



Frequently asked questions for consumers, carers and community members attending Department of Health committee meetings or consultations at 50 Lonsdale Street, Melbourne

How do I get into the building?

The Department of Health has a strict security policy therefore it is important that you RSVP to invitations to attend meetings.

Department staff will give your name to security staff. When you enter the building from 50 Lonsdale Street you will see an area on your right which is Department of Health security. Give the staff your name; they will then issue you with a swipe card. Look for the appropriate lift to take you to your designated floor level and swipe your card over the console. The floor level corresponds to the first half of the meeting room number. For example, meeting room 13:01 is on floor level 13.

When you get on to the appropriate floor, place your card in front of a black stripe, which is usually on the right-hand side of the door. When the light turns green the door will automatically open. Once inside, you may need to enter another section of the floor, however, your swipe card doesn't always let you in this area as it is often restricted only to staff. You will need to contact the committee organiser to come and let you in. There is a telephone and list of names and extension numbers to dial in the lift-well area or if the organiser does not work on that floor level ring their extension number, the last 5 digits of their phone number.

Make sure you always have the numbers of a few people you can contact at the Department of Health to let you in. There are phones located on each floor if you don't have a mobile.

Please return your card to security on the ground floor prior to leaving the building.

Where can I park?

There is one, two and four hour parking in Lonsdale Street, Victoria Parade and Nicolson Street. However, you will require coins and some meters do not issue tickets, which you need to use as a receipt for reimbursement.

There are a number of privately owned secure parking premises with the closest located directly opposite 50 Lonsdale street. These can be expensive with parking costing between \$30 to \$40 and while the Department of Health will reimburse for parking be aware that you will have to outlay the money and then wait to be reimbursed. There is also parking at Melbourne Museum for a flat rate of \$12, which is a 10 min walk across the park to number 50 Lonsdale Street.

What public transport can I use?

Parliament station is a 5 minute walk from the Department of Health.

Buses stopping on Lonsdale Street near the Department of Health are the 301, 309 and 319.

Buses stopping on Exhibition Street (near intersection with Lonsdale Street) are 250, 251, 253, 340, 350 and 605.

Can I get a taxi ?

If you require a taxi speak to the committee organiser about taxi cab vouchers.

Is there a payment for participation?

Yes, the Department of Health works under the Department of Premier and Cabinet’s *Guidelines for the appointment and remuneration of part time non executive directors of state government boards and members of statutory bodies and advisory committees* (July 2009 Revision), schedule C section 3, page 32 outlines the payment scale:

<p>Members Up to \$182 per day</p>	<p>(a) Advisory bodies to Departments. These bodies could be established under legislation or at the instigation of a Minister or Department Head. The role of such bodies would be to hold internal inquiries/investigations in relation to an operation (or some aspect of an operation) of a particular Department. The body would report within the Department and at the Department Head level or below.</p> <p>(b) Advisory committees required to consider issues/matters that are local or affect confined areas including local land and water advisory committees.</p> <p>(c) Trade and para-professional registration and licensing committees where legislation defines qualifications and regulates operating requirements of practicing individuals.</p>
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Am I able to get reimbursement for out of pocket expenses?

Yes, the Department of Health will reimburse out of pocket expenses associated with your participation on the committee and reimbursement rates are outlined within the above Guidelines.

These rates and the Guidelines should be referred to within the Terms of Reference of your committee.

How do I get paid?

If you have an ABN number, you can issue the Department of Health with a tax invoice. Alternatively, you need to complete the Department's 'new employee forms', including an Australian Taxation Office form. On these forms, you will provide your bank account details and will be issued with a payroll (Personnel) number. Your signature on the attendance form for each meeting or a copy of the minutes of the meeting outlining your attendance will be attached to the payment request as verification.

Complete a Personal Expenses claim form for kilometers or public transport reimbursement after each meeting. Documentation of expenses must be provided to the Department of Health. For example, send in your car park receipt, have your train ticket photocopied, or provide full details of your motor vehicle and odometer readings. Claims will take approximately 3 to 4 weeks to process. Payment is via electronic transfer into your nominated account.

Who do I talk to if I am not getting paid?

Please inform the committee organiser, Department of Health staff person.

What if I do not have an email address, can I ask for hard copies of papers?

Yes, please discuss this with the committee organiser, Department of Health staff person, for the posting of hard copies.

How do I get issues on the agenda?

Talk to the committee chair and Department of Health staff person at least two weeks prior to the meeting.

If I have any problems, whom can I talk to at the Department of Health?

It is best to talk to the committee organiser or chairperson (if a Department of Health employee) and most issues can be resolved quickly and without any formal process. The Terms of Reference for your committee may outline other pathways.

Do I need a police check?

Yes, you will need a police check for joining a Department of Health advisory committee, ministerial advisory committee or board appointment. This is because information you may receive may be confidential in nature.

Am I able to discuss what the committee is working on with other consumers, carers or community members?

As a member of the committee, you are subject to the same rules of confidentiality as all other committee members. The committee's Terms of Reference outline the rules, which by accepting a position on the committee you have agreed to abide by. If you are unsure, please ask your committee organiser or chair to go through the rules with you.

Is there support if I need it?

The Department of Health funds the Health Issues Centre to provide some support to consumers, carers and community members on its committees. You can join the Health Issues Centre consumer register, which will give you access to information, telephone support and training run by the Health Issues Centre. You can contact the Consumer Nominee Program coordinator on (03) 9479 5827.

Am I able to meet with other consumers, carers or community members on Department of Health Committees?

Every year the Department of Health organises an end of year event for you to network with other consumers. You can also network with other consumers through the Health Issues Centre's consumer nominee register. To be placed on the register you can contact the Consumer Nominee Program coordinator on (03) 9479 5827.

Will there be other consumers, carers or community members on the committee?

Where possible the Department of Health will appoint two consumers, carers or community members to a committee, however, due to a limited pool of nominees/representatives/advocates this is not always possible.

Health Issues Centre produced this document with assistance from the Department of Health, Quality, Safety & Patient Experience Branch.

Health Issues Centre

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Department of Health

www.health.vic.gov.au/consumers

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