

Interpreting in the Workplace - Pricing and Service Offerings

INFORMATION

Deaf Employees in the Workplace

As Convo Australia is a deaf-owned company, our understanding of human connection is different than most. In a rapidly advancing world, technology is often based on spoken language. We offer a unique perspective: universal communication solutions that are designed by deaf people for deaf people that meet the needs of deaf people - solutions that feel right.

We understand how challenging it is for employers to source interpreters and at times are unable to fulfil booking requests due to several reasons including but not limited to:

- lack of availability of interpreters,
- interpreters not showing up,
- an interpreter was not booked in advance or with enough notice, and/or
- meetings being rescheduled, cancelled or clients not showing up.

We also know how challenging it is for deaf people to communicate when using existing interpreting and relay services as they often find their needs unfulfilled due to lack of available interpreters. The current model of service provisioning does not address the growing demand from deaf people for interpreting services.

About Convo Australia

Convo Australia offers a unique **on-demand video interpreting service** for employers who employ deaf people in the workplace through our specifically designed communication app during operating hours. All of our interpreters are certified through the National Accreditation Authority for Translators and Interpreters (NAATI).

Our specifically designed app enables deaf employee/s to access Convo Australia's video interpreting services where no pre-booking for an interpreter is required.

Convo Australia's video Interpreting Service offers a range of services for your deaf employees the following areas:

- Making and receiving telephone calls,
- Communicating with others in the same room,
- Available on demand and anywhere, and
- 24/7 service availability.

In addition, our Customer Support is available 9am to 7pm (AEST/AEDT) (Monday to Friday).

Each deaf employee will be assigned a unique Convo AU telephone number making it easier to be contacted through normal telephone calls which cannot be provided through the National Relay Service.

How are we different from other Interpreting Services?

Convo Australia is a unique service model as we charge on a per minute basis rather than charging for each booking like traditional service agencies do. At a minimum, we charge 120 minutes per month when activated and the deaf employee can make as many connections as they can for the whole calendar month.

Our Cost:

Our monthly charge, when activated, is at \$329.00 (plus GST) to access 120 minutes. The user can make as many connections in a month.

If in excess of 120 minutes, we charge \$3.25 (plus GST) per minute.

In comparison with traditional interpreting service, if an employee makes 4 separate 30 minute bookings, they will be charged for 4 separate bookings at a minimum service of 2 hours per booking (totalling 480 minutes). The overall service charge would be for 8 hours in total and the total potential cost will be \$1,000. We charge at 120 minutes for \$329.00 (plus GST), a significant saving of \$671.00.

Should more than 120 minutes of Auslan interpreting be required per month, additional monthly plan options are available:

Convo Australia Subscription Price Schedule

Plan 2	120 Minutes	\$329.00 a month (plus GST)
Plan 4	240 Minutes	\$579.00 a month (plus GST)
Plan 6	360 Minutes	\$858.00 a month (plus GST)
Plan 8	480 Minutes	\$1,114.00 a month (plus GST)
Plan 10	600 Minutes	\$1,370.00 a month (plus GST)
Plan 12	720 Minutes	\$1,626.00 a month (plus GST)
Excess minutes	Per minute	\$3.25 (plus GST)

(Price is subject to change)

Supplementary Devices and Incidentals

Convo Australia recommends the use of the following devices to improve deaf employee's interaction with others in the workplace, in particular when interacting with others in the same room while using our services. These devices and incidentals are not provided by Convo Australia.

- Large screen phone, Apple iPad or suitable tablet (providing larger screen for better viewing of the interpreter);
- Bluetooth microphone and speaker (e.g. Jabra Speak, to provide better audio quality for other people interacting with the deaf employee/s);

- Stable internet / data connection (use of video interpreting requires use of data, recommended minimum data is 5GB per 2 hours of video connection), firewall configuration may be required (see [link](#)).
- Access to paid subscription video conferencing platforms (e.g. Zoom) to enable dial in options for video conferencing.

Additional Support

Convo Australia has prepared information about the [Employment Assistance Fund](#) (EAF) as some employers may be eligible to receive financial support through the Job Access. The scheme offers employers access to financial support for workplace modifications and interpreting funds. For more information and to apply for this scheme, please visit www.jobaccess.gov.au.

Terms and Conditions for EAF / Workplace Participant ([Link to Auslan translation video](#))

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, there will be no invoice 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).