



LANGUAGE & INTERPRETING SERVICES

BUSINESS RULES

Implementing the NDIS

Services

Language Services and Interpreting Services provide online and face to face interpreting across Australia.

Supports Catalogue

Reg Group No.	Reg Group Name	Support Cat. No.	Support Cat. Name	Support Item Number	Support Item Name	Unit	Quote	Price Limit: NT - SA TAS-WA (MMM 1-5)	Price Limit: ACT - NSW QLD - VIC (MMM 1-5)	Price Limit: National Non-Remote (MMM 1-5)	Price Limit: National Remote (MMM 6)	Price Limit: National Very Remote (MMM 7)	Non-Face-to-Face Support Provision	Provider Travel	Short Notice Cancel	NDIA Request Reports
121	Interpreting And Translation	3	Consumables	03_090_0121_1_1	Interpreting And Translating	H	N						N	N	N	N
121	Interpreting And Translation	3	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	H	N						N	N	N	N

Price Guide

There are no specific mentions in the price guide regarding interpreting and translation. Advice from the Chief Economist has stated that: "As the Support catalogue indicates, the support items 03_089_0121_1_1 (Auslan Or Signed English Training) and 03_090_0121_1_1 (Interpreting and Translating) are not price regulated. That is, the NDIA does not place any conditions on the prices or conditions that providers can charge or apply for the delivery of these supports - other than those, if any, imposed by the NDIS Quality and Safeguards Commission. I apologise for the confusion caused by the Support Catalogue – in retrospect, the “N” in the relevant flag columns for travel etc would be better represented in these cases as “NA” for “Not Applicable”. Advice was given that the next support catalogue will remove the N’s and we are taking it as a rule now for these Business Rules. This means more flexibility.

Claiming

The portal at times has had limits places on how much can be claimed via the portal. It would appear this was recently lifted. If a price cannot be claimed at the higher rate – divide the total by hourly rate and resubmit



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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 maybe required regardless of the duration of the booking.
- Generally, a booking over 1 hour will require two interpreters

Travel

- Cost of flights and accommodation if requested/agreed by a participant
- The participant must agree to these charges via a quote.
- Out of pocket expenses (e.g. parking) are charged on receipts

NSW

- For travel that requires an interpreter to drive outside Sydney Metro, more than 100km per return trip the following charges apply to the booking
 - Time for travel \$99.00 per hour
 - Milage for the entire trip at a rate of 80c per KM for NSW

QLD

- For travel of more than 40km one way
 - Time for travel \$65.48 per hour

Cancellations (as per service agreement)

- Only applied if worker has to be paid and you cannot find them other work
- Travel is only claimed for short notice where travel charges have been paid and can't be credited
- Short notice cancellations can recover 100% of charge. Short notice cancellations occur when participant
 - Does not show
 - Gives less than 2 clear business days' notice AND support is less than 8 hours duration AND less than \$1000; or
 - Gives less than 5 business days' notice (for supports over 8 hours and over \$1000)



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Service agreements and bookings

- Service agreements are required for plan managed, self-managed and agency
- Interpreter bookings do 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 Our DS for other services.
- Confirmation in writing or SMS is required from the participant acknowledging the pricing

Principles

- We don't book a persons' entire plan amount unless they specify that
- One off service (even if agency managed) don't require a service agreement – a simple email or sms confirming key details (use email signature with these details)
 - Thanks for confirming your interpreter booking as follows:
 - Date:
 - Time:
 - Total charge: \$
 - Travel charge: \$
 - If you cancel 24 hours before you will be charged these fees.
- Generally, a service agreement is required for participants using at least 20 hours of interpreting in a plan period



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Pricing

	Standard interpreting rate Monday – Friday	Saturday & Sunday	Public Holidays
QLD			
Face to Face	\$130.94 per hour, minimum of two hour	\$163.68 per hour, minimum of two hour 25% loading of standard interpreting rate	\$163.68 per hour, minimum of two hour 25% loading of standard interpreting
VRI	\$115.23 per hour, minimum of one hour	\$144.04 per hour, minimum of one hour 25% loading of standard interpreting rate	\$144.04 per hour, minimum of one hour 25% loading of standard interpreting rate
NSW			
Face to Face	\$123.54 per hour, minimum of two hour	\$135.89 per hour, minimum of two hour	\$135.89 per hour, minimum of two hour
VRI	\$123.94 per hour, minimum of one hour	\$135.89 per hour, minimum of one hour	\$135.89 per hour, minimum of one hour