

# Remuneration for People with Lived Experience of Gambling Harm

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GambleAware

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## Introduction and Rationale

GambleAware is committed to ensuring that work focussing on communities of people with lived experience of harms associated with gambling is comprehensive and ethical.

This includes ensuring that those communities are directly included, consulted with, and engaged. These communities may be excluded from participating, however, due to their material circumstances. Such exclusion can be avoided by remunerating community members suitably, and as with all subject matter experts and consultants, these communities should be reimbursed and remunerated for their time. It is also GambleAware's position that "people with lived experience of harms associated with gambling who are contributing to any process should not have to make a net loss of money in order to contribute"<sup>1</sup>.

As well as ensuring reimbursement of expenses, this document recognises that representatives of communities with lived experience of gambling harm are *experts* by experience. They should therefore be remunerated as experts, to reflect GambleAware's regard and value for their expertise. This is equivalent to reimbursement and remuneration for other expert communities and groups who are consulted with, such as academic experts, policy experts, and healthcare providers.<sup>2</sup>

GambleAware makes two different types of payments to people with lived experience: **Reimbursement** of reasonable expenses for those individuals contributing their expertise as community members (referred to as a 'Per Diem' allowance) OR **Remuneration** for consultancy services. Consultancy services are where people with lived experience of gambling harms also have expertise in a particular discipline such as research, service design or policy development. These distinct payment types are set out below.

## Reimbursement and Remuneration

### Reimbursement

#### *Per Diems/Daily Subsistence Allowance*

Participants external to GambleAware who are *not* subject matter experts or consultants may be offered a per diem, sometimes referred to as a daily subsistence allowance. For consultancy remuneration, see below.

A per diem approach is designed to cover any reasonable expenses in a 24-hour period, or a 12-hour period if activities are only in the morning or in the afternoon. A per diem approach is used by many international entities including the World Health Organisation, the United Nations and UN networks and programmes like UNDP and UNAIDS, as well as other charities, INGOs, and NGOs.

Per diems are relevant for people who participate in networks, focus groups, or as procurement/bid evaluation panel review members. The daily subsistence allowance covers food, local travel (public transport and taxis), and stationery. It would *not* be expected to cover substantive expenses such as accommodation costs and longer distance travel, which should be claimed as expenses (see below). **GambleAware pays a set figure per diem for**

<sup>1</sup> See GambleAware, 2020, [Engaging and Involving People with Lived Experience of Gambling Harms in Research and Evaluation](#) (London: GambleAware)

<sup>2</sup> Safeguarding principles when remunerating individuals who may still be in treatment for gambling disorder and may be developing money management skills should be considered when paying individuals; this should be balanced with ensuring that the manner of remuneration does not reduce personal agency. Monetary alternatives can be considered and/or offered, for example vouchers.

**24 hours, and half of this for 12 hours** (for activities that take place *only* in the morning or in the afternoon). Per diems will be paid without the need to submit invoices or receipts.

### *Expenses*

In addition to the daily subsistence allowance, reasonable substantive expenses incurred when participating in GambleAware activities, such as **accommodation** costs and **longer distance travel**, should be reimbursed on a similar basis as employee or consultant expenses. This should be as per GambleAware's internal expense policies, via an expense claim form and production of receipts. **For GambleAware's *Expense Policy*, see GambleAware's *Staff Handbook*, page 62.**

### **Remuneration for Consultancy**

Where community members are working as consultants to GambleAware – providing subject matter expertise in addition to their community and lived experience – this will be remunerated in line with the fee framework used for all consultants. This includes, for example, independent peer review of research reports, facilitation of events, and presentation of own research.

**GambleAware has a sliding scale of consultancy fees and lived experience community consultants will be paid in line with this.** As with all GambleAware consultants, individual rates will be agreed based on the level of relevant expertise of the community consultant. Payment will be via invoice and GambleAware's usual 30-day payment term will apply.

Substantive expenses incurred during the course of consultancy work will be paid as per GambleAware's expenses policy, above, and agreed at the point of contract.