

Consumer and Community Involvement Remuneration and Reimbursement Guidelines

Purpose: To define appropriate remuneration and reimbursement to be budgeted in support of Menzies consumer and community involvement (CCI) activities, as determined by the level of involvement [1]. To describe the process for payments.

Scope: New research grants, projects and governance conducted by Menzies staff. Current research projects with no CCI budgets are not expected to follow this guidance.

Guidelines: CCI will be carried out in accordance with the NHMRC Statement on Consumer Involvement in Health and Medical Research and Menzies Consumer and Community Involvement Policy. The reimbursement levels have been determined based on the Monash [2], [3] and Health Consumer Tasmania Guidelines [4].

Governance & Responsibility: Menzies Consumer and Community Involvement Coordinator (CCIC) will be responsible for updating the reimbursement guidelines and assisting researchers to develop appropriate CCI plans and budgets for new grant applications.

Remuneration Guideline:

Level of Involvement	Activity	Payment rate/honorarium
Lead	Involvement in Menzies governance, strategy, policy, or evaluation. For example: - Lead or chair committee roles - Strategic advice - Chief Investigators	\$70/hr
Collaborate	Partnering with research teams on a project. For example: - Co-presenting at a conference - Associate Investigators - Standing member of an advisory, steering or reference group - Attending regular working groups, such as co-design workshops - Co-author on documents and grants	\$50/hr
Involve	Working directly with researchers on an ongoing basis. For example: - Presentation of a consumer perspective - Interview panel member - Speak to the media as a person with lived experience about the project - Attending multiple workshops or focus groups - Research Buddy	\$50/hr
Consult	Provide feedback or advice on research projects or initiatives. ¹ For example: - Review and provide feedback on documents - Appraise grants - One-off focus group or interview - Joining a community conversation	\$35/hr

¹ For individuals outside of reference groups or advisory committee roles

Inform/Engage	Providing information or engagement activities. For example: • Learning about research or CCI opportunities • Relationship building activities, such as meet and greets or follow up phone calls	No payment, but reimbursement for travel, refreshments or meals may be offered.
----------------------	---	---

When people will not be paid:

- Open invitations to attend forums, trainings or presentations.
- Attendance at social events, functions or launches.
- Ad hoc communication and discussions.

Remuneration Process:

The type of remuneration (e.g., cash, gift card, or waiver) should be discussed and agreed upon at the outset. For one-off involvement activities, gift cards are generally recommended. For ongoing involvement, direct cash payments to a bank account may be more appropriate, though individual circumstances (such as potential impacts on pensions) should be considered. Consumers may also choose to waive their remuneration, allowing the funds to remain within the project or research budget.

It is important to securely document the consumer's choice of remuneration and, if applicable, their bank details. This can be done through a consumer agreement or through other appropriate documentation.

Reimbursement Guideline:

Consumers are eligible for reimbursement of all out-of-pocket expenses such as:

Meals and Travel:

- Meals for onsite activities of more than 4 hours, if not provided. (Refreshments should be provided if on site for more than 2 hours.)
- Public or private transport costs. Claims for use of private cars should be calculated in accordance with the Australian Taxation Office 'Motor vehicle expense calculation' policy as a sole trader in cents/km, which is updated annually [5] .
- Parking expenses (free parking is provided at Menzies for a small number of participants, to be negotiated with reception and subject to availability).
- Accommodation expenses (if approved by the Business Manager or Menzies Director).

Other Costs:

- Training costs (if approved by the Business Manager or Menzies Director).
- Child-care or carer costs (to be negotiated)
- IT, printing, or telecommunication costs, such as headsets (to be negotiated).

References:

1. NHMRC, *Statement on Consumer and Community Involvement in Health and Medical Research*. 2016, Consumers Health Forum of Australia.
2. Monash Partners, *Remuneration and Reimbursement Guidelines, consumer and community involvement activity*. 2020.
3. Safer Care Victoria, *A Guide to Consumer Remuneration*. 2018.
4. Health Consumers Tasmania, *Consumer Sitting Fee Schedule*. 2020.
5. [Expenses for a car you own or lease | Australian Taxation Office](#)