# Practice Policy

Discounted products and services are a privilege granted to certain patients at our practice. They are not a right.

Staff are required to:

* At all times comply with the policy
* Not to offer discounts but provide them when asked and all other conditions are met
* Ask for proof of eligibility for the discount
* Any discount not listed below or exceeding the levels below, with the exception of product on sale will require the approval of the practice manager

## Patient Discounts

### Pensioners

On presentation of a valid aged pension card or Healthcare card, the holder and only the holder may be offered a 10% discount.

### Seniors

On presentation of a valid Senior’s Card the holder and only the holder is entitled to a 10% discount.

### Local Traders

Local business owners and their staff may be offered a 20% discount

### Other discounts

For exceptions and other persons please see the practice manager.

A failure to follow this policy may be considered to be serious misconduct and may result in a substantial risk to continued employment.

## Staff Discounts

All discounts on optometry services & products require the authorisation of a practice Principal.

For staff and family members the following guidelines apply:

|  |  |
| --- | --- |
| Person | Discount |
| Staff | Cost price |
| Immediate Family | Cost price |
| Close family | 20% |
| Other relations | 10% |

Staff may occasionally be offered heavily discounted or no-cost product from suppliers. All suppliers are to first speak to a practice Principal and obtain consent.

**Under no circumstances are staff to make their own arrangements with practice suppliers.**

**Immediate Family –** means spouse, life partner, your children, parents

**Close Family** – means grandparents, siblings, aunts and uncles

**Other Relations** – means anyone else related to you or your spouse/life partner.

* All staff or family discounts will be authorised in writing and recorded on the employee’s employment record

**IMPORTANT NOTE**

**Any unauthorised discounts may be considered to be a serious breach of employment and may have serious consequences, including termination of employment.**

**Signed**

**Practice Principal**