

NDIS and Subscription Service

ATTENTION

- **Plan Managers and**
- **Local Area Coordinators (LAC)**

Convo Australia met with NDIS representatives to discuss our unique subscription service model offered to NDIS participants. Our service offers on-demand access to interpreting services through our specifically designed communication platform and app during operating hours.

All of our interpreters and deaf interpreters are certified through the National Accreditation Authority for Translators and Interpreters (NAATI) providing interpreting and translating services and they are readily available during operating hours.

We offer no pre-booking service as they are guaranteed a minimum plan per month and can access/use the service during our operating hours, anywhere in Australia.

Convo Australia's Interpreting Services offers a range of services for the following areas:

- Making and receiving telephone calls
- Communicating with others in the same room
- Translating documents
- Being available on demand anytime and anywhere
- 24/7 service availability

NDIS has advised that a section titled '**Subscription Services**' ([7 December 2021, version 1.3 page 33-34](#)) has been included in the Price Guide which states:

Subscription Services

A provider may claim for a service agreed with a participant using a subscription model of payment. The participant is paying to be able to use that service (on terms/ hours agreed) for the period of subscription.

In addition to the Price Guide, a reference on co-payment for Capital items, including Assistive Devices (page 34) states:

Co-payment for Capital items, including Assistive Technology

Co-payments by the participant are not required ... these may include an aesthetic customisation to an assistive technology or modifications to a vehicle that are additional to the assistive components.

As Convo Australia provides Auslan interpreting/ translating service through our communication app, our rate covers the following NDIS line items (consumables):

- Interpreting and Translating (03_090_0121_1_1)
- Low cost AT - communication or cognitive support (03_222100911_0124_1_1)

Making Payment

As Convo Australia offers a subscription model, we submit an invoice at the beginning of each calendar month to include all our services provided for the full calendar month.

When making a payment on the NDIS portal or NDIS app, please select 'Start Support Date' and insert the date of invoice.

Selecting the 'support covering multiple days', will prevent prepayment of our services and prevent payment of monthly subscription charge which is otherwise permitted by the NDIS (refer extracts from the NDIS Price Guide above).

Ideally, the cost of subscription is to cover **interpreting and translation** first with remaining to be allocated to **Low cost AT** to cover the costs of the carriage app and telecommunication connections.

The invoice outlines the cost for each item.

Additional Information

Additional information about our pricing and service offerings is found [here](#).

Convo Australia
Updated 3 August 2022