

NDIS - Pricing and Service Offerings

INFORMATION

Convo Australia met with NDIS representatives to discuss our unique service model offered to NDIS participants. Our service offers access to video interpreters on demand through our specially designed communications app during operating hours, and all of our interpreters are certified through the National Accreditation Authority for Translators and Interpreters (NAATI).

Our specifically designed app is a support item ('assistive technology') that enables access to Convo Australia's Video Interpreting Services where no pre-booking for an interpreter is required.

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

- Making telephone calls
- Receiving telephone calls
- Communicating with others in the same room
- Being available on demand anytime and anywhere

Convo Australia is available when the National Relay Service's Video Relay Service does not provide similar service offerings and when they are not available after their operating hours.

Convo Australia offers a subscription model for participants to access our pool of video interpreters through our specially designed communications app during our operating hours. In addition, each participant will be assigned with a unique Convo AU telephone number making it easier for other people to connect with the participant through normal telephone calls.

Our current operating hours are:

- 24/7 - Video Interpreting Services
- 9am to 7pm (AEST/AEDT) (Monday to Friday) - Customer Support

For these reasons, Convo Australia is able to offer participants subscriptions which are permitted in accordance with the NDIS *Pricing Arrangements and Price Limits (2021-2022) (Version 1.3, Released 7 December 2021, Page 33-34)*.

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:

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.

The monthly subscription will cover the following expenses for the participant:

- On demand access to an interpreter during our operating hours for the calendar month
- Use of app on different devices - Apple iPhone/iPad, Android mobile/ table, MacOS and Windows computer and video interpreting platform and
- Convo AU telephone number enables the participant to receive telephone calls through their own phone number.

Why is Convo Australia different?

Convo Australia offers a unique service compared with traditional interpreting services. We charge for predetermined interpreting minutes rather than charging per booking service. See below an example of utilisation of service throughout the month.

Su	M	T	W	Th	F	Sa
			1	2	3 25 mins	4 15 mins
5	6	7 60 Mins	8 45 mins	9	10	11
12	13	14 5 mins	15	16 15 mins	17	18 30 mins
19	20 20 mins	21	22	23	24	25
26	27	28 25 Mins	29	30		

The calendar shows there are 9 sessions, totalling 240 minutes in a calendar month.

With our \$579.00 Plan 4 (240 predetermined interpreting minutes per calendar month) option, participants can make as many connections as they can for the month totalling 240 minutes. If the participants make 9 separate bookings totalling 240 minutes with the traditional interpreting services, they would be charged for 9 separate bookings at a minimum service for 2 hours per booking (totalling 1080 minutes, meaning 840 minutes are wasted or not utilised). The overall service charge would be for 18 hours in total and the total potential cost will be \$2,250.00, a significant saving of \$1,671.00.

Our service model allows participants to utilise their funding at a greater capacity, and in addition, the flexibility to access interpreting services on demand from anywhere in Australia.

Convo Australia Subscription Price Schedule

Plan 2	120 Minutes	\$329.00 a month	\$3,948.00 per year
Plan 4 (recommended)	240 Minutes	\$579.00 a month	\$6,948.00 per year
Plan 6	360 Minutes	\$858.00 a month	\$10,296.00 per year
Plan 8	480 Minutes	\$1,114.00 a month	\$13,368.00 per year
Plan 10	600 Minutes	\$1,370.00 a month	\$16,440.00 per year
Plan 12	720 Minutes	\$1,626.00 a month	\$19,512.00 per year
Excess minutes	Per minute	\$3.25	

(Price is subject to change)

Convo Australia recommends that participants' funds allow for additional in-person interpreting services in addition to their Convo Australia plan cost, as Convo Australia does not provide in-person interpreting services.

Other considerations

Depending on where the participant resides, the need to access the services may increase due to lack of available interpreters in these areas. Our service offers participants a significant sense of safety and being able to make connections when it is necessary and reasonable to do so that otherwise would not be possible under current offerings provided elsewhere.

Supplementary Devices and Incidentals

Convo Australia recommends the use of the following devices to improve participants' interaction with others in various settings, in particular when interacting with others in the same room while using our services. These devices and incidentals are not provided by Convo Australia.

- Large screen phone, Apple iPad or suitable tablet (providing a larger screen for better viewing of the interpreter);
- Bluetooth microphone and speaker (e.g. Jabra Speak, to provide better audio quality for other people interacting with the participants); and
- Mobile data (use of video interpreting requires use of data, recommended minimum data is 5GB per 2 hour).

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

1, The service is a monthly subscription which entitles me access to an agreed number of minutes per month for Auslan interpreting services through Convo Australia's digital communication platforms such as their app. 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 subscription, the invoice will be prorated for the first month's subscription. 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 subscription. 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).