai Ora, HQSC and ACC.

A policy sitting behind this rate table is being developed by Consumer Engagement and Whānau Voice (CEWV), in Service Improvement and Innovation. CEWV is working closely with Finance, and the policy will be released in due course. In the meantime, however, it is important that all consumers engaging with Te Whatu Ora are paid consistently and fairly.

This approach aligns with the *Code of expectations for health entities' engagement with consumers and whānau*, as required by the Pae Ora (Healthy Futures) Act 2022. The Code sets expectations for how health entities must work with consumers, whānau and communities in the planning, design, delivery and evaluation of health services. The Code outlines principles, values and expectations for how Te Whatu Ora will comply with the code. The Code sets expectations to resource consumers, whānau and communities to contribute and engage meaningfully.

These payments are not related to koha policies and processes, which are quite separate.

Payment Processes

Local areas will pay according to their local processes.

Eligible Consumers

These rates apply to all Te Whatu Ora people involved in engaging consumers, whānau and community in the design, delivery and evaluation of services. They do not apply to:

- Work that Te Whatu Ora commissions or outsources in order to carry out work where specific contractual arrangements have been made for reimbursement of consumer, lived experience or whānau participation; or

- People external to the organisation making submissions, attending public forums or hui.
- Clinical or professional staff from other health service providers.
- Participation by staff of a New Zealand public sector organisation including public service departments, state-owned enterprises, Crown entities or primary health organisations (i.e., they must not be double paid for their public sector job and their participation in this group). In some situations, reasonable expenses may be covered (e.g., travel, parking, accommodation).

Schedule of Payments

The table below outlines the type and level of payment to consumers that we have asked to engage with us to assist with development of new policies or initiatives. The payments are linked to the level of partnering or participation by Consumer Advisors. These rates are effective from 8 January 2024.

The rates for Lead/Partner are broadly aligned to the Cabinet Fees Framework, which falls into “Group 4 - all other committees and other bodies” within the Cabinet Fees Framework¹ and to the current highest paying District policy.

Type of Partnering	Remuneration activity	Type and form of payment
Lead/Partner	<p>Involvement in Consumer Experiences Council or governance, strategy, policy and evaluation. For example:</p> <ul style="list-style-type: none"> • Lead or chair committee role • Strategic advice • Providing health professional consumer training • Interview panels. <p>This includes membership and Chairs of district Consumer Councils or equivalent.</p>	<p>\$60 per hour paid into a bank account (\$70 per hour for a chair or co-chair role).</p> <p>Reimbursement of certain out of pocket expenses (e.g. parking)</p> <p>Note: It is expected that Te Whatu Ora and Te Aka Whai Ora will work in partnership to nominate their respective co-chairs for all consumer groups as required.</p>
Collaborate	<p>Partnering as a team member in a research or healthcare improvement project.</p> <p>For example:</p> <ul style="list-style-type: none"> • Ongoing and regular involvement as a standing member in an advisory group or committee • Ongoing and regular involvement in a specified project • Interview panels. 	<p>\$50 per hour paid by bank deposit or vouchers to the same value if the frequency is low and/or not predictable.</p> <p>Reimbursement of certain out of pocket expenses (for example parking).</p>

¹ <https://dpmc.govt.nz/sites/default/files/2022-10/co-22-2-revised-fees-framework.pdf>

Type of Partnering	Remuneration activity	Type and form of payment
Involve	Engaging directly with an improvement project. For example: <ul style="list-style-type: none"> co-design workshops presentation of a consumer perspective. 	\$40 per hour paid as voucher Assist people who would not be able to attend otherwise: <ul style="list-style-type: none"> Transport support (taxi or bus vouchers prior to attending) Interpreters or other essential participation support.
Feedback	Participate in Patient Experience Surveys or online forums or discussions through digital channels.	Usually, Nil Assist people who would not be able to attend otherwise:
Inform	<ul style="list-style-type: none"> Learning about health activities and services. General invitation to public consultation, general hui, fono or discussion group. 	<ul style="list-style-type: none"> Transport support (taxi or bus vouchers prior to attending) Carparking pass if on site Interpreters or other essential participation support.

Queries

Please direct any questions about implementation to local Finance teams in first instance.

For questions about the upcoming policy, please contact Consumer Engagement & Whānau Voice: Jenna.Manahi@health.govt.nz

Review

These rates will be reviewed later in 2024.