

# Workplace (EAF) – Pricing and Service Offerings

## Information for Deaf employees

### What is the Employment Assistance Fund (EAF)?

The Employment Assistance Fund (EAF) is support from the Australian Government.

It helps pay for things you need at work because you are Deaf or hard of hearing.

This can include:

- Auslan interpreters
- Communication support
- Equipment or workplace adjustments

This support helps you do your job and communicate with others at work.

### Who can use EAF?

You may be able to use EAF if you are:

- Starting a new job
- Already working or self-employed

### What does EAF cover for interpreting?

EAF can fund Auslan interpreting in different situations:

1. **Job access (Level 2 – uncapped)**
  - Job interviews, training or assessments and site visits
2. **Work communication (Level 1 – capped)**
  - Meetings, phone calls and everyday work conversations

 **Level 1 funding is usually around \$13,000+ per year and needs to be renewed every 12 months or each time you change your job or job title.**



## How Convo can support you at work

Convo gives you on-demand access to Auslan interpreters using your phone, tablet, or computer.

This works for calls, meetings, and everyday conversations at work.

You can:

- Make and receive phone calls
- Join Zoom, Teams, or Google Meet
- Have quick chats with colleagues
- Get support in real time

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### Monthly Plan Options (EAF can be used)

Plan Name	Interpreter minutes included each month	Monthly Cost (including GST)
Plan 2	120 Minutes	\$383.90 a month
Plan 4	240 Minutes	\$658.90 a month
Plan 6	360 Minutes	\$933.90 a month
Excess minutes	\$4.13 per additional minute	

(Price is subject to change)

### Important Note

- We are required to add 10% GST to EAF / Workplace plans. Pricing includes GST.
- You are only charged in months when the service is used. Once you make a connection, your monthly plan is activated.



## How to think about these plans

Work communication often:

- Happens at different times
- Is short and frequent
- Cannot always be planned

With Convo:

- You can use your minutes across the whole month
- You are not limited to one booking
- You can connect when you need an interpreter

## Real-Life Usage Example

120 minutes in a month could support:

- Several phone calls
- Team check-ins
- Quick questions with your manager

Instead of planning one or two sessions, you can ***use interpreting when work happens.***

## Why this can work well with EAF

Traditional interpreting	Convo
<ul style="list-style-type: none"><li>• Needs booking in advance (often 2+ days notice)</li><li>• Often has minimum 2-hour sessions</li><li>• May not suit everyday communication at work</li></ul>	<ul style="list-style-type: none"><li>• Flexible, on-demand access</li><li>• Supports everyday communication at work</li></ul>

## How to get started

1. Check if you are eligible for EAF
2. Apply through JobAccess
3. Choose a Convo plan that suits your work needs
4. Start using interpreting at work

You can ask your employer or Employment Consultant / IEA Provider to help if needed.



## 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 communication at work and in meetings

## 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)
- Your workplace IT system may affect access
  - Some workplaces block apps or video services
  - You may need to speak with your IT team to allow Convo to work
- Some situations may still need in-person interpreters

## Want more information?

Visit [www.jobaccess.gov.au](http://www.jobaccess.gov.au).

Visit [convoaustralia.com](http://convoaustralia.com).



## Terms and Conditions (Workplace / EAF Consumers)

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

- Your plan gives you a set number of minutes each month
- The service is usually a 12-month agreement (can cancel with notice)
- Billing and usage:
  - You are only charged if you use the service during the month
  - Once you make a connection, your monthly plan is activated
  - You can then use your minutes anytime until the end of that month
  - If you do not use the service in a month, no invoice is issued
- Minutes and extra usage:
  - Minutes reset each month (unused minutes do not carry over)
  - If you go over your plan, extra minutes are charged per minute
  - You will receive updates as you approach your limit
- Other important points:
  - (When available) International calls are charged separately if used
  - Prices may change with notice
  - Convo follows Australian privacy laws to keep your information safe

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