



Deaf Aboriginal Services

Deaf Aboriginal Services – Interpreting Service (DAS-IS)

Service Agreement

This is a Service Agreement between Deaf Aboriginal Services Interpreting Service (DAS-IS) and yourself.

DAS-IS will provide you with an Auslan interpreting service provided we are able to fulfil your booking request, which you have previously submitted.

This Service Agreement contains a Fee Schedule and Terms & Conditions, and is activated once the booking has been confirmed by ourselves, and applies to all types of Bookings, including NDIS-funded bookings. For bookings that are NDIS-funded please refer to the last page of this agreement and note it needs to be signed by both ourselves and yourselves.

Fee Schedule

Fees for Face-to-Face interpreting	Min charge one interpreter up to 2 hours	Hourly rate thereafter
Monday to Friday 8am to 6pm (daytime)	\$240 per hour	\$120.00
Monday to Friday 6pm to 8am (after hours)	\$260 per hour	\$130.00
Saturdays, Sundays, public holidays	\$260 per hour	\$130.00

Fees for VRI (Video Relay Interpreting)	Min charge 1 hour	Hourly rate thereafter
Monday to Friday 8am to 6pm (daytime)	\$120 per hour	\$120.00
Monday to Friday 6pm to 8am (after hours)	\$130 per hour	\$130.00
Saturdays, Sundays, public holidays	\$130 per hour	\$130.00

* Fees will be reviewed each financial year.



Terms and Conditions

Cancellation Policy

If you wish to cancel a booking, please contact our office notifying the date and time of the booking. Cancellations can be made any time to our SMS number or email address but will be actioned during business hours.

Cancellations fees

- The full fee applies for any cancellation received with less than 24 hours' notice.
- Requests to reduce the duration of an assignment will incur the full fee if the request is made within the cancellation period.
- Cancellations on arrival / bookings where clients fail to attend are chargeable.
- Travel time is included in the cancellation policy if it applies to your booking.
- Weekends and Public Holidays are not deemed business days.

Booking duration

- For face-to-face interpreting there is a 2-hour minimum charge.
- For VRI (Video Remote Interpreting) the minimum charge is 1 hour.
- For every extra hour or part-hour over the minimum booking duration, the relevant hourly rate will apply, in 15-minute increments.

Work Health and Safety

DAS-IS will consider whether one or two interpreters are required for bookings over 1 hour in duration due to interpreter health and safety requirements. We will discuss this with you at the time of the booking.

Travel Policy

If the assignment is more than 40 km from the GPO or from the interpreter's workplace if not in the main city, then travel charges may apply.



Responsibilities

DAS-IS responsibilities:

- Ensure that interpreting service complies with all relevant laws, including the National Disability Insurance Scheme Act 2013
- Provide supports that meet the client's needs, which includes as much as possible providing preferred interpreters
- Communicate openly and honestly
- Treat the client with respect
- Listen to the client's feedback and do what is possible to improve the service
- Maintain confidentiality

Client's responsibilities:

- If you cannot attend an appointment or the appointment is cancelled, please notify DAS-IS ASAP
- If you will be late, please let us know
- If you cancel less than 24 hours before the appointment, there is a 100% charge
- Contact DAS-IS if you have any comments or feedback
- Pay our invoices within 5 days

For NDIS Participants:

- Advise DAS-IS if you stop being a participant of the NDIS or your plan changes
- Advise DAS-IS if your plan management arrangements change
- For more information about NDIS Service Agreements, you can download an Easy English version as a PDF here:

<https://www.ndis.gov.au/media/2744/download?attachment>



To be completed by NDIS Participants only

Your name		
Your email address		
SMS number		
Your NDIS number		
Your NDIS Plan dates	Start:	Finish:
How is your Plan managed? Please note if your Core funds are NDIS-managed we cannot support you. But we can advise you how to change your Plan so we can support you.	NDIS-managed Plan-Managed Self-Managed	
If you are Plan-Managed, who is your Plan Manager?		
and their contact details		

When you have a new NDIS Plan, we will arrange a new Service Agreement.

Signatures

I agree to the Terms and Conditions of this Service Agreement.

This service agreement will commence on

ending on

Your signature

DAS-IS representative

Name:

Name:

Date:

Date: