



SERVICE AGREEMENT

Updated:01/10/24

THE AUSLAN SERVICES T'S & C'S

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

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

- Auslan Interpreters
- Video Remote Interpreting (VRI)
- Deafblind Interpreting
- Deaf Interpreters
- Notetaking Services
- Participation Assistant Services
- Consultative Services

Services	Minimum charge Business Hours	Hourly Rate	After Hour Rate	Sundays and Public Holidays
Auslan Interpreting	\$255.00	\$127.50	\$153.00	\$165.75
NDIS Bookings	\$255.00	\$127.50	\$153.00	\$165.75
Video Remote Interpreting	\$255.00	\$127.50	\$153.00	\$165.75
Notetaking	\$140.00	\$70.00	\$84.00	\$91.00

- Business Hours are between 8.00am – 6.00pm, Monday to Friday
- After Hours are between 6.00pm and 8.00am Monday to Friday including Saturdays.
- Additional loading is applied for Sundays and Public Holidays
- All fees are GST exclusive.
- Additional time is charged at 15-minute increments using the applicable hourly rate.
- Changes to the Fees and or Terms and Conditions may occur without notice

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 charged at 15-minute increments thereafter.

In University, TAFE and medical settings, there are often times where an employee is required to work with different students or patients. A different student or patient 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.

OUR STAFF SAFETY

The health and wellbeing of our staff is our priority. If our staff feel unsafe for any reason, we will communicate this to you immediately and seek a solution. If a solution cannot be reached, the interpreter will be asked to leave the site and full costs will be charged for the booking.

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 calculated using <https://www.google.com/maps> predetermining the distance and time taken to travel to and from the assignment. The return trip is calculated by the standard hourly rate. In addition, for every kilometre travelled, a fuel levy as per the current ATO guideline is paid

Bookings where interpreters are invited to travel to locations that involves substantial travel time, but within 40km of CBD; or reside in regional areas, this may incur extra costs to attend a booking. For example, travelling from the south to the north of a city. Your approval for travel expenses is always sought prior to confirming any booking.

FILMING

If a session is recorded and the interpretation is to be available for viewing at a later date, publicly or privately, it is the responsibility of the person requesting the booking to advise Auslan Services as soon as possible so the necessary permissions can be arranged. Preparation material is essential for any recorded session. Without adequate preparation the interpreter may remove permission for their image to be used. If the booking cannot be properly supported with preparation materials and suitable permissions, any associated costs will be the responsibility of the booking client.

Interpreters work hard managing their use and style of their interpreting to suit Deaf attendees of the booking or a target audience. Any recordings cannot always be an appropriate interpretation of a wider Deaf audience. For this reason, Auslan Services cannot guarantee the accuracy and suitability of any recordings. A translation is a more suitable solution for Auslan recordings. Auslan Services refer all translation work to our partner company who specialise in Auslan/English translation work.

PREPARATION TIME

Preparation time is a calculation of paid time for Auslan interpreters to prepare for specific bookings. The determination of preparation paid time is on a case-by-case basis and is typically included for assignments where some time to prepare is necessary by interpreters for optimal outcomes. An example where preparation time might be applied includes (but not limited to): Conferences, court or police matters, theatre, live media telecasts. The decision to include preparation is a discussion that

takes place with you before allocating interpreters, so (if approved) we are able to invite interpreters to the booking with the knowledge preparation time is included.

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 finalised in advance of the booking being confirmed.

CHANGES TO A BOOKING

Booking confirmations and general communication is made via the contact details entered on the online booking form. Similarly, Auslan Services will service a booking based on the information provided on this same online booking form. These contacts and booking particulars may change over time and it is the responsibility of the booking client/organisation to advise Auslan Services of any changes as needed to ensure that important communications are received, and for accurate service provision. System confirmations alone should not be relied upon as there may have been subsequent changes. The online booking form is the most accurate reflection of the booking details.

Changes to a booking requested within the chargeable cancellation period, such as but not limited to, the location, duration, number of interpreters required, may still be subject to the CANCELLATION policy. See below.

CANCELLATIONS

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 – see below) 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.

Tertiary bookings (student classes only as part of a timetable arrangement) 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.

Travel hours associated with a cancelled booking, will be included in the costs charged. (not including km levy).

FAILURE TO ATTEND

If the Deaf client does not arrive within 30 minutes of the scheduled start time, the Auslan Services employee will attempt to contact the onsite contact person as per the booking details. If no response, the employee will report to the booking office where further 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 a cancellation initiated by Auslan Services where the agreed supports have not been delivered.

HONOURING AUSLAN SERVICES EMPLOYEES CONTRACTS

Auslan Services are proud of its pool of highly skilled and credentialled employees. Auslan Services have worked hard to induct, interview, train and prepare them to work in a variety of settings, including yours. We have invested generously to a brand that is accessible and user friendly to make bookings fast and efficient. Everyone uses our employees in varying capacities. Some only once but many use our staff frequently, thereby enjoying a fruitful and friendly professional relationship. While it may be tempting to consider approaching our staff and invite them to work privately, we must remind you that the contractual arrangements we enjoy, also prohibit our staff to accept work directly with clients whom they have been originally introduced. We politely ask you from refraining to seek the private services of our employees. They are bound by a code of conduct and a code of ethics that prohibits this activity. Non-compliance of these mandates may result in the termination of employment of our employees.

AUSLAN SERVICES RESPONSIBILITY:

At Auslan Services, we:

- agree to provide supports as specified in the booking confirmation.
- will provide only NAATI certified 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.

YOUR RESPONSIBILITY:

You:

- will communicate the full details of the booking including any special requirements to ensure supports can be delivered to meet expectation and need.
- You will treat all Auslan Services staff with respect.
- will inform Auslan Services by SMS (0409 143 980), email (admin@auslanservicesbookings.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@auslanservicesbookings.com. Your concern will be treated in strict confidence and your permission sought if any follow up action is recommended.

Alternatively, if you consider the matter to be more serious, you can email your complaint to Ryan Gook, CEO at ryan.gook@auslanservices.com. If you are Deaf, Ryan can communicate using Facetime or other suitable video platform.

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@auslanservicesbookings.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. In other words, any debts incurred by a participant who are unable to pay due to exhausting NDIS funds will be solely responsible for the debt. Auslan Services will seek to recover funds from the participant personally.

- 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
- For self-managed participants an invoice will be emailed within 5-7 days of the booking date.