ACCESS AND EQUITY FOR DEAF AND HARD OF HEARING VICTORIANS
At Vicdeaf our vision is to achieve access and equity for deaf and hard of hearing Victorians.

We are a progressive community service organisation striving to provide relevant, responsive and accessible services.

Established in 1884, we are still the primary source of reference, referral, advice and support for deaf and hard of hearing adults in Victoria.

To achieve access and equity for people who are deaf or hard of hearing, we engage and work collaboratively with community, government and private sector organisations.

With extensive experience, an excellent track record, strong organisational relationships, and professional support and services, Vicdeaf can offer you accessibility solutions tailored to suit your needs.

Vicdeaf can help you with the provision of:

- Sign Language (Auslan) interpreting
- Production of Auslan translated videos and captioning
- Deaf Awareness Training
- Hearing Awareness Training
- Auslan Training in your workplace
- Employment support
- Hearing screenings and assessments
- Hearing devices and customised ear plugs

We look forward to discussing service solutions for your organisation as we jointly work towards access and equity for deaf and hard of hearing Victorians.

Christine Mathieson
Chief Executive Officer
Please note: All prices quoted in this booklet are correct as at August 2014. Prices are subject to change without notice.
Vicdeaf provides communication solutions for organisations that work with people who are deaf and hard of hearing. Our Auslan interpreting service, Sign Language Communications Victoria (SLC VIC) is committed to ensuring that high quality Auslan/English interpreting services are available to facilitate effective communication between deaf and hearing people. We provide a professional and innovative interpreting service throughout Victoria in metropolitan, regional, rural and remote settings. We also coordinate Video Relay and Skype Interpreting, notetakers, and live remote captioning.

All Auslan/English interpreters employed by SLC VIC are accredited by the National Accreditation Authority for Translators and Interpreters (NAATI).

SLC VIC is the only interpreting service in Victoria where all profits are invested back into services that benefit the deaf and hard of hearing community.

Fees

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Minimum charge (1 interpreter)*</th>
<th>Hourly Rate**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreting - General and Education</td>
<td>$168.00</td>
<td>$84.00</td>
</tr>
<tr>
<td>After Hours Loading (Before 8:00am and after 6:00pm weekdays, all day Saturday)</td>
<td>$200.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>Sunday and Public Holiday Loading</td>
<td>$220.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>Interpreting - Court</td>
<td>$185.00</td>
<td>$92.50</td>
</tr>
<tr>
<td>Video Relay Interpreting (VRI)</td>
<td>$168.00</td>
<td>$84.00</td>
</tr>
<tr>
<td>Deaf Relay Interpreting</td>
<td>$168.00</td>
<td>$84.00</td>
</tr>
<tr>
<td>Notetaking</td>
<td>$73.00</td>
<td>$36.50</td>
</tr>
<tr>
<td>Notetaking - Court</td>
<td>$96.00</td>
<td>$48.00</td>
</tr>
<tr>
<td>Live Remote Captioning</td>
<td>Quote on request</td>
<td>Quote on request</td>
</tr>
</tbody>
</table>

* SLC VIC charges a minimum of two hours for each booking  
** All prices are GST exclusive

Location

Our services are statewide. Interpreters and notetakers travel to any location in metropolitan or regional Victoria.

Contact details

Phone: (03) 9473 1118  
TTY: (03) 9473 1199  
SMS: 0401 775 383  
Email: slcvic@vicdeaf.com.au  
If your organisation wishes to provide media content in a format accessible for people who are deaf, Vicdeaf’s dedicated media accessibility unit Sign Language Video Productions (SLVP) can help you. Content that your organisation may wish to translate could range from important community announcements, to information kits, to welcome messages on your website’s homepage.

SLVP can translate your content into Auslan videos with English captions so the information is accessible for both deaf and hard of hearing individuals. Experienced presenters who are fluent in Auslan are used to translate content from English into Auslan. The videos can then be placed on your website or on a DVD. This will enable your organisation to engage with the deaf community in an effective manner.

By providing information in Auslan, your organisation will be compliant with the United Nations Convention on the Rights of Persons with Disabilities and W3C’s Web Content Accessibility Guidelines, both of which outline the need to provide information in accessible formats, including sign language.

Fees
Prices are assessed on a case-by-case basis. We invite you to discuss your needs and requirements with us so that we can supply you with an accurate cost estimation.

Location
The Sign Language Video Productions studio is based in a central location in East Melbourne. Filming can take place in our in-house studio or on location. Our staff are able to travel to other locations with prior arrangement.

Contact details
Phone: (03) 9473 1170
Email: slvp@vicdeaf.com.au
Deaf Awareness Training provides staff with knowledge and strategies for improving their interaction with Deaf people. The sessions usually run from one to two hours with groups of 10 to 30 people.

Deaf Awareness Training aims to provide organisations, businesses, schools and the wider community with appropriate and relevant information about Deaf people and culture. The content of each session can be modified to best suit your audience’s requirements.

Topics covered in Deaf Awareness Training sessions can include the following:

- Deaf Culture and community
- Language and communication strategies
- How to work with someone who is Deaf
- Issues/barriers that Deaf people face
- Devices (e.g. TTY, Captions, SMS, MSN, ooVoo, Skype)
- National Relay Service
- Vicdeaf services and programs
- Other services available
- Basic Auslan / fingerspelling

Fees
Each training session is priced on a case-by-case basis. Please contact us to discuss your needs. Please note that if you employ Deaf or hard of hearing staff members you may be able to claim back the cost of this training through the Employment Assistance Fund (EAF). Please ask us about this during consultation.

Location
Trainers can travel to any location in metropolitan or regional Victoria.

Contact details
Phone: (03) 9473 1111
Email: info@vicdeaf.com.au
Web: www.vicdeaf.com.au
HEARING AWARENESS TRAINING

Our Rehabilitation Team at hear\textbf{service} can provide educational sessions, information booths, talks and in-services about hearing loss management for the staff at your organisation. The sessions will increase understanding about hearing loss and its implications, providing strategies to minimise the impact on the individual and those around them. Information will also be provided about noise induced hearing loss and prevention initiatives.

These education sessions are delivered by university qualified Audiologists or Speech Pathologists who specialise in communication, hearing loss and tinnitus management. Each session will be individually tailored to the requirements of your organisation.

Topics covered in Hearing Awareness Training sessions can include the following:

- Audiological overview: the ear and how people hear
- Types and causes of hearing loss
- Consequences of hearing loss
- Hearing loss simulation
- Hearing screenings
- Customer service & employee training
- Strategies for communicating with people who are hard of hearing
- Hearing aid management
- Assistive listening devices

\textbf{Fees}

Each training session is priced on a case-by-case basis. Please contact us to discuss your needs. Please note that if you employ Deaf or hard of hearing staff members you may be able to claim back the cost of this training through the Employment Assistance Fund (EAF). Please ask us about this during consultation.

\textbf{Location}

Trainers can travel to any location in metropolitan or regional Victoria.

\textbf{Contact details}

Phone: 1300 30 20 31
Email: info@hearservice.com.au
Web: www.hearservice.com.au
Prepare your staff with a basic knowledge of Auslan when meeting with deaf clients. Vicdeaf can provide Auslan training in your workplace. The course is tailored according to the communication requirements of your organisation. This course can be taught at your workplace or at a designated venue of your choice.

The course can be held anywhere in Victoria, either during or outside business hours. Up to 15 participants can be included; however this is negotiable depending on the venue. The standard length of the course is six weeks (two hour sessions per week) for a total of 12 hours. This can also be tailored to suit your needs.

**Fees**

Prices start at $2,400 (GST exclusive), which covers up to 15 people. Training outside metropolitan Melbourne may incur travel and accommodation expenses. Please note that if you employ Deaf or hard of hearing staff members you may be able to claim back the cost of this training through the Employment Assistance Fund (EAF). Please ask us about this during consultation.

**Location**

Trainers can travel to any location in metropolitan or regional Victoria.

**Contact details**

Phone: (03) 9473 1111  
Email: info@vicdeaf.com.au  
Web: www.vicdeaf.com.au
Employment services
SensWide Employment supports job seekers with a sensory loss (deaf, hard of hearing, blind or low vision), disability or injury into sustainable and worthwhile employment, and provides support for workplaces with deaf or hard of hearing staff. SensWide Employment operates out of six offices across metropolitan Melbourne in the CBD, Frankston, Epping, Greensborough, Preston and Sunshine.

SensWide’s team of consultants manage an exciting array of job seekers eager for employment in a range of industries. Job seekers are pre-screened ensuring only quality candidates are presented, job-ready and keen to work.

Your business will be supported with a range of free services tailored to meet your organisational needs. These can include; access to the SensWide Advice Line, regular visits to the workplace to support both the employer and the new worker, job re-design and problem solving.

SensWide Employment also offers support in regards to accessing the Employment Assistance Fund (EAF) to organise and make the most of your funding.

Fee
SensWide services are free for all employers with deaf or hard of hearing staff (Commonwealth eligibility applies), or who will be employing a deaf or hard of hearing person. Contact us for a more detailed discussion.

Contact details
Phone: (03) 8620 7155
Email: info@senswide.com.au
Web: www.senswide.com.au

Employment Assistance Fund (EAF)
EAF helps people with a disability or mental health condition by providing financial assistance to purchase a range of work related modifications and services. Assistance is available for people who are about to start a job or who are currently working, as well as those who require assistance to find and prepare for work.

More information about the Employment Assistance Fund including guidelines and how to apply can be found at jobaccess.gov.au. EAF is a government program and is subject to change.

Note: EAF can be used to fund Auslan interpreters and live remote captioning for individuals in the workplace.
Hearing Screenings and Full Assessments

hearservice offers an array of audiological and rehabilitation services backed by 40 years of experience.

Our hearservice team can provide on-site hearing screenings at your workplace on request as part of your employee health and wellbeing programs. A hearing screening is a basic hearing test to gauge the level of your hearing health. Based on the results of a hearing screening, staff may be referred to complete a full audiological hearing assessment, which explores all aspects of hearing.

Fee

Hearing screenings: Free
Full hearing assessment: $95.00 (GST inclusive)

Location

Hearing screenings can be conducted at your work site. For a full audiological assessment, it is recommended that you visit one of the hearservice clinics in East Melbourne, Box Hill, Oakleigh, Lilydale or Geelong.

Hearing Devices and Customised Ear Plugs

hearservice offers an array of hearing device solutions according to your needs. These include personal items, such as customised hearing aids and personal amplifiers; safety items using visual or physical cues, such as fire alarms and vibrating pagers; family items, such as baby monitors and alarm clocks; phones with built-in amplifiers; and workplace items such as customised ear plugs for hearing protection in noisy settings.

Please contact us to discuss what you aim achieve.

Fee

For a full price breakdown of the Assistive Listening Devices and ear plugs, please contact us.

Location

Each hearservice clinic around Melbourne is stocked with a devices showroom. To make an appointment with a Devices Specialist, please contact us.

Contact details

Phone: 1300 30 20 31
Email: info@hearservice.com.au
Web: www.hearservice.com.au