



Terms and Conditions & Privacy Policy

Auslan Connections

A division of Deaf Services Queensland
915 Ipswich Rd, Moorooka 4105
PO Box 465 Moorooka 4105

Statewide Interpreter Booking Number **1300 010 877**

TTY: **(07) 3892 8501/ Fax: (07) 3392 7903**

E-Mail: bookings@auslanconnections.com.au

www.auslanconnections.com.au

Auslan Interpreting

Monday to Friday (8.00am - 6.00pm)

Face to Face - \$115.50/hour – Minimum 2 hours *(then charged in 15 min increments of \$28.88 thereafter)*

Video Remote Interpreting (VRI) - \$143/hour – Minimum 1 hour *(then charged in 15 min increments of \$35.75 thereafter)*

After Hours & Weekends

Face to Face - \$165.50/hour – Minimum 2 hours *(then charged in 15 min increments of \$41.38 thereafter)*

***Video Remote Interpreting (VRI)** - \$187.00/hour – Minimum 1 hour *(then charged in 15 min increments of \$46.75 thereafter)*

***After Hours & Weekend VRI appointments must be scheduled in advance**

Travel - \$50/hour travel fee to be charged outside of the metropolitan area

Parking – parking receipts received from interpreters will be on-charged to organisations making the booking

Cancellation Policy

Bookings cancelled with **less than 24 hours'** notice (1 Business Day) will be charged at 100% of the scheduled fee

Working Conditions

2x interpreters will be required for appointments involving heavy content, Public Forums & over 2 hours duration

An interpreter working alone for 1-2 hours will require a 10 minute break for OH

Prices listed are subject to change without notice

Prices are inclusive of GST

Live Captioning

Monday to Saturday

Onsite Live Captioning - \$258.50/hour – minimum 2 hours *(then charged in 15 min increments of \$64.63 thereafter)*

Remote Live Captioning - \$236.50/hour – minimum 1 hour *(then charged in 15 min increments of \$59.13 thereafter)*

Sundays & Public Holidays

Onsite Live Captioning - Please contact us for a quote

Remote Live Captioning – Please contact us for a quote

Travel to be negotiated at time of request depending on location required

Interstate travel is also available- please contact us for a quote

Cancellation Policy

Bookings cancelled with **less than 24 hours'** notice (1 Business Day) will be charged at 100% of the scheduled fee

Working Conditions Policy

Stenographers will require a 10-15 min break every 2 hours, and a half hour break after 5 hours

Prices listed are subject to change without notice

Prices are inclusive of GST

How do we manage your information?

Personal information collected by Deaf Services Queensland will be used to process payments, identify clients, communicate information, collect statistics and provide services for clients.

If you would like to access any Supports or Services on an anonymous basis or using a pseudonym, please tell us. If there is possible and lawful, we will take all reasonable steps to comply with your request. However, we may not be able to provide the Supports or Services in question if we are not provided with the personal information requested.

If you would like to access our full Privacy Policy or ask any questions about how we manage your personal information, please visit www.deafservicesqld.org.au or call us by phone (07) 3892 8500 or TTY (07) 38920 8501.

Please see our Privacy Policy for information on how to contact us regarding your personal information, how to update your records with us and how to make a complaint about the breach of the Australian Privacy Principles.