

Service Fee Considerations

As a solutions based provider Sonic HealthPlus can deliver a range of bespoke services including onsite and specialised services to our clients. There are pricing considerations in facilitating Sonic HealthPlus personnel to deliver these services. You can find a comprehensive list of considerations for review below.

1. Definitions

In this document:

“Additional Time or Supplementary” means additional to what is already charged. For example the minimum charge or an Attendance Fee will apply before any Additional Time or Supplementary fees are applied.

“Alliance Clinic” means an independent clinic that is engaged by SHP to provide Services to the Client from time to time.

“Attendance Fee” means a minimum fee for Personnel attending a Client’s site or premises.

“Candidate” means a person nominated for assessment by the Client.

“Client” means the entity receiving Services.

“Client Site” refers to any unique physical address nominated for provision of services

“Deployment” means the movement of Personnel and/or equipment to the Clients premises.

“Downtime” means a fee for time not actively working, but required to be at the Clients premises.

“GCMS” means Gas Chromatography Mass Spectrometer. A laboratory test performed to confirm non-negative drug and alcohol tests.

“Google Maps” means the reference used to provide detailed information about geographical location, including time and distance for the purpose of charging Travel Time and Mileage.

“Hourly Rate” means a fee charged per hour.

“Labour Rate” means a fee charged for particular Personnel to provide Services. Include only their time and no consumables.

“Metropolitan Area” is defined by locations within 50km from an Australian capital city (with the following postcodes: QLD – Brisbane 4000, WA – Perth 6000, NSW – Sydney 2000, TAS – Hobart 7000, SA – Adelaide 5000, NT – Darwin 0800, VIC – Melbourne 3000, ACT – Canberra 2600).

“Mileage” means a fee for a number of kilometres travelled by road vehicle.

“Personnel” means workforce employed or engaged by SHP

“Sample” means urine or blood provided for analysis.

“Services” means the SHP Services and Practitioner Services provided by SHP to the Client.

“Service Fees” means the fees charged by SHP for provision of the Services, as set out in an SHP quotation, Agreement, Work Order or as displayed on the SHP, as amended from time to time.

“SHP” means Sonic HealthPlus Pty Limited (ABN 39 100 261 265).

“SHP Services” means the Services provided directly to the Client by SHP.

“Surcharge” means an additional charge.

“Travel Time” means a fee charged based on the measure of how long it takes to move from one place to another – from SHP to the Clients premises.

“Unit Fees” means fees charged by SHP per Candidate or item.

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2. Fees

2.1 SHP Services Fees

- (a) The Client must pay any Services Fees in respect of SHP Services to SHP.
- (b) Unless otherwise stated, Services Fees are exclusive of GST.

2.2 Calculating Service Fees

For the Services provided by SHP, the Client must pay the Service Fees calculated in accordance with the following considerations:

No.	Services	Consideration	Fee
Services provided from SHP's own clinics or premises			
1.	All Services – Saturdays	For Services provided on a Saturday (inside Business Hours), a Surcharge will apply in addition to the Service Fee.	Equivalent to 25% of the relevant Service Fee
2.	All Services – No shows	For booked Services where the Candidate does not attend (no show), charges apply.	Equivalent to 75% of the relevant Service Fee.
3.	Drug screening	GCMS is automatically completed for a non-negative drug screen result, a fee will apply in addition to the Service Fee.	GCMS pathology fee, per drug class.
		Where a Candidate is not able to void, a fee will apply in addition to the Service Fee.	DILUTE fee, at \$36 (metro), \$39 (remote).
		Where a Sample provided is too dilute, a fee will apply in addition to the Service Fee.	DILUTE fee, at \$36 (metro), \$39 (remote).
		Where a Sample is sent for further testing under the suspicion of tampering, additional fees will apply in addition to the Service Fee. Any required confirmatory testing of the failed Sample deemed necessary by the laboratory will be conducted.	Urine Drug Screen pathology fee, plus the GCMS pathology fee, per drug class (where applicable).
4.	Remote locations	For Services provided at clinics located in Mount Isa Queensland and the Pilbara regions of Western Australia, a remote Surcharge applies.	The remote Service Fees apply.
5.	Vaccinations	All charges are per consultation and per vaccination.	Each vaccination Service Fee
Services provided from Client's site or premises			
6.	All Services – Outside 'normal' hours of operations	'Normal' hours of operations are Monday – Friday 6am to 6pm. Services provided after-hours, Monday – Friday 6pm to 6am, and all-hours on weekends and public holidays are charged at a higher rate.	The After-hours Service Fee or Public Holiday Service Fee according to the, Service, Personnel deployed, day and time.
7.	All Services – Attendance fee	Attendance Fees are equal to 1.5 hours onsite per Deployment per Personnel. The Attendance Fee is inclusive of any Travel Time and Mileage to and from the Client site in the Metropolitan Area.	The Attendance Fee (rate according to the Personnel deployed, day and time).
8.	All Services – Additional time / supplementary	Where Additional Time or Supplementary charges apply, they are charged subsequent to a minimum charge or an Attendance Fee.	The Additional Time or Supplementary Service Fee according to the, Service, Personnel deployed, day and time.
9.	All Services – Hourly charges	Where hourly fees apply they are charged in 15 minute increments following any Attendance Fee / minimum charge.	The Hourly Rate according to the Service, Personnel deployed, day and time.

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10.	All Services – Inductions or site-specific training	Any relevant induction or site-specific training costs (including time) is the responsibility of the Client.	Expenses are charged back at Cost + 10%, time will be charged at hourly Labour Rate (according to the Personnel deployed, day and time).
11.	All Services – Logistics	Freight and courier costs associated with stock procurement, equipment or pathology supply chain to and from Client site are charged back to the Client.	Cost + 10%.
12.	All Services – Travel	<p>Travel charges apply outside the Metropolitan Area.</p> <p>Travel to and from the Client's site is charged.</p> <p>The following formula is used to calculate travel, using Google Maps to reference time and distance:</p> <p>For Mileage</p> <p>subtract A <kilometres from CBD to Client site, return> (-) B <100 kilometres (50km each way - no charge)> equals C <kilometres charged at per km Mileage rate> (=)</p> <p>For Time</p> <p>divided D <distance in kilometres> (+) E <estimate time to travel distance in hours (mins+60=hrs)> equals F <average speed travelled per hour (km/hr)> (=)</p> <p>C ÷ F = G <time (in hours) charged at the Hourly Rate for Travel Time></p>	<p>The hourly Labour Rate (according to the Personnel deployed, day and time) for Travel Time, plus Mileage at the per km rate calculated from the nearest CBD centre where the Personnel is deployed from (applicable for ground transport only).</p>
		<p>Travel requiring flights, time is charged from check in at airport of origin to arrival time back at airport of origin for same day visits. Where the site visit requires flights and there is Downtime between Services being provided and the return flight, or no same day return, any Downtime will be charged.</p>	<p>The hourly Labour Rate, (according to the Personnel deployed, day and time) for Downtime charged per hour to the nearest 15 minutes, capped at a maximum of twelve (12) hours per day.</p>
		<p>Travel expenses including accommodation, flights, hire cars, tolls and paid parking are charged back to the Client</p>	<p>Cost + 10%</p>
13.	All Services – Overnight stays	<p>Where Personnel are deployed as DIDO (drive-in-drive-out) or FIFO (fly-in-fly-out), requiring them to be away from home overnight, SHP reserves the right to charge a twelve (12) hour minimum per day.</p>	<p>The hourly Labour Rate (according to the Personnel deployed, day and time) charged per hour for twelve (12) hours.</p>
		<p>Where Personnel are deployed as DIDO (drive-in-drive-out) or FIFO (fly-in-fly-out), requiring them to be away from home overnight, a meal allowance is charged per day (not applicable where meals are provided by the Client).</p>	<p>\$80 per day per Personnel deployed.</p>
14.	All Services – Downtime	<p>Services are delivered consecutively, meaning where appointments are allotted the Services will be delivered with no Downtime between Candidates. Where Downtime occurs, charges apply.</p>	<p>The hourly Labour Rate, (according to the Personnel deployed, day and time) for Downtime charged per hour to the nearest 15 minutes.</p>
15.	All Services – No shows	<p>Services with a booking schedule and allotted appointment times, where booked Candidates do not attend (no show), charges apply.</p>	<p>Equivalent to 100% of the relevant Service Fee.</p>
16.	Drug and alcohol testing Services	<p>Services sold as Unit Fees are charged at a minimum quantity even if the actual Services provided are equal to less than the minimum.</p>	<p>Equivalent to 10 Candidates tested.</p>
		<p>Post Incident/Causal Testing call-outs that exceed 1.5</p>	<p>The hourly Labour Rate, (according</p>

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		hours onsite will incur additional charges.	to the Personnel deployed, day and time) charged per hour to the nearest 15 minutes.
		GCMS is automatically completed for a non-negative drug screen result, a fee will apply in addition to the Service Fee.	GCMS pathology fee, per drug class
		Where a Candidate is not able to void, a fee will apply in addition to the Service Fee.	The hourly Labour Rate, (according to the Personnel deployed, day and time) for Downtime charged per hour to the nearest 15 minutes.
		Where a Sample provided is too dilute, a fee will apply in addition to the Service Fee.	The Service Fee to repeat the test, plus any Downtime (if applicable) charged at the hourly Labour Rate, (according to the Personnel deployed, day and time) for Downtime charged per hour to the nearest 15 minutes.
		Where a Sample is sent for further testing under the suspicion of tampering, additional fees will apply in addition to the Service Fee. Any required confirmatory testing of the failed Sample deemed necessary by the laboratory will be conducted.	Urine Drug Screen pathology fee, plus the GCMS pathology fee, per drug class (where applicable).
17.	Injury management and preventative Services	Services sold as Unit Fees are charged at a minimum quantity even if the actual Services provided are equal to less than the minimum.	Ergonomic Assessment(s) Preventative are charged a minimum fee for up to 4 Candidates.
	Including: workshops / seminars / training, workplace observations, assessments, job role profiling/job task analysis, functional capacity evaluations.	Workplace observations, functional musculoskeletal assessments, job role profiling / job task analysis, and functional capacity evaluations are sold as Labour Rates plus a Unit Fee for each component covering consumables and equipment use.	The Onsite Injury Management/Prevention Consultant Attendance Fee plus Additional Time Fee (where applicable) according to the day and time.
		Workplace observations, functional musculoskeletal assessments, job role profiling / job task analysis, and functional capacity evaluations Service duration is based on the complexity of each individual case. Estimated time is indicative only: Workplace Observations – Approximately 2-3 tasks reported per hour. Functional Musculoskeletal Assessment – Approximately 2 reports reported per hour. Job Role Profiling / Job Task Analysis – Approximately 2-3 tasks reported per hour. Functional Capacity Evaluation – Approximately 1.5-2 hours.	The Onsite Injury Management/Prevention Consultant Attendance Fee plus Additional Time Fee (where applicable) according to the day and time.
		Reporting for workplace observations, functional musculoskeletal assessments, job role profiling / job task analysis, and functional capacity evaluations Service duration is based on the complexity of each individual case. Estimated time is indicative only: Workplace Observations – Approximately 4-5 task per hour. Functional Musculoskeletal Assessment – Approximately 2 assessments per hour. Job Role Profiling / Job Task Analysis – Approximately 1-2 task per hour. Functional Capacity Evaluation – Approximately 2-4 hours per evaluation.	The Onsite Injury Management/Prevention Consultant Reporting Hourly Fee.
18.	Health and Wellness Services	Services sold as Unit Fees are charged at a minimum quantity even if the actual Services provided are equal to less than the minimum.	Health Risk Assessments Classic are charged a minimum fee for up to 6 Candidates.

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	Including: seminars, health risk assessments, fitness programs, health coaching.		Health Risk Assessments Comprehensive are charged a minimum fee for up to 4 Candidates.
			Health Risk Assessments Premium are charged a minimum fee for up to 2 Candidates.
		Fitness programs and health coaching are sold as Labour Rates.	The Onsite Health and Wellness Consultant Attendance Fee plus Additional Time Fee (where applicable) according to the day and time.
		Health Risk Assessment Reporting is charged based on the following timings: Classic – 1.5 hour minimum (for up to 30 assessments), plus 15 minutes for every additional 1-5 assessments. Comprehensive – 1.5 hour minimum (for up to 22 assessments), plus 30 minutes for every additional 1-5 assessments. Premium – 2 hour minimum (for up to 8 assessments), plus 30 minutes for every additional 1-5 assessments.	The Health Risk Assessment Reporting Hourly Fee.
19.	Medical Services Including: employment medicals, health surveillance, biological monitoring, vaccinations, skin screening.	Services are sold as Labour Rates plus a Unit Fee for each component, test or vaccine, covering consumables and equipment use.	The hourly Labour Rate, (according to the Personnel deployed, day and time). Includes Attendance Fees, Additional Time Fees or Day Rates as applicable. Plus the Unit Fee for any components, tests or vaccines used to deliver the Service.
		Doctors are charged at a minimum day rate.	Equivalent to 8 hours of the relevant Labour Rate.
20.	Poison Permit and Doctor on Call Services	Licence fee for Permits (for medicines or poisons) are charged as a one off annual fee (pro rata based on financial year) and are non-refundable.	Equivalent to 100% of the relevant Service Fee.
		Where 'unlimited calls' option is elected, any changes to personnel numbers on site need to be reported, additional charges will apply where numbers exceed the charged tier.	The Annual Fee relevant to the applicable tier.
Services provided from an Alliance Clinic			
21.	All Services (within Australia)	Services performed in an Australian Alliance Clinic are charged at the remote price point.	The remote Service Fees apply.
		Doctor Services performed in an Australian Alliance Clinic are charged a management, quality assurance and Sonic HealthPlus doctor review fee in addition to the Service Fee.	\$162 per booked appointment.
		Single, non-doctor Services performed in an Australian Alliance Clinic are charged a management and quality assurance fee in addition to the Service Fee.	\$83 per booked appointment.
22.	All Services (outside Australia)	Services performed in an International Alliance Clinic are charged at the cost the Service can be procured for.	Cost (in AUD) including any currency conversion fees.
		Doctor Services performed in an International Alliance Clinic are charged a management, quality assurance and Sonic HealthPlus doctor review fee in addition to the Service Fee.	\$269 per booked appointment.
		Single, non-doctor Services performed in an International Alliance Clinic are charged a management and quality assurance fee in addition to the Service Fee.	\$215 per booked appointment.

Specialised Services			
23.	Independent Medical Assessments – Medico legal	All referral information/documents is to be provided no less than 5 working days' before the appointment. If documentation is received in less than this time frame the appointment will need to be rescheduled.	Cancellation fee equivalent to 75% of the relevant Service Fee (charged at a minimum of 3.5 hours).
24.	Independent Medical Assessments – Non medico legal	All referral information/documents is to be provided no less than 5 working days' before the appointment. If documentation is received in less than this time frame the appointment will need to be rescheduled.	Cancellation fee equivalent to 75% of the relevant Service Fee.
25.	Specialised Medical Assessments	All Specialised Medical Assessments are charged per hour or part thereof in 30 minute increments. A minimum charge applies.	Equivalent to 2.5 hours of the relevant hourly Service Fee.
26.	Complex Assessment with an Occupational Physician	Services are charged at a minimum.	Equivalent to 2.5 hours of the relevant hourly Service Fee.
27.	Occupational Physician Consultancy Services	Services are charged at a minimum.	Minimum 1 hour increments at the relevant hourly Service Fee.
28.	Psychologist Services	Services are charged at a minimum.	Minimum 30 minute increments at the relevant hourly Service Fee.
29.	Psychiatrist Services	Services are charged at a minimum.	Equivalent to 3.5 hours of the relevant hourly Service Fee and part thereof in 30 minute increments thereafter.
30.	Health Surveillance (or Health Monitoring)	Hazardous Substance Health Monitoring Services are charged a quality assurance fee in addition to the Medical Assessment Service Fee.	The applicable review/sign off/oversighting fee relevant to the Service.
Flu Vaccination Program provided from Client's site or premises			
31.	Outside 'normal' hours of operations	'Normal' hours of operations are Monday – Friday 6am to 6pm. Services provided after-hours, Monday – Friday 6pm to 6am, and all-hours on weekends and public holidays are charged at a higher rate.	For Services sold as Unit Fees, a surcharge equivalent to 25% of the relevant Service Fee. For Services sold as a Labour Rate refer to Item 6 of this table.
32.	Minimums	Services are charged at a minimum even if the actual Services provided are equal to less than the minimum. The minimums are defined by per Client Site.	For Services sold as Unit Fees, equivalent to 12 Candidates vaccinated. For Services sold as a Labour Rate refer to Item 7 of this table.
33.	Additional Time	Time of Nurse on site is based on a ratio of 2 vaccinations every 5 minutes consecutively (6 vaccinations per 15 minutes). If additional time is required for vaccinating, or Nurse incurs a wait period additional time will be charged.	For Services sold as Unit Fees, minimum 15 minute increments at \$46.75 per increment. For Services sold as a Labour Rate refer to Item 8 and 14 of this table.
34.	Hourly charges	For Services sold as a Labour Rate refer to Item 9 of this table.	
35.	Inductions or site-specific training	Refer to Item 10 of this table.	

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36.	Logistics	Refer to Item 11 of this table.	
37.	Travel	Refer to Item 12 of this table.	
38.	Overnight stays	Refer to Item 13 of this table.	
39.	No shows	Refer to Item 15 of this table.	
40.	Changes to number of vaccines requested	<p>Vaccines are ordered based on the number of vaccines requested by the client 7 days prior to the job date. One (1) business day before Nurse is scheduled to be on site, bookings will close and final booking numbers are confirmed. Final numbers can be no less than 10% of the original request.</p> <p>For example, if 40 vaccines are requested seven (7) days before your scheduled booking, one (1) business day prior to a Nurse coming on site we will confirm your final numbers, you can reduce your order by 10% only, and the minimum charge will therefore be 36.</p>	No less than 10% of the Service Fees quoted for the original request
41.	Surplus vaccines	Nurses carry a small amount of surplus vaccine with them. In the event additional people are wishing to be vaccinated the nurse may be able to accommodate. This is at the nurses' discretion on the day and is subject to time permitting and stock on hand. Any additional vaccinations will be.	Charged at the agreed Service Fee at time final confirmation.
42.	Rebates (QLD Client Sites Only)	<p>The minimum Services charged still applies.</p> <p>Only administered doses are eligible for the rebate.</p> <p>Ordered but unused doses are not eligible for rebate and will be charged.</p> <p>The Queensland rebate offer is reliant on the Queensland Government's free flu vaccination program rebate, any changes or discontinuation to this Government initiative may result in a pricing change.</p>	<p>Where the administered doses are less than the minimum participant numbers, participants will be charged at the relevant Service Fee.</p> <p>Charged at 100% of the relevant Service Fee.</p>
Flu Vaccination vouchers provided from SHP's own clinics or premises			
43.	Locations	Vouchers can be redeemed only at a Sonic HealthPlus Clinic or Travel Doctor-TMVC Clinic (does not include Travel Doctor-TMVC Licensees).	
44.	Redeeming	To redeem your voucher you must call and book an appointment with the (Sonic HealthPlus or Travel Doctor-TMVC) clinic.	
45.	Prepaid	Vouchers are prepaid and non-refundable.	
46.	Validity/Expiry	Vouchers are valid only for the year in which they are issued until 30 August in the same year	