Tasmanian Service Agreement

Our Services

Auslan Connections enables Deaf, hard of hearing and hearing people to communicate by providing interpreting services between Australian Sign Language (Auslan) and English.

Making a booking

2. New users; click ‘register’; enter your details and create your own User Name and Password
   If you are an existing user, enter your User Name and Password and click ‘login’ (the office can provide you with your username and password if you have forgotten it or need to reset it)
3. Select from menu options on the left hand side of screen. ‘New Booking – On site’ is the most commonly used request (to book an interpreter who will be present with you and the deaf client at your appointment), or ‘New Booking – Video Relay’ if you wish to book an interpreter who will connect with you via videoconference
4. You’ll be asked to read our Terms and Conditions. Please do so, then tick the ‘I Agree’ box and click ‘Submit’.
5. Complete the booking form with as much detail as possible and click ‘Submit’ in the top right hand corner of the booking form. N.B Once the booking has been submitted successfully you will be redirected to the home screen and receive a message that says:

   “Thank you for sending us your request. We will be in touch with you soon in regards to your booking.”

   If you do not receive this message please contact the office for assistance as your booking may not have been received.

6. When your booking is confirmed you will receive either an automated fax or email confirmation message (depending on the preference indicated when you registered your details) informing you of the name of the interpreter. You can also log in online at any time and use the “View Your Bookings” function to view the status and details of your bookings.

Will an Interpreter be available?

Auslan Connections is the largest provider of sign language interpreters in Victoria. However at this time there is a shortage of qualified interpreters in Victoria and Tasmania. A request with short notice (less than one to two weeks) can make it difficult to secure an interpreter. Booking early increases the likelihood of an interpreter being available. If an interpreter is not available you will be advised at least two full working days prior to the assignment.
How many interpreters will I need?

- The Interpreter peak body - Australian Sign Language Association (ASLIA) Occupational Health and Safety policy states that if an interpreting assignment is longer than one hour in duration, **TWO** interpreters must be employed.
- It is important for interpreters to work in teams to avoid mental and subsequent physical fatigue which will affect the quality of service. Educational interpreters must not work for longer than 25 minutes at one time before alternating with another interpreter. It is not necessary to stop the proceedings while this changeover occurs.
- The number of interpreters required is dependent on the dynamic and intensity of the assignment, not the number of Deaf or hearing participants.
- Our staff is happy to discuss your needs and can provide any further information required to assist you when making a decision.

Quality

- Auslan Connections employs only National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreters
- We provide the best possible match between the Deaf client, interpreter and interpreting assignment
- All interpreters employed by Auslan Connections must participate in the NAATI Revalidation Program. For further details go to: [www.naati.com.au](http://www.naati.com.au).

Cost

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Min charge for one interpreter (excl. GST)</th>
<th>Hourly rate (excl. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreting - General and Education</td>
<td>$170.00</td>
<td>$85.00</td>
</tr>
<tr>
<td>Interpreting - Court</td>
<td>$186.00</td>
<td>$93.00</td>
</tr>
<tr>
<td>Approved not for profit unfunded Deaf Community groups and Individuals (Interpreting Only)</td>
<td>$140.00</td>
<td>$70.00</td>
</tr>
<tr>
<td>Video Relay Interpreting (VRI)</td>
<td>$170.00</td>
<td>$85.00</td>
</tr>
</tbody>
</table>

**All bookings:**
- between 6pm and 8am weekdays, weekends and public holidays incur an additional $5 per hour charge
- a charge of $0.50 (cents) per kilometre will only apply to distances greater than 50 kilometres from Tasdeaf offices (Launceston and Hobart)
- are charged for a minimum of two hours
- are subject to GST
- *prices are subject to change without notice*
Cancellations

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

- Full fees will be charged for any booking cancelled less than two full business days prior to the start of the booking.
- Full fees will be charged if the hours of a booking are reduced less than two full business days prior to the start of the booking.
- Full fees will be charged if an interpreter or notetaker arrives at an assignment which has been cancelled without this office being notified.
- 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 50 kilometres from Tasdeaf offices**
- 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.

Country Assignments

Travelling time will be charged to and from country and interstate assignments at the interpreter hourly rate. Additionally, a charge of $0.50 (cents) per kilometre will be applied to distances greater than 50 kilometres from Tasdeaf offices. Travel is calculated by use of Google Maps™ for both travel time and kilometres.

For assignments that incur reimbursement for travel, then travel time is also paid equivalent to the time it takes to travel to and from the assignment, by the hourly rate.

Please note: travel time will be incorporated into the **the two-hour minimum where actual assignment time is less than two hours**. For example of this policy, one hour booking in Launceston, where travel time is 1.5 hours in each direction from Burnie will have a total of four chargeable hours, plus the travel kilometres.

Where an interpreter is required to work interstate travel time is calculated from Auslan Connections East Melbourne to the airport and destination. Where a flight is delayed the additional time will be charged as travel time to the booking client.

If an Auslan Connections interpreter is required to undertake an assignment that incurs travel, all costs, including travel time, accommodation, transfers and meal allowances will be paid by the booking client.

Auslan Connections will charge booking clients the following for all meals as outlined by the ATO:

- Breakfast: $23.10
- Lunch: $25.90
- Dinner: $44.50
If Auslan Connections can secure a Tasdeaf interpreter that resides locally, travel rates will apply after 50 kilometres from the interpreter’s home and/or a Tasdeaf office.

Working with an interpreter

- When working with an interpreter speak directly to, and maintain eye contact with, the Deaf person.
- It is important that the seating arrangements and lighting are appropriate for clear communication so please consult with the Deaf or hearing impaired person and the interpreter before the session begins.
- Please respect safe occupational health and safety standards by ensuring that interpreters take breaks. It is appropriate to allow a 10 minute break every 25 minutes for interpreters working alone, and it is best to discuss this with the interpreter before the session begins.

Conference Bookings

Because of the nature and dynamics of conference bookings it is vital that conference materials are provided to interpreters at the earliest time possible prior to the conference. This is to ensure the best possible quality of service. Interpreters will work in teams at all times at a conference. Please be aware that concurrent sessions will require two interpreters working in a team for each session. Large conferences will require teams of three interpreters. Some conferences may incur a fee for preparation.

Music

Please advise the booking office if songs, music or theatre will be a part of the booking. These forms of interpreting are highly specialised and will require preparation. Lyrics to music must be provided to the interpreter within reasonable time to allow for preparation.

Code of Ethics – Interpreters:

Interpreters that are employed by Auslan Connections shall abide by the Australian Sign Language Interpreters Association (ASLIA) Code of Ethics which, in part, enshrine the work practices in relation to professional accountability, competence, impartiality and confidentiality. To view the Code of Ethics in their entirety, please refer to the ASLIA website at www.aslia.com.au.

Payment procedure

Upon submission of your booking request form you are agreeing to the terms and conditions outlined above.

An invoice will be posted approximately two weeks after the service has been provided.