



Reimbursement



Most professionals attend committees as part of their salaried positions. Consumers, however, often have to take time off from other commitments to participate. This can place financial as well as physical strain on them, especially if they are not in full-time employment. It is usually recommended that, at a very minimum, organisations cover all out-of-pocket expenses. They should also consider paying consumers a sitting fee if they are serving on the board.

Consumer reimbursement protocol

This protocol applies to consumers participating in any education or training sessions associated with enabling them to undertake their role in relevant activities.

Consumers will be reimbursed for reasonable out-of-pocket expenses associated with attending meetings and education or training sessions.

Examples of expenses include:

- Mileage
- Taxi fares
- Public transport fares
- Parking
- Child-care costs to cover attendance at a meeting
- Attendant carer to support attendance at a meeting
- Printing meeting agendas and associated documents

Reimbursement Claim Forms

To receive reimbursement consumers need to complete and sign the relevant Consumer Reimbursement Claim Form. All relevant receipts will need to be attached and the completed reimbursement form provided to us for authorisation. These receipts should include the wording 'Tax Receipt', 'Tax Invoice', 'ABN' and 'GST' amount.

Reimbursement Process

1. Complete the Consumer Claim Form.
2. Send the form to the address listed on the claim form.



Customer Reimbursement Claim Form

Please provide your contact details

Name:			
Address:			
Phone:		Fax:	
Email:			

Please advise how you would like to be reimbursed.

Electronic Funds Transfer:	OR	Cheque Payable to:
Pay to:		Name:
BSB:		
A/C No:		Postal Address:
Bank:		
Branch:		
Account Name:		P/Code:

SECTION 1: REIMBURSEMENT OF MILEAGE

Please provide details of the vehicle you used to travel to activities.

Vehicle Details		
Make:		
Model:		
Please circle:	4 cylinder vehicle	6 cylinder vehicle

Please provide your mileage details.

Date of Travel	Travel From	Travel To	Reason for Travel	Total Kms
Total Kilometres:				



SECTION 2: REIMBURSEMENT OF OTHER EXPENSES

Please provide details of the meeting or education/training workshop you attended.

Meeting attended	Date of Meeting	Time of Meeting
1		
2		
3		

Please indicate the expenses for which you are seeking reimbursement and attach receipts. These receipts should include the wording Tax Receipt/Invoice, ABN No. and GST amount. (NB: To claim mileage, please complete reverse side of this form)

Item	Description of expenses	Amount Spent
<i>E.g. Public</i>	<i>Public transport ticket</i>	<i>\$5.00</i>
TOTAL:		

SECTION 3: CLAIMANT DECLARATION

I certify that the information provided on this form is, to the best of my knowledge, accurate and the reimbursement I am seeking relates to monies expended as a result of participating in your organisation's activities. Where mileage has been claimed, I certify that this vehicle has full comprehensive insurance cover indemnifying your organisation.

Signed:		Date:	
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Completed reimbursement claim forms can be provided to or mailed to:

Consumer Reimbursement Protocol	
Protocol Adopted	
Version	
Review Date	

