

Workplace (EAF) – Pricing and Service Offerings

Information for employers

What is the Employment Assistance Fund (EAF)?

The Employment Assistance Fund (EAF) is an Australian Government program that helps cover the cost of workplace adjustments for employees with disability.

For Deaf and hard of hearing employees, this includes:

- Auslan interpreting
- Communication support
- Workplace equipment and adjustments

In most cases, Auslan interpreting costs can be reimbursed through EAF.

This means your workplace can support Deaf employees without bearing the full cost of interpreting services.

What does EAF cover for Auslan interpreting?

EAF can fund Auslan interpreting in different situations:

1. Job access (Level 2 – uncapped)
 - Interpreting for job interviews, training or assessments, site visits
2. Auslan interpreting (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 a Deaf employee changes job or job title.**



Why this matters for your organisation

Clear communication supports productivity, safety, team collaboration and inclusion.

However, traditional interpreting services can be difficult to manage:

- Interpreters need to be booked in advance (often days or weeks in advance)
- Availability can be limited
- Minimum booking times (often 2 hours) increase costs
- Last-minute changes can cause disruption

A more flexible approach: Convo

Convo provides on-demand access to NAATI-certified Auslan interpreters through a secure digital platform – no pre-booking required. Your employee can connect instantly using their phone, tablet, or computer.

This supports:

- Making and receiving phone calls
- Meetings (in-person and online)
- Everyday workplace communication

How this benefits your organisation

1. **Immediate access**
 - No waiting days or weeks for bookings
 - Connect in seconds when communication is needed
2. **Cost efficiency**
 - Monthly plan instead of per-session charges
 - No multiple minimum booking fees
 - Better suited to short, frequent interactions
 - With EAF support, these costs are often reimbursed
3. **Reduced administration**
 - No scheduling or managing multiple bookings
 - Simple monthly invoicing
4. **Better employee experience**
 - Supports independence
 - Enables full participation in day-to-day work
 - Improves engagement and inclusion



Why this model works in practice

Workplace communication is often:	
<ul style="list-style-type: none">• Unplanned• Short and frequent• Not limited to scheduled meetings	
Traditional services are designed for:	Convo is designed for:
<ul style="list-style-type: none">• Fixed scheduling• Pre-booked sessions• Longer time blocks	<ul style="list-style-type: none">• Real-time communication• Everyday interactions• Flexible use across the workday

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 usage	\$4.13 per minute	

(Price is subject to change)

How billing works (EAF-friendly)

- You are only charged if the service is used during the month
- Once a connection is made, the monthly plan is activated
- The allocated minutes can then be used across the rest of the month
- At the end of the month, an invoice is issued along with an itemised connection list to support your EAF reimbursement claim
- If no usage occurs, no invoice is issued

This aligns well with EAF reimbursement processes.



Getting started

1. Confirm your employee is eligible for EAF
2. Apply through JobAccess
3. Select a Convo plan that suits your workplace needs
4. Enable access for your employee(s)

Your employee(s) or their Employment Consultants / IEA Providers can also initiate this process.

Our operating hours

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

Important considerations

- A stable internet connection is required
- Mobile data usage may apply for video calls
- Workplace IT systems may require configuration
 - Firewalls or security settings may block video services
 - IT teams may need to allow (whitelist) access to au.convo.io and the Convo Now app
- Some situations may still require in-person interpreters

Want more information?

Visit www.jobaccess.gov.au.

Visit convoaustralia.com.

Download [*Building Inclusive Workplaces: An Employer's Guide to Supporting Deaf Employees*](#) by Deaf Connect.



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.](#)