



Engaging a Consumers and Carers Representative

FACT SHEET

Palliative Care Australia (PCA) is the national peak body for palliative care. We represent all those who work towards high quality palliative care for all Australians. PCA truly believes in the important contributions palliative care consumers and carers can make to improve palliative care. This initiative has been established to give voice to the lived experience of palliative care in Australia with the ultimate goal of improving the quality of, and access to, palliative care throughout the country.

What is the National Register of Palliative Care Consumers and Carers?

The National Register is designed to foster opportunities for consumers and carers to engage in developing palliative care health policy, service delivery and reform activities on a national level.

How many consumer representatives are on the National Register?

The National Register is a diverse and representative group of consumers from across Australia. It currently consists of approximately 20 members, though this number may fluctuate as required to meet existing or anticipated need. To find out more about our current members visit the [website](#).

How can consumer representatives contribute to my project?

Our palliative care consumer and carer representatives use their lived experience, knowledge of the palliative care sector and communication skills to advocate for and promote the issues and concerns of palliative care consumers and carers.

Each consumer representative has received training to equip them with skills and expertise in advocacy, policy development and communication. Their objective is to represent consumer and carer issues at a national level. You can engage a consumer representative to be a part of, or to advise, your national committee, Board, working group, or to contribute to project/service development or evaluation activities.

How do I go about engaging a representative?

To engage one of our consumer representatives you will need to submit an [Organisation Application Form](#) (available from the PCA website) and either identify a specific individual(s) based on information in their online biography, or request a recommendation based on the requirements of your project.

The information you include in your application form will then be provided to the consumer representative(s) you nominate. Participation in a project is at the discretion of each individual consumer representative. If a consumer representative is unwell or believes they cannot contribute in a meaningful way they may choose to withdraw themselves from consideration. In these cases PCA will work with you to identify another suitable consumer representative.

Once a representative opportunity has been confirmed, the consumer representatives contact information will be shared with you. Unless otherwise agreed, you will then need to make and manage project arrangements with the consumer representative you have engaged.

How much should consumer representatives be paid?

When you engage a consumer representative we ask that you remunerate them for their time and cover their travel, accommodation and associated project costs. PCA will work with you prior to approaching consumer representatives to ensure the conditions are reasonable.

We encourage organisations to remunerate consumer representatives in accordance with the recommended Category 2 rate set by the Remuneration Tribunal *for offices not-specified* - this is around \$430 per day (5 hours). If you are unable to provide payment, a consumer representative may still choose to take part in the project without payment, but this will be at their discretion. Meetings of less than 5 hours attract a proportion of this fee (2/5 or 3/5). Sitting fees should be paid for teleconferences as the consumer representative is still required to set time aside to prepare and attend the meeting.

How will consumer representatives be paid?

A template will be available to consumer representatives to allow them to provide you with a valid tax invoice stating their Australian Business Number. However, you may wish to negotiate with the consumer representative if you have alternative processes in place to facilitate payment.

What is Palliative Care Australia's role?

PCA will provide education and training opportunities, and self-care resources to assist consumer representatives carry out their roles efficiently and effectively. PCA will also work with, and provide administrative and project support to consumer representatives in order to identify and allocate engagement opportunities. However, once you have engaged with a consumer representative, you are encouraged to negotiate and communicate directly with your representative.

If required, where issues arise PCA will work with you and the consumer representative to help resolve any issues, provide support and determine the best way forward.

What information do I need to share with Palliative Care Australia regarding outcomes of my project?

Once your project is completed, you will be asked to complete an evaluation of your engagement with the consumer representative, and the outcomes you were able to achieve with their participation. The consumer representative will also be asked to complete an evaluation, outlining the extent of their engagement with your project, with a view to help us improve the program in the future. PCA may also provide short surveys from time to time to seek your feedback on the process and its impact.

Who do I contact if I have questions about the National Register?

If you have any questions about the National Register please contact PCA on 02 6232 0700 or projects@palliativecare.org.au.