

# Service Agreement



**Victoria and Tasmania | 1 December 2021**

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## **Our Services:**

**Auslan Interpreting** services between Australian Sign Language (Auslan) and English, both onsite/face to face and through Video Remote Interpreting (VRI).

**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.

**Tactile interpreting** services are common forms of communication used by people who are deafblind, through a variety of ways of receiving sign language such as close range, visual frame and tactile.

**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.

**Live captioning** services for Deaf and hard of hearing clients including but not limited to court, conferences, educational settings, and workplace meetings.

# Standard Pricing

Effective 1 st December 2021. All fees exclude GST



Service Type	Onsite Interpreting	Min charge one interpreter up to 2 hours	Hourly rate thereafter
<b>Interpreting</b>	Business Hours	\$220.00	\$110.00
	After Hours	\$275.00	\$137.50
	Sunday & Public Holiday	\$300.00	\$150.00
	Interpreting - Court	\$247.50	\$123.75
	Video Remote Interpreting	Min charge one interpreter up to 1.5 hour	Hourly rate thereafter
<b>Video Remote Interpreting (VRI)</b>	Business Hours	\$165.00	\$110.00
	After Hours	\$206.25	\$137.50
	Sunday & Public Holiday	\$225.00	\$150.00
	Notetaking and Captioning	Min charge (up to 2 hours)	Hourly rate thereafter
<b>Notetaking</b>	Business Hours	\$105.00	\$52.50
	After Hours	\$130.00	\$65.00
	Sunday & Public Holiday	\$150.00	\$75.00
	Notetaking - Court	\$118.00	\$59.00
<b>Captioning</b>	Live Captioning - Onsite	\$490.00	\$245.00
	Live Captioning - Remote	\$225.00 (min 1 hour)	\$225.00
	Sunday & Public Holiday - Onsite	\$735.00	\$367.50
	Sunday & Public Holiday - Remote	\$337.50 (min 1 hour)	\$337.50
	Conference Interpreting	Min charge one interpreter up to 1.5 hour	Hourly rate thereafter
<b>Conference Interpreting</b>	Conference Interpreting	\$545.00	\$995.00
	Additional time / after hours	Quote on request	Quote on request

## Additional considerations:

- All services (excl. VRI and Remote Captioning) are charged for a minimum time of 2 hours.
- All additional time will be charged in 15-minute increments.
- 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.

# Terms & Conditions

## Service type 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

## Cancellation Policy

If you wish to cancel a booking please contact our office notifying the date and time of the booking. Cancellations can be made any time to the main contact phone number, SMS or email but will be actioned during business hours.

## Cancellations fees

- The full fee applies for any cancellation received with less than 2 full business days notice
- Requests to reduce the duration of an assignment will incur the full fee if the request is made within the cancellation period
- Cancellations on arrival / bookings where clients fail to attend are chargeable
- Travel time is included in the cancellation policy if it applies to your booking
- Weekends and Public Holidays are not deemed business days

## Court Cancellation Policy

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.

## Travel Charges

Travel may apply to your booking if there are no local interpreters/notetakers available. Circumstances when travel may apply if:

the assignment is located more than 40 kilometres from the Melbourne GPO  
the assignment is located more than 40 kilometres from Hobart GPO , and  
There is no local interpreter available.

Travel time is invoiced at the appropriate interpreting rate, and a charge of \$0.50 per km + GST also applies. If you would like a quote for travel before confirming your booking please contact us.

OHS for Auslan-English Interpreters and Deaf Interpreters

Auslan interpreting is a physically and cognitively demanding activity, and interpreters can be at risk of injury when working for extended durations.

To minimize the risk of injury and to ensure the quality of service is not compromised it is our policy that 2 interpreters are required for assignments longer than 1 hour in duration. Some events shorter than 1 hour duration may also require 2 interpreters e.g. media, public facing events / conferences, panel discussions etc.

You can read the ASLIA OHS policy here: <https://aslia.com.au/wp-content/uploads/ASLIA-OHS-Policy.pdf>

## 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.

# 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.

## What qualifications do your interpreters have?

Auslan Connections employs National Accreditation Authority for Translators and Interpreters (NAATI) 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, please don't hesitate to contact our booking 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.