



MNHS Multimedia Services - Charging Outline 2011

January, 2011

Multimedia Services, 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.

The Multimedia Services team consists of the following professional staff:

- Graphic designers (x2 full time, 1x part time)
- Desktop publishers (x2 full time, 1x part time)
- Photographer (1x part time)
- Audio visual staff (1x full time)
- Web support staff (2x full time, 1x part time)

In an effort to provide greater access to this central faculty resource, the Multimedia Services budget is derived from a once-off charge to all areas of the faculty at the start of the year. All material/consumable charges are charged on a job by job basis as they are incurred. This resource is provided on the basis of reasonable use.

This service is only available 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
- Web development utilising Monash University web guidelines and central web systems
- 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 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 Multimedia 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 Multimedia 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 Multimedia 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 of this type of work.
9. **Reasonable use of resources** – Multimedia 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

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 12/1/2011)
 - ii. **Poster printing** – 1.2m (AO) full color laminated poster, A3 proof, and poster tube will be charged at \$43.50 (price current 12/1/2011).
 - iii. **Color laser printing** – 11c per single sided A4 print, 22c per double sided A4 print (price current 12/1/2011).
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 \$1.25 (price current 12/1/2011).
 - ii. **DVD production** – 1x DVD burn, printed label on disc, and slimline case will cost \$1.65 (price current 12/1/2011).
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 Clint Rodgers if you have any questions regarding this charging outline.

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