



Sign Language Communications

SLC VIC

Level 4/340 Albert Street
East Melbourne 3002

Tel: 1300 123 SLC (752) **TTY:** 9473 1199

Fax: 9473 1144 **Mob:** 0401 775 383

Website: slcommunications.com.au

A division of the Victorian Deaf Society

SLC VIC Service Agreement

Sign Language Communications Victoria (SLC VIC) enables Deaf, hard of hearing and hearing people to communicate by:

- Providing interpreting services between Australian Sign Language (Auslan) and English.
- Providing notetakers, who take notes at events in which deaf people are participating and where information will be shared. Often notetakers are booked for meetings, student lectures or tutorials.
- Providing Deaf relay interpreters (DRIs), who repeat, or relay an Auslan message from one Auslan user to another. They are highly skilled in the transfer of meaning from one language to another. They transfer meaning between standard Auslan and a highly visual form of communication that can be understood by sign language users who are not using standard Auslan. This differs from Auslan interpreters who transfer meaning between people using English and those using Auslan.

Making a booking is simple

1. Click 'register' and enter your details. Give yourself a User Name and Password, then proceed to "New Booking".
2. When you click "New Booking" you'll be asked to read our Terms and Conditions. Please do so, then tick the 'I Agree' box and click 'Submit'.
3. When you've completed your booking, click 'Submit' in the top right hand corner of the booking form.
4. When we have allocated an interpreter, you will receive an automated fax and be able to see the name of the interpreter in the "View Your Bookings" function. If you do not wish to receive a fax, please type 'none' in the fax number field, and make sure you type your email address in the email field. You will then receive an automated email confirmation.
5. To check your bookings simply log in and click on "View Your Bookings". There you will see all bookings you have made. Use the date range to view previously made bookings.

Will an interpreter be available?

SLC VIC is the largest provider of sign language interpreters in the state. However at this time there is a shortage of qualified interpreters in Victoria. A request with short notice (less than one to two weeks) can make it difficult to secure an interpreter. Booking early increases the likelihood of an interpreter being available. If an interpreter or notetaker is not available you will be advised at least two full working days prior to the assignment.



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How many interpreters or notetakers will I need?

- The ASLIA Occupational Health and Safety policy states that if an interpreting assignment is longer than one hour in duration, **TWO** interpreters must be employed. This is also applicable to notetakers.
- It is important for interpreters and notetakers to work in teams to avoid mental and subsequent physical fatigue which will affect the quality of service. Educational interpreters must not work for longer than 25 minutes at one time before alternating with another interpreter. It is not necessary to stop the proceedings while this changeover occurs.
- The number of interpreters or notetakers required is dependent on the dynamic and intensity of the assignment, not the number of Deaf or hearing participants.
- Our staff are happy to discuss your needs and can provide any further information required to assist you when making a decision.

Cost

Type of Service	Min charge for one interpreter (excl. GST)	Hourly rate (excl. GST)
Interpreting - General and Education	\$148.00	\$74.00
Interpreting - Court	\$164.00	\$82.00
Approved not for profit unfunded Deaf Community groups and Individuals (Interpreting Only)	\$104.00	\$52.00
Video Relay Interpreting (VRI)	\$148.00	\$74.00
Deaf Relay Interpreting	\$148.00	\$74.00
Notetaking	\$73.00	\$36.50
Notetaking – Court	\$82.00	\$41.00

All bookings:

- between 6pm and 8am weekdays, weekends and public holidays incur an additional \$5 per hour charge
- a charge of \$0.50 (cents) per kilometre will only apply to distances greater than 40 kilometres from the SLC VIC East Melbourne office
- are charged for a minimum of two hours
- are subject to GST
- **prices are subject to change without notice**

Payment procedure

An invoice will be posted approximately two weeks after the service has been provided.

All booking clients acknowledge that if for a particular reason an interpreter Claim Form is not signed confirming the service was provided, a third party confirmation will be accepted. If there is no person available to verify the service and no signature is present, then the invoice calculations as determined by SLC VIC will be accepted by the booking client.



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Cancellations

If you wish to cancel a booking please fax or telephone our office at any time, notifying the date and time of the booking.

- Full fees will be charged for any booking cancelled less than two full business days prior to the start of the booking
- Full fees will be charged if the hours of a booking are reduced less than two full business days prior to the start of the booking
- Full fees will be charged if an interpreter or notetaker arrives at an assignment which has been cancelled without this office being notified
- Full fees will be charged if a booking is cancelled due to participants failing to attend
- **Travel time will be charged for any cancelled booking that is greater than 40 kilometres from the SLC VIC East Melbourne office**
- Court bookings cancelled less than two full business days prior to the start of the booking which exceed two days in length will incur full fees for the first two days. An additional charge of 50% will be applied for any consecutive days booked, for up to three days.
- Weekends and Public Holidays are not deemed business days

Quality

- SLC VIC employs only National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreters and accredited notetakers
- We provide the best possible match between the Deaf client, interpreter and interpreting assignment
- All interpreters employed by SLC VIC must participate in the NAATI Revalidation Program. For further details go to: www.naati.com.au.

Country Assignments

Travelling time will be charged to and from country and interstate assignments at the interpreter hourly rate. Additionally, a charge of \$.50 (cents) per kilometre will be applied to distances greater than 40 kilometres from the SLC VIC East Melbourne office. Travel is calculated by use of Google Maps™ for both travel time and kilometres.

For assignments that incur reimbursement for travel, then travel time is also paid equivalent to the time it takes to travel to and from the assignment, by the hourly rate. However, please note: **the two-hour minimum will include travel time, if the actual assignment time is less than two hours.** An example of this policy is an assignment for one hour in Bendigo, where travel time is 1.5 hours in each direction. This assignment will have claimable hours of four, plus the travel kilometres.

Where an interpreter is required to work interstate travel time is calculated from SLC VIC East Melbourne to the airport and destination. Where a flight is delayed the additional time will be charged as travel time to the booking client.



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If SLC VIC can secure an interpreter that resides locally, travel rates will apply after 40 kilometres from the interpreter's home. If an over night stay is required then meals, accommodation and other associated travel expenses will be charged to the booking client. Please ask our staff for further details.

Working with an interpreter

- When working with an interpreter speak directly to, and maintain eye contact with, the Deaf person
- It is important that the seating arrangements and lighting are appropriate for clear communication so please consult with the Deaf or hearing impaired person and the interpreter or notetaker before the session begins.
- **Please respect safe occupational health and safety standards by ensuring that interpreters and notetakers take breaks. It is appropriate to allow a 10 minute break every 25 minutes for interpreters or notetakers working alone, and it is best to discuss this with the interpreter or notetaker before the session begins.**

Conference Bookings

Because of the nature and dynamics of conference bookings it is vital that conference materials are provided to interpreters and notetakers at the earliest time possible prior to the conference. This is to ensure the best possible quality of service. Interpreters will work in teams at all times at a conference. Please be aware that concurrent sessions will require two interpreters or notetakers working in a team for each session. Large conferences will require teams of three interpreters. Some conferences may incur a fee for preparation.

Music

Please advise the booking office if songs, music or theatre will be a part of the booking. These forms of interpreting are highly specialised and will require preparation. Lyrics to music must be provided to the interpreter within reasonable time to allow for preparation.

Code of Ethics – Interpreters:

Interpreters that are employed by Sign Language Communications (SLC VIC) shall abide by the Australian Sign Language Interpreters Association (ASLIA) Code of Ethics which, in part, enshrines the work practices in relation to professional accountability, competence, impartiality and confidentiality. To view the Code of Ethics in their entirety, please refer to the ASLIA website at www.aslia.com.au.