

# Language Services

## Terms & Conditions

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## Introduction

This Terms and Conditions document outlines information regarding service delivery to all customers of Deaf Services Limited under the language services brands of The Deaf Society Interpreting service and Auslan Connections Qld.

Deaf Services Limited and The Deaf Society merged on 1 October 2020. Activities to align each service area are still ongoing which is why we currently have two language services brands. This also means we currently have two sets of charge rates.

If your booking is located in Qld or NT (or you are booking an online interpreter, but your physical address is located in either of these states) your booking will be charged under Auslan Connections Qld rates. They can be found here:

<http://auslanconnections.com.au/fees-agreements-qld/>

If your booking is located in NSW, ACT or SA (or you are booking an online interpreter, but your physical address is in one of these states) your booking will be charged under The Deaf Society Interpreting Service rates. They can be found here:

[https://deafsociety.org.au/interpreting/page/fees\\_and\\_agreements](https://deafsociety.org.au/interpreting/page/fees_and_agreements)

We appreciate your patience as we continue to progress the merger of our two organisations.

## What We Provide

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
- Captioning
- 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 our websites:

<https://deafsocietynsw.org.au/about/page/policies> or  
<https://www.deafservices.org.au/Privacy-policy>

## 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.

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 an interpreter arrives at a booking and government guidelines relating to COVID-19 are not being followed, the interpreter will not be allowed to stay at 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.

## Filming or Live Streaming

If you wish to film or live stream your booking, please inform Deaf Services Limited 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 Services Limited makes no warranty to the accuracy of the original document.

## Subcontracting

In order to fulfill your booking, it may be necessary for Deaf Services Limited 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.

## 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 Services Limited 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

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

### Interpreter certification and appropriate types of work

- a) 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.
- b) NAATI **Certified Level** interpreters are required for court/legal work, conferences, theatre interpreting, all large group meetings and for most public settings.
- c) 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.
- d) 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:
  - a. Have minimal skills in Auslan, due to educational or linguistic disadvantage, or
  - b. Have minimal skills in Auslan, due to intellectual disability, or
  - c. Have minimal skills in Auslan, having recently migrated to Australia, or
  - d. Are deafblind

- e) 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.

## 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 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.

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

## NDIS Customers

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

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 Services Limited 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 [accounts@deafservices.org.au](mailto:accounts@deafservices.org.au).

## 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 Services Limited 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:

- Email the Language Service Managers:
  - For Qld and NT - Pauline Tanzer: [Pauline.tanzer@deafservices.org.au](mailto:Pauline.tanzer@deafservices.org.au)
  - For NSW, ACT and SA – Rebecca O'Brien: [robrien@deafsociety.com](mailto:robrien@deafsociety.com)
- Address a complaint in writing or in Auslan (on DVD) to the Complaints Officer:

Complaints Officer

Email: [feedback@deafservices.org.au](mailto:feedback@deafservices.org.au)

Or mail to: Deaf Services Limited  
P.O. Box 465  
Moorooka QLD 4105

- Use the complaints brochure available from the Deaf Society reception desk.
- Download the Deaf Services Feedback form and send it in to us:  
[https://www.deafservices.org.au/getattachment/Contact/Complaints-and-feedback-\(1\)/ACCC/Feedback-Form.pdf.aspx](https://www.deafservices.org.au/getattachment/Contact/Complaints-and-feedback-(1)/ACCC/Feedback-Form.pdf.aspx)
- Make an appointment with our staff to provide feedback over Skype, or email.

All complaints will be dealt with in accordance with Deaf Services Limited'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.