

INTERPRETING IN THE WORKPLACE

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 fulfill 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, canceled 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
- Scaling up to 24/7 service availability.



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).

In comparison with traditional interpreting service, if the employee makes 4 separate 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.

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 hour), 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.