

# Service Agreement

Victoria and Tasmania

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## Our Services:

- **Interpreting** services between Australian Sign Language (Auslan) and English.
- **Notetaking** services where a notetaker takes notes at events in which deaf people are participating and where information will be shared. Often notetakers are booked for meetings, student lectures or tutorials.
- Language Specialists (**Deaf Interpreters**) relay communication from Auslan into a highly visual form of communication and language that can be understood by sign language users who do not use standard Auslan, may be from a country with a different signed language or who have highly specific language needs (e.g. Children, people with a mental illness).
- **Live captioning** services for Deaf and hard of hearing clients including but not limited to court, conferences, educational settings and workplace meetings.

## Pricing – Effective 27<sup>th</sup> April 2020. All fees Include GST

Definitions			
<b>Business Hours</b>	8am – 6pm Monday to Friday, excluding public holidays		
<b>After Hours</b>	Before 8am / after 6pm weekdays and all day Saturday		
<b>Sunday &amp; Public Holiday</b>	All day Sunday and Public Holidays		

  

Service Type	Interpreting	Min charge one interpreter up to 2 hours	Hourly rate thereafter
Interpreting	Business Hours	\$215.00	\$107.50
	After Hours	\$275.00	\$137.50
	Sunday & Public Holiday	\$308.00	\$154.00
	Interpreting - Court	\$242.00	\$121.00
	<b>Notetaking and Captioning</b>		
Notetaking	Business Hours	\$110.00	\$55.00
	After Hours	\$137.50	\$68.75
	Sunday & Public Holiday	\$159.50	\$79.75
	Court	\$120.00	\$60.00
Captioning	Live Captioning Onsite	\$490.00	\$245.00
	Live Captioning Remote	\$225.00 (min 1 hour)	\$225.00
	<b>Conference interpreting</b>	<b>Business Hours Half Day (up to 4 hours)</b>	<b>Business Hours Full Day (4-8 hours)</b>
Conference Interpreting	Conference Interpreting	\$575	\$1050
	Additional time / after hours	Quote on request	
	<b>Video Remote Interpreting</b>	<b>Min charge one interpreter up to 30 mins</b>	<b>Hourly rate thereafter (15 min increments)</b>
Video Remote Interpreting (VRI)	Business Hours	\$82.50	\$107.50
	After Hours	\$105.52	\$137.50
	Sunday & Public Holiday	\$118.18	\$154.00
<b>Additional considerations:</b>			
<ul style="list-style-type: none"> <li>• All services (excl. VRI and Remote Captioning) are charged for a minimum time of 2 hours</li> <li>• All bookings that occur over a period from 10am – 2pm that are greater than four hours in duration will have a 30-minute non-chargeable lunch break deducted unless the interpreter is required to continue working through this time.</li> </ul>			

## Country Assignments

Where possible a local interpreter will be assigned in order to eliminate the need for additional travel charges. Where an assignment is greater than 40 kilometres from the Melbourne GPO or in Tasmania and greater 40 kilometres from Hobart GPO additional travel fees may apply if a local interpreter is unable to be sourced. Additional travel time is invoiced at the appropriate interpreting rate, and a charge of \$0.50 per km also applies.

If you are in a regional area and would like clarification around whether travel costs may apply to your booking please contact our booking office. They will be able to provide an estimate or discuss alternatives, such as VRI.

For assignments in remote areas, or in regional areas covering multiple days, additional fees for accommodation and/or meals may apply. Please contact our booking office if this may apply to you.

## Conference Bookings

Interpreters work in teams at all times at conferences. Please be aware that concurrent sessions will require two interpreters or notetakers working in a team for each session. Large conferences will require teams of three or more interpreters. Because of the nature and dynamics of conference bookings it is vital that conference materials are provided to interpreters, notetakers and live captioners at the earliest time possible prior to the conference. This is to ensure the best possible quality of service. Please contact our office for a quote and further information.

## Cancellations

If you wish to cancel a booking please contact our office at any time, notifying the date and time of the booking.

Cancellations Monday to Friday can be made any time to the main contact phone number, SMS or email. Cancellations for a booking occurring on a weekend and to be cancelled during the weekend must be made via text or voice call to 0412 219 608 (Weekends only).

Cancellations fees:

- Full fees will be charged for any onsite booking cancelled less than two full business days prior to the start of the booking
- Full fees will be charged for any VRI booking cancelled less than 1 full business day prior to the start of the booking
- Full fees will be charged if the hours of an onsite booking are reduced less than two full business days prior to the start of the booking, or 1 full day for VRI bookings
- Full fees will be charged if an interpreter or notetaker arrives at an assignment which has been cancelled without notification
- Full fees will be charged if a booking is cancelled due to participants failing to attend
- **Travel time will be charged for any cancelled booking that is greater than 40 kilometres from the Melbourne GPO and in Tasmania 40 kilometres from Hobart GPO.**
- Court bookings cancelled less than two full business days prior to the start of the booking which exceed two days in length will incur full fees for the first two days. An additional charge of 50% will be applied for any consecutive days booked, for up to three days
- Weekends and Public Holidays are not deemed business days.

## Frequently Asked Questions

### Will an Interpreter be Available?

Auslan Connections is the largest provider of sign language interpreters in Victoria and Tasmania; however there is a shortage of qualified interpreters. Requests received on short notice (less than one to two weeks) can be difficult to secure an interpreter for. Booking early increases the likelihood of an interpreter being available. If an interpreter or notetaker is not available, you will be advised at least two working days (or as soon as practicable) prior to the assignment.

### How Many Interpreters or Notetakers Will I Need?

It is important for interpreters and notetakers to work in teams to avoid mental and physical fatigue which will affect the quality of service and also to prevent injury. Our booking officers are able to provide advice on how many interpreters or notetakers are required. The number of interpreters required relates to the duration of the booking, the nature of the assignment as well as our responsibility to the overall health and wellbeing of our interpreters.

The Australian Sign Language Interpreters Association (ASLIA) Occupational Health and Safety policy states that if an interpreting assignment is longer than one hour in duration, two interpreters are required. This is also applicable to notetakers. If you have any questions about the recommendation for your booking, please contact our office.

### What qualifications do your interpreters have?

Auslan Connections employs only National Accreditation Authority for Translators and Interpreters (NAATI) accredited and certified interpreters and trained notetakers. We always endeavour to provide the best possible match between the needs of the clients and the setting of the assignment. All our interpreters are required to abide by the ASLIA Code of Ethics which can be found on their website: To view the Code of Ethics in their entirety, please refer to the ASLIA website at [www.aslia.com.au](http://www.aslia.com.au).

### What accommodations do I need to make for when working with an interpreter?

Our interpreters are experienced at working in a number of settings and with a wide range of people and professionals. Having an interpreter present will change the flow of communication but should not make communication difficult. Key things to remember to assist the process:

- If the conversation or dialogue is too fast the interpreter will advise the facilitator
- Seating is best worked out in conjunction with the deaf person to optimise their ability to see all participants.
- If the interpreter requires a break, they should mention this possibility before the meeting commences, and will request a break when needed
- Because of the nature of interpreting, please be mindful that the English and Auslan interpretation will always be a few seconds behind, this is normal and easy to adjust to.
- Good facilitation and clear turn-taking helps ensure everyone knows who is speaking
- If printing materials such as agendas and background documents, please make those available to our office, the interpreter on the day or upload them to the booking system.

If you would like further information about working with an interpreter, don't hesitate to contact our office.

### Why do I need to advise if the booking is going to be recorded or livestreamed?

It is important for our office to understand the purpose of the recording, whether it is to communicate with a broader audience (such as on social media), accessibility or whether a formal translation is required. The recording of a live interpretation results in an informal translation. Formal translation requires a separate and more detailed process. It is important that the interpreter is aware if an event is to be recorded, to ensure they feel able to accept the assignment and are comfortable for their work to be recorded and disseminated. If you would like further information about our translation service, please contact us.