



SUTHERLAND DIVISION OF GENERAL PRACTICE

Operational, Technical and Information Services (OTIIS)

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Costs & Charges - Summary Sheet

Fees and Charges

Table1: Normal Business Hours (8.30 am - 5 pm) Support Rates

Customer Category	Hourly Rate (including GST)
GP Members	\$77.00
Associate Members	\$110.00
Non Members	\$132.00

The hourly rates are based on the customer's membership status with the Sutherland Division of General Practice Ltd at the time the service is logged with OTIIS. Time taken to travel for on-site visits will be covered by the travel fee, if within the SDGP's boundaries (see below Table 3: Travel Fee). If an on-site visit is required in order to provide the requested service, billing for that service will commence from the time of arrival of OTIIS staff at the customer's premises. Customers will be billed for any time OTIIS staff spends waiting. To avoid these additional charges, customers should contact the OTIIS IT Support Officer as soon as possible to inform them of any delays.

After Hours support rates

For services provided outside the SDGP's normal business hours (Mon. to Fri. 8.30am to 5.00pm), an additional loading applies. This will be 1.5 times the applicable hourly rate as outlined below. Standard helpdesk services will not be provided on any Public Holiday, or during the annual SDGP office closure (between Christmas Day and New Year's Day).

Table 2: After Hours Rates

	Phone and remote support	Onsite support
Min charge	30 Minutes	2 Hours + travel fee
Hourly rate	1.5 X hourly rate (table1)	1.5 X hourly rate
Charge intervals	15 Minutes	15 Minutes

Minimum fees apply. the minimum fee for OTIIS Helpdesk services provided through on-site support and remote desktop support is the cost of one 15 minute interval. The call out fee will also apply for all on-site visits within the SDGP's boundaries (see Travel Fee section)

Additional costs

Any additional hardware costs will be quoted and confirmed with the customer prior to providing the service.

Maintenance Packages

The maintenance package has been developed to assist general practices to maintain their IT systems to current accreditation standards, as well as increasing eligibility for PIP payments. The maintenance package aims to keep a practice's IT systems running at peak efficiency, increasing longevity and productivity and is tailored to suit your IT setup. Maintenance packages offer discounted fixed price servicing over 12 months with monthly instalments. For a quote for a maintenance package for your site please contact the OTIIS team.

Travel Fee

A travel fee will apply to every on-site visit made by the IT Support Officer to a customer's premises whilst performing a job, unless a visit is cancelled, re-scheduled or interrupted by the Helpdesk Officer. This fee applies where the customer's premises are located within the SDGP boundaries and the fee (\$25 or \$33 - GST inclusive) is dependant on the premises location.

Table 3: Travel fee by postcodes

Postcodes	Travel Fee (including GST)
Zone 1= 2224, 2226, 2227, 2232	\$25
Zone 2 = 2228, 2229, 2230, 2231, 2233, 2234	\$33

For customers whose premises are located outside the SDGP's boundaries, separate charges apply. These will include cost of travel on a per kilometre basis to and from the premises and the SDGP, and charges for time spent in travelling, according to the hourly rates applicable in this section. The charges will be discussed with the customer prior to the service being undertaken.