

# Service Agreement

Booking online: [interpreting.expression.com.au](http://interpreting.expression.com.au)

Email: [interpreting@expression.com.au](mailto:interpreting@expression.com.au)

Tel: 1800 937 446 (1800 WESIGN)

Direct: 03 9473 1117

SMS: 0438 723 342

Website: [www.expression.com.au](http://www.expression.com.au)

Level 6, 54 Wellington Street, Collingwood VIC 3066

## 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, maybe 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 21st of September 2023. All fees exclude GST



Service Type	Onsite Interpreting	Min. booking time	Hourly rate per interpreter
Interpreting	Business Hours	2 hours	\$120.00
	After Hours		\$154.00
	Sunday & Public Holiday		\$170.00
	Interpreting - Court		\$135.00
	Video Remote Interpreting	Min. booking time	Hourly rate per interpreter
Video Remote Interpreting (VRI)	Business Hours	1.5 hours	\$120.00
	After Hours		\$154.00
	Sunday & Public Holiday		\$170.00
	Interpreting - Court		\$135.00
	Notetaking and Captioning	Min. booking time	Hourly rate per interpreter
Notetaking	Business Hours	2 hours	\$65.00
	After Hours		\$75.00
	Sunday & Public Holiday		\$85.00
	Notetaking - Court		\$75.00
Remote Live - Captioning	Business hours	1 hour	\$250.00
	After hours		\$250.00
	Sunday & Public Holiday		\$375.00
Onsite Live - Captioning	Business hours	2 hours	\$295.00
	After hours		\$295.00
	Sunday & Public Holiday		\$442.50
	Emergency after hours bookings	Min. booking time	Hourly rate per interpreter
Emergency after hours bookings *	Business hours	2 hours	\$155.00
Onsite media Interpreting *	Business hours		\$135.00
Onsite conference Interpreting *	Business hours		\$135.00

\* If you are unsure of your booking requirements, please contact the office for a tailored estimate.

#### Booking conditions:

- All onsite services are charged for a minimum time of 2 hours.
- All VRI services are charged for a minimum time of 1.5 hours.
- All additional time will be charged in 15-minute increments.
- For bookings greater than 1 hour duration 2 interpreters are usually required.

# 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
<b>Emergency after hours</b>	Bookings received via our 24/7 after-hours service for an immediate allocation

## Cancellation Policy

If you wish to cancel a booking, please contact our booking office Monday to Friday 9am to 5pm through any of our contact options, notifying the reference, date, and time of the booking to be canceled. Bookings canceled with less than 2 business days notice are chargeable.

## 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 canceled 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 / Regional Assignments

Travel charges may apply for bookings further than 40km from the GPO in your state or territory, where a local interpreter is not available. Video Remote Interpreting (VRI) may also be offered as an alternative if there are no local interpreters available.

Travel time is invoiced at the appropriate interpreting hourly rate kilometres and are charged as per ATO guidelines. For assignments in remote areas or which require an overnight stay, please contact us for an estimate. If you have any questions about travel charges for your booking, please contact our booking office who will be happy to provide an estimate and discuss available options.

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

## Conference Bookings

Please contact us for an estimate and to discuss your needs. Please note interpreters work in teams for conference assignments and typically 3 (or more) interpreters are required.

# Frequently Asked Questions

## Interpreter Availability

Auslan interpreters are in extremely high demand and there are workforce shortages. In order to have the best opportunity to secure an interpreter, we recommend booking with at least 2 weeks notice where possible. If there are difficulties securing interpreter(s) for your booking our office will contact you to discuss alternatives, such as VRI or rescheduling to another date/time.

## NAATI Certification

Expression Interpreting employs NAATI Certified Interpreters, so you can be confident in the skills of our employees and quality of service we provide.

## 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
- Please provide the booking office with all preparation materials relevant to the assignment at least 24 hours prior to the start time of the booking. These include agenda, background documents, Powerpoints etc and can be emailed to [interpreting@expression.com.au](mailto:interpreting@expression.com.au) or uploaded via our booking system.

If you would like further information about working with an interpreter, please don't hesitate to contact our booking office.

## How many interpreters are required?

For OHS reasons there are limitations on interpreters ability to work by themselves for extended periods. Generally, 1 interpreter can work by themselves for up to 1 hour, and 2 interpreters are required for bookings greater than 1 hour duration. For conferences, interpreters typically work in teams of 3 or more. For questions or information about the number of interpreters required for your booking please contact our booking office. For information about Auslan-English interpreter OHS you can refer to the ASLIA OHS Policy.

## Filming or recording interpreters

If you wish to film or record an interpreting session please inform us at the time of booking. If you intend to publish/disseminate a recorded interpretation publicly this is especially important, as some interpreters may not be comfortable being filmed for this purpose, or may require preparation time in advance.

If you would like videos, seminars, or other resources translated into Auslan, we can refer you to our Video Production and Translation service who provide professional Auslan translation services.