

## **Multimedia Services Charging Outline 2008**

### **Technology Services Group February, 2008**

Multimedia Services, within Technology Services Group provides high level Multimedia resources to the Faculty of Medicine, Nursing and Health Sciences. The key driver for this area is to provide multimedia support to all faculty research, teaching and administrative areas.

**In an effort to provide greater access to this central faculty resource, TSG Multimedia only charges for consumable costs and services sourced from outside the unit. All staffing costs are allocated as part of the overall Technology Services Group annual budget. This resource is provided on the basis of reasonable use.**

This charging scheme applies only when an appropriate Faculty of Medicine, Nursing and Health Sciences cost centre and fund are provided with a job request.

The core multimedia resources provided include:

- Laser printing (colour and black and white) with various finishing options
- Poster production
- Graphic design and Monash University branding
- Photography
- Video and multimedia delivery systems
- CD and DVD duplication
- Most technologies associated with the above resources
- Consultation on all of the above

Listed below is an outline of usage guidelines and some job request examples to clarify the new charging structure.

## Multimedia Services usage guidelines

These guidelines have been developed to encourage reasonable use of Multimedia resources.

1. **Standard operational hours** – 9-5pm weekdays (excluding lunch 1-2pm, and Monash University recognized public holidays)
2. **Cost centre and fund numbers** – Valid and appropriate Faculty of Medicine, Nursing and Health Sciences cost centre and fund numbers will be required when job requests are submitted (even if no consumable usage is apparent). This is to ensure that any required consumables or external resources can be charged to the correct area.
3. **Charges for consumables** – Any consumables required to complete a job request will be charged to the client. Note that this includes all material required for proofing as well as the final requested product.
4. **External services and products** – Any non-faculty/external services, products or resources that need to be employed by Multimedia staff to complete a job request will be charged to the client. Client approval will be sought before proceeding.
5. **Travel** – Any costs incurred by Multimedia staff when travelling to and from requested jobs will be charged to the client (eg petrol, parking etc).
6. **Urgent fees** – Urgent fees will be in place. Any job request deemed by TSG management to be urgent will be charged at an initial flag fall of \$112.50 upfront and \$112.50 for every hour after that. These are generally jobs that require timelines for other job requests to be interrupted and modified unreasonably. This will be discussed with the client before additional charges are applied.
7. **After hours work** – Any job request that requires staff to work outside the standard operational hours (weekdays 9-5pm) will be charged at \$112.50 per hour. Please note that this will be at the discretion of TSG management and the availability of suitable staff to carry out the request. This will be discussed with the client before additional charges are applied.
8. **Project work** – Project work is defined by TSG management to be work that takes staff away from their normal daily duties to focus solely on one particular job request for an extended period of time. Project work is outside the scope of the standard Multimedia services and will be charged at \$112.50 per hour. This will be discussed with the client before additional charges are applied. Feel free to contact me for clarification on this type of work.

9. **Reasonable use of resources** – TSG management reserves the right to suspend resources and services to clients that are deemed to be inappropriately using the available resources.

## **Exclusions and special circumstances**

**Illustration of diagrams** – Due to the specialist nature of these types of requests, the first three (3) hours of illustration services will be covered under this charging outline. Subsequent hours will not be covered under the standard charging outline and will incur a \$112.50 per hour fee.

## **Job request examples**

(NB. A more comprehensive list of resources and charges will be available on the TSG Multimedia Services website soon)

1. **Brochure production and graphic design** – The client will only be charged for the consumables used (eg. printed proofs and final printed material etc).
2. **Photography and video production** – Only travel costs, specialist hire equipment and other consumable charges etc will be charged to the client.
3. **Printing requests** – Multimedia has a wide range of printing resources available. These resources will be charged purely on consumable usage. All print material costs will drop significantly as a result. Some examples are:
  - i. **Black and white laser printing** – 2c per single sided A4 print, 3c per double sided A4 print (price current 21/01/08)
  - ii. **Poster printing** – 1.2m (AO) full color laminated poster, A3 proof, and poster tube will be charged at \$39.00 - previously \$166.00 (price current 27/02/08).
  - iii. **Color laser printing** – 14c per single sided A4 print, 27c per double sided A4 print (price current 27/02/08).
4. **CD and DVD production** – Small and large production runs of CDs and DVDs will be charged at the cost of consumables only. Some examples are:
  - i. **CD production** – 1x CD burn, printed label on disc, and slimline case will cost \$1.15 (price current 27/02/08).
  - ii. **DVD production** – 1x DVD burn, printed label on disc, and slimline case will cost \$1.55 (price current 22/02/08).

5. **Urgent fees** – If a job request is submitted that unreasonably requires other work to be placed on hold in order to complete the new job, the client will be charged \$112.50 immediately and \$112.50 every hour thereafter.
- i. If the urgent job takes 1.5 hours to complete, the charge will be:

$\$112.50 \text{ flag fall and } \$112.50 \times 1.5\text{hrs} = \$281.25$

Please feel free to contact myself or Mick Foy if you have any questions regarding this TSG Multimedia Services charging outline.

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