



# AuslanServices

a leading provider of Auslan interpreters

## SERVICE AGREEMENT

This service agreement is between *you/your organisation/your client* and Auslan Services, and outlines each party's responsibilities and obligations, and the associated terms and conditions relating to an Auslan interpreter booking. The agreement is valid for as long as Auslan Services are providing supports, or until an updated Service Agreement is made available and agreed upon.

Auslan Services are leaders in the provision and coordination of Auslan interpreters across Australia. Our suite of services extend to:

Auslan Interpreters  
Virtual Interpreter Booth (Video Remote Interpreting)  
Deafblind Interpreting  
Deaf Interpreters  
Notetaking Services  
Consultative Services

### **FEES (hourly rates excluding GST)**

<b>SERVICES</b>	<b>Minimum charge Business Hours (8.00am-6.00pm Monday to Friday)</b>	<b>Hourly rate</b>	<b>After Hour rate</b>
Auslan Interpreting	\$197.00	\$98.50	\$120.00
Court Interpreting	\$220.00	\$110.00	\$120.00
NDIS Bookings	\$244.00	\$122.00	\$122.00
Video Remote Interpreting	\$197.00	\$98.50	\$120.00
Notetaking	\$90	\$45.00	\$54.00

## MINIMUM CHARGE POLICY

Auslan Services apply a minimum charge to every booking. This is the minimum fee that is payable by you. Additional costs will be incurred at the 2-hour point of a booking and is charged at 15-minute increments thereafter. This policy exists to secure a better remuneration for employees, particularly as the industry is a casualised workforce. In University and TAFE settings, there are often times where an employee is required to work with different students. A different student will constitute a new booking.

## OH&S

The welfare of an interpreter is a primary consideration and national OHS standards mandate that in many settings 2 interpreters must be employed to work in tandem to reduce physical and mental fatigue. A level of discretion is used on a case by case basis when determining how many interpreters are required and considers length of appointment, speed and content of interpretation, number of scheduled breaks, and number of Deaf and hearing clients.

## TRAVEL EXPENSES

Auslan Services charges travel expenses for bookings that are 40 kilometres or more from the nearest CBD GPO, and where a locally based interpreter cannot be sourced. The distance of the appointment is predetermined using <https://www.whereis.com> predetermining the distance and time taken to travel to and from the assignment, every client will know in advance what travel charges will be applied (if applicable). In addition, for every kilometre travelled, a 68-cent fuel levy is paid.

## ADDITIONAL EXPENSES

Some bookings may require additional expenses such as car parking, flights, accommodation, meal allowance (refer ATO) and time away from home allowance. These costs will be negotiated in advance of the booking being confirmed.

## CANCELLATION

When appointments are cancelled at short notice, it is often difficult for the employee to find a new appointment. In consideration of this, all bookings (excepting education) cancelled within **48 hours** of the start time will incur the full cost of the booking. This 48-hour period does not include public holidays and weekends.

All education bookings (student classes) cancelled within **24 hours** of the booking start time will incur the full cost of the booking. This 24-hour period does not include public holidays and weekends.

## FAILURE TO ATTEND

If the Deaf client does not arrive within 30 minutes of the scheduled start time, the Auslan Services employee must report this to the booking office where appropriate enquiries will be made. If it is established that the client has not communicated any reason for being late, and that 30 minutes of the start time have expired, the employee is permitted to take leave from the assignment and will be paid in full. The employee is unable to accept any other non-related duties or new assignments unless another booking is made through Auslan Services.

## UNABLE TO SERVICE

No fee is payable for cancellation by Auslan Services where the agreed supports have not been delivered.

## At Auslan Services, we:

- Agree to provide supports as specified in the booking confirmation;
- Will provide only NAATI accredited interpreters;
- Will make every effort to source suitable interpreters, and where not possible remain in communication with the booking contact to update and discuss options.
- Will communicate any changes to the confirmed delivery of supports as soon as possible.
- Are fully insured including Work Cover, public liability and professional indemnity

## You:

- Will communicate the full details of the booking including any special requirements to ensure supports can be delivered to meet expectation and need.
- Will inform Auslan Services by SMS (0409 143 980), email ([admin@auslanservices.com](mailto:admin@auslanservices.com)) or phone (1300 287 526) if you or the Deaf client cannot attend or will be late – refer to cancellation policy.

## CONFLICT RESOLUTION

If you would like to provide feedback or are unhappy with the provision of support, you are encouraged to email [admin@auslanservices.com](mailto:admin@auslanservices.com). Your concern will be treated in strict confidence and your permission sought if any follow up action is recommended.

#### **SPECIFIC TO NDIS BOOKINGS**

- You are encouraged/invited to send Auslan Services a copy of your plan for our records.
- You will immediately advise Auslan Services by emailing [admin@auslanservices.com](mailto:admin@auslanservices.com) if your NDIS plan is suspended or replaced by a new plan, or you stop being a participant of the NDIS.
- The cost of a booking made without sufficient NDIS funds is the responsibility of the individual and will be invoiced accordingly.
- If you are unsatisfied with any aspect of the supports provided you can contact Auslan Services (refer to conflict resolution), or if preferred you can contact the NDIS directly [www.ndis.gov.au](http://www.ndis.gov.au)
- For self-managed participants an invoice will be emailed within 5-7 days of the booking date.