

NDIS – Pricing and Service Offerings

Information for Deaf NDIS participants, Support Coordinators and Plan Managers

Using Your NDIS Plan

Convo services can be funded through your NDIS plan.

This may include:

- Capacity Building supports
- Core supports (depending on your plan)

You can talk with your Support Coordinator or Plan Manager to confirm how this fits your plan.

About Convo Australia

Convo Australia provides on-demand Auslan interpreting access, designed to fit how communication happens in real life – not just scheduled appointments.

Through our secure digital platform, you can connect with NAATI-certified Auslan interpreters anytime, anywhere in Australia, using your phone, tablet, or computer.

This means:

- No need to pre-book for everyday conversations
- Access when you choose – at the moment you need it
- One tool that supports work, services, and everyday life



What's Included in Your Monthly Plan

Each plan gives you a set number of interpreting minutes per month, with the flexibility to use them across different situations.

All plans include:

- 24/7 access to video interpreters (including evenings, weekends, and public holidays)
- No pre-booking required for on-demand use
- Access across multiple devices
- A personal Convo Now number to receive calls
- Ability to join online meetings (Zoom, Teams, Google Meet) with an interpreter
- Customer support in Auslan

Monthly Plan Options

| Plan Name | Interpreter minutes included each month | Monthly Cost |
|----------------|---|------------------|
| Plan 2 | 120 Minutes | \$349.00 a month |
| Plan 4 | 240 Minutes | \$599.00 a month |
| Plan 6 | 360 Minutes | \$849.00 a month |
| Excess minutes | \$3.75 per additional minute | |

(Price is subject to change)

How Billing Works

- Monthly plans are based on how many minutes you choose
- Invoices are sent monthly
- Extra usage is charged per minute
- You will receive updates when you use up your plan minutes

Talk with your Support Coordinator or Plan Manager if you have questions about how this is managed in your plan.



How to Think About Value

A monthly plan may seem higher than a single booking.

However, most real-life communication needs:

- Don't happen at appointment times
- Are often short and happen again and again
- Often happen outside normal business hours

Traditional interpreting services typically:

- Need to be booked early
- Charge per booking (often minimum 2 hours)
- Apply higher after-hours or weekend rates

Convo is designed for ongoing, everyday access, not one-off bookings.

Price Comparison (After-Hours Example)

The table below compares the cost of a 2-hour after-hours booking with traditional providers.

| (Actual prices as of March 2026) | | | | |
|---|---------------------------|---------------------------|---------------------------|---------------------------|
| Convo Australia | Service Provider A | Service Provider B | Service Provider C | Service Provider D |
| \$349 | \$342 to \$374 | \$330 to \$360 | \$330 to \$429 | \$330 to \$408.75 |
| Ongoing access across the month | One booking only | One booking only | One booking only | One booking only |

Important to remember:

- Traditional services charge per booking
- Many real-life needs happen after hours or require short, unplanned conversations
- Convo provides access across all these moments within a single plan



Real-Life Usage Example

120 minutes per month could cover:

- Many short phone calls (e.g. appointments, services, businesses)
- Meetings and everyday conversations
- A mix of planned and quick conversations

Instead of planning one or two bookings, you can **use interpreting when life happens.**

Why This Model Works

| Everyday communication is often: | |
|---|--|
| <ul style="list-style-type: none">• Unplanned and sudden• Short and happen again and again• Not always planned appointments or meetings | |
| Traditional services are designed for: | Convo is designed for: |
| <ul style="list-style-type: none">• Booked appointments• Must be booked early• Longer minimum time (2 hours) | <ul style="list-style-type: none">• Real-time communication• Everyday conversations• Flexible use across the day |

Who This Service Is Best Suited For

This model works very well for people who:

- Need many short conversations
- Want flexibility and don't want to book ahead all the time
- Use interpreters across work, services, and everyday life
- Want immediate access when something happens

Getting Started

1. Check your NDIS plan funding
2. Talk with your Support Coordinator or Plan Manager
3. Choose a plan that suits your needs
4. Start using Convo

**Operating Hours:**

- Video Interpreting Services: 24/7
- Customer Support: Monday to Friday, 9:00 AM to 7:00 PM (AEST/AEDT)

Additional Notes:

- You need a stable internet connection
- Mobile data may be used (about 5GB per 2 hours)
- You may still need face-to-face interpreting for some situations, and you should include this in your NDIS plan

Contact Us:

For more information, visit convoaustralia.com.

Terms and Conditions (NDIS Participants)

We aim to keep things simple and transparent. Key terms include:

- Monthly plan with agreed minutes per month
- 12-month agreement (with option to cancel with notice)
- Monthly invoicing (no more than one month in advance)
- Plan changes apply from the following month (with notice)
- Excess usage charged at \$3.75 per minute
- Usage notifications provided as you approach your limit
- (When available) International calls billed separately

[Full terms available via Auslan video and written format.](#)