

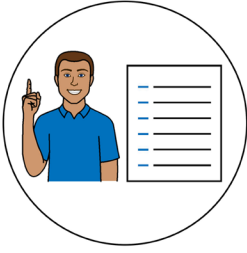


# How we pay people with lived experience



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



We will write contact information at the end of this book.

## About this book



This book is by the Department of Families, Fairness and Housing.



This book is about how we work with people with **lived experience**.

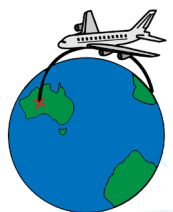
Lived experience is when you know what it is like to



- have a disability



- be an Aboriginal person



- move to Australia from another country.



People with lived experience can help us learn how we can make our services better.

## Why people with lived experience matter to us



We want to make life better for everyone in Victoria.

We listen to people with lived experience to learn

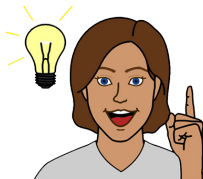


- how they feel

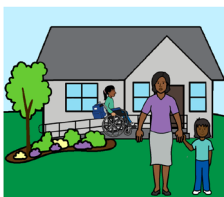
- what they need



- what they think of our ideas.



We often get new ideas when we listen to people with lived experience.



The ideas help us make Victoria a better place to live.

## How you can help us

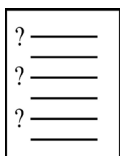


We have many activities and roles for people with lived experience.



You could

- help us make new government programs



- answer questions in a survey

- join a **committee**.



A committee is a group of people who tell us what ideas we should try.



You could become a trainer for us.

For example, to teach staff about disability.



You could also write documents with us.

For example, a report.

## Your rights

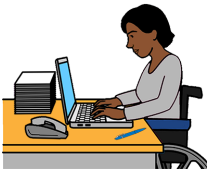


All people who work for us have a right to feel

- safe

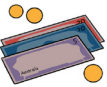


- important.



We have rules to make sure that

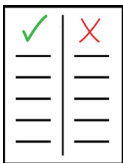
- our work is fair



- our pay is fair



- our staff are fair.



The rules say what we **must** do for you when you work for us.

## How we will pay you

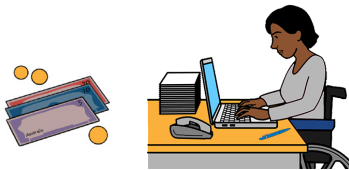


We **must recognise** all people with lived experience who work for us.



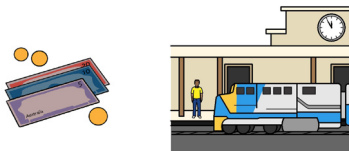
Recognise means we do something to show you are important to us.

There are many ways we can recognise you.



For example, we could

- pay you for your work



- pay for your travel costs

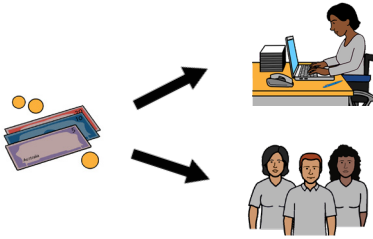


- send you a thank you letter

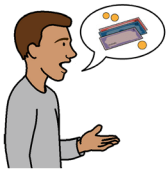


- tell other people that you did a great job.

## When do we pay money?



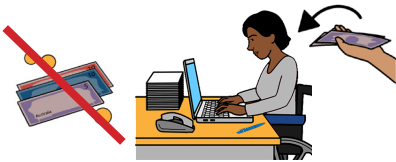
People with lived experience should get money for their work like everyone else.



We will always talk to you about the pay before the work.

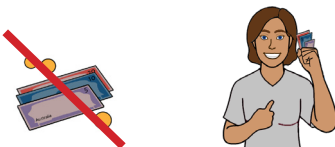


Sometimes we **cannot** pay money.



We might **not** be allowed to pay money for lived experience work if

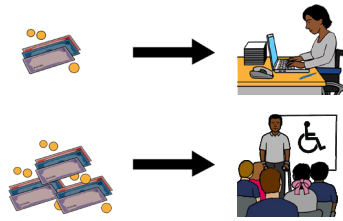
- you already get regular pay from us



- someone else pays you for the same work.



## How much do we pay?

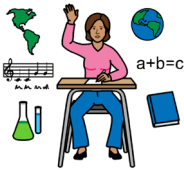
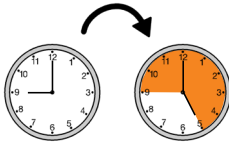


The money we pay depends on the work.

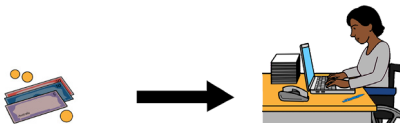


We pay more money if the work

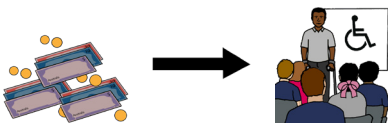
- is difficult
- takes up lots of time
- needs lots of experience.



If we say we can pay you money, we will



- pay a **minimum** of 35 dollars per hour if the work is simple



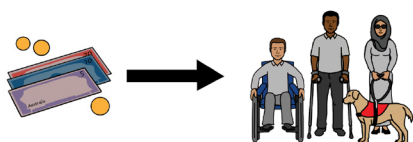
- pay a **minimum** of 50 dollars per hour if the work is difficult.



You have a right to tell us if you think your pay is **not** fair.

## How do we pay you for the work?

If you work for us for a longer time, we might add you to our **payroll**.



Payroll is the automatic system we use to pay all our staff.



We could also pay you the money

- on a gift card

or



- direct to your bank account

or

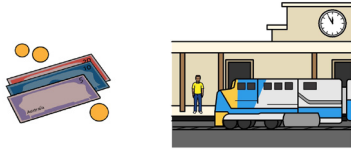


- to an organisation you work for.



Tell us how you would like to get paid.

## When do we pay for travel costs?

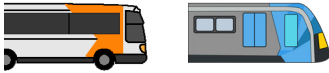


We will pay for your travel costs if the price is **reasonable**.



Reasonable means fair.

Travel costs can include



- bus or train tickets



- taxi



- petrol



- a hotel room.



Talk to us to check what travel costs we pay.

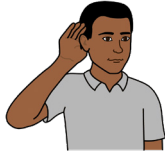
## What else will we do for you?



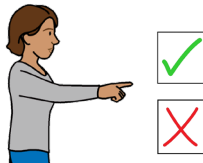
We will explain the work in a way that is easy to understand for you.



We will make sure you get the support you need. For example, if you need a support person.



We will listen to what you have to say.



We will respect your choices.



We will be honest and fair to you.



We will help you learn new skills.



We will keep your information **private**.

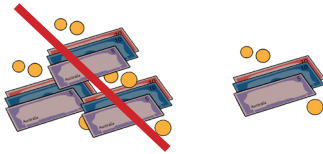
Private means we will **not** tell other people without asking you.

## Get advice about money



You might already get other money from the government.

For example, a disability pension.



Sometimes the government will give you less other money if you also get money from us.



It is a good idea to talk to a money expert before you work for us.

For example, a financial advisor.



You could also talk to

- the Australian Taxation Office



- Centrelink.



## More information

For more information contact the  
Department of Families, Fairness and Housing.



Call 1300 475 170



Website [dffh.vic.gov.au](http://dffh.vic.gov.au)



Email [CSQSO@dffh.vic.gov.au](mailto:CSQSO@dffh.vic.gov.au)



## Australian Taxation Office

You can contact the Tax Help program to get free  
help with your tax.



Call 13 28 61



Website [ato.gov.au/taxhelpprogram](http://ato.gov.au/taxhelpprogram)



### If you need help with government money

Contact Centrelink.



Call 132 717

Website [servicesaustralia.gov.au/contact-us](https://servicesaustralia.gov.au/contact-us)



### If you do not speak English

Use the free Telephone Interpreting Service or TIS.

Call 131 450



Give the officer the phone number you want to call.



### If you need help to speak or listen

Use the National Relay Service or NRS.



Website

[infrastructure.gov.au/national-relay-service](https://infrastructure.gov.au/national-relay-service)



Call 1300 555 727

Give the relay officer the phone number you want to call.

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