

Business Rules for Auslan Connections

Bookings

- Face to face bookings are charged for a minimum of two (2) hours.
- Video Remote Interpreting (VRI) is charged for a minimum of one hour.
- Depending on the complexity of the booking two interpreters may be required regardless of the duration of the booking.
- If the booking is more than two (2) hours, two interpreters will be required.

Travel

- Travel fees apply for bookings over 40kms from CBD or regional town, only when a local interpreter is unavailable.
- In each instance of a booking that requires travel a written confirmation is required from the participant (email or SMS).
- If travel requiring a car, flights and/or accommodation is required, travel will be charged the exact amount (i.e. divide cost by normal hourly interpreting rate)

Cancellations

- 100% fees will be charged for any booking cancelled less than twenty four hours prior to the start of the booking

Service agreements and bookings

- Interpreter bookings does not require a service agreement if the total number of hours needed is less than 20 hours and the NDIS participant is not registered with Deaf Services Queensland for other services.
- Confirmation in writing or SMS is required from the participant acknowledging Auslan Connections business rules.

Pricing

	Standard interpreting rate Monday – Friday	Saturday & Sunday	Public Holidays
Face to Face	\$127.19 per hour, minimum of two hour	\$158.99 per hour, minimum of two hour 25% loading of standard interpreting rate	\$158.99 per hour, minimum of two hour 25% loading of standard interpreting rate
VRI	\$111.93 per hour, minimum of one hour	\$139.91 per hour, minimum of one hour 25% loading of standard interpreting rate	\$139.91 per hour, minimum of one hour 25% loading of standard interpreting rate
Travel	\$63.60 per hour (40kms outside of CBD) Equivalent to 0.5hrs of standard interpreting rate per hour	\$63.60 per hour (40kms outside of CBD) Equivalent to 0.5hrs of standard interpreting rate per hour	\$63.60 per hour (40kms outside of CBD) Equivalent to 0.5hrs of standard interpreting rate per hour