

Recognising Community Participation	
Type: Policy	HDSS Certification Standard: 8134:0:2008
Issued by: Hutt Valley DHB Executive Leadership Team	Version: 1.0
Applicable to: Hutt Valley DHB	Contact person: General Manager, Quality Service Improvement & Innovation
Lead DHB: Hutt Valley DHB	

Purpose:

Hutt Valley DHB values and encourages patients, families and communities’ feedback, input and participation in DHB work. In addition, we financially recognise the contribution of people who are specifically invited by the DHB to contribute their expertise and advice. This policy explains how we financially recognise this contribution in a way that is principles based and compliant with financial and other regulations.

Overview:

The policy provides guidance for the DHB to apply consistent principles and processes relating to recognition of community engagement and participation.

Policy Statement:

Hutt Valley DHB values and encourages consumers, families and communities’ feedback, input and participation in DHB work. In addition, we financially recognise the contribution of people who are specifically invited by the DHBs to contribute their expertise and advice.

This policy covers people from the consumer, stakeholder and community sectors who are not otherwise receiving remuneration for their time and participation in DHB activities. It includes invitations to people to participate and contribute in one off initiatives as well as people who contribute their expertise to longer-term projects.

The underlying principles for this policy include:

- Active engagement of the DHB with people in the community adds value by improving decision making, building knowledge and enabling fair and informed judgments;
- The DHB will invite people from the community to participate in one-off or on-going events, focus groups, advisory and reference groups and in special project work;
- The DHB will ensure that the time and effort of people in contributing to the development of DHB initiatives will be appropriately resourced in all respects;
- All expenditure decisions in recognition of community participation in DHB activities will be made with integrity and transparency;
- All people participating will be considered equal, irrespective of their profession, qualifications, experience or background.

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Scope:

This policy is applicable to all Hutt Valley DHB Board members, employees (full time, part time, casual and temporary) who engage with the community to involve the community voice in planning, improvement and decision making processes. This policy will be implemented when:

- Consulting consumers and other community stakeholders
- Engaging the wider public and/or key stakeholders about important decisions

Out of Scope:

This policy does not apply to employment matters.

This policy does not apply to engaging contractors or consultants providing professional services.

Definitions:

Community	Community can be defined by place, identity and shared interest. For the purposes of this policy, a community member is anyone who may be interested and/or affected by a health related activity, proposal or decision to be made.
Consultation	<p>Consultation is identified as part of developing and implementing health and disability services and programmes in section 22 of the New Zealand Public Health and Disability Act 2000 and the Local Government Act 2002. The process includes soliciting public feedback on a proposal and decision makers being able to demonstrate that they have taken that feedback into account when finalising a proposal.</p> <p>The objectives of District Health Boards under section 22 include:</p> <p>...(f) To reduce, with a view to eliminating, health outcome disparities between various population groups within New Zealand by developing and implementing, in consultation with the groups concerned, services and programmes designed to raise their health outcomes to those of other New Zealanders:</p> <p>(g) To exhibit a sense of social responsibility by having regard to the interests of the people to whom it provides, or for whom it arranges the provision of, services:</p> <p>(h) To foster community participation in health improvement, and in planning for the provision of services and for significant changes to the provision of services:</p> <p>The term consultation also has a particular meaning with the context of the Treaty of Waitangi.</p>
Consumer	By consumer we mean patients or service users and their families or whānau.
Consumer Representative¹	A consumer representative is a person with healthcare experiences relevant to the project or management group. A consumer representative provides advice based on either his/her own personal experience of services or care, or on behalf of others.

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Engagement	Engagement is not a legislated process. It can take many forms and serve many purposes that allow consumers, stakeholders and other community members to inform and/or participate in decisions that affect their health and the development of services. Informing the community does not, in itself, constitute engagement. Engagement requires dialogue and building relationships.
Stakeholder	A stakeholder is a person or collective that has something of value that may be affected by a project's outcome
One-off	For the purposes of this policy and in the context of activities and expenses, one-off means irregular, unpredictable or unusual. Examples: Activities: If a project team cannot predict what kind of activity a community member will need to participate in and when during his/her engagement with the DHB than those events are considered to be 'one-off'. Expenses: If a community member cannot predict how much she/he will have to pay and for what type of good or service during his/her participation, that expense is considered to be a 'one-off'.
On-going	For the purposes of this policy and in the context of activities and expenses, on-going means predictable. Examples: Activities: if a meeting is scheduled to occur regularly with the same group of people as part of business as usual, that activity is classified as 'on-going'. Expenses: if a community member can predict that s/he will pay the same amount of money for the same good or service more than twice during the term of his/her participation, that expense is defined as 'on-going'.

¹ It should not be assumed that a consumer representative is representing the views of others unless a defined group of consumers or service users has specifically given him/her the mandate to do so (such as through election/ appointment to a position of spokesperson, for example). A connection to an established consumer network is particularly useful for consumers participating at a governance level, because in addition to personal experience of a health care service, they can draw on the knowledge and understanding of a wide range of people with similar, relevant experience. In appointing external people to participate in reference, advisory, working groups or special projects, it should be clearly stated from the outset whether the person has been invited to contribute as a representative of their organisation or established community network, or as an individual.

Underpinning Principles:

Respect/Manāki

Manāki is defined as "to support, take care of, give hospitality to, protect, and look out for".

Recognition of people invited to participate in DHB activities requires that they are positively valued and shown respect. It requires sensitivity to people's cultural and social diversity and an awareness of issues for people with disabilities. It means that people assisting the DHB should be provided with sufficient resources to enable and support effective contribution. It includes the provision of sufficient information, support with transport or other needs as required, ensuring that the venue and the information are fully accessible, providing refreshments, formally acknowledging people for their participation and providing feedback on the community input.

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Hutt Valley DHB recognises community input by demonstrating to participants that their input is seriously considered and is reflected in health planning and funding decisions.

Koha/gifts

Koha/Gift is defined as an 'unconditional gift', and may be presented as a token of appreciation for contributions made to DHB activities. Gifts may be given in the form of petrol vouchers or other tokens of appreciation. The value of a gift for a person involved in any one project should not exceed \$50.00.

Gifts should not be given regularly to the same person, as they may then constitute taxable income. People already on a salary or a contract, which covers their participation, should not receive a gift.

Refreshments

It is appropriate to provide light refreshments for those who inform or advise the DHB through activities such as consultation events or forums. Reference should be made to the DHB's healthy food and catering policies.

Payments and Reimbursement

People who participate in DHB activities should be reimbursed for reasonable expenses associated with their participation.

The table below provides a guide to the kind and level of reimbursements and recognition payable. The table is based on activities that are attended in-person but payments can also be made when people participate in other ways, for example teleconferences or work done by individuals from home.

In all cases, the amount and type of on-going expenses must be approved by a GM (or other role with the relevant delegated authority) in advance of the project with the upper limit established.

For on-going activities, there must be a letter of agreement sent to the participant and a terms of reference agreed for the project/committee activity with GM/appropriate sign off. The agreement should include an outline of expectations of the consumer representative's contribution, e.g. if a consumer representative chairs a meeting or is expected to seek wider community views on a topic, consider what additional time would be required to be able to fulfill this function well. The agreement should outline any processes for recompense, including a process for compensating expenses for last minute change to meeting dates or times.

Eligible people, i.e. those involved in on-going activities should itemise their out of pocket expenses by invoice, providing receipts where possible, and should also acknowledge receipt of the payment.

People receiving vouchers to cover their expenses should also acknowledge receipt of the payment and this should be kept on record.

People already on a salary or a contract which covers their participation should not receive any reimbursement for out of pocket expenses for participating in a project/activity.

The DHB will not compensate people for taking time off work or for loss of income or costs of a locum etc. as a result of providing input to DHB projects.

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Reimbursement and recognition details:

	Type of activity	Type and extent of financial support or	Paid by
1	General invitation to a public meeting/hui Participation in a public consultation e.g. attending a public meeting, hui, fono or discussion group.	<ul style="list-style-type: none"> No honorarium or koha²; Assistance for people who would otherwise not be able to attend, e.g.: mobility taxi service (see also Travel Expenses Table, below); Assistance if requested with interpreters, or other supports that are essential for participation; Refreshments. 	<ul style="list-style-type: none"> Taxi vouchers or other travel vouchers (e.g. ferry tickets) posted out prior to the meeting where possible; Carpark pass if meeting is on hospital grounds.
2	Personalised invitation to one-off events Participation in focus group, forum, workshop or meeting.	<ul style="list-style-type: none"> A koha or gift may be appropriate Reimbursement of reasonable out-of-pocket expenses up to \$125.00 per meeting Assistance if requested with taxis/transport for people who would otherwise not be able to attend; Expenses may include travel, and special aids for participation. 	In form of petrol: <ul style="list-style-type: none"> Supermarket or Westfield vouchers etc. (it is helpful to provide a choice as not everyone drives); Carpark pass if meeting is on hospital grounds; Taxi vouchers or other travel vouchers, posted out prior to the meeting where possible.
3	Invitation to on-going group Membership, partnership or collaboration	<ul style="list-style-type: none"> Reimbursement of reasonable out-of-pocket expenses up to \$125.00 per meeting (see Travel Expenses Table); A maximum payment for both expenses and honorarium of \$250 per person per meeting; Expenses may include travel, and special aids for participation but must be agreed prior. <p>Consumer representative working at a project level</p> <ul style="list-style-type: none"> Payment of an honorarium for time is recommended at between \$40 and \$60 per hour (before tax). <p>Consumer representative working at a governance level</p> <ul style="list-style-type: none"> Payment of an honorarium for time is recommended at between \$75 and \$100 per hour (before tax). 	<ul style="list-style-type: none"> An Honorarium is paid in recognition of time made as tax deducted payment; Expenses reimbursed are tax exempt. Invoice to be paid retrospectively; Carpark pass if meeting is on hospital grounds.

² Note that community organisers/ networks that help host and bring people from the community to a public meeting or hui may receive a koha in recognition of their time and effort.

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Note 1: Exemptions for payments above this level of remuneration can be approved at the discretion of the General Manager or persons with delegated authority to Note that community organisers/ networks that help host and bring people from the community to a public meeting or hui may receive a koha in recognition of their time and effort.

Note 2: This policy does not preclude paying a lesser hourly rate for attendance.

Note 3: Compliance with internal DHB processes for paying suppliers is required. This includes setting up suppliers with accounts payable prior to invoices being presented. This is the DHB's responsibility not the invitee's.

Travel expenses

Note 1: The basis for reimbursement of travel expenses for those participating in one-off events and activities is set out in the table below. The amounts to be reimbursed represent the reasonable costs of travelling by car (IRD mileage rate of \$0.72 per kilometre has been used as the basis for the calculation) within the distances specified.

(NOTE: For those who are eligible to invoice for out of pocket expenses specific mileage should be used).

The table provides a guide to aid administrative processes, particularly for those participating in one-off events and activities:

0-40km	\$30
41-60km	\$50
61-90km	\$70
91-120km	\$90
120km+	\$125

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References:

Associated Documents

The table below notes associated documents.

DHB	Finance policies and procedures
Inland Revenue Advice	Inland Revenue Department 2011 legislative advice – “Tax treatment of reimbursements and honoraria paid to volunteers” Fact Sheet IR278 “Payments and gifts in the Māori community”
Legislation	New Zealand Public Health and Disability Act 2000
Strategies	NZ Health Strategy 2016
Ministry of Health	Operational Policy Framework Consultation Guidelines for the Ministry of Health and District Health Boards relating to the provision of health and disability services (2011) A Guide to Community Engagement with People with Disabilities (2016)
Health Quality and Safety Commission	Engaging with Consumers – A Guide for District Health Boards (2015)

Further guidance on community participation; and how to implement this policy is available through the Hutt Valley DHB Quality, Service Improvement & Innovation Team.

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