

NDIS - Pricing and Service Offerings

INFORMATION

About Our Service

Convo Australia provides reliable, on-demand video interpreting services designed to meet your communication needs. Through our secure digital communication platform, participants can connect with our NAATI certified Auslan interpreters anytime, anywhere in Australia.

All you need to do is to sign up and create your account on our digital platform, and choose your service plan.

Our Monthly Service Plans Include:

- Access to video interpreters on demand 24 hours a day, everyday (yes, including public holidays!).
- Automatically book our video interpreters to be used any time during the month - no extra bookings required.
- Use of our digital communication platform across multiple devices (e.g., smartphones, tablets, computers).
- A unique Convo Now telephone number for receiving calls directly from anyone.
- Bring our video interpreters into your online meetings (eg. Zoom, Google Meet, Teams) without needing to make a booking.

Why Choose Convo Australia?

- NDIS registered provider
- Flexible plans tailored to suit your needs.
- Unlimited connections, no minimum hours per connection.
- Accessible from anywhere in Australia.
- NAATI certified Auslan interpreters ensuring top-quality service.
- Free Customer Service support (in Auslan!).

Monthly Plan Options

Choose a plan that suits your lifestyle. Each plan provides you with a pre-booked amount of interpreting minutes of video interpreting service each month.

Plan Name	Interpreter minutes included each month	Monthly Cost
Plan 2	120 Minutes	\$329.00 a month
Plan 4	240 Minutes	\$579.00 a month
Plan 6	360 Minutes	\$858.00 a month
Excess minutes (for all plans)	\$3.25 per minute for each additional minute over your monthly plan amount	

(Price is subject to change)

How do our prices compare with other service providers?

Here is a table comparing the cost of booking 2 hours of video interpreting services at the **After Hours Rate** from some popular Auslan interpreting service providers in Australia.

(Actual prices as of January 2025)				
Convo Australia	Service Provider A	Service Provider B	Service Provider C	Service Provider D
\$329	\$306 to \$331.50	\$330 to \$360	\$330 to \$429	\$319 to \$407
As many times you want to use in 1 month	1 session only	1 session only	1 session only	1 session only

What Makes Us Different?

- No pre-booking needed: Access interpreters instantly.
- Save time and money compared to traditional services.
- Available when other services may not be (e.g., outside standard hours).

Our Operating Hours:

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

Additional Notes:

- Participants should ensure they have reliable internet connectivity and suitable devices for accessing services.
- Mobile data usage applies when accessing services on mobile devices (recommended: 5GB per two hours).
- We recommend considering additional in-person interpreting services if needed, and this needs to be included in your NDIS plan.

Contact Us:

For more information, visit [Convo Australia's Website](#) or reach out to our support team.

Terms and Conditions for NDIS Participant ([Link to Auslan translation video](#))

1, The service is a monthly plan which entitles me access to an agreed number of minutes per month for Auslan interpreting services through Convo Australia's digital communication platforms. 2, The agreed number of minutes per month is nominated by me and is recorded on the Convo Australia database. 3, The service is agreed to for 12 months and will be renewed annually; or 4, With a written request to terminate my plan (at least 10 business days before the end of the current billing month), my plan shall cease at the end of the billing month. 5, If I request a change in my plan, my updated plan will start on the first of the following month providing that I would give notice at least 10 business days before the end of the month. 6, Convo Australia will not require me to pay more than one month in advance and will invoice me monthly. 7, I am responsible to ensure that I have sufficient funds to make monthly payments in advance. 8, Depending on the joining date of the monthly plan, the invoice will be prorated for the first month's plan amount. An Invoice will be issued to you to cover the remaining month as soon as possible. 9, If I fail to pay my invoices on time for three consecutive months, Convo Australia may terminate my account and may seek legal remedy to collect outstanding amounts. 10, Convo Australia will inform me of my usage during the month as I approach full allocation of my plan amount. If I exceed the minutes allocated to my monthly plan, Convo Australia will not cut my service; but will provide me service at the excess rate. The excess minutes will be invoiced to me at the excess rate which I understand and agree is \$3.25 per minute. 11, If I continue to exceed my allocation 3 months in succession, Convo Australia will ask me to review and upgrade my plan. 12, If an international call is made, Convo Australia will send me a separate invoice for my international calls (see international call rates on www.convoaustralia.com/international_calls). The cost of international calls will be my sole responsibility. 13, I agree and take responsibility to notify Convo Australia of any change to my billing details within 5 business days prior to the next invoice being issued. 14, I understand that Convo Australia is fully committed to high standards of interpreting services and will be responsive to my needs and adheres to the NDIS policies and the Privacy Act (Cth, 1988).