

## Employment Assistance Fund

### About Employment Assistance Fund

The Commonwealth Government provides funding through the Employment Assistance Fund (EAF) to cover the costs of making these workplace changes to enable deaf people to perform their duties in the workplace. This can include buying equipment, modifications or accessing services.

EAF will be able to assist deaf employees who are about to start a job, already employed, or are self-employed, and require Auslan interpreting services.

Funding caps apply to particular items and can be provided by Convo Australia

- **Auslan Level 1** - interpreting for work related activities, which is capped at \$6,000 every 12 months; this application is required to be renewed every 12 months.
- **Auslan Level 2** - interpreting for job interviews and related activities, such as site visits, completion of tests and information sessions, which is uncapped.

### Convo Australia

Convo Australia provides access to a pool of interpreters and digital communication platforms such as apps and is available during operating hours. Each account holder will receive login details and a Convo Australia phone number linked to the account. The user will have access to the platform using the app with which a connection can be made or received.

All interpreters employed by Convo Australia are certified by the National Accreditation Authority for Translators and Interpreters (NAATI).

### Rates

- \$ 329.00 (base cost - including 120 minutes)\* + GST
- \$ 3.25 per excess minute + GST

\* Whenever a connection is made during a calendar month (from the first day to the last day of the month), the account is activated and can then be used anytime during that month to make multiple connections up to a total of 120 minutes, and thereafter an excess rate per minute will apply above the first 120 minutes until the first of the next month.

### Examples

- 5 connections totaling 90 minutes made in a month - An invoice for the base cost plan (2 hours) will apply
- 1 connection totaling 38 minutes made in a month - An invoice for the base cost plan (2 hours) will apply
- 3 connections totaling 145 minutes made in a month - An invoice for the base cost plan (2 hours) in addition to 25 excess minutes will apply

### Invoice

Each invoice will include:

- Employer's contact details

- Date
- Invoice number
- EAF Number (must be current in order to make a claim)
- Customer Name (deaf employee)
- Customer's Convo Australia phone number
- Itemised connections that includes:
  - Date and time of service
  - Interpreter first name and certification number
  - Duration of service (total minutes)
- Total cost of invoice
- Convo Australia's company and banking details.

Convo Australia is GST registered.

## Terms and Conditions

By registering with Convo Australia and receipt of Convo Australia's phone number, and the initial connection to access Convo Australia's interpreting services, you have agreed to the terms and conditions below:

1. The rate is based per calendar month which entitles the user to access interpreting services and digital communication platforms such as apps and during Convo Australia's operating hours;
2. The service is triggered for each month whenever a connection is made. Convo Australia takes no responsibility for the initiation of the connection between the employee and other users.
3. Employee's EAF details will need to be provided to Convo Australia if the employer wishes to make a claim and it is the employer's responsibility to provide Convo Australia these details.
4. If plan usage is in excess of 120 minutes in any calendar month, the employer will be billed \$3.25 (excluding GST) per excess minute and the employer will be responsible for the amount owing to Convo Australia.
5. It is the employer's responsibility to submit a claim with the Employment Assistance Fund to receive fund assistance.
6. If an international call is made, we will send you a separate invoice for international calls (see international call rates on [www.convoaustralia.com/international\\_call](http://www.convoaustralia.com/international_call)), the international call fees may be your (or employer's) sole responsibility; and
7. Any change to the billing details is your responsibility.

## Privacy Act

Convo Australia is fully committed to high standards of interpreting services and adheres to the Privacy Act (Cth, 1988) and all information regarding the account is private and confidential. The only people who can access your information are Convo Australia staff who are authorised by the Management.

Further Information about the **Employment Assistance Fund** can be found [here](#).