



*Equity for deaf people*

# Deaf Society Interpreting

## Terms & Conditions

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## Introduction

This Terms and Conditions document outlines information regarding service delivery to all customers of The Deaf Society Interpreting service.

Deaf Society Interpreting is a department of the Deaf Society. We are committed to facilitating effective communication between deaf, hard of hearing and hearing customers.

We provide:

- Interpreting services between Auslan (Australian Sign Language) and English.
- Video Remote Auslan Interpreting
- Deafblind Interpreting
- Emergency After Hours Interpreting
- Deaf Interpreting (previously known as Relay Interpreting). Specialist sign language interpreting services between Auslan, English and another communication mode or language.
  - These services are provided by a Deaf Interpreter (DI), who are themselves a deaf individual usually fluent in Auslan, written English and may have additional familiarity with a foreign sign language or pidgin. DIs work in tandem with Auslan-English interpreters and can provide a communication bridge for deaf individuals who cannot access the standard Auslan produced by an Auslan interpreter.

## Privacy

By accepting our Terms and Conditions, you are giving us consent to collect relevant personal and sensitive information about you. This information will be recorded and used to provide services to you, including evaluating and planning our services. Without this information we may not be able to provide these services to you.

If you are booking on behalf of a deaf person, you must have their consent before sharing their personal and sensitive information with us.

To read more about how we treat your personal and sensitive information, including how you can access your information and ask us to correct it, visit:

<https://deafsocietynsw.org.au/about/page/policies>

## Filming or Live Streaming

If you wish to film or live stream your booking, please inform Deaf Society Interpreting at the time of booking so that the consent of the interpreter can be obtained. At each booking, an interpreter will match the needs of the Auslan users who are attending. If you reuse the footage at a later date, the interpretation may not be appropriate for a wider audience.

The interpretation serves to facilitate communication and does not constitute an authentic record of proceedings. Only the original speech or the revised written translation is authentic. The Deaf Society makes no warranty to the accuracy of the original document.

## How to book

Booking requests can be placed through the Deaf Society Interpreting online booking system. Go to <https://interpreting.deafsocietynsw.org.au/>

We can also accept bookings via the phone, SMS, Skype and email. We recommend you book online as you will be able to see all your previous and future bookings. Additionally, our online system is fast and easy to use.

If you are an organisation booking on behalf of a deaf person, click 'organisation booking':

- New users: click 'register' and enter your details to create a unique user name and password.
- Existing users: enter your user name and password, then select 'log in'. We can provide your username and password if you have forgotten it, or need to reset it.
  - Select 'New booking' from the menu options on the left.
  - You will be asked to agree to these terms and conditions.

If you are an individual with a National Disability Insurance Scheme (NDIS) package, click 'personal booking' and follow the 4 steps to create a booking.

Ensure you provide as much information as possible when placing a booking, as that will help us in our search for an appropriate interpreter, then click 'submit'.

Once the booking has been submitted you will receive an automated email or SMS confirming your booking has been received by the office. In addition, once an interpreter has been confirmed you will receive another automated email or SMS with the interpreter's name. If you have requested more than one interpreter you will receive a separate confirmation for each interpreter booked.

Our Customer Service Officers will process the request and attempt to locate an appropriate interpreter as quickly as possible. The Customer Service Officers will contact all local interpreters in the first instance. If no one is available, they will then discuss potential travel costs with you before sourcing interpreters from further afield. In rare cases where the service is not able to allocate an interpreter, we will let you know that we have been unable to fulfil your request. We will inform you within one business day of your requested start time.

When placing a booking request for an interpreter, as much notice as possible should be provided to allow us the time to secure an appropriate interpreter as there is an identified shortage of interpreters in Australia. We cannot guarantee that someone will be available, regardless of when a booking is placed with us, however, bookings placed with more notice give us a greater chance of securing the most appropriate person for your booking.

## Number of interpreters required

For bookings up to one hour in duration, one interpreter is usually adequate, dependant on the situation. For bookings over one hour in duration, a team of two or more interpreters are usually required due to work health and safety guidelines and quality assurance requirements. Fees are charged for each interpreter booked.

For conferences, three interpreters may be required dependent upon the duration and work load. For events with multiple streams, multiple interpreters may be needed to work in teams. This will be assessed on a case by case basis by Deaf Society Interpreting as booking requests are processed.

If an interpreter is working without a co-interpreter for over an hour, they will require at least a 10 minute break after every 50 minutes of continuous interpreting, or more, depending on the type of booking.

Interpreters working in a team will alternate every fifteen to thirty minutes and together determine the most effective way of working in each situation.

## Recruitment and selection of interpreters

We work hard to secure the most appropriately skilled interpreter for each booking and the following is taken into consideration when contacting interpreters:

- level of NAATI certification (interpreters with higher certification are considered more favourably)
- deaf and hearing customer preferences
- interpreter location
- interpreter qualifications, training and experience and

We are committed to the employment of certified and accredited interpreters.

### Interpreter certification and appropriate types of work

- NAATI **Certified Conference Level** interpreters are the highest level in the Auslan interpreting field. Conference Interpreters operate in diverse situations and this accreditation recognises the skills generally used in conferences, high-level negotiations and court proceedings.
- NAATI **Certified Level** interpreters are required for court/legal work, conferences, theatre interpreting, all large group meetings and for most public settings.
- NAATI **Certified Provisional Level** interpreters are suitable to be used for smaller groups/meetings and one-to-one appointments. In some situations which would normally require a practitioner of Professional standard, a Para-professional interpreter may be contracted, except in legal settings, as long as the consent of all parties is sought and received.
- NAATI **Certified Provisional Deaf Interpreters** are deaf people who have completed a Diploma of Interpreting and who have specialist language skills. They work with deaf customers who:
  - Have minimal skills in Auslan, due to educational or linguistic disadvantage, or
  - Have minimal skills in Auslan, due to intellectual disability, or
  - Have minimal skills in Auslan, having recently migrated to Australia, or
  - Are deafblind
- NAATI **Recognised Deaf Interpreters** are deaf people who have specialist language skills. They work with deaf customers in similar situations to Certified Provisional Deaf Interpreters and in tandem with an Auslan Interpreter.

Deaf interpreters work in teams with Auslan interpreters in order to facilitate communication. As with Auslan interpreters, Deaf interpreters cannot fulfil other roles (such as community worker or advocate) whilst in their interpreting role.

## NDIS Customers

If you are booking this under your NDIS plan, then these Terms and Conditions are a Service Agreement between you and the Deaf Society.

Our rates are based on a Consumables line item. If you don't have Consumables in your plan or they have run out, you can agree that other line items may be used, however, the price may vary in accordance with the NDIS price guide.

By accepting these terms and conditions, you agree to be liable to pay for services provided to you if your NDIS funding runs out.

## Rates

### **NDIS Customers (GST Free)**

Service Type	Rates
<b>Onsite Interpreting</b>	
Standard rate per interpreter (2 hr minimum booking)	\$240.00
Per 15 min increment thereafter at standard rate	\$30.00
<b>Video Remote Interpreting</b>	
Standard rate per interpreter (1 hr minimum booking)	\$120.00
Per 15 min increment thereafter at standard rate	\$30.00

### **All other customers (Includes GST)**

Service Type	Rates
<b>Onsite Interpreting</b>	
Standard rate per interpreter (2 hr minimum booking)	\$264.00
Per 15 min increment thereafter at standard rate	\$33.00
<b>Video Remote Interpreting</b>	
Standard rate per interpreter (1 hr minimum booking)	\$132.00
Per 15 min increment thereafter at standard rate	\$33.00

Where a booking finishes earlier than the booked time, fees will be charged as per the original booking time.

If a booking goes over time then fees are charged in increments of 15 minutes. For example, where an interpreter works 12 minutes overtime, then the charge will be for 2 hours and 15 minutes; if they work 20 minutes over then the charge will be 2 hours and 30 minutes.

Customers should be aware that in addition to standard rates, bookings outside Sydney metropolitan areas may attract travel charges.

## Cancellations and amendments to bookings

If you have a booking being paid for with a National Disability Insurance Scheme (NDIS) package, and that booking is cancelled within 24 hours (excluding weekends and public holidays) of the appointment time, 100% of the fee will be charged.

For all other bookings, if cancelled within 48 hours (excluding weekends and public holidays) of the appointment time, 100% of the fee will be charged.

If your booking is for 11am on a Tuesday, you will need to cancel before 11am on the preceding Friday to avoid the cancellation fee. The same system applies to other jobs on a weekday. However, if your booking is on a Saturday or Sunday, you have until 5pm on the preceding Wednesday to cancel your booking and avoid the cancellation fee. Use the following table to calculate your cancellation period:

Day of your booking	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Please cancel before booking start time on:	Thurs	Fri	Mon	Tues	Wed	Before COB on Wed	Before COB on Wed

If a customer does not attend a booking, or if Deaf Society Interpreting has not been informed of a cancellation, 100% of the fee will be charged. Interpreters will wait for 30 minutes for the customer/s to arrive. Should they fail to appear the interpreter may leave after having consulted with a representative of the booking organisation and having contacted Deaf Society Interpreting. In this instance we will charge for the time of the original booking.

Any change of booking address within 48 hours (excluding weekends and public holidays) of the booking start time which is in excess of 30 minutes by car from the original booking address then 100% of the fee will be charged. Travel time is calculated using Google Maps from the original assignment location to the new assignment location.

Any change of booking time within 48 hours (excluding weekends and public holidays) of the assignment will incur a 100% cancellation fee on the original booking time if the interpreters booked are not available at the new time.

A reduction in the length of booking time within 48 hours (excluding weekends and public holidays) of the booking start time will still be charged at the original booking time length.

If the booking includes a payment for travel and the booking gets cancelled within 48 hours (excluding weekends and public holidays) of the booking start time you will only be charged for the interpreting time. If, however, the interpreter has already commenced travelling to the booking and the time they have spent travelling is more than the interpreting time, you will be charged for the extra time they have travelled.

## Travel expenses

From time to time, travel fees may be incurred. If this is required, we will contact you to discuss and provide a quote. The quote will need to be accepted prior to confirming an interpreter. Travel charges are generally requested where an interpreter/s has to travel greater than 100km (round trip) outside of the Sydney Metropolitan area. Preference is given to interpreters who live in the region of a booking. Video remote interpreting may also be considered for your booking if appropriate.

Travel charges are as follows:

## Accommodation

Where accommodation is required, it is possible for us to make these arrangements on your behalf. These charges are non-refundable even if the booking gets cancelled. They will be added to your final invoice. Accommodation is to be booked in a standard reputable motel room or apartment in reasonable proximity to the interpreting location.

## Meals Allowance

A meal allowance reimbursement can be claimed if an interpreter is required to stay away from home overnight and meals are not included in the accommodation package or at the booking.

Meal	Rate
Breakfast	\$15
Lunch	\$20
Dinner	\$40

## Driving

If the interpreter allocated is driving to the booking:

- Travel time to and from the booking is charged at the hourly interpreting rate.
- Kilometres are charged at \$0.86c (includes GST) per km travelled.
- Kilometres and travel time are calculated using Google Maps from the interpreter location to the booking address. Travel time is calculated using the booked start and finish time of the assignment.
- Additional charges may apply for car parking fees incurred by the interpreter. This will be negotiated at the time of the booking.

## Flights

If the interpreter allocated is flying to the booking:

Charges consist of:

- A travel loading payment of \$50 (equivalent to \$25.00 each way to assist with travel to and from home to the airport).
- 1 hour airport wait time per flight (1 hour at the hourly rate at each airport).
- In air flight time charged at the hourly rate, as per the scheduled flight time.
- Travel time at the hourly rate from landing at the airport to the hotel/venue for the booking and then return to the airport.
- \$30 per hour wait time, if the flight is cancelled or delayed, capped at 5 hours.
- Uber is available for travel at the booking location, or otherwise negotiated transport.
- All our flights are booked through Flight Centre. Standard travel/baggage insurance and carbon offsets will be included. These charges are non-refundable even if the booking gets cancelled. These costs are added to the final invoice.

## Payments

The Deaf Society will forward all invoices regularly after each service has been provided. The payment terms for invoices are 14 days from the invoice date. We appreciate prompt settlement of your account. If this cannot be achieved, please feel free to make contact with our finance department on [account.enquiries@DeafSociety.com](mailto:account.enquiries@DeafSociety.com).

## Quality assurance

We maintain both a formal and informal feedback method that assists us in making service improvements. Customers will be contacted via phone on a random basis by our Customer Service team for feedback.

The information received from phone calls and surveys remains confidential. The feedback is designed to enable us to monitor and improve the quality of our service delivery.

## Code of ethics for sign language interpreters

All interpreters employed by Deaf Society Interpreting are expected to adhere to the ASLIA Code of Ethics and Guidelines for Professional Conduct. As part of the tenet of Integrity of Professional Relationships, we strongly encourage all interpreters to become members of ASLIA National and to keep up to date with any ASLIA events in their state. Further information about ASLIA can be obtained online at [www.aslia.com.au](http://www.aslia.com.au)

## Complaints and feedback

We welcome feedback about our services from all customers. To give feedback whether positive or constructive, you can contact our Customer Service Officers.

To make a complaint customers can:

- Address a complaint in writing or in Auslan (on DVD) to the Complaints Officer:

Complaints Officer

Email: [info@deafsociety.com](mailto:info@deafsociety.com)

Or mail to: The Deaf Society  
PO Box 1300  
Parramatta NSW 2124

- Use the complaints brochure available from the Deaf Society reception desk.
- Make an appointment with our staff to provide feedback over Skype, or email.

All complaints will be dealt with in accordance with the Deaf Society's Complaints and Feedback Policy. Customers can also seek advice through an external agency (e.g. NAATI, Disability Complaints Service, Anti-Discrimination Board, and Australian Human Rights Commission) at any stage.