Interpreting Services

TERMS AND CONDITIONS

Contents

Introduction 2
What We Provide 2
Contact Details 3
Privacy 3
Staff and Customer Safety 3
Number of interpreters required 3
Filming or Live Streaming 4
Schedule of Fees from 6 July 2026 4
Cancellation and Amendment Fees 6
Travel Charges 7
Preparation Time 8
Recruitment and selection of interpreters 8
Allocation Process 8
Subcontracting 9
Code of ethics for sign language interpreters 9
NDIS Customers 9
Payments 9
Quality assurance 9
Complaints and Feedback 10

Introduction

This Terms and Conditions document outlines information regarding service delivery to all customers of Deaf Connect Interpreting Service. By placing a booking with us, you are agreeing to the Terms and Conditions in this document.

What We Provide

We are committed to facilitating effective communication between deaf, deafblind, hard of hearing and hearing customers through the provision of Auslan (Australian Sign Language) Interpreters, Deaf Interpreters, where required, and captioning services.

Onsite Interpreting

The interpreter/s are present onsite at the booking with the people needing to meet.

Video Remote Interpreting

The interpreter/s join the booking using an online platform such as MS Teams, Webex, Zoom or Skype. Some or all the participants may also be online. The online platform can be one of your choosing. We recommend you set up and provide the meeting link for the interpreter well in advance. This ensures any technical issues can be avoided, or more quickly resolved. If required, we can also arrange an online meeting for you.

Deaf Interpreters

Specialist sign language interpreting services between Auslan, English and another signed language or communication mode. The Deaf Interpreter, who are themselves a deaf individual usually fluent in Auslan, written English and may have additional familiarity with a foreign sign language or pidgin. They work in tandem with Auslan Interpreters and can provide a communication bridge for deaf individuals who cannot access the standard Auslan produced by an Auslan interpreter. As with Auslan interpreters, Deaf interpreters cannot fulfil other roles (such as community worker or advocate) whilst in their interpreting role.

Deafblind Interpreting

People living with deafblindness require their interpreters to produce an adapted form of Auslan depending on their level of vision. The three main adapted forms are Visual Frame, Hand Over Hand and Tactile Fingerspelling.

Emergency After Hours Interpreting

We provide both onsite and video remote emergency after hours interpreting for police, fire, ambulance, and hospitals. Please see the contact details below for the appropriate number in your jurisdiction.

Captioning

We provide both onsite and remote captioning services.

Contact Details

Business Hours (8am – 7pm AEST)

Phone: 1300 773 803 | Email: interpreting@deafconnect.org.au | SMS: 0476 857 251

Emergency After Hours

QLD/NT: 0455 068 500

NSW/ACT/VIC/TAS: 0412 422 059

SA/WA: 0417 233 369

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 someone else, 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 our website **deafconnect.org.au/about-us/policies**

Staff and Customer Safety

Ensuring the safety of both our staff and our customers is important to us. Before a booking is allocated an interpreter, we may ask you additional questions about the people involved or the location of the booking or ask you to complete a more thorough risk assessment.

If an interpreter does not feel safe for any reason after arriving at the booking, they have the right to remove themselves from the location of the booking. You will still be charged for this booking.

If there are safety or health concerns, we are happy to instead provide an online interpreter for your appointment.

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 workload. 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 our team as booking requests are processed.

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

The decision on the number of interpreters required will be at the discretion of the Interpreting Services Management Team.

Filming or Live Streaming

If you wish to film or live stream your booking, please inform the Customer Booking Team 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. Deaf Connect makes no warranty to the accuracy of the original document.

Schedule of Fees from 6 July 2026

Please note:

- All rates listed are per interpreter and exclusive of GST
- Minimum charge for an Onsite Interpreter covers up to two hours duration.
- Minimum charge for a Video Remote Interpreter covers up to one hour duration (there are some exceptions to this, please consult the tables below)
- Any additional time is charged in 15-minute increments as per the rates below
- If a booking finishes early, you will still be charged for the full time booked
- Cancellation and Amendment Fees do apply – please see below for full details
- Travel charges may apply – please see below for full details
- Preparation time may apply – please see below for full details
- Prices listed are subject to change without notice

Standard Rates (including NDIS customers)

Service Type	Hours of Service	Minimum Charge for 1 interpreter (up to 2 hours)	Hourly rate thereafter
Onsite Interpreting	Business Hours Monday – Friday, 8am – 6pm	$282.50	$141.25
	Weeknights Monday – Friday, 6pm – 8am	$362.00	$181.00
	After Hours Weekends & Public Holidays	$362.00	$181.00

Service Type	Hours of Service	Min Charge for 1 interpreter (up to 1 hour)	Hourly rate thereafter
Video Remote Interpreting	Business Hours Monday – Friday, 8am – 6pm	$184.25	$133.00
	Weeknights Monday – Friday, 6pm – 8am	$203.25	$143.50
	After Hours Weekends & Public Holidays	$252.00	$177.25

Conference/ Press Conference/ Media Rate

Service Type	Hours of Service	Minimum Charge for one interpreter up to 2 hours	Hourly rate thereafter
Onsite Interpreting and Video Remote Interpreting	Business Hours Monday – Friday, 8am – 6pm	$324.00	$162.00
	Weeknights Monday – Friday, 6pm – 8am	$373.25	$186.75
	After Hours Weekends & Public Holidays	$373.25	$186.75

After Hours Emergency

Service Type	Hours of Service	Minimum Charge for one interpreter up to 2 hours	Hourly rate thereafter
Onsite Interpreting and Video Remote Interpreting	Weeknights Monday – Friday, 6pm – 8am	$387.50	$193.75
	After Hours Weekends & Public Holidays	$387.50	$193.75

Captioning

Please note:

- All rates are per hour and per captioner.
- Minimum booking time for an Onsite Captioner is two hours.
- Minimum booking time for a Remote Captioner is one hour.

Service Type	Hours of Service	Minimum Charge for 1 captioner (up to 2 hours)	Hourly rate thereafter
Onsite Captioning	Business Hours Monday – Friday, 8am – 6pm	$568.00	$284.00
	Weeknights Monday – Friday, 6pm – 8am	$820.00	$410.00
	After Hours Weekends & Public Holidays	$820.00	$410.00

Service Type	Hours of Service	Minimum Charge for 1 captioner (up to 1 hour)	Hourly rate thereafter
Remote Captioning	Business Hours Monday – Friday, 8am – 6pm	$252.00	$252.00
	Weeknights Monday – Friday, 6pm – 8am	$367.00	$367.00
	After Hours Weekends & Public Holidays	$367.00	$367.00

Cancellation and Amendment Fees

Cancellation of Bookings - General

If a booking is cancelled with less than 24 hours' notice (excluding weekends and public holidays), or upon arrival by the interpreter at the booking, you will still be charged the full fee for the service.

Bookings cancelled with greater than 24 hours' notice (excluding weekends and public holidays), will not be charged.

For bookings that include travel time, the travel payment will only apply if the booking is cancelled on the same day and travel has already commenced. You will be charged only for the time already travelled (and home again) not the full travel amount originally agreed on.

For bookings that include non-refundable flights, accommodation or car hire, these costs will still be charged.

Cancellation of Bookings – Multiple Days

If the booking is for two or more days in a row, for example but not limited to, a conference or court case, and the booking gets cancelled with less than 48 hours' notice (excluding weekends and public holidays), charges will still apply. Full fee will be charged for Day 1 and 50% of the fee will be charged for any subsequent days.

Failure of Client to Attend a Booking

If the booking cannot go ahead due to an attendee not showing up, you will still be charged the full fee for this service.

If an attendee is running late, you can request the interpreter remain at the booking until they arrive, however, they may not be available to stay past the original booked finish time.

Extension of Bookings

If additional time is requested at a booking that takes it over the minimum booking time, and the interpreter/s are available to stay longer than the booked time, this will incur additional charges. Time is charged in 15-minute increments.

Change of booking address

If the address of an onsite booking changes within 24 hours of the booking start time, and the new address is more than 30 mins away from the original booking, you will still be charged if the interpreter booked is not available to attend the new location. The change of location may also incur travel charges depending on the interpreter's location.

Change of booking duration

If the length of booking changes within 24 hours of the booking start time and the new length is less that the original booking time, you will still be charged for the original time booked.

Travel Charges

From time to time, travel fees may be incurred depending on the number of and availability of interpreters in the booking location. 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.

Parking Costs

If free parking is not available for the interpreter/s at the booking location, then parking costs will be on charged to the customer, up to the amount of $50. The exact amount will be based on receipts received from the interpreter. If the cost of parking is likely to exceed $50, this will be discussed with the customer before the booking.

Travel Charges

Travel charges will apply if the interpreter allocated to your booking has to travel more than 40kms from their home to the booking location. We will always do our best to avoid this, however, sometimes a more locally based interpreter is not available, does not hold the appropriate credential to complete the booking or there are none in that area.

The travel charge is calculated using Google Maps based on the time of day that the booking is occurring. The charge includes both time taken and KMs travelled. Travel time is charged at $75 per hour + GST and KMs are charged as per ATO guidelines.

If an interpreter needs to fly to arrive at the booking travel charges will include travel time, including wait time at the airport, flights, accommodation, transfers from home to the airport and the airport to the booking/hotel, meal allowances and an administration fee.

If travel charges are required, we will contact you to discuss and provide a quote. The quote will need to be accepted prior to confirming an interpreter.

Preparation Time

Some bookings may incur a preparation time charge. These include but are not limited to, bookings that are heavy in content and subject specific jargon (such as conferences), will be filmed or broadcast (such as live press conferences and webinars or pre-recorded video interpretations), or are on stage (such as a play or musical). Preparation time is charged at $75 + GST per hour and the amount required is determined on a case-by-case basis and is up to the discretion of the Interpreting Services Management Team.

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

Certain bookings, such as but not limited to, court/legal work, conferences, theatre interpreting, large group meetings with multiple Deaf attendees and most public settings, will require a Certified Level interpreter or higher to be allocated to the booking. If one is not available onsite, VRI or travel options will need to be considered.

Allocation Process

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. This is because 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.

Our Customer Booking Officers will process booking requests as received and attempt to locate an appropriate interpreter as quickly as possible.

The Customer Booking Officers will contact all appropriate 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.

Alternatively, they will discuss with you whether it would be appropriate to use a Video Remote Interpreter through an online platform such as Zoom.

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.

Subcontracting

In order to fulfill your booking, it may be necessary for Deaf Connect to subcontract or assign it to another provider. We will let you know if this happens and who the provider is. If you do not wish us to subcontract, please let us know.

Code of ethics for sign language interpreters

All interpreters employed by Deaf Connect are expected to adhere to the ASLITA 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 ASLITA National and to keep up to date with any ASLITA events in their state. Further information about ASLITA can be obtained online at www.aslia.com.au.

NDIS Customers

If you are booking this under your NDIS plan, then you will also be asked to sign a Service Agreement. You will need to sign a new Service Agreement at the start of each NDIS plan you receive.

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.

Payments

Deaf Connect 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 at interpreting.finance@deafconnect.org.au.

Quality assurance

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

Complaints and Feedback

We welcome feedback about our services from all customers. To give feedback whether complementary or developmental, you can contact one of our Customer Service Officers.

Our Feedback and Complaints procedure is outlined on our website here: deafconnect.org.au/feedback.

All complaints will be dealt with in accordance with Deaf Connect's Complaints and Feedback Policy which can be found here deafconnect.org.au/about-us/policies.

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.