

## Reimbursements

**Policy Number:** C22 (QH-POL-214)

**Publication date:** June 2020

**Purpose:** To outline reimbursement arrangements for:

- telephone calls made by home and community care workers
- dual registrations for health practitioner and dental officer stream employees

**Application:** This policy applies to relevant Queensland Health employees.

**Delegation:** The 'delegate' is as listed in the relevant Department of Health Human Resource (HR) Delegations Manual, or Hospital and Health Services Human Resource (HR) Delegations Manual, as amended from time to time.

### Legislative or other authority:

- Queensland Public Health Sector Certified Agreement (No.9) 2016
- Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No. 2) 2016

### Policy subject:

1	Telephone calls from home and community care workers .....	1
2	Registration fees.....	1
	History:.....	2
Attachment One	Telephone calls made by Home Care Workers – Reimbursement process	

### 1 Telephone calls from home and community care workers

Home and community care worker employees who are required by Queensland Health to make business telephone calls on a public or mobile phone are reimbursed the cost of the telephone calls.

The Home Help, Community Health Service, Department of Health Award – State (repealed), clause 22, included provisions for reimbursement of telephone calls. The Hospital and Health Service General Employees (Queensland Health) Award – State 2015 now applies to home and community care workers. A special arrangement has been approved, to reflect the provisions of the previous award, for the reimbursement of telephone calls made by home and community care workers.

Attachment One outlines the reimbursement process for telephone calls made by home and community care workers.

### 2 Registration fees

The Health Practitioners and Dental Officers (Queensland Health) Certified Agreement (No 2) 2016 at clause 30.2 provides that employees who are required to hold dual registration to perform their duties for Queensland Health are to be reimbursed the cost of the second registration.

The group of employees required to hold dual registrations have been identified as:

- sonographers – radiographers who perform ultrasound imaging who are required to register with both the Medical Radiation Practice Board of Australia and the Australian Sonographer Accreditation Registry (ASAR)
- dental prosthetists – who are required to register as both a dental technician and a dental prosthetist.

Queensland Health has agreed to pay registration costs for the second registration only, if the employee is required as part of their employment to hold this dual registration.

### History:

June 2020	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>– formatted as part of the HR Policy review</li> <li>– application amended as a result of changes to the Hospital and Health Boards (Changes to Prescribed Services) Amendment Regulation 2019.</li> </ul> </li> </ul>
January 2018	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>– formatted as part of the HR Policy review</li> <li>– amended to update references and naming conventions</li> <li>– amended to remove policy provisions of the <i>Radiation Safety Act 1999</i> – Application and Licence Fees – ‘Use’ Licences HR Policy C33</li> </ul> </li> </ul>
June 2014	<ul style="list-style-type: none"> <li>• Policy formatted as part of the HR Policy Simplification project.</li> <li>• Policy amended to: <ul style="list-style-type: none"> <li>– update references and naming conventions</li> <li>– incorporate provisions from <i>Radiation Safety Act 1999</i> – Application and Licence Fees – ‘Use’ Licences HR Policy C33</li> </ul> </li> </ul>
August 2008	<ul style="list-style-type: none"> <li>• Developed as a result of the HR Policy Consolidation Project.</li> </ul>
Previous	<ul style="list-style-type: none"> <li>• IRM 2.5-25 Home Care Worker – Telephone Call Reimbursement</li> <li>• IRM 2.6-7 Radiation Safety Act 1999 – Application and Licence Fees – “Use” Licences</li> <li>• IRM 2.6-8 Registration and Licensing Fees</li> </ul>

# Attachment One – Telephone calls made by Home Care Workers – Reimbursement process

The following information is provided as the minimum mandatory standard practice, procedure or process to enable satisfactory compliance with this Queensland Health HR policy.

Local guidelines/procedures may be developed to facilitate implementation of this policy. Any local guidelines/procedures must be consistent with this policy and standard practice and ensure employee entitlements continue to be met.

## 1 Application for reimbursement

Reimbursement of business telephone calls is to occur on production of a duly completed Telephone Call Reimbursement form. Hospital and Health Services (HHSs)/Department are to directly undertake and administer this element of the arrangement.

## 2 Reimbursement amount

If documented proof (i.e. original monthly telephone statement from the provider) cannot be attached to the back of the Telephone Call Reimbursement form, a standard reimbursement of \$0.50 is made for telephone calls (mobile or public telephone calls). The reimbursement amount of \$0.50 is the standard cost for a public telephone call.

No payment is to be made unless the delegate is satisfied that the employee has incurred the expenditure.

## 3 Authorised Accounting Officer

The Telephone Call Reimbursement Form and documented proof is to be attached to the Queensland Health Petty Cash Voucher and returned to the Authorised Accounting Officer:

- every three months  
or
- when the dollar amount for the employee's telephone calls totals an amount equal to the maximum reimbursement for the HHS's/Department's petty cash.