

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, are 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 \$12,000 every 12-month period; you will need to renew 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. It 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 following month.

Examples

- Five connections totalling 90 minutes made in a month - An invoice for the base cost plan (2 hours) will apply
- One connection totalling 38 minutes made in a month - An invoice for the base cost plan (2 hours) will apply
- Three connections totalling 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. This agreement confirms Convo Australia's commitment to provide you with access to Auslan Interpreting services through Convo Australia's digital communication platforms, including but not limited to their app. This access is funded by your employer, and may be reimbursed through the Employment Assistance Fund managed by JobAccess.
2. The agreed number of minutes allocated per month on activation by default will be 120 minutes, or a different amount nominated by you, and is recorded on the Convo Australia database.
3. The service is agreed to for 12 months and will be renewed annually; or
4. With a written request to terminate your plan (at least 10 business days before the end of the current billing month), your plan shall cease at the end of the billing month.
5. An invoice of a minimum charge of 120 minutes, or a different amount agreed in advance, will be activated once a connection is made anytime during the current month. This minutes allocation will be available to be used until the end of the calendar month, with no minimum for each connection made.
6. Convo Australia will inform you about your usage during the month as you approach full allocation of your subscription. If you exceed the minutes allocated to your monthly plan, Convo Australia will not cut your service; but will provide you with service at the excess rate. The excess minutes will be invoiced to you at the excess rate which you understand and agree is \$3.25 per minute.
7. The remaining minutes balance of the current month will not be carried forward into the next monthly cycle.
8. If there is no connection anytime during the current calendar month, no invoice will be issued for that month.
9. If an international call is made, Convo Australia will send me a separate invoice for your international calls (see international call rates on www.convoaustralia.com/international_call). The cost of international calls will be the sole responsibility of your employer and/or yourself.
10. Convo Australia may cancel or suspend the agreement if there is no payment received by the due date, and may seek legal remedy to collect outstanding amounts.
11. You agree and take responsibility to notify Convo Australia of any change to your billing details within 5 business days prior to the next invoice being issued.
12. Prices provided in the Service Level Agreement are subject to change with notice.
13. Prices provided are not inclusive of Goods and Services Tax (GST).
14. You understand that Convo Australia is fully committed to high standards of interpreting services and will be responsive to your needs and adheres to the Privacy Act (Cth, 1988).

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](#).