
Sign Language Communications WA Terms and Conditions

AUDIT: 12 MONTHLY

DISTRIBUTION : SEE DOCUMENT REGISTER HELD BY QUALITY MANAGER

REFERENCES : A. WEST AUSTRALIAN DISABILITY SERVICE STANDARDS

B. AS/NZS ISO 9002:1994

C. ASLIA Code of Ethics

D. CORPORATE POLICY: CP1.1 Service Access

CP1.2 Individual Needs

CP1.3 Decision Making & Choice

CP1.4 Privacy, Dignity & Confidentiality

CP1.5 Participation & Integration

CP1.6 Valued Status

CP1.7 Complaints & Disputes

CP1.8 Service Management

CP1.9 Freedom from Abuse & Neglect

ISSUE STATUS

01	Policy Document Finalised	Aug 2009
02	Revised fees	Jan 2010
03	Revised Document Finalised	Mar 2015
04	Revised Document Finalised	Dec 2015

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Standard Bookings

A standard booking is a request for an Interpreter that will take place on an ordinary business day between the hours of 8:00am and 6:00pm. All standard bookings that are entered directly into SLC WA's online interpreter booking system are charged at a minimum of 2 hours at \$75.00 per hour, plus an additional \$30.00 administration fee.

All standard bookings that are emailed or faxed to SLC WA, and require the staff to enter the request into the booking system on their behalf, will be charged an additional \$10.00 administration fee.

All bookings received by SLC WA will be assessed by the Booking Officer to decide on how many interpreters will be required to fulfil the needs of the assignment while meeting occupational safety and health guidelines outlined by the Australian Sign Language Interpreters Association (ASLIA).

If a booking extends beyond 2 hours, additional fees are charged in 30 minute increments and the rate thereafter is \$37.50 per half hour.

Booking confirmations will be emailed to the address specified in the booking request. Please check that these details are correct and notify the office immediately if alterations are required.

Preparation

It is important that organisations booking interpreters understand that accurate interpretation requires preparation. Preparation materials such as Power Point presentation slides, agendas, speeches, scripts, running sheets etc. provide interpreters the opportunity to prepare cognitively and linguistically for the assignment as Auslan does not replicate English word for word.

For standard bookings where the content is deemed by the Booking Office to be of high density, a preparation fee of \$50.00 may apply. Additional preparation time and fees may be required for certain assignments. This will be discussed with the booking organisation before the assignment takes place.

Preparation materials are required to be submitted to the Booking Office no later than 5 days before the scheduled assignment.

If an interpreter does not feel that they are adequately prepared for an assignment they are entitled to withdraw their services at short notice.

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SLC WA prides itself on its commitment to ethical standards and confidentiality. If organisations are concerned about copyright and confidentiality of intellectual property, they can request that all preparation materials are left with them at the end of the assignment.

At the assignment

Interpreters are expected to comply with a 'waiting time' rule at assignments. The interpreter should remain on site for a minimum of 20 minutes and then depart if the participants have not arrived for the assignment, or if the assignment does not go ahead. In this instance, the booking organisation will still be charged the full fee for interpreter provision.

Penalty rates

A penalty rate of \$6.00 per hour applies to any booking made for any work that is undertaken between the hours of 6.00pm – 8.00am Monday to Friday and all day Saturday.

Sundays and public holidays incur the penalty rate and are then charged at double the hourly rate.

Cancellation policy

A cancellation of a booking must be received from the booking client/organisation in writing (email or fax) before a booking can be cancelled.

If an assignment is cancelled with less than 1 full business days' notice, the cancellation fee is 100% of the total booking fee.

If an assignment is cancelled with less than 2 full business days' notice, the cancellation fee is 50% of the total booking fee.

If an assignment is cancelled with more than 2 full business days' notice, a cancellation fee of \$20.00 will apply.

For all quoted bookings, please refer to your individual quote for cancellation fees.

Travel and Accommodation

Mileage fees apply for assignments when the venue is located over 40km from SLC WA's office in East Perth (as per the Australian Taxation Office's remuneration rate). For regional locations, the mileage is calculated from the interpreter's home address.

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Travel fees apply for assignments where the travel time is greater than two hours. Travel will be charged at \$37.50 for every 30 minutes of additional travel. Penalty rates don't apply to travel time.

If free car parking facilities are not available at the venue for assignments the cost of car parking for the interpreter will be passed on to the booking client/organisation.

For all bookings requiring the interpreter to be flown to the assignment the cost of the air fares, taxi's or transfers and time in transit will be covered by the organisation requesting the booking.

For all bookings requiring the interpreter to stay overnight the cost of accommodation and meals will be covered by the organisation requesting the booking.

Quoted assignments

On occasions assignments such as conferences, translation projects, theatrical performances or where travel, overnight stays or complex preparation is involved, bookings will be individually quoted.

In these cases please refer to the quote for charges and cancellation policy.

After-hours Emergency Service

SLC WA provides an After-hours Emergency Service that can respond to emergencies outside of standard business hours. An emergency interpreting assignment is defined as any immediate request from a Deaf person or the emergency services i.e. fire, police, ambulance, hospital. The After-hours Emergency Service contact number is **0410 017 540**.

All emergency bookings are charged at a minimum of 3 hours at double the hourly rate.

If a booking extends beyond 3 hours, fees are charged in 30 minute increments thereafter at double the standard half-hourly rate.

Quality Assurance

All Auslan interpreters registered with SLC WA are accredited by the National Accreditation Authority of Translators and Interpreters (NAATI) at Paraprofessional, Professional or Conference Level. All Deaf Interpreters registered with SLC WA are recognised by NAATI or are working towards achieving recognition.

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Interpreters are required to maintain high professional standards and abide by ethical principles as prescribed by the Australian Sign Language Interpreters Association (ASLIA). They must also participate in ongoing professional development in order to maintain their knowledge and skills.

SLC WA Interpreters are required to have current National Police Certificates and Working with Children clearances.

The WA Deaf Society's Quality Management System is accredited under AS-NZS ISO 9001 – 2008.

If you would like to forward a compliment or provide feedback this can be done in writing to the Bookings Office.

If you wish to make a complaint about a service you have received from SLC WA please see our website www.wadeaf.org.au for more information.

Invoicing

Invoices are sent out on a weekly basis for all assignments completed. Invoices are sent to booking organisations/clients via email. Payment for service is required within 10 days of receipt of invoice.

Please note: all fees quoted in this document exclude GST.